

MAIL & PRINT SERVICES

POLICIES AND PROCEDURES

Mail and Print Services is to provide operational and creative support for Coppin State University. It is dedicated to outstanding service and high levels of customer satisfaction through creative and highly skilled staff, use of the innovative technologies, and cooperation.

The University Mail Services receives, delivers, collects all incoming and outgoing U.S. Postal Service, FEDEX, UPS, DHL and interdepartmental mail for all departments/offices of Coppin State University, including the Residence Life Community.

Mail Services serves the University & Community for official business only.

Mail Services handles all classes of domestic and international mail and meets the needs of the University & Community in a timely and cost effective manner through the use of modern technology and equipment. Mail Services is available to assist you with your University and United States Postal Service, FEDEX, UPS, and DHL mailing needs. Whenever you need additional information, please contact us at 410-951-3750.

The Customer Service window at Mail & Print Services provides assistance Monday thru Friday from 7:30 a.m. to 5:30p.m.

Mail Service is located in the Physical Education Complex (PEC), room 179 at the corner of Gwynn Falls Parkway and Warwick Avenue, off the H parking lot. The local United States Postal facility is Walbrook Post Office, 1908 North Ellamont Street, Baltimore, Maryland 21216, 410-523-3198.

The Mail Service is not a contract branch station of the United States Postal Service. We provide limited postal services and require sufficient notification for major mailings.

Coppin State University Mail Services strives every day to provide CSU & Community with outstanding service. That means timely and accurate handling of your letters, parcels and inter-departmental mail-rain or shine, sleet or snow.

The correct mailing address for the University is:

(Name)
Coppin State University
(Department Name)
(Room Number and Building) optional
2500 West North Avenue
Baltimore, Maryland 21216-3698

ALL INCOMING MAIL AND PACKAGES SHOULD BE ADDRESSED AS FOLLOWS:

Faculty/Staff/or Administrator's Name (*optional for department mail*)
Department name (**required**)
Coppin State University
2500 West North Avenue
Baltimore, Maryland 21216

Student's Name (**required**)
Daley Hall or Dedmond Hall
Coppin State University
2508 West North Avenue or 2510 West North Avenue
Baltimore, Maryland 21216

INCOMING MAIL AND/OR PACKAGES

Faculty/Staff/Administrator's/Student name (required)
Department or Dorm
Coppin State University
2500 West North Avenue
Baltimore, Maryland 21216

There are some departments and/or buildings within the University that must require the unique physical address for package and freight deliveries. However the general rule above will help anyone who delivers directly to our faculty, staff, and students.

All mail requiring postage is to be accompanied with a University Mail Transmittal Form from the inter-department and service type instructions should be chosen. All mail will be sent at the first class rate unless there are instructions to do otherwise. University Mail Transmittal Form can be obtained from the k: drive/ forms [campus-wide]/ Mail and Print folder or from Mail and Print Services department. All packages must have a shipping form attached which can be located in the same folder.

You may contact the Mail and Print Services at 410-951-3750 for additional information.

Postal costs are charged directly to each department's budget. This is done monthly based on the actual usage of services. Mail is delivered and picked up Monday - Friday. All outgoing mail retrieved from a the department is charged to the respective department.

The following items are chargeable to the department at the time of service:

- United States Postal Service
- Express Mail
- USPS
- FEDEX
- Bulk Mailings with PERMIT USAGE
- DHL (International)
- Mail and Print Services should be notified of the following information regarding the use of Business Reply Cards, envelopes, etc. to ensure design constraints and prompt replies.

PICKUP AND DELIVERY:

Mail is delivered and picked-up from most University departments twice a day, Monday through Friday.

Residence Halls receive one delivery and pick-up daily Monday through Friday during Summer, Fall & Spring semester.

To prepare mail for pickup, departments should separate domestic mail, international mail, and University on-campus mail.

For all outgoing mail:

1. Attach a University Mail Transmittal Form to each bundle/ mailing.
2. Ensure that each mail piece and transmittal form includes the department name.

UNIVERSITY MAIL TRANSMITTAL FORM	
Department	Box
Originator Phone	
PIR/PARA	
Signature	
*This form must be attached to all university mail that requires postage. If the mail will not be picked up, please make a copy for your records.	
POSTAGE SERVICE	ARRIVE TYPE
Certified Letter	NUMBER OF PIECES
Certified Letter with Return Receipt	
Express (next day delivery)	
First Class Standard Envelope	
First Class Large Envelope (flat)	
First Class Cover/Flat Heavy Envelope or Small Package	
Library Mail	
Media Mail (3 to 5 days delivery) The material sent must be Audio/Visual/Books. It cannot contain anything other than books, computer disks, or digital copies of any kind.	
Postcards	
Priority Mail (2 to 3 days delivery)	
TOTAL NUMBER OF PIECES	
If you require a copy of this form, please contact the Department of Mail and Print Services to obtain the appropriate form.	

All international mail and packages must have a shipping form attached.

*Shipping Forms are located on the 3rd floor/
rooms (campus-wide)/Mail and Print
Services.*

Form of University of Cincinnati
Form No. 11-1000-0001
Rev. 11-10-00
No. 11-1000-0001

Faculty Staff Student Other

SHIPPING FORM

Date _____ From: _____

Origin/Carrier Name: _____

Origin/County: _____

City: _____ State: _____ Zip: _____

Country: _____

City: _____ State: _____ Zip: _____

Country: _____

Signature Confirmation Media Mail / Book Rate Flat Rate / Flat International

Shipping Service Type: No Preference

DHL (INTERNATIONAL MAIL ONLY)

Next Day Priority Next Day

Express Priority Certified Parcel Post

Registered Delivery Confirmation Return Receipt

Signature Confirmation Media Mail / Book Rate Flat Rate / Flat International

2nd Day Express Steer (2nd Day) Ground

International Priority Overnight Overnight

2nd Day 2nd Day Select Ground

International Next Day

Shipping Cost \$ _____

Tracking Number _____

Signature (Print Name): _____

Date: _____

All outgoing personal mail and packages must have postage paid label or stamps adhere.

Mail is sorted and delivered by department, not by individual. As a result, each department is responsible for forwarding mail received for individuals who have moved or departed for which Mail and Print Services was not notified. For employees who are no longer employed at the University, cross out the address on the mail piece. Put the item in with your outgoing University mail, and Mail Services will handle it.

The Mail and Print Services does not accept cash or money orders. Postage and stamps can only be purchased with credit card or Eagle Card as payment.

HANDLING PACKAGES FOR FACULTY, STAFF, AND STUDENTS

Receiving packages via U.S. Postal Service, UPS, FEDEX, DHL, and other specialized mailing services will be notified by campus e-mail and/or phone.

Students must pick-up packages, checks, and or credit cards sent at Mail and Print Services during office hours. Regular mail is placed in their mail box numbers provided by Housing.

All faculty, staff, and administrators must pick personal packages during office hours. If sending someone to pick up your package, you must send a e-mail to afmailservices@coppin.edu. The e-mail must include your name and name of the person picking up.

All faculty, staff, administrators, students, and person picking up package must have an identification to obtain package.

MAIL CLASSES PROVIDED

FIRST-CLASS MAIL

First-Class Mail is used for personal and business correspondence. Any mailable item may be sent as First-Class Mail. It includes postcards, letters, large envelopes, and small packages. The maximum weight is 13 ounces. Pieces over 13 ounces can be sent as Priority Mail.

PRIORITY MAIL

Priority Mail is used for documents, gifts, and merchandise. Any mailable item may be sent as Priority Mail. The maximum weight is 70 pounds. Priority Mail offers 2-3 day service to most domestic destinations.

MEDIA MAIL (BOOK RATE)

This type of mail is used for books, film, manuscripts, printed music, printed test materials, sound recordings, play scripts, printed educational charts, loose-leaf pages and binders consisting of medical information, videotapes, and computer recorded media such as CD-ROM and diskettes
Media Mail cannot contain advertisement.

CERTIFIED MAIL

When proof is desired that the addressee received the mail, the letter should be certified along with a "Return Receipt". A record of delivery is kept by the Mail Service for two years. Attach a note to such mail indicating to whom the receipt is to be returned when it is received from the U.S. Post Office.

RETURN RECEIPT

Return Receipt is the sender's proof when the mail was delivered and who received it. A return receipt may be purchased only for the following types of Mail; sent by Express Mail or COD, mail insured for more than \$50, registered and certified mail.

INSURANCE

Insurance coverage may be purchased for mail. Coverage is not available for First-Class mail unless it is merchandise.

Registered Mail may be insured for up to \$25,000. Express Mail is automatically insured against loss or damage for the value of the contents up to \$500.00.

RESTRICTED DELIVERY

Mail sent by restricted delivery is delivered only to the addressee or to someone authorized in writing to receive mail for the addressee. It is available only for registered mail and certified mail insured for more than \$50.00.

REGISTERED MAIL

Registered mail provides the most secure delivery for each item sent by First-Class or Priority Mail. Registered mail is secure and receives special handling from the point of mailing to the delivery office. There is a charge for registered mail, insurance, return receipt, and restricted delivery.

Postal insurance is provided for articles with a declared value up to a maximum of \$25,000.

EXPRESS MAIL

Express Mail Services provides guaranteed overnight delivery for letters and packages; in most cases-by noon the next day. Express mail is delivered on weekends and holidays at no additional cost. To use Express Mail Service, the address label must be complete and proper postage affixed. Express Mail is accepted for next-day delivery until 3:00 p.m. Maximum weight is 70 pounds. Additional insurance is available up to \$5,000. To track Express Mail you may log on to www.usps.com

BUSINESS REPLY MAIL (BRM)

Business Reply Mail utilizes pre-addressed postcards or envelopes for which the University pays postage for only the mail pieces that are returned to it. BRM allows departments to limit postage costs for surveys and other items for which a reply is requested. There is a per-piece handling charge for this service in addition to the First-Class postage fee.

Return envelopes for BRM must be imprinted with specific information required by the U.S. Postal Service. Envelopes

with BRM must be tested or designed by our department to meet the U.S. Postal Service requirements prior printing to verify that they are automation-compatible.

Please note that the Business Reply Mail permit is held centrally by the University. Please contact Mail Services with any questions regarding Business Reply Mail.

ADDRESSING INTERNATIONAL MAIL

Addressing international mail should be typed or clearly written using Roman letters and Arabic numerals. Foreign language addresses are permissible if the city, province and country are also indicated in English. The last line of the address is reserved for the country name-spelled out in capital letters-with the foreign postal code (if used) on the line above. You can mail letters and packages to almost any country in the world by using international mail service from the United States Postal Service. Several delivery options are available, including Express Mail and International Service (EMS), which offers delivery to most business centers in the world in 1-3 days.

International Address Format:

Name of organization (required)
 Delivery Address
 City & Postal Code
 Country

Patrice Cournot
 60 Rue de Grotegut
 Paris 75008
 FRANCE

MAIL FROM STUDENTS CLUBS/ORGANIZATIONS

Mail from the student's clubs and organizations will be processed, metered, and charged to the Department of Student Activities.

FEDEX, UPS AND DHL You must complete a shipping form to utilize these services.

Shipping Forms are located on the IX drive/forms (campus-wide)/Mail and Print Services.



The image shows a 'SHIPPING FORM' template. It includes fields for 'SHIP TO', 'SHIP FROM', and 'SHIP TO'. Below these are sections for 'SHIPPING SERVICE TYPE' with checkboxes for 'DHL INTERNATIONAL MAIL ONLY', 'Next Day', 'Priority Mail Day', 'Express', 'Priority', 'Global', 'Parcel Post', 'Registered', 'Delivery Confirmation', 'Return Receipt', 'Signature Confirmation', 'Multi-Piece Tracking', 'First Day', 'Post Net', and 'International'. There are also checkboxes for '2nd Day', 'Express Select (DHL only)', 'Ground', 'International', 'Priority Overnight', and 'Overnight'. At the bottom, there are fields for 'Shipping Cost \$' and 'Tracking Number'.

The department PeopleSoft charge number should only be provided on shipping form to use these services. If you do not supply the charge number it will be charged to the department for which you work.

Personal Packages (Must be paid for by VISA, MASTERCARD, OR DECLINING BALANCE)

NOTE: The couriers above are unable to deliver to a post office box address. Only the United States Postal Service (USPS) can deliver to post office box numbers.

BULK MAIL

Mail and Print Services processes bulk/discount mail up to 20,000 pieces. The University uses VSP only, a contract vendor to prepare Coppin State University Bulk Mail requirements that exceeds 20,000 pieces and/or requires specialty services that we cannot process in-house. (See IX drive/forms (campus-wide)/mail and print services forms folder/CSU Bulk Mail Procedures or Form).

**COPPIN STATE UNIVERSITY
POLICY CONCERNING OFF-CAMPUS MAIL**

Metered Mail is to be used only for official University mail prepared for delivery by the U.S. Postal Service. Metered postage and postage stamps may be purchased by VISA, MASTERCARD, OR DECLINING BALANCE for personal usage. Any employee found abusing this policy will be reported to Human Resources/Personnel.

DUPLICATION AND PRINTING SERVICES

SERVICES PROVIDED:

Print Center provides duplication services for faculty, staff, students and community. University related black & white duplication work for faculty and staff is free of charge, unless specialty paper and/or finishing work is required. All copy requests are duplicated on a high volume copier.

- A. Copying, reduction - 95%
- B. Collating and stapling
- C. All work will be run back to back unless otherwise requested and approved.

LOCATION AND OFFICE HOURS:

- A. Physical Education Center, 1st floor, Room 179
- B. Office hours 8:00 a.m. - 5:30 p.m. Monday through Friday.

PREPARATION OF MATERIAL SUBMITTED:

- A. Must be clearly typed.
- B. All correction must be clean, clear and neat.

Exams should not be sent through campus mail. To maintain security, please follow these instructions:

Complete Printing and Design Form, attach to exam, and give directly to copier operator or staff member. Be sure to check off test box on form. Exams may not be submitted or picked up by a student. The instructor should notify Duplicating Service in advance of any substitutions.

Request for Printing and Design Forms are located on the JK drive/forms (campus-wide)/ Mail and Print Services.

The form is titled "Request for Printing and Design Form" and includes the following sections:

- Department:** Fields for Department/College Name, Title, Location, and Phone.
- Request Information:** Fields for Requested By, Date, and Requested By (Signature).
- Requester's / Department's Account #:** A field for the account number.
- Material:** Fields for Quantity, Size, Color, and Binding.
- Special Instructions:** A section for additional notes, including a "Test Box" checkbox.
- Design Service:** A section for design-related requests, including a "Design Service" checkbox.
- Notes:** A section for additional comments.

Exams are given top priority. The exact number of copies requested will be produced and originals returned to requestor. Exams are secured in a locked cabinet until picked up.

No student works will see or handle any part of the printing function for exams/test.

University of System of Maryland's copyright policy will apply.

Duplication of copyrighted materials must conform to copyright law. All requests for duplication of copyrighted material must include a letter from either the publisher, or the holder of the copyrighted material granting permissions to duplicate such material prior to submission to Mail and Print Services.

Mail and Print Services reserves the right to reject any duplication request that violates copyright law. Mail and print Services also reserves the right to question duplication request that appear to violate the copyright law. In the event a duplication request is rejected it will be forwarded back to the requester/department.

In order to comply with copyright law, permission to duplicate copyrighted material is only for one-term use. Publishers usually grant permission for a single term only. Due to fact, you must request permission each semester, even if your syllabus does not change one iota.

The requester is responsible for obtaining the permissions to duplicate copyrighted material.

MATERIALS WHICH DO NOT MEET SPECIFICATION WILL NOT BE ACCEPTED.

SUBMISSION OF MATERIALS:

*Request for Printing and Design Forms are located on the
K drive/forms (campus-wide)/Mail and Print Services.*

A. New Printing and Design Form must be fully completed for each job requested.

(Explain any special instruction related to the job.)

B. Exams and confidential materials must be marked as such.

(NO STUDENTS will be allowed to pick up exams unless instructions are received in writing.)

C. All published and copyright materials must have a written approval from the copyright holder. This can be obtained by written request to the copyright holder.

SCHEDULING:

A. All work is completed by specification of day and/or drop off.

If day is not indicated then copies will be done on a first come, first serve basis.

B. Exams and confidential materials at least 48 hours in advance.

C. Reports, proposals, etc. of 85 pages or more requiring more than 160 copies, collated and stapled, must be submitted 2 days in advance.

D. College forms, study guides, syllabi, and other materials required for the beginning of the fall semester must be submitted prior to August 15th.

MATERIALS SUBMITTED AFTER THIS DATE MAY NOT BE COMPLETED BY THE BEGINNING OF THE SEMESTER.

E. Peak periods are from:

- * Fall Semester-August 15th to October 1st
- * Spring Semester-January 2nd to February 28th
- * Summer Semester-May 15th to June 15th

Allow lead time of 2-3 day business day for duplication or printing of documents or numerous pages. Number all pages of documents to be reproduced in the event copiers and copy systems mis-feed, jam, or otherwise malfunction.

The form is titled "Request for Printing and Design Form". It contains several sections: "Requester Information" (Name, Title, Department, Phone, Fax, Email), "Job Details" (Project Name, Requested Date, Priority, Quantity, Color, B&W, Staple, Collate), "Material Specifications" (Paper Type, Weight, Size, Finish, Binding, etc.), and "Special Instructions". There is also a "Notes" section at the bottom. The form is designed to be filled out by the requester to specify the printing and design requirements for a job.

Numbering the pages facilitates restoring the correct order to the document.

Make certain to fully complete the Printing and Design Request Form.

Jobs cannot be produced without this information.

A PeopleSoft number must be provided and signed authorization is required for all color copy, printing/graphic design services.

Personal Work (Must be paid for by VISA, MASTERCARD, OR DECLINING BALANCE)

Turnaround times are as follows:

SUBMIT REQUEST

Monday
Tuesday
Wednesday
Thursday
Friday

RECEIVE REQUEST

Wednesday
Thursday
Friday
Monday
Tuesday

These are approximate turnaround times and could vary depending on work load. Allow extra time during peak use times - the beginning and end of fall and spring semesters, mid-terms, and final exams. Please allow an appropriate amount of lead time. Should you require assistance and/or special services, contact Mail and Print Services at 410-951-3750.

WAYS IN WHICH TO MINIMIZE THE DUPLICATING COST

REVIEW THE REQUIREMENTS:

- Analyze your duplicating requests to eliminate any excess or waste
- Only essential materials should be reproduced and the quantity absolutely needed.
- Before submitting a job these questions should be asked:
 1. "Is there a need to know this information or is it only nice to know?"
 2. If it is only "interesting" but not "necessary", perhaps it should not be distributed.
 3. "Am I sending this material to too many people? If so, you can be reasonably sure that much of your work is going straight into the wastebasket.

USE BOTH SIDES OF THE SHEETS:

- If your material is being duplicated on only one side of a sheet of paper the other side is being wasted
- Printing on both sides of a sheet of paper saves paper, filing space, and postage.

BE SURE YOUR MATERIALS WILL COPY:

- Some types of materials simply will not reproduce well on certain types of equipment. If you are not sure that your materials will copy well, please ask before submitting your work.
- A great deal of copy/duplicating waste is caused by unfamiliarity with the equipment and its capabilities.
- Certain colors (blue), photographs, half tones, or materials printed on colored stock cannot be reproduced in black and white.

Your cooperation in complying with these policy and procedures are critical if Mail and Print Services is to provide you with the quality of service we both desire.