

(draft 10/14/08)

SUMMARY OF MAIL CENTER SERVICES

I. INTRODUCTION

The Mail Center located in the Namm Building in room NC-25 is a state-of-the-art mail management facility which offers enhanced mail services at considerable savings to the college.

Location: 300 Jay Street, NC-25

Service Hours: Monday to Friday, 9 a.m. to 5 p.m.

Contact Information: gwharwood@citytech.cuny.edu, extension 5147

Assistant Director, Campus Services: Gemma Wharwood, extension 5148

Staff:

John Solano, extension 5147

Giancarlo Portalatin, extension 5147

II. SERVICES

The Center provides a broad range of services to satisfy customers' mailing requirements, including:

1. Pre-Sort: Our new management system pre-sorts mail by zip code, etc. to achieve the lowest postage rates. Please ensure that addresses are accurate to benefit from this savings.
2. Folding/Inserting: Manual folding and inserting of mail is no longer necessary. Our equipment can automatically fold and insert up to three sheets. Please contact the center for guidance.
3. Special Services: With departmental head authorization, the following special services are available:

Insured Mail, Certified Mail, Return Receipt, Priority (2-day), USPS Express Mail (overnight) and United Parcel Service(UPS) (domestic and international).

III. DELIVERY SCHEDULE

To provide customers with accurate and efficient service in compliance with United States Postal Service (USPS) regulations, the following delivery schedule has been established:

SERVICE	SCHEDULE
Metered Mail for USPS Daily Service	Mail due in Center by 2:30 p.m.
Bulk Mail Services	Available; requires 4 days lead time
Off-Campus Messenger Service	Subject to workload and staffing constraints
Inter-Office Mail	Dispatched daily
USPS Special Services: certified, express, etc.	Mail due in Center by 2:30 p.m.
United Parcel Service(UPS) Mail	Mail/packages due in Center by 1:00 p.m. for same-day pick-up
CUNY mail service to and from the colleges and University offices (no checks)	Courier delivers and picks up mail at 9:15 a.m. daily

IV. MAIL PIECE DESIGN AND ADDRESS

The Center appreciates customers' need for quality and economy. Mail pieces have been standardized accordingly. Please contact the Center's manager at the earliest stage of planning for guidance for preparing envelopes, cards, permit indicia and zip+4 assigned to New York City College of Technology.

V. INTEROFFICE MAIL (Campus Mail)

Please use only the multiple-use manila envelopes, available in the Center, for all interoffice mail. For prompt and accurate deliveries, include the recipient's first and last names as well as department name and room number. To avoid delays and unnecessary postage, no envelope should be used which might be confused with outgoing USPS mail. Specifically, please do not use the college's #10 and window envelopes.

VI. OUTGOING MAIL

All outgoing mail of more than 100 pieces that is in envelopes larger than a #10 envelope requires approval by a department head or designee. An authorization form can be obtained by contacting the Center or delivered to department on request.

Envelopes bearing postage stamps or business reply postage must be sealed and separated from mail that will require processing by the Mail Center. Please seal all manila envelopes with clear tape. **Do not use clasps to close the envelopes.** Also do not staple.

Any mail that was received and which should be forwarded must be placed intact in a new envelope for forwarding.

Mail to be returned to its sender must have the original address completely covered with a label and the words "RETURN TO SENDER" prominently written on this label.

There will be NO PRE-STAMPING OF MAIL by machine.

Charging postage to a different department

The Center must be notified in advance when a department other than the sending department is to be charged. For example, envelopes identified as coming from the President's but is being charged to the Admissions Department or Human Resources.

Large mailings

All large mailings must be placed in the appropriate mail receptacles. Two-foot trays are to be used for #10 envelopes while mail buckets are to be used for envelopes larger than #10 envelopes. Mail receptacles can be obtained in the Center or be delivered on request.

Training

Department representatives can receive training to learn how to prepare mail to receive discounted rates.

VII. INTERNATIONAL MAIL

Air Mail labels for international mail can be obtained from the Center and must be affixed to the mail piece. All mail submitted for international postage must bear the college's return address and department name. Proper identification of all mail is essential so that accurate charge back can be made.

VIII. MAILING HOUSES

The Center must be notified at the earliest stage of planning of a department's intent to use a mailing house for large volumes of mail. Funding must be secured in advance in the bulk mail account for this class of mail.

IX. FAQs

1. What time does the mail go out?

USPS courier picks up mail at 3:00 p.m. daily, Monday through Friday.

2. What classes of mail are processed?

We process various classes of mail and provide special services such as certified, return receipt and insured.

3. What can I do to cut costs on large mailings?

Batch mailings over 500 pieces should be sent presorted as noted earlier. Contact the Center for information and guidance.

4. What time does the CUNY courier come to the campus?

The courier usually comes to the campus by 9:15 a.m. Monday through Friday.

5. How do I mail an item for next day delivery?

Next day delivery is available through USPS Express or United Parcel Service(UPS). For United Parcel Service(UPS), the approval of a departmental head is required.

6. Can I send personal mail?

Yes, with two requirements: you must have Postage affixed along with your personal return address clearly stated on the envelope.

7. Can I receive personal mail?

No.