

## **MAIL AND DUPLICATING UPDATE**

*February 3, 2010*

As you may know, there are some changes happening in the mailroom and duplicating center. This will be the first in a series of informational emails to help answer any questions about the services available. We had hoped to get this out sooner, and apologize for any confusion; but, we wanted to be sure to send out correct and useful information.

You've probably heard that Marlene and Hal have both decided to take the SERP. As mentioned in a prior email from December, we are outsourcing our duplicating center operations as a way to reduce costs and maintain or improve service levels to the District. Marlene has graciously agreed to stay on during the transition period. Maria Rocha has also been hired temporarily to help with the mail processing function. So, for the most part, immediate changes should be fairly minor. However, the current budget situation does present some challenges that we are dealing with. We had hoped to save time and money by having all duplicating jobs submitted electronically directly to the vendor. The idea was to try it in January to see how well it worked. We discovered, though, that for some jobs we do need to see the originals, which negates the ability for those jobs to be submitted electronically. This is one small example of how we've been making adjustments to our new processes as we go in order to provide you with the best, yet cost effective, service possible. We appreciate your patience and understanding as we continue to discover how to best make the system work for the benefit of all duplicating and mailroom users.

As further enhancements and corrections are made, you will be updated. For now, here is a summary of answers to common questions.

***NEW SERVICE WINDOW REGULAR HOURS: 8:00 AM – 2:00 PM, Monday thru Friday.*** We've extended the window hours as much as possible given staff reductions.

### **Interoffice and US Mail**

Outgoing US mail and Newark interoffice mail is picked up from Fremont campus between noon - 12:30 p.m. daily.

Interoffice mail is delivered to the Newark Center mailroom about 90 minutes later. Newark outgoing U.S. and interoffice mail is picked up at that time with interoffice mail delivered to Fremont the next day.

All post office forms are now available in the Fremont mailroom for self-service.

#### **Self-Service forms include:**

- 1. Certified mail – Return Receipt.**
- 2. Express Mail. – 1<sup>st</sup> or 2<sup>nd</sup> Day Delivery**
- 3. Priority Mail – 2<sup>nd</sup> day delivery**
- 4. Insured – Value of item**
- 5. Registered number – Return Receipt**

Customers complete the form and leave the envelope with form attached in the outgoing mail slot for pickup.

As a new enhancement, bulk mail jobs will now be picked up directly from any office after the Request for Bulk/Large Mailing form is filled out and the mail format is approved by the mailing house.

As before, Fed Ex/Overnight air bills are available from the Fremont service window. However, now, as an added convenience, after the window closes, air bills will be available in the bookstore. Note: Fed Ex will only pick up from the mailroom and bookstore, not at other locations on campus.

### Duplicating Services

Services offered:

1. **Quick Copy** – Limited black and white copies available self-service at the walk-up copiers at Fremont and Newark.
2. **Express** – Standard black and white copy jobs submitted before 8:30 a.m. and marked “rush” may be ready after 3:00 p.m. same day. There is a limit of 15 express jobs per day, first come, first served.
3. **Normal** – Routine jobs submitted by noon will be delivered next day. Large, mixed originals, color, and/or complex jobs may take longer. Completed jobs will be ready for pick-up after 9:00 a.m. and 2:00 p.m. daily.

As before, Fremont copy jobs marked as “confidential”, such as tests, will be held for pickup in sealed packages at the Fremont service window, unless other arrangements are made. Confidential Newark jobs will automatically be delivered to the Newark mailroom, unless other arrangements are made.

As before, all jobs will be reviewed for copyright infringement. Copyrighted jobs submitted without release will be sent to the Dean for review/approval.

Any job not indicating color preferences will be completed in black and white on standard white paper. Any job not indicating assembly instructions will be completed as collated, double sided, and stapled upper left.

As before, the lobby copier outside the Fremont mailroom will have all codes cleared on Monday morning. This gives faculty 300 walk-up copies per week. The service window will be available to make routine adjustments on this copier during regular hours. However, just as now, when the window is closed, the copier will not be serviced.

As before, when the Fremont service window is closed, jobs with Copy Request Forms attached may be left in the hallway safe outside the mailroom.

ALL jobs are delivered to Fremont for quality control. Customers filling in location as “Newark” on the Copy Request Form will have the jobs placed in interoffice mail for delivery to

the Newark mailroom on the next mail run. Newark Center jobs may be picked up at Fremont, upon request.

As additional information becomes available, it will be posted on the Central Services web page at [www.ohlone.edu/org/centralservices/](http://www.ohlone.edu/org/centralservices/). If you have any questions, please contact Marlene Rose at extension 6211 or email [mailroom@ohlone.edu](mailto:mailroom@ohlone.edu).

Please watch for further emails on this topic in the coming weeks and months. Thank you for your understanding and cooperation as we continue to improve our services.

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