

NEW MAIL ROOM PROCEDURES

Effective 11/10/2009

In an effort to support our on-going goal of customer service to our students, parents, faculty and staff, we have adapted a new set of user friendly procedures. One of our goals of the mail room is to make sure your mail and packages are safe and secure.

New mail room hours are: 10:00 - 1:00 p.m.
 1:00 - 2:00 p.m. – Closed for Lunch
 2:00 - 4:00 p.m.

Anyone needing services prior to and after these hours can see Administrative Services Office personnel – Berg 109. **Only Authorized Administrative Services Office personnel are allowed in the mail room.**

The mail room personnel have the responsibility of sorting incoming mail, memorandums, bulletins, packages, etc., for distribution to the various departments as addressed. Only stamped personal mail can be processed through the mail room. Personal mail requiring postage must be taken to the local post office for processing. The mail room does not sell postage of any type. Incoming mail arrives approximately between the hours of 10:30 a.m. and 1:00 p.m. and is sorted into individual mail boxes. Official Trinidad State Junior College outgoing mail received in the mail room after 10:00 a.m. will be stamped and postmarked for delivery to the Post Office the following day. Every employee is assigned a mail box and it is his/her responsibility to pick up their own mail. **Mail from individual boxes will not be issued to anyone through the mail room window.** If a package is too large for your mailbox, a notice is put in your box and the package logged. Upon return of the notice, a signature will be required prior to release of the package. Large packages will be issued through the mail room window, if possible, otherwise you will be asked to enter the mailroom. To prevent overcrowding of mailboxes, mail should be picked up daily. If you cannot pick up your mail, please arrange for a third party to pick it up for you. An authorization form (available from mail room) must be filled out and signed in order to do this.

Please remember that important documents are distributed through the campus mail system and it is important that employees do not give anyone the combination or key to the mailbox assigned to them.

Outgoing mail is to be put into the appropriate mail drops as follows:

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| On Campus Mail | Mail that is to be distributed to another individual(s) on campus - no stamp is required. (ie., bulletins, memorandums, etc.) Please put addressee's first name, last name and box number, if available, on all mail to avoid misdirected mail. |
| Unstamped Mail | Official Trinidad State Junior College mail that will require postage must not be sealed, as the postage meter does this automatically and sealed envelopes tend to tear and jam in the machine. |
| Foreign Mail | Please write the NAME OF THE COUNTRY and the word INTERNATIONAL on the outside of the envelope in big print to ensure proper mailing of official Trinidad State Junior College mail going out of the continental United States. |

Stamped Mail	Mailing <i>pre-stamped, sealed</i> mail is a courtesy to our staff and students. Postage and special services (ie. Federal Express, Express Mail and UPS mail) for personal mail should be taken care of at the designated mail services respective place of business. The mail room does not provide these services nor does it sell postage
Bulk Mail	Official Trinidad State Junior College bulk mail batches that are printed with our <i>permit number</i> must be in numerical zip code order only. Please do not sort in any other manner. Check with the mailroom clerk for mailing instructions prior to bringing these items to the mail room. All bulk mail will be sent out the day after it arrives in the mail room. Individual training on sorting procedures will be given at the request of the mailer.
Certified Mail	Official Trinidad State Junior College mail to be certified must be marked. Tags are available in the mailroom for this service. Check with the mail room clerk for mailing instructions.
Registered Mail	Official Trinidad State Junior College registered mail cannot be mailed through our campus mail system. Only the U.S. Postal Service can process this type of mail.
Fax Mail	A fax machine is located in the Administrative Services Office – Berg 101 for official Trinidad State Junior College documents. Charges are \$2.00 for the first page and \$1.00 for each additional page thereafter for each document being faxed. Please provide your cost center code when requesting this service so costs can be charged to respective departments. This fax machine is not available for personal use or for use by students. A fax machine and copier are available in the library for personal copies/faxes. Faxes are \$1.00 for the first page and \$.10 for each additional page, thereafter. Copies are \$.10 for one sided copies and \$.20 for two-sided copies.
Insured Mail	Only official Trinidad State Junior College packages sent via UPS are insured through our campus mail system. Check with mailroom personnel for further instructions.
UPS	Incoming UPS shipments arrive in the mailroom approximately between the hours of 11:30 a.m. and 2:00 p.m. Parcels are to be picked up and/or sent from the mailroom only. When sending packages by UPS, the contents and value of item(s) being sent must be written on the package for insurance purposes. Outgoing packages must be logged in the UPS log book by the sender noting the cost center number and department name so that departments can be charged accordingly. UPS does not deliver to P.O. Boxes. UPS picks up parcels each day from the mail room at approximately 4:00 p.m. All outgoing parcels via this service must be handled by the mail room personnel only. This service is provided for official Trinidad State Junior College mail only.
Federal Express	Special envelopes and mailing tags are available in the mail room. Any mailings via this service are to be handled by mail room personnel only. This service is to be logged and signed for by individual departments so cost centers can be charged accordingly. This service is provided for official Trinidad State Junior College mail only.
Express Mail	Special envelopes and tags are available in the mail room. Any mailings via this service are to be handled by mail room personnel. This service is to be logged and signed for by

individual departments so cost centers can be charged accordingly. This service is provided for official Trinidad State Junior College mail only.

Please remember to put your department name under the return address on all outgoing official Trinidad State Junior College mail. This eliminates the need to open any returned mail to find its originator.

Any specific department mail room instructions for any/all incoming mail/packages must be put in writing and given to the mail room clerk. Personal mail and packages will be accepted by the mail room clerk unless specific instructions to the contrary are given to the mailroom clerk in writing. Please note the mail room does not have e-mail.

When placing orders, you must inform the vendor that the package must reflect your name, as this will avoid us having to open up the package and try to determine who the contents belong to.

For individual training or instructions on any of the above services, please check with mailroom personnel or the Administrative Services Office.