

Washington College Central Services Guide

Updated 11/8/2023

Locations:

General Services/Student Services Window:

Casey Academic Center First Floor at the end of the west hallway on the right

Departmental (Faculty/Staff & Student Organization) Self-Service area:

Casey Academic Center First Floor, under the marble stairs in the gallery, on the side closest to the elevator

HOURS:

Academic Year

Monday through Friday:

Departmental Services: 8:30 am to 4:30 pm

Student Services: 9:00 am to 4:00 pm

Saturday – 9:00 am to 12 Noon (Student Packages and Mail pickup ONLY)

Sunday – CLOSED

During the college's summer, session hours may vary. Please check the webpage for current hours, hours adjustments and closures. Saturday hours will only begin after staff is hired at the beginning of the year. Please check our webpage for the announcement of when Saturday hours will begin.

Department email: central_services@washcoll.edu

Website: https://www.washcoll.edu/people_departments/offices/central-services/index.php

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Mission Statement:

To accurately and efficiently provide quality mail, package and specialty print services to the Washington College campus. To provide excellent customer service through knowledge, courtesy, integrity, responsiveness, communication, and professional service.

Introduction:

This guide is for private circulation only. It has been prepared for use and benefit of Washington College. This guide provides useful information to assist you in using all of the services provided by this department to the fullest advantage at Washington College.

This guide focuses on general topics pertaining to mail, packages and copy print jobs handled by the department.

Some of the information included in this guide is from the U.S. Postal Service domestic mail manual. Please review and use this information as applicable to your mail, package, and specialty print services needs.

Central Services has trained personnel who are experienced and conversant with various mailing/package requirements and regulations.

General Information

Locations

General Services/Student Services Window:

Casey Academic Center First Floor at the end of the west hallway on the right

Departmental (Faculty/Staff & Student Organization) Self-Service area:

Casey Academic Center First Floor, under the marble stairs in the gallery, on the side closest to the elevator

Hours

Central Services is available to serve our faculty and staff clients during the academic year, Monday through Friday, excluding college holidays and official college closures. Central Services is available to serve our student clients during the academic year with Monday through Friday 9:00 am to 4:00 pm and Saturdays from 9:00 am to 12 Noon. We are fully closed on Sundays. We also have various hours during the summer session that are communicated and posted on our webpage. Hours adjustments and closures are posted on our webpages and updated regularly.

What We Do

Central Services handles the College's incoming USPS mail and packages, FedEx and UPS incoming packages, USPS outgoing mail and packages, FedEx and UPS outgoing packages and inter-campus mail during those times. We also handle any specialty print or copy requests during those times. Central Services also handles management of the Canon printer/copiers on campus.

Please note – we only handle incoming mail and packages for those student residing on-campus. **Off-campus student must use an off-campus address for these items.**

Central Services handles all official mailing and shipping requirements and policies of the College. Our primary function is to distribute incoming mail and packages as well as expedite outgoing mail and packages and handle specialty print jobs. We also distribute inter-campus mail.

We will **ONLY distribute student mail** that is **for on-campus students**. This mail **MUST** have the individual name of the student on it in order for it to be sorted correctly for them to pick-up. Any outgoing mail for off-campus students must have their name and off-campus address on it so that it can be mailed via the USPS postal service and the appropriate department charged for postage.

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 best meet the individual needs and is cost effective for the college.

CAMPUS MAIL

Incoming Mail Times

Incoming USPS mail “typically” arrives at Central Services by 12 Noon daily. This mail is “in most cases” sorted by 1 p.m. but this can vary depending on the schedules of the USPS and other tasks within the department.

Mail Pickup

All on-campus college students, faculty, staff and departments are responsible for coming to Central Services to pick up their mail from Central Services. Central Services does “**not**” deliver.

Students may pick up their mail once they are notified via email (from tracking@washcoll.edu) at the general/student services window.

Faculty and Staff do “not” get mail notifications, only for packages.

We respectfully request that all mail is picked up in a timely manner from Central Services due to space and resource constraints.

INCOMING MAIL

ADDRESSING INCOMING MAIL TO FACULTY OR STAFF

All mail should be addressed to:

Your Name, Title or Department – This MUST be on all incoming mail, please remember this when initiating accounts you will get mail from

Washington College
300 Washington Avenue
Chestertown, MD 21620

ADDRESSING INCOMING MAIL TO ON-CAMPUS STUDENTS

All Mail should be addressed to:

Washington College

First Name and Last Name - **THIS MUST BE on mail in order to sort and distribute correctly**

(students-NO nicknames please – please use name registered with the college)

300 Washington Avenue
Chestertown, MD 21620

***Please, make sure that your full name is on any mail you wish to receive

Mail for **off-campus students MUST** have their name and off-campus address on the label and will be stamped to mail out. Off-campus students are not permitted to receive mail/packages or items for distribution to them from the Central Services general/student services window

PICKUP of INCOMING DEPARTMENTAL MAIL

Each department is responsible for picking up their mail on a regular basis. Faculty mail is picked up and distributed by their administrative assistant. We ask that each department designate staff to regularly pick up mail so that the bins do not overflow.

OUTGOING MAIL

OUTGOING DEPARTMENTAL MAIL

Large Mailings

For special large mailings, please inform us at Central Services **in advance** via email at **central_services@washcoll.edu**. 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.

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

- Certified, Priority and Express Mail
- International Shipments (non-dutiable items only)
- Sale of basic mailing supplies. Transactions are strictly on a cash/credit card (\$5 or over) or departmental charge basis. No individual college ID charges are permitted.

Any outgoing departmental mail must be brought over to Central Services and placed in the outgoing bin for your department on the rolling shelves. It may also be placed in the general outgoing bin next to the Departmental doors but you **MUST** have your name or your department name in the return address for proper billing. **Mail left in the general bin without a name or department name in the return address will be delayed and may have to be opened to secure the appropriate department to charge for postage.**

Departments **should always separate International mail** from the domestic mail, First-class domestic mail, mail requiring special attention when bringing over for postage, so that we can handle properly. The different categories of mail should be bundled and **marked separately**. Providing clearly marked bundles stating “International”, “To Be Metered,” and “Special Handling” will ensure smooth and faster handling. Inter-campus mail should be sorted by the person bringing it over and placed in the appropriate departmental IN bin.

All outgoing mail to be meter (stamped by us) **must have** a College return address, **including the department’s name or your name in case of a return**. Central Services will charge the department whose name appears on the letter for the postage. Therefore, for proper billing, please ensure that you include your name and/or department on the envelope or mail bundle. Overnight mail must be hand delivered by department for same day processing. If sent through inter- campus mail, the item may not be processed in time for that day’s courier pick up.

The Mail Center 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 mail and packages. All outgoing packages must be accompanied by a WC Outgoing Package Form.

Central Services does not address mail. That is the responsibility of the sending department. Mail brought to Central Services for postage should be in meter-ready condition.

Preparation of Outgoing Mail

- **Separate** already stamped or metered mail from mail that needs postage. All letters should be bundled neatly with rubber bands and should be facing the same way. While our postage machine can seal envelopes, there are certain envelope backs that the machine will not seal. **Square flap envelopes in particular do not go through the machine properly and should be sealed by the department responsible before being brought over for postage.**
- **International mail and mail requiring special handling like “certified” mail MUST 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 FOLDED DOWN. 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 damage the postage equipment.**
- Our mailing machines do not seal envelopes over ¼” thick. Departments should therefore seal their own envelopes if envelopes fit this criteria. 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.

Any item brought over in an envelope that is too bulky to fit through the postage metering machine properly will be treated as a package and shipping charges will apply. All bubble type mailers are considered packages and require an outgoing package form attached to them in order to be processed properly.

Large flat envelopes will be metered as a flat unless they are non-flexible or contain items that increase the bulk of the envelope beyond ¼ inch. If this is the case these will be treated as a package and will require a WC Outgoing Package Form.

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” and place the item in the outgoing mail bin. If you do not have a forwarding address, cross out the College address completely and mark the envelope “Return to Sender, No Forwarding Address.” Put these envelopes with your off-campus mail for pickup.

Accountable Mail

Express mail (overnight) and certified mail comprise the accountable mail category. This mail is tracked and accounted for.

Registered mail “cannot” be mailed out by Central Services. This mail must be taken to the post office for mailing by sender.

Mail from Departments for Students – Mass Mailing – Items Distribution for Students

Central Services **does “not” handle mass mailings** or distribution of items to all WC students. Mail or items that is intended for WC students must be handled in this manner:

On-campus student – each piece of mail or the item **MUST** have the student’s first and last name on it so that we can check it in to the student so that they get notification and so that we can sort it for when they pick up.

Off-campus student – each piece of mail or item **MUST** have the student’s first and last name and their off-campus address on it in order for us to mail or ship it to them at that address.

If you are going to bring over a large grouping of mail or items to be distributed to individual student’s we ask that you email us in advance and give us at least five working days for the process of getting these items ready for distribution to those students.

Inter-Campus Mail

This consists of mail sent out by WC departments or students for delivery to addresses on campus. Any inter-campus mail brought over can be put in the various departmental mail bins by the sender. Any inter-campus mail brought over for on-campus students should be given to the Central Services staff to check in for those students for pickup. All inter-campus mail for students must have their first and last name on the item. We do not handle general/mass distribution of mail or items to students. That must be facilitated by the department initiating and not through Central Services.

We strongly encourage you to use inter-campus mail envelopes for departmental mail.

Central Services does not allow candy or any edible items to be sent through Inter-Campus Mail or to be put into student mailboxes! Any departments wishing to distribute candy or edible items to students must do so with their own staff in a different space.

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

Sizes and Types

Please determine the proper size and strength of the envelope in accordance with the enclosures. Overly large envelopes may fail to firmly hold the contents, and 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 ¼” thick. “Letters” and “flats” are rated differently by the USPS for postage costs. Avoid brilliantly colored envelopes, especially red envelopes as the postage meter mark will not show up. If required, you may use light-colored envelopes for legibility. Any envelopes that are unable to be processed as mail, will be shipped as a package.

Padded Envelopes

These envelopes contain a cushioned lining to provide a degree of safety for mailing small and fragile merchandise. Items to be sent out in padded envelopes will be considered not a flat but a package and shipping costs will be assessed as such.

Proper Addressing

The following addressing format should always be used to ensure efficient handling and delivery by the U.S. Postal Service.

The complete mailing address should be located within the middle of the envelope. 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, that is the responsibility of the sending department.

- Hand Print (**no cursive**) 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 and you **must include the international zip code**
- 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 in the middle of the envelope to be processed by the USPS automated equipment.

Other Mail Services

Large/Bulk Mailings

We offer discounted bulk mailing programs for mailings consisting of 200 pieces or more. The criteria is that all of the items must be identical in size and weight. Depending on your delivery needs, these programs can reduce postage costs by as much as 50%. Bulk mail must be organized in zip code order, lowest to highest before Central Services can assist you processing. The department will be responsible for taking the bulk mailing to the Post Office once Central Services processes and prepares the appropriate paperwork. To learn more about this service, contact Central Services via email at: central_services@washcoll.edu

We require “advance notice” to effectively handle and process specialized or large/bulk mailings. Before a large or specialized mailing gets too far into the planning stage at the departmental level, please discuss it with the Central Services to ensure that your mailing program remains cost-effective and timely.

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 can process Federal Express, UPS, and USPS services.

Couriers often supply specialized envelopes and “paks” for use with their service. Please consult with Central Services regarding appropriate packaging for your item. We have on hand the courier packaging for some items. You must ensure that packages are adequately sealed and packed to be acceptable for shipment by couriers.

When using Express courier service, a complete address and telephone number of the consignee are required to ensure speedy delivery. A Central Services outgoing package form must be filled out and accompany the items you wish to go out via express service. 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 Central Services for specific information.

Any express service requests for locations outside the United States must include a phone number of the recipient and the complete international country/zip code.

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 we must know the exact contents of the package.

Our Responsibility

The responsibility of Central Services is exercised when mail is processed properly and handed over to the courier. From that point on, the courier becomes accountable for the mail. 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) and cost.

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 Central Services we try to locate the ideal courier for your services and get you the best deal.

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 10:00 am.** Anything received after that time will go out the next day. If we process a Fed-Ex package after the pick-up time, it is the responsibility of the department of mailing to take the package to the Fed-Ex box down town if they require the package to go out that day by 4:30 p.m. This service is best suited for overnight letter services and will only accommodate smaller sized items. This service provides the sender with a tracking number for easy tracking of delivery date and time.

U.S. Postal Services (USPS) - Rates of all services are subject to change without notice.

We offer the following USPS services:

- Express Mail
- First Class Mail
- Priority Mail
- Media Mail (Book Rate)
- Library Mail
- Certified Mail

International Mail and Packages

Except for certain restrictions, most items can be mailed/shipped to foreign countries. Please contact Central Services 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 or returned to Washington College. 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. We must have a list of the items in all international mailings and packages/parcels.

PACKAGES AND PARCELS **RECEIVING AND SHIPPING**

ADDRESSING INCOMING PACKAGES/PARCELS TO FACULTY OR STAFF

Please be sure to give this EXACT SHIP TO address to anyone you order from or to anyone sending you a packaged item(s):

Your Name, Title or Department – (this must be on here in order to sort the package to the right person/department)

Washington College
300 Washington Avenue
Chestertown, MD 21620

ADDRESSING INCOMING PACKAGES/PARCELS TO STUDENTS

*****ONLY on-campus residing students may receive mail/packages at Central Services. Off-campus residing students must receive items at their off-campus address**

Please be sure to give this EXACT SHIP TO address to anyone you order from or to anyone sending you a packaged item(s):

Washington College

First Name and Last Name - THIS MUST BE IN THE “SHIP TO” ADDRESS

(Of student-NO nicknames please – please use legal name registered with the college)

300 Washington Avenue

Chestertown, MD 21620

***Please, make sure that your full name is on any mail/package you wish to receive

INCOMING PACKAGES/PARCELS

Incoming Packages Times

Incoming USPS, UPS, FedEx ground, express, and other carrier’s packages “typically” arrive on campus by 2:00 pm daily, but do arrive at various times throughout the days (M-F only). Each package has to be sorted, checked in, labeled and placed for pickup by limited staff. This process takes some time. Please do not come to Central Services to pick up a package just because your tracking information says it was received. You should only come to retrieve a package after you have received notice from tracking@washcoll.edu

How will I know I have a package to pick up at Central Services?

You will receive a package email notification from: tracking@washcoll.edu once we check in a package(s) for you and it is ready for pickup.

Incoming Package Pickup

All on-campus college students, faculty, staff and departments are responsible for coming to Central Services to pick up their packages from Central Services. Central Services does “**not**” deliver.

Students may pick up their packages once they are notified via email at the general/student services window.

Faculty, staff and students should pick up their packages as soon as possible after receiving notification of a package.

Some handcarts are available for use by faculty, staff and students but must be returned the same day by close or the user will be billed for the cost of the cart.

We respectfully request that all mail and packages are picked up in a timely manner from Central Services due to space and resource constraints. Departmental packages MUST be picked up no later than Friday of the week they were received. **Packages not picked up seven (7) days from receipt, will be returned to sender, recycled or donated.**

For incoming packages that are, large or heavy Central Services requires that the recipient retrieve these packages the day they are received. If you are ordering items that will weigh 50 pounds or more, please alert Central Services in case assistance is needed when they arrive in order to check them in.

POLICY ON PROHIBITED ITEMS

Central Services reserves the right to decline handling of contagious chemicals, flammable liquids, extraordinarily heavy packages, or live animals for laboratory use.

In an effort to remain aligned with the United States Postal Service policy and to reduce our liability, we will be implementing the following policy on **December 1, 2021**:

Washington College prohibits the receipt or shipment of the following via the Washington College Central Services department:

- Controlled substances
 - Alcohol
- Marijuana (medical or otherwise)
 - Tobacco
- Any items containing THC
- Weapons/Ammunition/Explosives/Firearms

If a package arrives at Central Services with any of the above items, the item will be isolated and the appropriate campus authority will be notified to handle notification to the recipient. The item will then be returned to sender.

Central Services and/or other college officials reserve the right to open any suspicious package or mail.

PERISHABLE ITEMS

Perishable mail or packages 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/person on the same day as received. 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.

Sending PERISHIBLES to a Student

Since the WC Central Services Department has limited days and hours, it is important that if you send **small or medium sized ONLY PERISHABLES** to a student that you know the item(s) will arrive during these hours. The Student Mail and Package Center is not responsible for incoming packages requiring refrigeration. Perishable item packages **MUST be picked up by the end of the day** following receipt notification or the package will be disposed of. We "do not" have the ability to cold storage perishables on site and it is a safety hazard to hold perishables overnight. Therefore, it is important that the student pick the item up that day during our current hours.

Grocery and Food Deliveries for Students

Washington College Central services is UNABLE to accept grocery or food deliveries such as Amazon Marketplace, Misfits Market, Hello Fresh and so on. INSTACART and other grocery delivery services for student are NOT ALLOWED through Central Services. This applies to all members of the WC Community including students, staff and faculty.

Our Responsibility

The responsibility of Central Services is exercised when packages/parcels are processed properly and handed over to the courier. From that point on, the courier becomes accountable for the package/parcel. 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.

Most couriers, with a few exceptions, offer next-day and second-day services. Most couriers schedule deliveries and pickups in the mornings and one UPS pickup in the afternoons, Monday through Friday. Price schedules vary as per service levels, delivery times, and amongst various couriers. At Central Services we try to locate the ideal courier for your services and get you the best deal.

OUTGOING PACKAGES/PARCELS

Policy on Package Ordering and shipping items to the college

WC on-campus students **ARE** allowed to ship and receive personal packages at Washington College. On-campus students should not begin ordering or shipping packages to the college before August 1st each year. Central Services has limited space for holding and storing packages and any items received prior to August 1st will be returned to sender.

WC faculty and staff are NOT permitted to receive personal packages or mail at WC.

Central Services asks that all faculty and staff refrain from ordering packages two weeks before classes start up until a week after classes start to allow space for the storage of student packages, as our space is limited. There is ample time between semesters to order supplies and books. If you order packages within this period, please arrange to pick up your package(s) upon notification of receipt. Failure to pick up package(s) within 24 hours could result in package(s) being returned to sender.

Parcel/Package 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.

Outgoing Package/Parcel Shipping

Central Services offers outgoing package/parcel shipping via USPS, UPS and FedEx. Fees for these items can be charged to the department shipping. Please always fill out a WC Outgoing Departmental Package Form for each package/parcel you wish to ship out (on the webpage under Shipping). Packages/Parcels should be packaged correctly and taped properly before bringing over to ship with the package form attached. Central Services does not provide packaging or package tape. We do have a recycle bin for boxes located outside of the student services window and often times boxes and bubble mailers can be found there for your needs.

If you have a package/parcel to ship out with a Pre-Paid label for USPS, UPS, or FedEx, our couriers pick up from us once per day, Monday through Friday. Your package/parcel with the prepaid label can be brought over and placed in the outgoing package bin located just outside our departmental doors for us to give to the courier when they arrive.

We do “not” accept large outgoing parcels on Fridays, these must be held by the sender until Monday to go out.

Students may come to the student services window and purchase outgoing shipping for their parcels/packages and pay using cash (if over \$5) or by using a valid credit card. Students should

have their package/parcel ready to ship with a filled out WC Outgoing Student Package Form, before coming to the student services counter to ship a package.

Students may also bring packages with Pre-Paid shipping labels for USPS, UPS and FedEx to the window to be picked up by the couriers. **We do not accept packages that require a UPS scanner code reader, those must be taken to the UPS Store across the street.**

COPY AND PRINT CENTER **and CANON COPIERS ON CAMPUS**

Special Request Copy/Print Jobs

Central Services provides special copy/print requests for the campus community. All copy/print requests must be accompanied by a Central Services Copy/Print request form and sent in final PDF format electronically to: central_services@washcoll.edu.

Please plan accordingly and allow Central Services at least one full working day for copy/print jobs. During busy times, print/copy job requests can take up to two or more working days.

You will be notified once your copy/print job is complete via email and it is ready for pickup from the designated box. The print/copy job pickup box is located on the departmental mail shelves. Please do not come to Central Services to pickup until you receive notification that the print job is complete and ready for pickup.

Costs for copy/print jobs varies and is determined at the best cost. Copy/print job costs are billed monthly via the Business Office to the appropriate departmental charge code.

Copy/Print Paper

Central Services carries a variety of paper in several colors and sizes. We carry the following colors and sizes. Departments are responsible for ordering their own copy/print paper from preferred vendors. Central Services does stock some copy/print paper in case of emergency or if you only need small amounts.

White Letter Size (8-1/2 x 11) – regular weight and cardstock

White Legal Size (8-1/2 x 14) – regular weight and cardstock. Also available in pastel Yellow, Blue, Pink, Green

White Ledger Size (11 x 17) – regular weight and cardstock

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 some of bright colors

Canon Copiers on Campus

The Canon copiers on campus are leased and are managed by Central Services. Central Services also manages the service contract on this equipment.

Service on the Canon Copiers on Campus

If you have an issue with your Canon copier/printer, please email us at:

central_services@washcoll.edu with a description of the issue so that the technician can be contacted for service. No one else should work on these copiers as it can void the lease.

Toners for the Canon Copiers on Campus

Never order toners for these machines as it is included in our lease and are held in stock at Central Services. If your machine indicates you need a toner, please contact us at: central_services@washcoll.edu so that we can provide you with the correct toner.

Staples for the Canon Copiers on Campus

Central Services also stocks the staples for the Canon copier/printers at cost, charged to the department. Please email us at the above address if you need staples for these machines. If need staples for your Canon copier, please contact us at: central_services@washcoll.edu so that we can provide you with the correct staples.

Supplies for the Canon copier/printers should only be secured via Central Services and should never be purchased elsewhere or it could void the service contract on these machines.

Specialty Paper for use in the Canon Copiers on Campus

Please check with the Copy Center before ordering specialty paper for copy jobs. Not all paper will copy in the campus copiers. Some may jam and damage the machines. This damage will not be covered on the copier contracts and will be charged to the department that caused the damage. Not all paper will copy in the campus copiers.

Printing Envelopes and Labels

Please do “not” use the Canon copiers to print labels and envelopes as this may cause damage. These items should be printed on one of the other office copier/printer units such as an HP or other printers supplied by the IT department.