

Office and Campus Mail Services
Service Level Agreement

Office and Campus Mail Services provides the following services to the Wheaton College community Monday to Friday, 8:30 AM – 4:30 PM:

- Mail Service
- Shipping Service
- Customer Service/Information
- Copy and Print Services
- MFP Support Services
- Paper, Wheaton stationery and specialty items

Service	Level of Service	User Responsibility	Cost
<p>Campus Mail Services serves as a central point for all the mailing and shipping needs of the Wheaton community. Campus Mail endeavors to enable users through quality service to meet all of their mailing and shipping requirements.</p>			
Incoming USPS Mail	Mailroom staff will process all incoming USPS mail and distribute to Wheaton mailboxes Monday to Friday as soon as possible.	Users are responsible for picking up mail from their Wheaton mailboxes daily.	N/A
Outgoing USPS Mail	Outgoing USPS mail will be processed and dispatched to the Norton Post Office at 9:15 A.M. Monday to Friday. Mail brought to the mailroom after the dispatch will be posted for the following day.	<p>All USPS mail must be in Campus Mail by close of the business day to ensure it is processed and dispatched by 9:15 A.M. the following morning.</p> <p>High volume mailings that are date sensitive must be arranged with our office for processing and dispatch purposes. Please allow 48 hours notice when your department is planning a large mailing.</p>	<p>All USPS mail is funded through the general postage fund.</p> <p>Campus Mail Services does not sell postage for personal use.</p>
Recipient specific On-Campus Mail Distribution	Mailroom staff will distribute all inter-office and on-campus mail pieces to Wheaton mailboxes Monday to Friday as soon as possible.	<p>All recipient specific pieces for mailbox distribution should include the name and Wheaton mailbox # of recipient.</p> <p>Any mailbox distribution of 50 pieces or more must be sorted in box order for delivery.</p>	N/A

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<p>Campus Mail Services serves as a central point for all the mailing and shipping needs of the Wheaton community. Campus Mail endeavors to enable users through quality service to meet all of their mailing requirements.</p>			
<p>Unaddressed On-Campus Mail (announcements, flyers, etc.) Distribution</p>	<p>Mailroom staff will distribute all unaddressed on-campus mail pieces (flyers, notices, etc.) to Wheaton mailboxes Monday to Friday as soon as possible.</p>	<p>All announcements, flyers, etc. can be no larger than 8.5 X 11 and no smaller than 8.5 x 5.5 (half sheet). Full sheet announcements must be tri-folded.</p>	<p>N/A</p>
<p>Receipt and Distribution of Incoming Packages</p>	<p>Mailroom staff will process all incoming packages from USPS, FedEx, UPS, DHL, etc. Monday to Friday upon arrival. Recipients will be notified through their Wheaton e-mail address that they have a package to pick-up at Campus Mail.</p> <p>After processing, staff will distribute packages to recipients at Service window.</p> <p>Mailroom staff will notify you by phone as well as e-mail if you receive a perishable item. Perishables will be disposed of after 7 days if not picked-up promptly.</p>	<p>Users are responsible for picking up packages at Service window when notified.</p> <p>Wheaton I.D. or photo I.D. required at Service window for pick-up.</p> <p>Signature required at time of pick-up.</p>	<p>N/A</p>

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<p>Campus Mail Services serves as a central point for all the mailing and shipping needs of the Wheaton community. Campus Mail endeavors to enable users through quality service to meet all of their mailing requirements.</p>			
Shipping	<p>Mailroom staff will process all outgoing packages for shipment via USPS, FedEx, and UPS.</p> <p>Staff will advise user of most efficient and economical method of shipping that meets user's delivery requirements.</p>	<p>Users must fill out the Shipping form found on the Office and Campus Mail Services webpage to accompany package.</p> <p>Users must ensure that packages are clearly addressed with correct spelling of recipient name, address, and postal code.</p> <p>All outgoing FedEx shipments must be in Campus Mail no later than 3:00 PM to be processed for pick-up. Please plan accordingly for multiple shipments.</p> <p>Provide org. # for shipment to be processed.</p>	<p>No charge for packaging.</p> <p>Cost for Wheaton related packages is charged back to department.</p> <p>Personal packages can be shipped for cost and small handling fee. Payment is by cash or check only due at time of shipping.</p>
Mail Forwarding	<p>Mailroom staff will redirect the user's USPS 1st Class mail to a home address during summer break, when user is abroad, and for one year after graduation.</p> <p>UPS and FedEx are not forwardable items.</p>	<p>Users must fill out a Forwarding Address Card at the Service Window and remit to a Campus Mail Services staff person.</p>	N/A

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<p>Campus Mail Services serves as a central point for all the mailing and shipping needs of the Wheaton community. Campus Mail endeavors to enable users through quality service to meet all of their mailing requirements.</p>			
<p>Customer Service window/Information</p>	<p>The Campus Mail Services window is open Monday to Friday 8:30 AM – 4:30 PM. Any change in hours during summer/winter break schedules or mail processing needs due to heavy volume will be posted on the Office and Campus Mail Services webpage.</p> <p>Mailroom staff are committed to providing reliable, responsive and personalized advice and support to ensure our mailing and shipping priorities are aligned with our customers' need for reliable service.</p>		<p>N/A</p>
<p>Mailboxes</p>	<p>Mailroom staff assigns and maintains Wheaton campus mailboxes.</p>	<p>Users should pick-up mail from mailboxes on a daily basis.</p> <p>Users should lock mailboxes at all times.</p> <p>Users should report broken mailboxes/combo combination locks to Campus Mail Services staff.</p> <p>Mailbox and combination information can be found on insideWheaton under Window – Student & Financial Records – View Student Wheaton P.O. Box.</p>	

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<p>Office Services is committed to providing effective and efficient duplicating and printing services that meet the needs, requirements, goals, and objectives of the Wheaton community.</p>			
<p>Copy & Print Requests</p>	<p>Office Services staff will seek to provide information and options to any member of the Wheaton community engaged in producing printed material on behalf of the College.</p> <p>The staff will ensure that printing, duplicating and related processes and services are provided expeditiously, economically and to the highest possible standards of quality.</p> <p>Staff will advise users on whether job requirements can be met “in-house” or whether job should be “out-sourced” to external printer.</p> <p>Staff will check e-mail Monday to Friday for Online Print Requests. Jobs will be completed in the order they are received as soon as possible.</p>	<p>Users must fill out the Online Print Request form found on the Office and Campus Mail Services webpage.</p> <p>Make your request as early as possible. Complex and new projects especially require extensive planning time, which should take place pre-production. When this planning doesn't happen, it may double the production time</p> <p>Provide org. # for work to be carried out.</p>	<p>No charge for black and white copies, cutting, or folding.</p> <p>Cost for color copies is \$.50/page or \$.25/page on quantities of 100 or more. All color copy fees are a chargeback to the department.</p> <p>Laminating, binding, and padding services are a chargeback to the department.</p> <p>All out-sourced print jobs will be charged back to department.</p>

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Office Services aims to provide reliable, responsive, and professional MFP support that meets the requirements and needs of the Wheaton community.			
MFP Support Service	Office Services staff will check e-mail throughout day Monday to Friday for MFP Issues and Repair forms and coordinate with other LIS departments and/or other vendors for support.	<p>All MFP issues, toner, and repair orders must be submitted by completing the on-line MFP Issue Reporting form found on the Office and Campus Mail Services webpage.</p> <p>Most repair issues will be attended to within the same day of reporting. Any repair issues submitted after 1:00 PM may be deferred to the following business day.</p> <p>Toner must be ordered and picked-up in Office Services by filling out the description area of the on-line MFP Issue Reporting form found on the Office and Campus Mail Services webpage.</p>	Cost of toner is funded through the MFP lease agreement and is not charged back to departments.
Paper, Wheaton stationery, and specialty items	<p>Office Services staff will order and supply all copy paper, Wheaton stationery, and specialty Wheaton logo items for the Wheaton community.</p> <p>Copy paper will be a desktop delivery direct from the supplier generally within 2-3 days.</p>	<p>Users must fill out the online Paper Order Requests form found on the Office and Campus Mail Services webpage. Ensure copy paper are ordered through Office Services.</p> <p>Ensure all stationery, letterheads, and specialty items bearing the College's visual identity are ordered through Office Services.</p> <p>Provide org. # for work to be carried out.</p>	<p>Copy paper is funded through the general paper fund.</p> <p>Generic Wheaton stationery and #10 envelopes are funded through Office Services.</p> <p>Personalized stationery is available only to select departments and is a chargeback to the department.</p> <p>Specialty items are a chargeback to the department.</p>