MAIL COPY CENTER

Hours of Operation

Monday - Friday 7:00 am - 5:00 pm
Saturday 10:00 am - 1:00 pm

Student Mail Center Window
7:00 am - 9:15 am
1:00 pm - 5:00 pm
Saturday 10:00 am - 1:00 pm
Must present your student id to receive your mail

SUMMER HOURS
Monday - Friday 8:00 am - 4:00 pm

*SUMMER HOURS FOR STUDENT MAIL WINDOW
8:00 am - 4:00 pm

*all student boxes are removed at the end of school unless special requests are made by prior arrangement to have a box kept up. These are usually for summer school students and students working on campus for the summer.
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INTRODUCTION

This Mail User Guide has been prepared as a source of 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 for 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 our office staff 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 mail center for sorting. The College address is: 
*Muskingum College, 163 Stormont Street, New Concord, Ohio 43762-1199*

PERSONNEL

Cynthia Harp--Manager, Mail Copy Center
E-mail--charp@muskingum.edu
Phone--826-8124

Debbie Collin--Student Supervisor
E-mail –dcolvin@mailsrv.edu
Phone—826-8124

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 flapped (for sealing) and a department for charge back clearly identifiable. All out-going mail must leave the campus by 4:15 pm (3:30 during the summer) 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.
All campus mail and memos that need to be delivered that day **MUST** be received by the Mail/Copy Center no later than 9:30 for distribution on that day. Campus mail and memos picked up by mail center staff will be distributed for delivery on the next day.

**SPECIAL**

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

There are several things you can do to speed the delivery of your box stuffing:

1) Get it to the Mail Center at least two days before the information is needed by the students.

2) Please check with the mail center before doing a mail box stuffer. Nothing under ½ sheet will be stuffed into the boxes.

3) If the item to be stuffed is for a selected group, write their names on the copies and put them in alphabetical order.

4) Call ahead and tell the Mail Center (ext. 8124) you have something to be stuffed and when it will be ready.

5) The Mail Center may request you to supply some or all of the labor if it’s a last minute box stuffer that must be put into the boxes immediately.

6) There will be no Saturday box stuffing done except by specific prior arrangement.

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 same day or next day depending on when it reaches us and the level of activity. *It is better to plan ahead.*
Supply Delivery

Departments may request that Bookstore supplies be delivered by the Mail Center personnel only if the order is large and weighs over 25 pounds. Deliveries will be made the following day without exception.

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://www.usps.gov/ncsc/lookups/lookups.htm

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, envelope, and business cards and 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) 43762-9901
Envelopes(weighing over one ounce) 43762-9902
Postcards(minimum size 31/2 x 5, maximum size 4x6) 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 +4 code in that order on the last line.

If there is enough room, you can place the zip code and/or +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 words and between the state abbreviation and zip code/zip code+4 code.

When 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:

John Doe
Mail Copy Center
Muskingum College
163 Stormont Street
New Concord Ohio 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, 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 code+4.

If you have international mail, place the country name on the last line of the address block 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 Post Office equipment. Envelopes should be aligned with addressed side out, and flapped 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 x 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 TWICE DAILY TO ALL CAMPUS LOCATIONS.

Mail Center Hours
7:00 am - 5:00 pm - Open
Student Mail Window Closed from 9:15 to 1:00 pm (this time is needed without interruption to get the mail sorted, cased, and ready for delivery to your office.

THERE IS A SLOT AVAILABLE TO DEPOSIT MAIL OR 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 Time

All buildings have one pick-up in the morning (except Montgomery which has two afternoon pickups at 2:00 and 3:30 and NO morning pickups) with their mail delivery and one pick-up in the afternoon. Mail is required to leave the campus for the New Concord Post Office no later than 4:15 p.m.
**UPS**

UPS services are available in the Mail Center. UPS is the preferred provider for overnight and Package delivery as well as 2nd day air. 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 time of shipping. Please do **NOT** ask our delivery personnel to handle your personal packages.

**UPS drops off Packages at 12:00 p.m.** Next day air are dropped off by 10:30 a.m. UPS pick-up time is at 4:00 p.m. in the mail copy center. If you need later assistance call the mail center in plenty of time to try to make later arrangements.

For tracking a package - [http://ups.com/](http://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 IS 4:00 P.M.** (Remember FEDEX cannot deliver to PO Boxes) For tracking and shipping information contact the Mail Center (ext. 8124) or visit the following web sites:

  For Tracking a package [http://fedex.com/](http://fedex.com/)

**SPECIAL NOTES**

There is a Federal Express drop box located in front of the Lowery House for your convenience. However, feel free to stop in the Mail Center or send over your next day airs 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, New Concord, and stamped mail.

All Muskingum College pick-up mail will be processed as first class mail.
International mail will be processed as air mail unless otherwise stated. Information on USPS services and can be obtained at the following Web Site:

http://www.usps.gov/consumer/domestic.htm

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International mail

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

http://www.usps.gov/intl/

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

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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 contents of each mail piece must be identical except 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 accounts, or special service type mail.

You can make arrangement with the mail center to prepare and process your mailing including the application of ink jet addressing. This eliminates the time involved for your department or organization to send the mailing back and forth during the preparation process. There is a small fee involved but it is a major confidence. Check with the mail center personnel if you would like more information on this process.
The Mail Center will CASS (Coding Accuracy Support System) certify and process your mailings 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 may submit your address list on floppy disk or electronically submit your list to \mailrcv\ inbox (for help or instructions contact the Mail Center 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. 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 IN 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 unless you are staying on campus or going to a different address than the one on record. If you do not want your mail forwarded or have an address different than the one in the college directory you MUST make arrangements with the Mail Center prior to leaving for the summer.

Questions and Answers 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 or until after 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." Periodicals [Second-Class]: Forwarded for 60 days at no charge. Includes newspapers and 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]: Forwarded locally for 12 months at no charge. Forwarding charges paid by you if you move outside the local area. Includes packages weighing 16 ounces or more not mailed as Priority Mail.
When is the best time to inform magazine and newspaper publishers and other business mailers of my move?

You should let all publishers and other business mailers know at least four to six weeks before you move. Follow the publisher's change of address instructions and the change of address instructions noted on billing statements you receive.

More information can be found at the following Web Site:

http://www.usps.gov/
Printing Services

The printing center is located within the mail center at the Bottom of the Student Faculty Center. The printing department is open for services from 7:00 a.m. until 6:00 p.m. and 10:00 to 1:00 on Saturdays.

Personnel

Cynthia L. Harp, Manager
Phone: 740-826-8124
Fax: 740-826-8209

Email charp@muskingum.edu

Debbie Colvin, Student Supervisor
Email - dcolvin@mailrcv.edu
740-826-8124

Services

Full Service Copiers
Minolta Color
Lanier 5405
Lanier (Ricoh) 5505
Epson Dot Matrix

The copiers can create prints from disk or original copy or electronic submission. We are able to process files generated with software supported by the College. You can send your work via the campus network or on floppy disk, or e-mail, or by scanning it at certain locations. If you have questions about our services please call 826-8124. There is a wide variety of paper and card stock available, please feel free to come over and request to see the sample book.
Electronic Submission Options:

1. Network
2. Scan from area copiers (New)

1. Network

The Form:
There is a Copy Center form located from the Info Resources page (http://muskingum.edu/~copy/eform.html), which mimics in many ways the paper based form currently used. After completion, this form is sent via email directly to Cindy Harp in 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 folder or on the n: drive. 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 machine. We cannot support an infinite number of formats, but have made an effort to offer a variety of the most commonly used applications including the Corel Suite, Microsoft Office, Claris Works word processor, and various graphic formats.
3) Many of the options for paper 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 of 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 have 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 errors.
Saving The File:

Windows 95 - Windows 95 users can save a file directly to another users PC when so configured (in this case the Copy Center PC). To do this, select the Network Neighborhood from the Desktop or Explorer and select the Inbox folder on PC named mailrcv (It may be necessary to first open the Entire Network and then the staff group.) Then drag and drop the file to the inbox folder. Again, please specify the name of the file in the Copy Center request form.

Windows 3.x - A directory has been set up on the n: drive for submission of files to the Copy Center. The location is n:\mcfiles\mailrcv\. Please specify the name of the file AND the n:\mcfiles\mailrcv\ in the Copy Center request form when saving to this location.

Mac - We have software, called Dave, to give Windows 95 style access to Mac users. This is available to individual departments free of charge on request to CNS (please allow time for installation). The method to save the file would then be similar to the Windows 95 method. Those staff with older machines not on the campus can bring a floppy disk (Mac or Dos) to the Copy Center.

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). It is my impression that faculty do not feel comfortable using electronic submission for tests. We are not encouraging or discouraging this method of delivery for confidential documents. With our current staffing, students will be servicing printing requests when Cindy is out. A phone call should be placed to Cindy prior to submission if you are concerned with it being processed by a student worker.

Delivery - The finished job will be sent to the user via campus mail unless specified otherwise in the Other Instructions section of the Copy Center request form. Normal turn around time is 24 hours or less. Large jobs and heavy volume can extend this. It is always best to plan ahead and check with Cindy on rush jobs.

2. Scan from area copiers

NEW!! - You are now able to scan documents from several locations on campus. The list of copiers available to use to scan to the Copy center are Paul Hall, Boyd...
Science Center, Cambridge Hall, Montgomery Hall 1\textsuperscript{st} floor (by the Business Office) and 2\textsuperscript{nd} floor in the Education Department. To scan a print job from the 5635/5645, press the scanning button and lay your originals in the feeder and press start. If you are scanning from the 5227, press scanning button and lay your originals in the feeder, then select “Copy Center” from the destination tab on the screen and press start. You can then e-mail your instructions, fill out an electronic print form, or simply write your instructions on a sheet of paper and scan as the top sheet along with your document.

**Other issues**

We are also now able to scan from the color copier to the PC in the Copy Center and create better color pictures and documents for you. Please feel free to call with any questions.

Service Calls – If you experience a problem with an area copier you can call 800-345-3888 to place a service call, or you can submit a service call on-line via the copy center web page or at \url{www.momnet.com} and select “Place a Service call”. In either situation, you will need to know the serial number which is shown on the top of the machine.