



# Muskingum College

## MAIL/COPY CENTER

### HOURS OF OPERATION

Monday – Friday  
7:30 am – 5:00 pm

Saturday  
10:00 am – 1:00 pm

### Student Mail Center Window

Must present your student ID to receive your mail

Monday – Friday  
7:30 am – 9:00 am  
12 noon – 5:00 pm

Saturday  
(only the small window is open on Saturdays)  
10:00 am – 1:00 pm

### Summer Hours

Monday – Friday  
8:00 am – 5:00 pm

### Summer Hours Student Mail Center Window

8:00 am – 9:00 am  
12 noon – 5:00 pm

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## **INTRODUCTION**

This Mail User Guide has been prepared as a source for printing and copy information to enable the College Community to obtain the best available mail services with regard to efficiency and economics. It briefly touches on topics such as campus mail, mail preparation, envelopes, printing and other information basic to your daily needs. We hope this guide will be a useful desk companion to you.

The more we know about your needs and concerns, the better we can fulfill them. Let us know, in advance, when you are preparing a large/unusual, outgoing mailing project or if you have an unusual request. If you have any questions, we encourage you to call us at 826-8124.

## **OVERVIEW**

The College Mail/Copy Center is located at the bottom of the Student Faculty Center. All mail is delivered to the mall center for sorting. The College address is:

*STUDENT NAME*  
**MUSKINGUM COLLEGE**  
**163 STORMONT STREET**  
**NEW CONCORD, OH 43762-1199**

## **PERSONNEL**

Barbara Beddard – Mail Center Coordinator  
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Phone: 826-8124

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## **MAIL SERVICES**

### **INCOMING MAIL/CAMPUS MAIL**

Desktop mail covers most types of mail or first class mailings under 200 pieces. The mail must be stuffed and **a department for charge back clearly identifiable**. All out-going mail must leave campus by 4:15 pm in order to be processed for that day by the Post Office.

Our mail is delivered daily around 9:30 am, and is sorted by departments and the student body. Delivery times to departments may vary depending upon the volume of mail received.

### **SPECIAL**

Thinking about doing a mail center box stuffer? Read on for important information.

**There are several things you must do for us to be able to do your box stuffing:**

1. Get it to the mail center at least two days before the information is needed by the students.
2. The paper can be no smaller than 3" by 5." Half sheets are better.
3. If the item to be stuffed is for a selected group, write their names on the copies and put them in alphabetical order.

**The Mail Center will not accept or allow the following types of material for insertion in the mail boxes:**

1. Chain Letters.
2. Invitations to student parties, unless approved by Student Life.
3. Information from student clubs or organizations unless approved by Student Life.

**What the Mail Center will do:**

1. We will put your stuffer in the boxes on the next day depending on when it reaches us and the level of activity. It is better to plan ahead.

### **BUSINESS REPLY MAIL**

Business Reply Mail (BRM) service enables mailers to receive first class mail by paying postage only on the mail which is returned. All business reply postage and handling charges are billed back to the departments. When your department decides to use a business reply envelope or card, please contact the Mail Center at ext. 8124. We can help you decide the cost effectiveness and other options available. Courtesy Reply Mail (CRM) is one such option in which the recipient pays the postage yet the return information is preprinted on the envelope/card providing a speedier return to you. USPS permit fees are required for BRM mail, there is no permit fee for CRM mailings.

## **ZIP + 4 LOCATION CODES**

You can access the following web site to obtain a zip code:

<http://zip4.usps.com/zip4/welcome.jsp>

The use of Zip + 4 information helps ensure timely and accurate mail processing and delivery. We encourage departments to place their Zip + 4 number on all departmental stationary, envelopes, business cards, and to remember to include them in your outgoing mail lists.

### **Muskingum College Zip + 4 is 43762-1199**

When using business reply mail (BRM)

Envelopes weighing under one ounce have a Zip + 4 of 43762-9901.

Envelopes weighing over one ounce have a Zip + 4 of 43762-9902.

Postcards (minimum size 3.5" by 5" and maximum size 4' by 6") have a Zip + 4 of 43762-9989.

## **PREPARATION OF OUTGOING MAIL**

### **Envelopes – Addressing and General Information**

The following information is recommended by the U.S. Postal Service to minimize the time required to process your mail.

- Type or print all address information. Make sure print is clear and sharp. Ensure address characters do not touch or overlap. Black ink on a white background is best. Use at least a 9 point character.
- Maintain a uniform left margin. Use uppercase letters. Omit all punctuation. While recommended this is not mandatory except for BRM.
- Include floor, suite, and apartment numbers whenever possible. Put the city, state, and zip code and/or zip + 4 code in that order on the last line.
- If there is enough room, you can place the zip code and/or zip + 4 code alone on the bottom line. Use standard two-letter state abbreviations.
- When using window envelopes, make sure the complete address is always visible – even when the insert moves. Leave one or two spaces between the words and between the state abbreviation and zip code / zip + 4 code.

When the Post Office automated sorting equipment sorts your mail, it reads from the bottom up. It reads the zip code, state, city, street address or post office box, and company name/addressee. Be sure to list your return address on the envelope. This information should be completely filled out using the block style form. Example:

*FACULTY/STAFF*  
*MAIL COPY CENTER*  
**MUSKINGUM COLLEGE**  
**163 STORMONT STREET**  
**NEW CONCORD, OH 43762-1199**

The top line should be the attention line or the name of the person. The second line is the name of the department. The third line is the name of the company or recipient. The fourth line should contain the street address or post office box/rural route number followed by the suite, apartment, unit, office/dwelling number. Finally, on the last line

place city, state, and zip code or zip + 4 code. If you have international mail, place the country name on the last line of the address in CAPITAL letters in English.

When using the Mail Center for USPS pick-up, white/off white standard sized #10 envelopes should be used when possible. The white background with black ink shows up best when processed by the Post Office equipment. Envelopes should be aligned with address side out and the flaps down for sealing. Overstuffed envelopes should always be sealed prior to mailing by departments to prevent them from being damaged during processing by the postage meter machine. Flats, defined as envelopes 6" by 9" and larger, must be sealed by departments prior to mail pick-up. The upper right corner of the envelope and parcels is reserved for stamp or meter postage.

## **METER MAIL**

Meter Mail (Muskingum College Business Mail). This is defined as college business mail requiring postage. Mail is processed in the order in which it is received. The Mail Center should be notified in advance of any large mailings. Arrangements can be made for partial pick-up. These do not have to be completed before sending to the Mail Center.

THE MAIL CENTER PROVIDES ON-CAMPUS DELIVERY AND COLLECTION DAILY  
TO ALL CAMPUS LOCATIONS.

### **Mail Center Hours** 7:30 am – 5:00 pm

Student Mail Window is closed from 9:00 am – 12 noon.  
(This time is needed without interruption to get the mail sorted, cased, and ready for delivery.)

THERE IS A SLOT AVAILABLE TO DEPOSIT MAIL, INTER-CAMPUS MAIL, OR PRINTING REQUESTS WHEN WINDOWS ARE CLOSED, OR IF YOU WOULD LIKE TO DEPOSIT ANY OF THESE AFTER HOURS. THIS BOX IS CHECKED QUITE FREQUENTLY DURING THE DAY AND PROCESSED.

### **Pick-Up Times**

Johnson Hall, Paul Hall, Physical Plant, Wellness Center, and Aramark have one afternoon pick-up and delivery. Except for Montgomery, all other building have one pick-up/delivery in the morning and one in the afternoon. Montgomery has one pick-up/delivery in the morning and two in the afternoon. Mail is required to leave campus for the New Concord Post Office no later than 4:15 pm.

Outgoing mail cannot be processed for students between 2:00 pm and 4:00 pm. We have too much other mail to process at that time.

## **UPS**

UPS services are available in the Mail Center. UPS is the preferred provider for overnight, 2<sup>nd</sup> day air, and package delivery. It is recommended for all packages that you provide a telephone number as well as a street address (remember UPS cannot deliver to PO boxes). All packages of a personal nature are to be brought over to the Mail Center and paid for at the time of shipping. Please do *NOT* ask our delivery personnel to handle your personal packages.

UPS drops off next day air packages by 10:30 am. If there are no next day air packages, the drop off will be by noon. Time of pick-up is approximately 4:15 pm. For tracking and shipping information contact the Mail Center (ext. 8124) or visit the following web site:

<http://www.ups.com/>

## **FEDEX**

Federal Express delivers Priority Next Day by 10:30 am and Standard Next Day by 3:00 pm. Time of pick-up for Fedex Express is 4:00 pm, for Fedex Ground is in the morning (remember Fedex cannot deliver to PO Boxes). For tracking and shipping information contact the Mail Center (ext. 8124) or visit the following web site:

<http://www.fedex.com/>

There is a Fedex Express drop-off box located behind the Mail Center for your convenience. However, feel free to stop in the Mail Center or send over your next day air packages by campus pick-up.

## **OUTGOING U.S. MAIL AND PARCELS**

When submitting out-going mail to the Mail Center for metering, bundle separately as follows:  
Domestic, International, Mexican, Canadian, and stamped mail.

All Muskingum College pick-up mail will be processed as first class mail. International mail will be processed as air mail.

Information on USPS services can be obtained at the following web site:

<http://www.usps.com/>

A very useful tool to calculate your mail before it is processed is at the following site:

<http://www.usps.com/tools/calculatemailpostage/>

## **INTERNATIONAL MAIL**

For all your international mail needs, you may visit the following web site:

<http://www.usps.com/global/intresourcecenter.htm>

Or contact the Mail Center (ext. 8124) or the New Concord Post Office (826-4354).

## **STANDARD MAIL (formerly known as bulk mail)**

Departments and organizations may receive significant savings with large mailings should they meet the following specifications for third class/standard/non-profit mailings:

- The content of each piece of mail must be identical except for the recipient's name and address.
- All standard mail must be domestic.
- Each piece must weigh less than 16 ounces.
- Each piece must have the Bulk Permit printed or stamped on it.
- Each piece must have a zip code listed.
- Each mailing must be presented and bundled properly prior to being delivered to the Post Office – the finer the sort, the greater the discount.
- Each mailing must have a minimum of 200 pieces and weigh at least 50 lbs.
- Standard mail may not consist of the following items: personal letters, checks, bills or statements of account, or special service type mail.

The Mail Center will CASS (Coding Accuracy Support System) certify and process your mailing lists for you. There are a few procedures that must be followed when requesting this service:

1. You must provide the Mail Center with a sample of the mailing.
2. You must submit your address list on floppy disk or electronically submit your list to [\\mailrcv\inbox](#) (for help or instructions contact the Mail Center at ext. 8124). These lists must be in a precise format: i.e., name, address 1, address 2, city, state, zip. You may also have any other criteria, but it must all be uniform. For example, if you list phone numbers or birth dates and one record does not have a phone number, then you must leave a blank in that spot.
3. All self mailers must be tabbed on the top. Staples or taping of your mail piece is not permitted by the U.S. Postal Service. Tabbing is also available in the Mail Center.

**\* For all your needs it is recommended that you contact the Mail Center before the planning stages of your mailing. There are many rules that must be adhered to and there are many services and helpful hints that we can provide.**

## **CHANGE OF ADDRESS**

If you are leaving Muskingum College for the summer or permanently and not planning on returning, we request that you fill out a change of address form. During the summer months all mail for students is forwarded to their home address. If you are staying on campus or going to a different address than the one on record, you **MUST** make arrangements with the Mail Center prior to leaving for the summer.

### **FAQs about Mail Forwarding:**

**Which form do I need to fill out to have my mail forwarded?**

The Change of Address Order form.

**When should I fill out my Change of Address Order form?**

This should be done at least 30 days before you move or as soon as you know your new address and the date of your move. The Post Office will forward to your new address mail that has your old address on it beginning on the “Start Date” you included on the Change of Address Order form.

**How long will it take before I get forwarded mail at my new address?**

If you send in your Change of Address Order form 30 days before you move, it could take three to five days after your indicated “Start Date” for your mail to be forwarded from your old address to your new one, depending on how far you’ve moved. This delay will be longer if you wait until the week of your move before sending in your Change of Address Order form.

**How long will the post office forward my mail and what are the costs?**

First-Class, Priority, and Express Mail: All forwarded for 12 months at no charge, except for mail marked “Do Not Forward” and Periodicals. Second Class: Forwarded for 60 days at no charge (includes magazines). Standard Mail (A) [Third Class]: Not forwarded unless requested by the mailer (includes circulars, books, catalogs, and advertising mail weighing less than 16 ounces). Standard Mail (B) [Fourth Class Parcel Post]: Forwarding charges paid by you (includes packages weighing 16 ounces or more not mailed as Priority Mail).

## **PRINTING SERVICES**

### **WINDOW SERVICE**

The Copy Center is open every weekday from 7:30 am to 5:00 pm. Request may be submitted during this time at the door to the Copy Center. Originals should be camera ready and on white paper. Forms are available at the window for your convenience. Turn around time is usually the same day or next day depending on the volume of work already pending and the size of the job. If time is an issue please ask for an estimated time of completion. Completed copies will be delivered with the next mail delivery or arrangements may be made to have it picked up.

Please be very specific when filling out the Printing Request Form. All copies will be run back to back unless otherwise marked on the form. Colored paper must be approved by the department heads.

### **ELECTRONIC SUBMISSION**

#### **Off the Muskingum College Web Page**

There is a Copy Center form located on the Mail/Copy Center web page located off the Campus Resources page at <http://www.muskingum.edu/home/mailcopy/index.html>. This form mimics in many ways the paper based form currently used. After completion, this form is sent via email directly to the Copy Center. This has been modified slightly to facilitate its use for electronic submissions.

The Modifications are:

1. Filename as saved in the “inbox.” This is discussed below.
2. Type of file format. Because the file must be reopened and printed, the application must be loaded on the Copy Center computer. We cannot support an infinite number of formats, but have made an effort to offer a variety of the most commonly used applications including Microsoft Office, Word Perfect Office, Microsoft Publisher, and various graphic formats.
3. Many of the options are answered through the use of pull-down menus.
4. Any special instructions, such as unsupported file formats or fonts (discussed below) or page ranges to print, should be listed in the “Other Instructions” box. Please be as specific as possible.
5. There is a check box to request a proof for the job prior to completion. There are some pitfalls to printing from a different machine than that used for the creation of the document. The Copy Center will attempt to scan the document for obvious misalignment, etc., but cannot be expected to catch everything. It may be useful to use the proof option more until we’ve all worked through this process and gained some experience on how the final product comes out. The more common pitfalls are:
  - a) Spacing vs. Tabs. Using spaces to line up items instead of tabs and indents can cause the items to line up differently when opened on a different machine. Use of fixed length fonts such as Courier can help prevent this problem as well.
  - b) Font selection. The Copy Center will have the standard fonts that come with the applications listed above. Use of non-standard fonts will be by special request only.
  - c) Typographical errors and spell checking. This is not specific to electronic submission and should go without saying, but the Copy Center will not proofread for these types of errors.

## **Saving the file**

To access the Copy Center Inbox, please do the following:

1. Click the Start button.
2. Click Run.
3. Type– \\mailrcv\inbox
4. Click OK.
5. You will be prompted for a username and password, or for only a password. The username is “Guest” and the password is “muskies.”
6. Click OK.
7. When the Inbox window opens, drag and drop your file into the folder.
8. On the Copy Center Request form, please indicate the filename.

Passwords/Confidentiality – If there is a concern with the confidentiality of a file, it can be saved with a password to restrict access. The password must be included in the “Other Instructions” on the form (please note that passwords in many applications are case sensitive). Faculty may not feel comfortable using electronic submission for tests. We are not encouraging or discouraging this method of delivery for confidential documents. A phone call should be placed to Amy prior to submission if you are concerned that it not be seen by a student worker.

## **Using the Scan Feature on Networked Copiers**

1. Print out a copy of the Scanner Print Request form from the Copy Center web page and fill it out providing as much detail as you can.
2. On a networked copier push the “Scanner” button.
3. Make sure you are sending a 300 dpi (this is on the left side of the screen and can be adjusted using the “scan setting” button), Multi Page PDF (this is on the right and can be adjusted using the “Attached File” button).
4. From the scanner page choose the “Copy Center” as the destination.
5. Use “Attach Sender’s Name” and if there is a button for your name choose that, otherwise use “manual input” to type in your email address.
6. Choose “Subject/Message” to attach a subject or a message if you wish.
7. With the Scanner Print Request form as the first page, use the “Start” button to start scanning.

This will email the copy job to the Copy Center.

## **DELIVERY**

The finished job will be sent to the user via campus mail unless specified otherwise. Normal turn around is 24 hours or less. Large jobs and heavy volume can extend this. It is always best to plan ahead and check with the Copy Center on “rush” jobs.