

# MUSKINGUM

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U N I V E R S I T Y

## MAIL/COPY CENTER

### HOURS OF OPERATION

Monday – Friday  
8:00 am – 5:00 pm

#### **Student Mail Center Window**

A Student ID is required to pick up student mail.

Monday – Friday  
8:00 am – 9:00 am  
12 noon – 5:00 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/Copy Center handbook has been prepared as a source for mail and printing/copy information to enable the University Community to obtain the best available mail and copy 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 project, or if you have an unusual request. If you have any questions, we encourage you to call us at 826-8124.

## **OVERVIEW**

The University Mail/Copy Center is located at the bottom of the Quad Center. All mail is delivered to the mail center for sorting. The student address is:

*STUDENT'S FULL LEGAL NAME*  
**MUSKINGUM UNIVERSITY**  
**199 STORMONT STREET**  
**NEW CONCORD, OH 43762-1199**

## **PERSONNEL**

Amy Daquila – Copy Center Coordinator  
e-mail: [adaquila@muskingum.edu](mailto:adaquila@muskingum.edu)  
Phone: 826-8124

## **MAIL SERVICES**

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

Our mail is delivered mid-morning every day. It is sorted into individual mailboxes and departmental mail is bagged to be delivered to offices on campus. Delivery times to departments may vary depending upon the volume of mail received and the time the mail arrives on campus.

The student mail window is closed while we are sorting incoming mail. Once the incoming mail is sorted (usually around noon), we will open the student mail window and students may pick up their mail. Each student must present her/his student ID to pick up mail.

### **Mailbox Stuffers**

If your club or organization would like information distributed through the student mailboxes, the mailroom can do these mailboxes stuffers. If the stuffer is coming from a student or outside group, we ask that you get permission from Student Life for such items. Depending on the volume of work we have, it could take up to three days to get the items in the boxes. Each stuffer should be at least 3" by 5" but still small enough to fit easily in the boxes. If you have items which are addressed to a specific student, please have them in alphabetical order.

## Mail Delivery

The Mail Center provides on-campus delivery and collection daily to all offices on campus. Students may check their mail Monday – Friday from 8:00 am – 9:00 am and 12 noon – 5:00 pm. A student ID must be shown in order to pick up mail.

### Mail Center Hours

8:00 am – 5:00 pm

Student Mail Window is closed from 9:00 am to around 12 noon.  
(This time is needed to get all the mail sorted into the mailboxes.)

There is a slot available to deposit mail, inter-campus mail, or printing requests after hours. Any outgoing mail placed in this slot when the mailroom is closed will not go out until the end of the next business day. When the mailroom is open, this box is checked quite frequently and processed.

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

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. For tracking and shipping information contact the Mail Center (ext. 8124) or visit <http://www.ups.com/>

Federal Express delivers Priority Next Day by 10:30 am and Standard Next Day by 3:00 pm. For tracking and shipping information contact the Mail Center (ext. 8124) or visit <http://www.fedex.com/fedextrack/>

## PREPARATION OF OUTGOING MAIL

When submitting out-going mail to the Mail Center for metering, bundle separately as follows: Domestic, International, Stamped Mail, and Campus Mail. Each letter is not inspected in the mailroom, so if they are all mixed together, some of the items will receive incorrect (or unnecessary) postage.

We can seal and add postage to outgoing letters. For personal mail, payment is accepted in the form of cash or checks at the mailroom or you may go to the business office after finding out the total cost, and have the charge made to a credit card. For Departmental charges the envelope **must have a department to charge for the postage clearly identifiable** (this also allows the mailroom to get any returned mail back to the department which sent it out without having to open the envelope).

If your envelopes are really full, it would be better for you to seal them yourself. When the envelopes run through our equipment, the flaps don't always fold into place correctly on very full envelopes.

Outgoing mail should be sent to the mailroom as early as possible during the day. We need to have the mail to the Post Office by 4:15 pm so it can be processed for that day. Only regular first class stamps will be sold after the mail has left for the Post Office. Any stamped letters dropped off after the mail leaves for the Post Office will go to the Post Office at the end of the next business day. If the University is open on a postal holiday, no postage will be run that day.

## 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.

### How To Address An Envelope

#### Placement

The address, return address, and postage should all be on the same side of the envelope. (If it's improperly addressed, it might get returned to you.)

#### Return Address

Print or type your address in the upper-left corner on the front of the envelope.

### **Delivery Address**

Print or type clearly the delivery address parallel to the longest side of the envelope. Print or type clearly with a pen or permanent marker so the address is legible from an arm's length away. Avoid commas, periods, or other punctuation—it helps your package speed through our processing equipment.

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. 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. For international mail, the country name must be on the last line of the address in CAPITAL letters in English.

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 NAME*  
*DEPARTMENT*  
**MUSKINGUM UNIVERSITY**  
**163 STORMONT STREET**  
**NEW CONCORD, OH 43762-1118**

White/off white standard sized 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 up for sealing. Overstuffed envelopes should always be sealed prior to mailing by departments to prevent them from being damaged during processing by the mail machine. Flats must be sealed by departments prior to mail pick-up. The upper right corner of the envelope and parcel is reserved for stamp or meter 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.

Information on USPS services can be obtained at <http://www.usps.com/> A very useful tool to calculate your mail before it is processed is at <http://www.usps.com/tools/calculatepostage/>

### **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 a tool to obtain a zip code at <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 University Zip + 4 is 43762-1118**

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.

## **Packages**

We have a limited selection of USPS Priority and Express mailing supplies, as well as UPS and FedEx overnight envelopes and boxes. More items are available at the web sites for these shippers. These supplies are supplied to us without charge, so we don't charge for them, but they must be used for shipping with the carrier who provided them in the manner printed on the box. For example USPS Priority boxes must be used for priority mailing. All packages of a personal nature are to be brought over to the Mail Center and paid for at the time of shipping.

UPS and FedEx shipping are available in the Mail Center. UPS is our 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. UPS and FedEx cannot deliver to PO boxes. UPS is picked up at around 4:00 pm. FedEx Express is picked-up at around 4:00 pm from the box at the back of the mailroom. Fedex Ground is picked up in the morning when the delivery arrives.

## **International Mail**

The mailroom can send out international letters packages weighing less than four pounds via the post office. Anything over four pounds must be taken to the post office by the person shipping it. Anything which looks like it could contain something other than a letter must have a customs form filled out by the person shipping it.

International shipments via UPS and FedEx should be processed by the sender on-line. Once you have the UPS or FedEx shipping "label" printed the package may be dropped off in the mailroom for pickup by the carrier. If you need it we have clear "envelopes" supplied by the shippers to affix the "label" you printed to your package.

## **Standard Mail (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 on the envelope.
- 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 10 samples of the mailing.
2. You must submit your address list in Microsoft Excel 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 appropriately tabbed. Staples or taping of your mail piece is not permitted by the U.S. Postal Service.

**\* 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 followed and there are many services and helpful hints that we can provide.**

## **Summer/Permanent Address For Forwarding**

If you are staying on campus or going to an address different from the one in the Registrar's records, you need to make arrangements with the Mail Center prior to leaving for the summer. After Spring Term we keep open the boxes of students registered for May Term and for students who have let us know they will be staying on campus. All other boxes are closed and mail which can be forwarded will be forwarded to either the address on file in the Registrar's office or the address the student has provided us prior to leaving for the summer. At the end of May Term the only boxes left open are those for which a student has requested their box be kept open.

## **FAQs about Mail Forwarding:**

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

This should be done at least two weeks before you move or as soon as you know your new address and the date of your move. We 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 the Mailroom 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).

### **What if a UPS or FedEx package comes for you?**

We cannot forward UPS nor FedEx packages. If you know something will be coming after you are gone and you want us to hold it here or forward it to you at your expense, let us know. Otherwise, we will try to get hold of you via email (or phone if it is on the package) to see what you want us to do about the package. If we don't hear from you that day we will return the package to the shipper to return to the sender. If you ask us to forward the package to you, we will let you know what it will cost to send it to you. You will need to either send the mailroom a check or call the business office and have them charge your credit card to cover the cost to send it to you.

# PRINTING SERVICES

## WINDOW SERVICE

The Copy Center is open every weekday from 8:00 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 or submitted electronically. Print requisition forms are available at the window for your convenience. Turn around time is usually within a day or two 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. Jobs are done in the order they arrive in the mailroom. We will attempt to get your rush jobs done, but please recognize there may be other rush jobs which came in earlier and will need to be completed first. Copies will be delivered with the next mail delivery or we can let you know when it is done and you may pick it 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 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 computer than was 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 computer. 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 copy center computer. If you are using a font which is more exotic, you may need to convert the file to a pdf for it to print the way you want it to look. If we notice the font is not looking right, we will contact you to double check, but some programs (especially Word) just convert to a font which is resident on the computer which is opening the file without notifying the user that a font has been substituted.
  - 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 “muskie.”
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.