

La Salle University
Mail and Printing Services
Guide to Services

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INTRODUCTION:

The La Salle University Mail and Duplicating Services Department exists solely as a support service. Our objective is to assist faculty, staff and administrators, through a customer service oriented management style, to obtain timely and efficient mail handling, duplicating and basic printing services. We utilize upto-

date, efficient equipment and technology to provide a full range of services including high-speed copiers, offset presses, high-speed folder, and computerized mail metering equipment. This Guide is intended to inform you of the services available.

Please help us to serve you better by planning ahead whenever possible especially at the beginning of semesters. This will enable us to fulfill our mission of service to all individuals, whatever their particular needs. Department Heads should supply a copy of this guide to any staff member who will be utilizing the services of the Mail and Duplicating Department.

The Mail and Duplicating Department is aware of its environmental responsibility. Recycled paper stock is used whenever possible in the printing process. All scrap paper is either recycled through the University recycling program or reused as scratch pads for offices, donations to the Art Department and to Building Blocks Child Development Center.

If you require further information than what is provided, or have questions about any aspect of our services please direct them to me at the Department at 951-1039. Every effort will be made to assist you.

Samuel J. Pino, Jr.

Director, Mail and Printing Services

LOCATION, HOURS, AND TELEPHONE

LOCATION: The Mail and Duplicating Department is located in the East Stands Building.

HOURS OF OPERATION: 8 a.m. - 6 p.m. Monday through Thursday

8 a.m. - 3 p.m. Friday

TELEPHONE: Customer Service— 215.951.1038

Director— 215.951.1039

MAILING SERVICES

INCOMING MAIL

It is always in the best interest of both the sender and recipient of mail to use proper and complete addresses. Quite often deliveries are delayed because cards and letters arrive at the Mailroom without a complete address. Every effort is made to identify ownership of incompletely addressed mail but this is done after all other mail and packages are handled. To assure that your incoming mail is not delayed, you should request detailed addresses from the sender to you at the University. The following are examples of how your mail and packages should be sent to you.

REGULAR INCOMING FACULTY, STAFF, AND ADMINISTRATIVE MAIL

La Salle University faculty, staff and administrators who will be receiving mail through the Mailroom should be using this address format including the four digit zip code extension of 1199.

INCOMING BUSINESS REPLY MAIL

University departments that use business reply mail should use the regulation address format including the four digit zip code extension of 9985. Specifications are available at the Customer Service Counter for the purpose of designing a business reply mail piece. You will be charged first class postage for each piece of business reply mail returned to you, plus a per-piece service charge.

INCOMING PACKAGES

U.S. Post Office and UPS package deliveries are usually processed by noon each day. Notification cards are placed in mailboxes. Your parcel *may* be delivered here.

When ordering any merchandise, but especially items such as computers or furniture, please make an effort to request direct delivery. Your complete address should be given as such:

MS MARY SMITH

LA SALLE UNIVERSITY

1900 W OLNEY AVE. COLLEGE HALL 350

PHILA, PA 19141-1199

Quite often packages addressed in this manner may be delivered directly to your office by the shipper. Those addressed only to La Salle University, can only be delivered to the main Mailroom. It is the responsibility of the recipient department to pick up the parcel from the Mailroom. The Mailroom has limited space and cannot be used as a storage area. All packages should be picked up daily.

OUTGOING MAIL

Mail should be submitted to the Mailroom with a properly completed Postage Requisition attached. Envelopes should be stuffed so that they are as flat as possible and the contents are below the flap fold. The Mailroom Department will accept all standards of addressing including handwritten.

METERED MAIL All classes of outgoing mail are metered and sent out daily. Each Department should submit quantities of mail according to the following schedule to insure that it will be processed the same

business day.

Number of Pieces Submitted by

1 - 500 2 p.m.

1 - 999 Noon

1,000 + 10 AM (Call ahead)

Minimum size for metering - 3" x 5" Card 7pt weight

Maximum size for metering - 9" x 12" flat booklet envelope

Maximum thickness for meter sealing

Daily US Mail Pickup 3 p.m.

Federal Express Pickup 3p.m.

Always keep the flaps up and nested for metering

OVERNIGHT MAIL Federal Express and Post Office Overnight mail services are available through the Mailroom Services Department. Prices vary by weight and urgency of delivery.

Federal Express Services:

Priority I delivered by 10:30 a.m.

Priority II delivered by 3 p.m.

** FedEx cannot deliver to a P.O. Box address**

Post Office Overnight Services:

delivered by 12 noon

The US Postal Service is the only carrier that can deliver overnight mail to a P.O. Box.

THIRD CLASS (STANDARD MAIL)

La Salle University bulk mailings are prepared within departments or through a service bureau. A minimum of 200 pieces are required in zip code sortation, band, tray, and label and delivered to the Post Office to be mailed within three weeks. Postal regulations require prepayment of bulk mailings.

Therefore, departments are asked to notify the Mailroom two weeks prior to mailing in order to have the funds on account at the time that your mail will arrive at the Post Office. You can obtain authorization for mailing under La Salle University bulk mail permit by submitting a completed Postage Requisition to the Mailroom Supervisor stating the number of pieces, weight of each piece, date of mailing, and a sample. The Mailroom Supervisor will issue a PS 3602 authorization to the mailer which must accompany your mailing to the Post Office. Postal regulations require all pieces mailed under La Salle University bulk mail permit to be identical and exclusively representative of La Salle University. The Mailroom Services Department offers assistance in preparing mailings.

You can contact the mailroom at Extension 1038.

MAILBOXES

Mailboxes are assigned to full and part time faculty at their request contingent upon availability. The Mailroom Supervisor will handle all requests and assign all mailboxes. Mail should be removed by the box holder daily. If you will be off campus for any extended period of time, please make arrangements to have your mail picked up.

Administrative Offices are assigned group mailboxes. The mail for all persons in a particular office is placed in the group box to be picked up by a designated person from that office.

Your box number and combination will not be divulged to any other person. It is the responsibility of the individual box holder to remove mail from his/her box. If you require special assistance or need to make other arrangements concerning your mail, please make these arrangements in advance through the Mailroom Supervisor. The Mailroom Services Department reserves the right to close any mailbox that has obviously not been accessed for a period of 60 days and to reassign any mailbox as may be needed.

A complete listing of mailbox numbers is available at the Customer Service Counter.

CAMPUS MAIL

Campus Mail is distributed throughout the day as soon as possible after it is received. It is best to use box numbers; however, full names and departments are a minimum requirement when mailing to individual faculty and staff members. Partial addressing is acceptable for inter-office mail that is being sent to offices on campus such as: Human Resources Office, Connelly Library, Admissions Office, etc. When you are using brown inter-office envelopes, use the next available address line. Do not skip one or several spaces and do not write between previously used spaces.

FAX SERVICE

Faculty, staff and administrators may send and receive FAX transmissions through the Mail and Duplicating Department. A budget charge will be incurred for this service.

Incoming fax transmissions must clearly indicate the full name and department of the campus recipient. You may wish to indicate to the sender that they are using a central fax machine, that the fax is not being received directly to your office. Faxes received with no indication of whom they are for are held for 10 days after which they are discarded. In an effort to avoid "junk" faxes, we do not give the La Salle University central fax number over the phone to vendors or others who may request it. It is your responsibility to disclose the number to those from whom you wish to receive a fax.

CAMPUS NEWS

A small number of copies of *Campus News* are printed weekly and can be picked up at the main desk. Additional copies can be printed on request. For information on submitting announcements and news, see "Campus News Procedures"—the last page of any issue. Current and past issues of Campus (2004 to the present) are available in electronic format in the "News and Media" tab on the MyLaSalle portal.

DUPLICATING SERVICES

Each work order is to be accompanied by a properly completed Duplicating Requisition. The requisition provides a forum for instructions and a tracking number for your job. Retain the yellow carbon and present it to the Duplicating Department when picking up the completed work.

All details such as collate, colored paper, etc., should be indicated in the designated areas on the form. Two sided copies should be requested whenever possible. Any work order that does not indicate a preference will be run two sided. Requests that are unclear will be held until the information is clarified. Originals submitted should be in good condition, unbound and unstapled. Wrinkled and curled pages do not feed well through the automatic document handlers. A staple in the original copy could cause a document jam that could destroy your originals, or worse, cause a machine to be down.

Originals submitted should be camera ready and set up to be reproduced exactly as submitted.

For the best efficiency, small items such as post cards should be set-up several to a sheet.

TURNAROUND FOR PHOTOCOPIES

For your planning and convenience, the following is a guide as to when you can generally expect your work to be completed and ready for pick-up.

Immediate Service Noon - 1 P.M. (may not be available during peak periods)

Up to 100 run length on white 11" paper collated & stapled -OR- straight stack of 100

One Day Service

Up to 500 run length on 8.5" X 11" paper collated & stapled sets -OR- straight stacks of 500

Standard Service (2-3 day service)

Up to 2000 run length on 8.5" X 11" all colors three-hole drilled, 8.5" X 14" white collated & stapled -Or

straight stacks.

PAPER SIZE AND COLOR FOR PHOTOCOPIES

11" COPY PAPER 11" CARD

White Ivory White Ivory

Yellow Gray Yellow Blue

Gold Pink

Blue Green

Bright yellow, pink, blue 14" White

3 Hole drilled white

Samples of 11" paper stock of a slightly heavier weight suitable for production of certain brochures and report covers on the duplicating machines are available at the Customer Service area.

COPIES FROM BOOKS

Requests to copy any portion of a book will be accepted under the following conditions:

1) They are allowable under copyright law

2) They are under the maximum 50 pages

To speed up the turnaround time, make the first copy of the book pages yourself and submit the job for regular service. Remember to avoid thick black edges that waste toner, the most expensive component of copy machines.

WARNING CONCERNING COPYRIGHT RESTRICTIONS

La Salle University complies with the law that prohibits the copying of certain documents under certain circumstances. Copyrighted materials cannot be copied unless permission of the copyright holder has been obtained or the copying falls within the "fair use" or library reproduction rights provision of the copyright law. Further information can be obtained from the Copyright Office, Library of Congress, Washington, D.C. 20559. There is also a free booklet "Questions and Answers on Copyright for the Campus Community" available at the Campus Bookstore and the Duplicating Department. Any person submitting a La Salle University Duplicating Requisition requesting copies of copyrighted material must provide appropriate documentation, that is, written permission from the author or publisher.

PRINTING SERVICES

Each work order is to be accompanied by a properly completed Duplicating Requisition. The requisition provides a forum for your instructions and a tracking number for your job. Retain the yellow carbon and present it to the Duplicating Department when picking up the completed work.

For repeat work, a sample of the printed piece should be provided with the work order. For new work, a black on white original should be submitted. All other details should be indicated in the designated areas on the form. Requests that are unclear are removed from production until the information is clarified. Originals submitted for printing should be set up to be reproduced exactly as submitted. For the best efficiency, small items such as post cards should be set-up several to a sheet before submitting.

TURNAROUND FOR PRINTING

Work orders for offset printing require five work days for completion. For example, those work orders submitted by end-of-day Monday, can be expected to be ready by end-of day the following Monday. Customer-requested special order paper stocks and/or ink will increase the turnaround time.

PRINTED ITEMS

ITEM MAXIMUM REQUEST

Envelopes 5,000

Letterhead 5,000
Carbonless Forms 2,500
Newsletters 2,500
3-Fold Brochure 2,500
Invitations 1,000
Signature Booklets 500

Orders for higher quantities can be expected to be completed according to the quantity, i.e., double the quantity; double the time.

LETTERHEAD

Printed on 8.5" x 11", PMS 300 blue ink "L" or Shield logo and black ink; or all black ink.

Stocks Available

Standard white 60 lb.

White wove 25% cotton bond

Off-white wove 25% cotton bond

Off-white laid 25% cotton bond

NOTEHEAD

6.5" X 8.5" priced same as above.

ENVELOPES

Printed on white stock, PMS 300 blue ink "L" or Shield logo and black ink; or all one color ink.

#7 Monarch #10 Regular #10 Window #10 Regular Wove Bond

6" X 9" Booklet 9" X 12" Booklet #9 Business Reply

BROCHURES

Printed on 8.5" x 11" stock; printed in black and one other color ink.

Price includes folding and trimming.

NEWSLETTERS

Printed on 11" X 17" stock; printed one color -or- black and one other color ink. Includes single folding.

CARBONLESS FORMS

Printed on 8.5" X 11" percolated sets from the same original in the color sequences listed.

2pt wht/yel 250 sets per ream

3pt wht/yel/pnk 167 sets per ream

4pt wht/yel/pnk/gld 125 sets per ream

5pt wht/yel/pnk/gld/grn 100 sets per ream

SIGNATURE BOOKLETS

Printed on 8.5" x 11", 8.5" x 14" or 11" x 17" stock; inner pages on white with black print; black and one other color ink cover. Includes collating, folding, saddle staple and trim.

Pages must be numbered and set-up as they are to be printed. Maximum order 500 books.

INVITATIONS

Printed one color ink, two sided on white or ivory felt or linen stock.

Your original should be two - up (two on a page) on 8.5" X 11" paper.

A - 6 Envelopes

A - 2 Envelopes (response)

FINISHING SERVICES

CORNER STAPLING

Positioned in the upper left corner, this staple is done on-line by the copy machine.

Minimum 2 Sheets

Maximum 50 Sheets

COLLATING

Minimum 2 sheets

Maximum 150 sheets

SPIRAL BINDING

Minimum 55 Sheets

Maximum 150 Sheets

FOLDING

Minimum size 5.5" X 8.5"

Maximum size 11" X 17"

FOLDING OPTIONS

Single fold

double fold

tri-fold (letterfold)

double parallel fold

The standard single sheet fold is done with the letterhead facing out. Any change from the standard should be indicated on the Duplicating Requisition prior to submitting. **Work orders requiring hand work such as spiral binding, hand collating, booklet making, or padding should allow an extra 2 - 3 days for completion.**

PREPRINTED ENVELOPES

#10 Regular "L" -or- "Shield" La Salle Envelopes bx 500

#10 Window "L" La Salle Envelopes bx 500

9" x 12" Booklet "L" La Salle Envelopes bx 500

COURTESY ITEMS

The following items are distributed through the Mail and Duplicating Department for the convenience of teaching faculty:

Chalk Box of 12

Blue Exam Books Pack of 50

Teachers' Evaluation forms Pack of 50

For Pricing Information, ask for our current Price List, it is available at the Customer Service Counter.