

Mail Services Basic Tips

1. Please remember to either **stamp** or **write** your 5-digit account code on each piece of mail. We require this number in order to properly charge each department when metering outgoing mail. This also helps us deliver returned mail back to the correct department without having to open it.
2. Foreign and student/campus mail **must** be separated from all other mail by bundling it or otherwise indicating that it should be handled differently from the rest of your mail. We do not read through each piece of mail and very often, mail for students living on campus is sent through the U.S. Mail and mail to foreign countries is returned for postage due, thus delaying important communications. If campus mail is not separated, it will be metered and mailed out and your department will be charged for the postage.
3. All pieces of mail, especially in large mailings, should all be facing the same direction and right side up. Envelopes should **NOT** be nested (have their flap over the flap of the envelope next to it). The flap of each envelope should be folded down next to the envelope as if it were already sealed. It is also best to have “like” pieces of mail grouped together.
4. We **CANNOT** FedEx any package to a P.O. Box. The carrier will not accept packages without street addresses.
5. If you are sending a piece of mail via Certified, Return Receipt Requested, the receiver’s address **MUST** appear on the green card, the piece of mail being sent and the receipt. If you are unsure how to fill out the necessary forms, please call us at extension 2690, 2691 or 2692 and we’ll be happy to answer all your questions.
6. Our daily mail pick-up time is 1:30 p.m. If, for some reason, your mail has not been picked up by 2:00 p.m., **PLEASE CALL US**. We will come by and pick it up so we can get it mailed out on time. All first class mail is picked up by the mail carrier at 3:00 p.m. Federal Express Ground packages are picked up between 1:00 and 2:00 p.m. and Federal Express Priority packages are picked up by 3:30 p.m. All mail and packages not received 15 minutes prior to each of these pick-up times will be mailed out the next business day.
7. Our metering machine can seal all #10 (window and plain), 9x12, 10x13 and monarch-sized college envelopes when the flaps are on the longest edge of the envelope. We **cannot** seal invitation, thank-you, or Christmas card envelopes. We also cannot seal any envelope with the flap on the short edge of the envelope. Please have these envelopes sealed when your mail is picked up. Mail Services has discontinued ordering any envelopes with the flaps on the short edge.

Copy Center Basic Tips

1. Copy jobs dropped off between 8:00 and 11:00 a.m. daily will be ready for pick up between 3:00 and 4:00 p.m. that same day. Any copy jobs received after 11:00 a.m. will be available for pick up between 8:00 and 11:00 the next business day. Of course we realize there will be the occasional urgent copy jobs that must be handled as soon as we receive them, and we will be happy to accommodate these copy jobs.

Projects of substantial size may require more time than the usual one day. Please make sure that you give the Copy Center as much lead time as possible. This will help us eliminate errors and confusion and will allow Copy Center personnel the time necessary to produce quality results. Also, if there are any special paper or other materials required to complete your copy job, the Copy Center will have time to order the necessary supplies.

2. Your originals should be delivered to the Copy Center ready to go through the copies i.e., no staples, no binding materials, etc.
3. **Every** Copy Job Request (online or hard copy) **must be filled out completely** including a valid 5-digit account code. All departments have the responsibility to ensure that these forms are complete before submitting them to the Copy Center. If you do not know your account number, we will be happy to look it up for you.

Please retain the pink copy of the manual Copy Job Request form when submitting a copy job in person. The pink copy is meant to serve as a reminder for you to remember when to pick up your copy job. We will do our best to call and inform you when your copy jobs are ready to be picked up if you do not pick them up within 2-3 days after their requested due date.

4. **Make sure that you provide a date due (NOT "ASAP" or "Soon", etc.)** in the "Date Due" field.
5. Your copies will come out looking like originals if you give us your original(s) on white paper. If your original is submitted to us on colored paper, your copies will come out looking dirty, despite our best efforts to clean them up. (This is especially true if your original is submitted on grape-colored copy paper).
6. If your copy job is on the computer, you can submit it by e-mailing it to kthurber@westminstercollege.edu or to jlind@westminstercollege.edu and attaching a copy of the Copy Job Request Form (located on the college website). Copies made in this manner tend to be cleaner and crisper as each copy is being made from an original.