

Washington College Central Services Guide to Mail, Package, Print and Copy Services

Central Services
Casey Academic Center
First Floor, under the stairs

Hours:
Monday –
Friday
1:00 p.m. to
3:00 p.m.

Katie Brilz, Asst Director for Central Services

kbrilz2@washcoll.edu

410-810-7112

extension 7112 on campus

Table of Contents

Mission Statement and Introduction.....	3
General Information.....	4
Mail, Package, Print and Copy Services – What We Do.....	5
Mail and Package Retrieval and Drop-Off for the campus community Info	6
Student Mail and Packages Info.....	6-8
Departmental (Faculty and Staff) Mail and Packages Info.....	8-9
Outgoing Mail Info.....	9-10
Forwarding of Mail Info.....	11
Accountable Mail Info.....	11
Inter-Campus Mail Info.....	11-12
Campus Mailing Lists Info.....	12
Rule on Faculty, Staff Personal Mail and Packages.....	13
General Mailing Instructions.....	14-16
Non-Mailable Items Info.....	14
Non-Standard Mail Info.....	14
Sizes and Types of Mail Info.....	14
Padded Envelopes Info.....	15
Sealing of Envelopes Info.....	15
International Letter-Size Envelopes Info.....	15
Proper Addressing Info.....	15
Parcel Sizes Info.....	16
Other Mail Services Info.....	16
Large Mailings (BULK) Info.....	16
Courier Services Info.....	16-17
Mailing/Shipping Vendors used by WC Info.....	17-18
Priority – Express Mail Info.....	18
First Class Mail Info.....	18-19
Priority Mail Info.....	19
International Mail Info.....	19
Certified Mail Info.....	19
Registered Mail Info.....	19
Insured Mail Info.....	20
Return Receipts Info.....	20
Delivery Confirmation Info.....	20
Oversize/Underweight Mail Info.....	20
Standard Mail (Non-profit Bulk) Info.....	21
Copy and Print Center Services and Info.....	22
Printer and Copy Paper Ordering.....	23
Canon campus Copier/Printer/Scanner Info.....	23-24
Canon Copier/Printer/Scanner Service Requests	23
Canon Copier/Printer/Scanner Toner Info and Requests.....	24
Canon Copier/Printer/Scanner Staple Cartridges Info and Requests.....	24

MISSION STATEMENT

Provide our clients with excellent customer service through courtesy, integrity, responsiveness, communication, and professional service.

Introduction:

This guide is for Washington College private circulation only. It has been prepared for use and benefit of Washington College. This Guide provides useful service information and has been structured to assist you in using mail and package services to their fullest advantage.

This guide focuses on general topics such as addressing, enclosures, envelopes, and inter-campus mail, packages and specific information regarding US mail classifications and special deliveries.

Much of the information included in this guide has been compiled from the U.S. Postal Service domestic mail manual. Please review and use this information as applicable to your mail and package service needs.

Central Services has trained personnel who are experienced and conversant with various mailing and shipping requirements and regulations. For special large mailings/shipments and for sending out large packages, you “must” contact Katie Brilz (kbrilz2@washcoll.edu) **in advance**. This will allow us to coordinate with you and plan effectively to meet your deadlines and at the same time, continue to service the regular needs of the College community without disruption.

General Information

Location

We are located in the CAC first floor, next to the Bookstore, under the marble staircase

CONTACT INFO:

Katherine (Katie) Brilz, Assistant Director for Central Services

Office Phone: 410-810-7112 on campus extension 7112

Email: kbrilz2@washcoll.edu

PLEASE remember that at this time you must have a face mask on that covers your nose and mouth to enter the building and that if you wear a face shield a mask must be worn under that. You will notice social distancing lines on the floor and protective rules posted as you approach the front counter. We would ask that all students observe these rules for the safety of all.

If you have been provided with an accommodation to not wear a mask, we would ask that you contact Katie Brilz at kbrilz2@washcoll.edu or by calling her at 410-810-7112 to make special arrangements for pickup or your mail or packages. Please do not come to the Central Services front counter in these instances. Please keep in mind that special arrangements like this may take some time due to a staffing shortage in Central Services.

*****CENTRAL SERVICES currently, as a mitigation effort is NOT allowing staff and faculty to enter the main office area of the department. Please refrain from entering the office area. We have made every effort to make all services needed available to you (our clients) outside the office area. If you find that a service is not available by these means, please email or call Katie Brilz at kbrilz2@washcoll.edu, extension 7112 on campus so that she can address your needs.**

Mail, Package, Print and Copy Services – What We Do

Central Services currently operates from 1:00 p.m. to 3:00 p.m., Monday through Friday, excluding College holidays and college closures. We accept authorized these service hours for pick-up and drop-off of mail, packages, copy jobs, etc. We suggest that clients wait until these operational hours to allow time for receipt of incoming mail and packages, processing and distribution of such.

We receive the campus mail and packages during the college's business hours around the above hours from the various shippers (USPS, UPS, FedEx) and process those items for distribution to the appropriate owners.

We also accept and take care of copy and print requests during those times.

Central Services handles all official mailing and shipping requirements of the College. Our primary function is to receive, check in and distribute incoming mail/packages for the entire campus community and expedite outgoing letters and packages. We also distribute inter-campus mail.

In order to provide you with efficient and effective service economically, we provide service through various mailing and shipping carriers. Our long experience with these carriers allows us to identify specific services which can best meet your individual needs and that will provide the best benefit to the college.

The following U.S. Postal Service (USPS) services are offered by Central Services:

- Certified, Insured, Priority and Express Mail
- International Shipments (non-dutiable items only)
- Sale of basic mailing supplies. Transactions are strictly on a cash/credit card or departmental charge basis. No individual charges are permitted

We also offer shipping services through UPS and FedEx, which are outline later in this guide

Mail and Package Retrieval and Drop-off for the campus community

Incoming Mail and Package Receiving/Processing on campus

Due to the current situation incoming USPS mail and package delivery (from UPS and FedEx) has varied their times of arrival to the campus. Central Services will do their best to process and check in these items for distribution as quickly as possible once they arrive to campus to meet our current operational hours of service for pickup daily. Please understand that there may be delays in these items arriving to campus. You may get a notice from your shipment vendor the item has arrived in "Chestertown" but that **does not always mean that the item(s) has arrived on campus and been checked in.**

STUDENT MAIL AND PACKAGES

FOR STUDENTS AUTHORIZED TO RESIDE IN ON-CAMPUS HOUSING:

WC Students who have been **authorized** to be on campus and to receive their mail and packages on campus or have Central Services process their outgoing mail and packages may come to the front counter of Central Services **during the current operational hours of: Monday through Friday, 1:00 p.m. to 3:00 p.m.**

How should I tell people or vendors to address mail and packages (SHIP TO ADDRESSING) to be delivered correctly and checked in for me at Washington College?

ALL mail and packages for students should be addressed "**exactly**" as follows:

Washington College

First Name and Last Name

(of student)

300 Washington Avenue

Chestertown, MD 21620

(please do not use Nicknames when addressing. Our database that we check these items in on use your registered name with the college, not Nicknames)

We will exhaust all means of determining who the owner is of mail and packages however if we can not determine the owner, these items may be returned to the sender.

How will I know if I received mail or a package that needs to be picked up on campus as Central Services?

You will receive an email from: tracking@washcoll.edu

Letting you know which item(s) has been received for you and that is ready for pickup. Please be sure that this email address is loaded in your valid contacts so that you do not miss a notification.

You may get a notice from your shipment vendor the item has arrived in “Chestertown” but that does not always mean that the item(s) has arrived on campus and been checked in. **Please wait until you receive an email notice from us as indicated above before inquiring or stopping by to get your item(s).**

If you have a personal outgoing package that already has a **pre-paid shipping label** on it for USPS, UPS or FedEx, it may be brought to Central Services to be picked up by the shipping company, during our operational hours. Those pickups typically occur by 3:00 p.m., therefore in order for a pre-paid shipment to go out the same day, it must be dropped off at Central Services no later than 2:30 p.m. daily.

FOR STUDENTS WHO RESIDE IN OFF-CAMPUS HOUSING

Please DO NOT have your mail or packages sent to the college!

If you have a physical mailbox at your office campus location, you should use that exact address for all your mail and as the "ship to" for your packages.

(PLEASE be sure that address is in the ship to for all your vendors you receive packages from such as Amazon, Etsy and so on)

If your physical off campus address does not have a mailbox you will need to go to the Chestertown Post Office and get a PO Box with them to receive your mail and packages there.

Chestertown Post Office
104 Spring Avenue
Chestertown, MD 21620
Phone 410-778-0690

PAYMENT TYPES ACCEPTED:

For transactions that may involve cost(s) (outgoing mail or packages), students should be prepared with either **cash or a valid credit card** as payment. **WC Central services DOES NOT accept WC ID cards as payment for services.**

Students: If you have a special circumstance -around these hours please email Katie Brilz at kbrilz2@washcoll.edu, or call her at 410-810-7112 for an accommodation.

FOR DEPARTMENTS (Faculty and Staff):

At this time due to changes and restrictions on the campus, Central Services will not deliver mail and packages to the campus departments/offices as they have done in the past.

How should I tell people or vendors to address mail and packages (SHIP TO ADDRESSING) to be delivered correctly and checked in for me at Washington College?

ALL mail and packages for students should be addressed “**exactly**” as follows:

Washington College

Your Name and Department Name
Washington College
300 Washington Avenue
Chestertown, MD 21620

Each department will be responsible for designating someone from their department to pick-up incoming departmental mail and packages and drop off outgoing mail and packages at Central Services at this time in the special area designated for this just outside of the Central Services area near the elevator. We would request that departmental clients make every effort to retrieve and drop off mail and packages as often as it is currently possible so as not to have a backlog of items piling up in the bins provided for these things.

If Central Services receives a large package or a large number of packages for a department or individual, you will receive an email or call from Katie Brilz to guide you in making arrangements to retrieve those. You may be directed to the college department of Buildings and Grounds to put in a work request to have the staff there take care of pick-up and delivery to your location on campus, since Central Services does not take care of this at this time. **Please be patient in the process of getting these situations taken care of as staff is doing all they can in unusual circumstances to take care of many tasks.**

If you have placed an order for a large, heavy or large amount of packages to be delivered for you, please email Katie Brilz at kbrilz2@washcoll.edu, 24 hours prior to that delivery arrival to Central Services so that proper preparations can be made for receipt of the these items. Space in Central Services is very limited, and you should plan to attempt to retrieve these items from Central Services on the day they arrive so that they do not have to be stored.

Central Services may have a cart or hand truck to transport your packages to your location. Please email Katie Brilz at kbrilz2@washcoll.edu or call extension 7112 on campus if you need to make these arrangements. Carts or hand trucks loaned out must be returned immediately after use.

Central Services does not provide boxes, packaging or tape for outgoing departmental packages. We do try to store some of these items that have been recycled for your use, however departments should make sure to have their own shipping supplies on hand for use when that is necessary. This should be taken care of prior to your visit to Central Services.

How will I know if I received a package(s) that needs to be picked up on campus at Central Services?

You will receive an email from: tracking@washcoll.edu

Letting you know that a mail or package item has been received for you and that is ready for pickup.

Please be sure that this email address is loaded in your valid contacts so that you do not miss a notification.

All faculty and staff have now been entered into our receiving database to get a notice when a package(s) is received for you. Once you receive this notice you may come retrieve your package from the Departmental Package area just outside the Central Services office in the CAC. If you have placed orders for multiple packages that should be arriving together you may want to wait to get all the package notices before retrieving your package(s) to save time and trips. We check in packages as soon as we can once they arrive, but this process can take some time.

Please wait until you receive an email notice from us as indicated above before inquiring or stopping by to get your item(s). Please do not contact us to inquire about your item, where it came from, etc.

OUTGOING MAIL

Outgoing Departmental Mail Rules and Procedures

Departments should **separate** International mail, First-class domestic mail, mail requiring special attention, and inter-campus mail and band those together before bringing them to Central Services to go out. Providing clearly marked bundles stating, "Inter- campus," "To Be Metered," and "Special Handling" will ensure smooth and faster handling.

ALL Departmental outgoing mail must have a college return address and the name of the department or faculty/staff member name on the return address section of the mail so that proper departmental charging can occur. Failure to provide this information on outgoing mail may delay your mailing.

Central Services will charge the department whose name appears on mail on their monthly charges submitted to the Business Office. These charges will show up in your budget once they are processed by the Business Office. If you have questions about a specific charge please email Katie Brilz at kbrilz2@washcoll.edu with the details of the charge.

Please plan accordingly on anything you wish to be sent overnight mail. It must be delivered to Central Services no later than 12:00 p.m. (NOON) daily in order to meet the pickup schedule by USPS from the college. If not received in these parameters, the item may not be processed until the next business day.

Central Services has the right to refuse any mailing that may damage the postal equipment during processing. Mail that is not properly packaged will be returned to the office of mailing to be re-packaged. **Central Services in not responsible for packaging and addressing items.** It is the responsibility of the department to package and address their own packages and to sort and organize in the manners described in this guide.

Preparation of Outgoing Mail

- **Separate** self-addressed mail from mail to be metered. All letters should be bundled neatly with rubber bands and should be facing the same way. Individual stamped letters should be sealed before putting in the outgoing mail bin.
- International mail and mail requiring special handling like “certified” mail should be separated and marked with clear instructions.

Sealing Envelopes

- If you require us to seal envelopes for you, please ensure that they are bundled, facing the same way, with their flaps separate and flat (open). Unsealed envelopes must be wrapped with a rubber band to keep their contents intact and to ensure smooth handling. **Please do “not” combine unsealed envelopes with sealed envelopes, this will jam the equipment, which may delay processing or cause the equipment to require service at a cost to the college.**
- Our mailing machines **do not seal envelopes over ¼” thick.** Departments should therefore seal their own envelopes if envelopes fit this criterion. We are also encouraging the use of envelopes with seals perpendicular to the address.
- If you use “window” envelopes, please ensure that the entire address shows through the window. Do not staple enclosures to the window of the envelope. If the address does not properly fit the window, please use an envelope without a window.

Forwarding of Mail

The mailroom does “not” forward your mail for you. If you receive mail for individuals who are no longer with your department, cross out the College address completely and list the forwarding address under the words “Please Forward.” If you do not have a forwarding address, cross out the College address completely and mark the envelope “Return to Sender, No Forwarding Address.” Please place these envelopes in your outgoing mail bin in the Departmental area outside of Central Services. If you receive unwanted mail, do not open it. Cross out the College address completely and mark the envelope “Refused, Return to Sender” and place the mail in the outgoing mail bin in the Departmental area outside of Central Services.

Accountable Mail

Express mail, certified mail, and registered mail comprise the accountable mail category. This mail is tracked and accounted for. Central Services assumes responsibility for this mail when we receive it on your behalf and this responsibility is discharged only when the item is delivered. **Registered mail “cannot” be mailed out by Central Services. This mail must be taken to the post office for mailing by sender.**

Carriers deliver mail to us in the afternoons also. Express mail received after the current operational hours of Central Services will be placed in your incoming mail bin on the next business day.

Central Services reserves the right to decline handling of contagious chemicals, flammable liquids, or live animals for laboratory use. Perishable mail immediately becomes the responsibility of the department the moment Central Services informs the department of receipt of the parcel. These items will have to be picked up from Central Services by the individual department as quickly as possible. Central Services has no provision to refrigerate parcels and therefore will not be responsible for these shipments. Departments requiring refrigerated shipments should advise Central Services in advance of arrival and arrangements should be made by the department with Katie Brilz to pick them up immediately.

Inter-Campus Mail

This consists of mail sent out by WC departments, faculty or staff for WC students on campus and other faculty and staff or departments. This mail can be a memo for general distribution or items addressed to a specific individual or position within the College.

Specific addressee mail, if not in an envelope, should be folded and marked with the individual’s name or title and that person’s department. Multi-page items must be stapled, not paper clipped. **We strongly encourage you to use inter-campus mail envelopes for this type of mail.** If you use stationery envelopes for inter-campus mail, please ensure that “**Campus Mail**” is printed prominently on the envelope. If correspondence is not enclosed in envelopes, it should be folded. With inter- campus

envelopes, ensure that you use the next sequential address line on the envelope and be sure any other addressees are crossed out.

Central Services staff sorts over 1,500 pieces of mail per day. To expedite the process, letters are quickly scanned. We sort mail by name and department. Failure to list the department's name may result in delay or misdirection of your mail. Envelopes with insufficient name are automatically put aside for later research and will result in delivery delays. Do not abbreviate names of people and departments. Abbreviating may cause delays in sorting and distribution to the appropriate party. Properly addressed inter-campus mail is usually placed in the appropriate bin by the next business day.

Confidential material may also be inserted into an inter-campus envelope. The envelope must be sealed or taped shut and marked "Confidential."

Campus mailing lists

The preparation of large address lists for distribution of information is the responsibility of the sending department. The department must ensure that the outgoing mail is sorted according to departments. Doing so will expedite sorting and distribution. Faculty mail must be separated and in alphabetical order. Student mail should be sorted in alpha order. Any mail not received in the proper order will be returned to the department of origin for correction.

Central Services does not allow candy to be sent through Inter-Campus Mail or to be put into student mail!

Addressing of Inter-Campus Mail

When addressing inter-campus mail on stationery, the one-line format is preferred. We request you avoid three or more lines since such mail can be mistaken for off-campus mail requiring metering.

Change of Address

If a new member is added to your department or if a staff or faculty member changes departments or buildings, due notice must be emailed to Katie Brilz at kbrilz2@washcoll.edu so that future mail may be directed accordingly.

When leaving campus permanently, please provide Katie Brilz with your forwarding address as well as the Postal Service.

**RULE ON PERSONAL MAIL AND PACKAGES (incoming and outgoing)
for Faculty and Staff:**

Policy is that staff and faculty **may NOT** have personal mail and packages delivered to Washington College under any circumstances.

If you have personal outgoing stamped mail, it may be placed in the general outgoing mail bin in the Departmental area outside Central Services.

If you have a personal outgoing package that already has a **pre-paid shipping label** on it for USPS, UPS or FedEx, it should be brought to the front counter to be processed.

At this time, if a faculty or staff member wishes to pay postage or shipping for outgoing mail or packages; or purchase supplies offered by Central Services for personal use, you will need to utilize the front counter for these services. We do “not” offer the sale of postage stamps to faculty or staff for personal use. Please utilize your local Post Office for that service.

Central Services does not provide boxes, packaging or tape for outgoing faculty or staff packages. Nor do we package your items. This must be taken care of prior to your visit to Central Services.

PAYMENT TYPES ACCEPTED:

For transactions that may involve cost(s) (outgoing mail or packages), faculty or staff should be prepared with either **cash or a valid credit card** as payment. **WC Central services DOES NOT** accept WC ID cards as payment for services.

General Mailing Instructions

Non-Mailable Items

Some items such as metal pieces, glass parts, product samples, chemicals, etc., **may not** be mailed or shipped out. These items, besides jamming and/or damaging the mailing machines, can also cause serious injury to mailroom employees. These mailed articles may be returned to sender. Postal requirements also forbid the shipment of restricted items like weapons or knives. Restrictions vary by country and carrier. If mailing anything besides letters and documents abroad, please contact Central Services for more specific information

Non-Standard Mail

Envelopes and post cards of less than 3 ½” in height or 5” in length or .007” in thickness are considered non-standard and additional charges are levied towards their postage. For more information regarding standard sizes, please inquire with Katie Brilz; we will be glad to provide you with more detailed information.

Sizes and Types

Please determine the proper size and strength of the envelope in accordance with the enclosures. Overly large envelopes fail to firmly hold the contents. The enclosures tend to move around and there is a risk of tearing the envelope and losing the contents. Overstuffing can cause an envelope to burst at the seams and may lead to loss of enclosures.

The size of the envelope should be selected to properly accommodate the contents. For the U.S. Postal System, the two main categories of envelopes are “letter size” and “flats.” Flats are envelopes larger than the maximum letter size, but no larger than 12” high by 15” long and ¾” thick. “Letters” and “flats” are rated differently by the USPS. Green-bordered envelopes are meant for First Class Mail. Avoid brilliantly colored envelopes. If required, you may use light-colored envelopes for legibility

Letter Sizes

To qualify for automated processing by USPS, letter-size mail must be rectangular in shape and have a ratio of height to length between 1:1.3 and 1:2.5.

For a letter to be considered as a standard size the following dimensions must be met: Heights

Min. – 3 ½”

Max – 8”

Length

Min. – 5”

Max – 11 ½”

Thickness

Min. - .007”

Max – ¼”

Note: Maximum thickness for automated processing is ¼”.

Padded Envelopes

These envelopes contain a cushioned lining to provide a degree of safety for mailing small and fragile merchandise. These are available for sale at the Central Services counter.

Sealing of Envelopes

Central Services has provisions for automatic sealing of standard-size gummed envelopes. Please leave the envelope flaps separated and flat down (open), and then secure them with a rubber band. If brought to Central Services in this manner, the envelopes bypass sorting and are directly moved to the sealing and metering machine.

International Letter-Size Envelopes

International Mail letters may be placed in “International” envelopes. These envelopes have a red and blue border, are easily identified as international mail, and assist in expedited sorting. Red and blue bordered International envelopes should not be used for domestic mailings.

Proper Addressing

The following addressing format is recommended to ensure efficient handling and delivery by the U.S. Postal Service.

The complete mailing address should be located within the lower mid right-hand side of the envelope or postcard. Extraneous printing or markings should appear as far away from the address as possible. Sender’s address should be located in the upper left-hand corner. Central Services will not label your envelopes. This is the department’s responsibility.

- Type or machine-print complete address
- Ensure print is clear and sharp
- Use standard business fonts. Address characters should not touch or overlap
- Black ink on a white background is best
- Maintain a uniform left margin
- Use upper-case letters
- Omit all punctuation
- Include floor, suite, and apartment numbers wherever possible
- Include name of city, state, and ZIP Code in that order
- Use standard two-letter state abbreviations in capitals
- For international mail, print the country’s name in capital letters without abbreviations
- If using window envelopes, ensure that the entire address is always visible

If both the street address and the PO Box are mentioned on the same line in the address, the mail will be delivered to the Post Office Box.

Address labels if used on parcels, packages, or large envelopes must also be addressed according to the above recommended format. Improperly prepared labels will be returned to departments for correction and/or completion. Labels must be applied parallel to the bottom edge of the envelope to be processed by the USPS automated equipment.

Parcel Sizes

Various carriers follow different guidelines for measuring parcel sizes and charge an extra fee called “**dimensional weight charge**” for parcels whose overall dimensions necessitate a larger postage fee than that required on basis of the parcel’s weight alone. In view of this, **please avoid loosely packing items into unnecessarily large boxes.**

Other Mail Services

Large Mailings (Bulk Mailings)

We offer discounted bulk mailing programs for mailings consisting of **200 pieces or more**. Depending on your delivery needs, these programs can reduce postage costs by as much as 50%. **Advance notice must be given for all these types of mailings and if last minute notice is given it may delay the processing in order to be able to get the mailing out on your schedule.** To learn more about this service, contact Katie Brilz at kbrilz2@washcoll.edu

We require “**advance notice**” to effectively handle and process specialized or large mailings comprising 1,000 or more identical pieces. Before a large or specialized mailing gets too far into the planning stage at the departmental level, please discuss it with the Katie Brilz to ensure that your mailing program remains cost-effective and timely. **Advance notice must be given for all these types of mailings and if last minute notice is given it may delay the processing in order to be able to get the mailing out on your schedule.**

Courier Services

We use various courier firms for mailing out letters and packages. We use various domestic and international private courier services to draw maximum benefit for the College community. We handle Federal Express, UPS, and USPS services.

Couriers often supply specialized envelopes and “paks” for use with their service. Packaging is the responsibility of the mailer. You must ensure that packages are adequately sealed and packed to be acceptable for shipment by couriers. **Central Services may provide packaging and sealing materials; however, it is best if you secure your own packaging and sealing materials.**

When using Express courier service, a complete address and telephone number of the consignee are required to ensure speedy delivery. An appropriate request note or message must be included to be shipped by specific couriers. With the exception of the U.S. Postal Service, domestic PO Box numbers are not accepted addresses by most courier delivery services. For most rural locations, Saturday delivery may not be available. Please check with Katie Brilz for specific information.

U.S. shippers have no control outside domestic borders. Shipment delivery can be affected by local politics and unforeseeable conditions, which are outside U.S. jurisdiction. **Hence, carriers cannot guarantee a specific date of delivery overseas.** If shipping commodities or gift articles outside the U.S., a “Commercial Invoice” or “Customs Declarations” will have to be completed and the contents of the shipment will be REQUIRED.

The responsibility of Central Services is exercised when mail/packages are processed properly and handed over to the courier. From that point on, the courier becomes accountable for the mail/package. Although we may guide and assist you in tracking lost or missing shipments and in following up with couriers, we assume no other responsibility. All claims are determined by individual carriers.

Selection of couriers also depends upon the time the delivery is required to be made to the addressee and the destination. (65% of “Overnight Mail” does not need to arrive at the destination at a specific time)

Most couriers, with a few exceptions, offer next-day and second-day services. Most couriers schedule deliveries at 10:30 am, noon, and 3:30 pm. Price schedules vary as per service levels, delivery times, and amongst various couriers. At the Mail Center we try to locate the ideal courier for your services and get you the best deal.

Courier accountable mail is tracked by “Airway Bill” numbers. We track inbound and outbound courier mail by account numbers and department names. We maintain records by sender’s name, department, account number, transaction date, airway bill, or courier for up to one year.

MAILING/SHIPPING VENDORS USED BY WASHINGTON COLLEGE

United Parcel Service (UPS)

We presently offer Ground, Second-Day Air, and Next Day letter and package service through UPS. Transactions are on a cash or credit card basis only or they may be charged to department accounts. A form must be filled out by the sender and given to Central Services personnel at time of sending. The cutoff time for accepting mail for UPS to go out that day is 2:30 pm. This service is ideal for parcel sending and provides up to \$100.00 insurance at no extra charge and can be insured for “more” for a nominal fee. This service provides the sender with a tracking number for convenient tracking of delivery time. Your tracking will be emailed to you once we process your item.

Federal Express (FedEx)

Federal Express offers overnight and two-day letter package service. The cutoff time for accepting FedEx packages to go out same day is 12:00pm (Noon). Please email Katie Brillz at kbrilz2@washcoll.edu or call her on extension 7112 to make special arrangements for processing this type of item as soon as possible. Anything received after 12:00 p.m. (Noon) will go out the next business day so please plan accordingly. **If Central Services receives a Federal Express overnight item after 12:00 p.m. (Noon) to process that absolutely must go out the same day, it will become the**

responsibility of the department of mailing to take package to Fed-Ex box down town if they require the package to go out that day by 4:00 p.m. This service is best suited for overnight letter services. This service provides the sender with a tracking number for easy tracking of delivery date and time.

U.S. Postal Services (USPS)

We offer the following USPS services:

- Express Mail
- First Class Mail
- Priority Mail
- Standard Mail A (Bulk Mail)
- Media Mail (Book Rate)
- Certified Mail
- Insured Mail

Rates of all services are subject to change without notice.

Priority Express Mail

This is an extremely reliable and fast delivery service from the USPS. This service is available for all major zones in the U.S. and 84 foreign countries. Express Mail provides for shipment of letters, documents, and other mailable items, and carries document reconstruction insurance at no additional cost. You may mail up to 70 pounds. This service offers next-day domestic delivery six days a week at no extra charge in most areas some may be 2 days.

Express mail offers a variety of other service options to meet your mailing needs. The options are:

- Delivery to Post Office Box
- Express Mail International Service

Mail requiring this service must be delivered to Central Services by 2:00 pm to make that day's mailing. A proper request note must accompany each piece.

Domestic Overnight Delivery is guaranteed by the U.S. Postal Service and provides for a full refund of postage amount if the mail is not delivered as scheduled. International delivery times may vary by country of destination. Due to lack of Postal Services' control over international situations and foreign delivery systems, no guarantee or refund of fees is offered.

First Class Mail

The following are considered First Class matter and must carry postage at First Class or priority mail rates.

- Matter wholly or partially handwritten or type-written (including identical copies prepared by automatic typewriter), originals or carbons, invoices (except when accompanying the matter to which they relate), postal cards, post cards
- Matter sealed against postal inspection
- Bills and statements of account
- Forms with written figures charging items or prices
- Blank printed forms filled out in writing, including canceled or un-canceled checks

A computer printout may or may not be determined for First Class mail depending upon its content. Please contact Central Services for additional information.

Priority Mail

Priority Mail service should be used for First Class mail requiring expedited delivery within three days. All First-Class mail exceeding 11 ounces but not exceeding 70 pounds is automatically considered “Priority Mail.” However, there is no minimum weight limitation, and at the option of the mailer, any mail weighing less than 11 ounces can also be processed as Priority Mail. Priority Mail is normally delivered within two to three business days, but this is not a guaranteed service. For up to one-pound weight, the flat rate fee is economical and includes tracking at no extra charge if requested at the time of mailing. Use Flat Rate “Priority Envelopes” when possible. These envelopes are free and allow up to one pound of weight for one low price.

International Mail

Except for certain restrictions, most items can be mailed to foreign countries. Please contact Katie Brilz to determine specific classification and required documentation. If customs regulations are not followed and documentation is not proper, items may be impounded by foreign customs. Domestic and foreign customs regulations do not offer special concessions to any specific courier. Thus, irrespective of the carrier used, you must comply with the local customs regulations.

For letter-sized items, use the special Tyvek® Red/Blue-bordered envelopes. This will enhance service and expedite their separation from Domestic mail during sorting by mail houses. The last line of any foreign address should be the country name spelled out in capital letters in English.

Certified Mail

This provides you with a mailing receipt. A record of delivery is maintained at the recipient’s post office for two years. A return receipt to provide you proof of delivery can be obtained for an additional fee. Certified mail service is available only for use with First Class Mail. No insurance coverage is provided. A numbered label and completed “Return Receipt” must be filed and affixed to each letter. Labels and Return Receipts can be obtained from Central Services.

Registered Mail

Washington College does “NOT” offer registered mail as a service. These items must be processed by the sender at the local Post Office

Insured Mail

You can obtain reimbursement for domestic mail that has been lost or damaged by having it insured. For merchandise mailed as Priority, First Class, or Standard Mail, insurance up to \$5,000 is available. Express Mail service offers up to \$100.00 insurance at no extra charge.

Return Receipts

A return receipt offers proof of delivery. This is an optional service and it is available for insured, certified, registered, and domestic express mail shipments. The return receipt identifies the article number of the mailing, the person who signed receipt for the letter, and the date of delivery to the addressee. It is not necessary to use return receipts with all certified or registered mailings. Be sure to identify your department on the address portion of the return receipts so that we can route them back to you on receipt.

Delivery Confirmation

The charge for Delivery Confirmation is free with Priority Mail or a nominal fee with First Class parcels and package service.

Oversize/Underweight Mail

First Class, Third Class, and International Letter Class Mail weighing one ounce or less is non-standard if it exceeds any of the following standard limits:

- Width: 6 1/8 inches
- Length: 11 1/2 inches
- Thickness: 1/4 inches or if its aspect ratio (length divided by width) does not fall between 1:1.3 and 1:2.5 inclusive

Additional charges are payable for mailing non-standard sized articles.

Mail pieces which are less than the following dimensions are non-mailable in the USPS and will be returned to you:

- Width: 3 1/2"
- Length: 5"
- Thickness: .007" (Thickness of a postcard)

Standard Mail (Non-profit bulk) - Procedures for mail prepared by departments; only domestic mail qualifies

All pieces must be identical in size, weight, and number of enclosures. Each piece must weigh less than one (1) pound. There must be a minimum of 200 pieces or total weight must be at least 50 lb. Individual pieces must be rectangular in shape and measure not less than 3 inches in width and 5 inches in length. Each piece should have a printed College address only on the face. This must be followed by a separate line containing an ancillary endorsement. Either "Change Service Requested" or "Address Service Requested" must be included in line under the return address. Please contact the Mail Center at x7867 before preparing these mailings and we will be happy to assist you in proper presentation. Extraneous information and artwork (except College logo) has to be avoided. Please provide total quantity and department account number with each mailing on a separate sheet placed at the front of your mailing. It is the responsibility of the department to deliver said mailings to the Chestertown Post Office upon completion. Mailings are accepted at the post office between the hours of 10:00am-Noon and 2:00pm-4:00pm, Monday through Friday.

COPY AND PRINT CENTER SERVICES

Central Services provides copy and print requests for the campus community.

All **copy requests** submitted must be accompanied by a completely filled out copy request form (provided for on the Central Services webpage or on the Departmental table outside Central Services). Please be sure to include any special requests for your copy job on the form. Please allow time for your copy request to be completed around the other duties in Central Services. Katie Brilz will email you when your copy request is complete and in the bin for pickup outside of Central Services. It is suggested that copy jobs be sent in pdf format to kbrilz2@washcoll.edu rather than delivering them in person.

All **print job requests** MUST be emailed in PDF format to Katie Brilz at kbrilz2@washcoll.edu

And MUST include the department account and object code to be charged and ALL special instructions for the print job (paper size, type of paper, in color request, paper color request and so forth).

Please allow time for your print job request to be completed around the other duties in Central Services. Katie Brilz will email you when your copy print job request is complete and in the bin for pickup outside of Central Services.

The cost per black and white copy is 5 cents. An additional charge is added for specialty paper. This includes bright paper and card stock paper.

Color copies can be obtained from Central Services starting at 25 cents per copy. Prior approval is required before color copy jobs are run.

Copy jobs are filled in the order in which they are received. Most jobs are completed within 24 hours. During peak periods please allow 72 hours for copy requests. Large manuals require at least two weeks to complete during peak or busy times. It is the responsibility of the individual departments to pick up copy jobs when complete.

Central Services “does not” proofread or edit your work. Copy and print job requests must be submitted ready to go to copy or print.

Central Services “does not” cut, assemble, hand staple, hand hole punch or bind copy or print jobs. These items must be taken care of by the requesting department.

Due to copyright legal restrictions, Central Services will not copy books or large bound originals.

Printer and Copy Paper

All departments, faculty and staff are responsible for ordering and storing their own regular 8 1/2 x 11 white paper. Central Services carries a variety of other types of paper in several colors and sizes that you can request and pick up from the Departmental pickup area. We carry the following colors and sizes

White Letter Size (8-1/2 x 11)

White Legal Size (8-1/2 x 14) Also available in pastel Yellow, Blue, Pink, Green

White Ledger Size (11 x 17)

Pastels Shades

Blue, Pink, Green, Yellow, Goldenrod, Ivory, Gray, Lilac and Salmon

Card Stock Letter Size (67lb. Paper)

White, Ivory, Gray, Lt. Blue, Yellow, Green and a variety of bright colors

Requests for paper must be emailed to Katie Brilz at kbrilz2@washcoll.edu. **You must include the department code and object code to charge the cost of the paper requested to in your email.** Katie will email you when your paper request is completed and ready for pickup from the Departmental area outside of Central Services. Please check with the Copy Center before ordering specialty paper for copy and print jobs. Not all paper will copy appropriately in the campus copiers. Some may jam and damage the machines. This damage will not be covered on the copier contracts and any major damage to the copier in your area due to using inappropriate paper will be charged to that department.

Paper Folding

Central Services does “NOT” offering folding services.

SERVICE AND SUPPLY REQUESTS FOR THE CANON COPIER/PRINTERS/SCANNERS ON CAMPUS

All Canon copier/printer/scanners on the Washington College campus are managed by Katie Brilz in Central Services.

CANON COPER/PRINTER SERVICE REQUESTS:

Service calls for these machines must go through Katie Brilz. If you are experiencing an issue with your Canon and it is not operating properly, please place an out of order on the machine and then please call Katie Brilz at extension 7112. She will assist you if possible or put in a service work order for your machine. Most service calls are addressed within 24 to 36 hours within submitting the service request.

CANON COPIER/PRINTER TONER:

If you need **toner** for your Canon copier/printer/scanner, please email Katie Brilz at kbrilz2@washcoll.edu and please include the location of the machine so that she can identify the toner you need.

Toner for the Canon Copier/Printer/Scanners on campus should **NEVER** be ordered by the departments or faculty and staff. Central Services is the only one that can provide toners for these machines since they are included in our contract. Central Services stocks most of the toners for these machines on campus. If the toner is in stock Katie will email you that the toner is ready for pickup in the Departmental area outside of Central Services. Toner cartridges are included in the college's contract and are not billed back to departments unless there is extraordinary usage.

CANON COPIER/PRINTER STAPLE CARTRIDGES:

If you need a **staple cartridge** for your Canon copier/printer/scanner, please email Katie Brilz at kbrilz2@washcoll.edu and include the location of the machine as well as the department code and object code to charge the cost of the staple cartridge to. Staple cartridges are not included in the college's contract and are considered a departmental supply. Central Services stocks most of the staples for these machines on campus. If the staples are in stock Katie will email you that the staple cartridge is ready for pickup in the Departmental area outside of Central Services.