

Office and Campus Mail Services

Service Level Agreement

Office and Campus Mail Services provides the following services to the Wheaton College community during the academic year, when classes are in session, Monday to Thursday, 8:30 AM – 5:30 PM, Friday, 8:30 AM – 4:30 PM. During the winter, spring, and summer breaks OCMS provides services Monday-Friday 8:30 AM – 4:30 PM.

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

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.

Service	Level of Service	User Responsibility	Cost
Mailboxes	Mailroom staff assigns and maintains Wheaton campus mailboxes.	<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/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>	N/A
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

Service	Level of Service	User Responsibility	Cost
Outgoing USPS Mail	<p>Outgoing USPS mail will be processed and dispatched to the Norton Post Office at 9:30 A.M. Monday to Friday. Mail brought to the mailroom after the dispatch will be posted for the following day.</p> <p>Campus Mail Services will only accept and mail out 2 “personal” pre-posted packages per person. Any more packages should be mailed from a USPS facility.</p>	<p>All USPS mail must be in Campus Mail by close of the business day to ensure it is processed and dispatched by 9:30 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	<p>Mailroom staff will distribute all inter-office and on-campus mail pieces to Wheaton mailboxes Monday to Friday as soon as possible.</p>	<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> <p>Departments should include a return address on all pieces</p>	N/A
Unaddressed On-Campus Mail (announcements, flyers, etc.) Distribution	<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).</p> <p>Full sheet announcements must be tri-folded.</p>	N/A

Service	Level of Service	User Responsibility	Cost
<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.</p> <p>Perishables must be picked up by the day following notification or the package will be returned or disposed of.</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>Perishables must be picked up by the day following notification or the package will be returned or disposed of.</p>	<p>N/A</p>

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Customer Service window/Information	<p>During the academic year, when classes are in session, the Campus Mail service window is open Monday-Thursday, 8:30 AM–5:30 PM and Friday 8:30 AM-4:30 PM. During the winter, spring, and summer breaks the service window is open Monday-Friday, 8:30 AM-4:30 PM unless otherwise noted.</p> <p>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>The Mailroom staff are committed to providing reliable, responsive, personalized advice and support to ensure our mailing and shipping priorities are aligned with our customers’ need for reliable service.</p>	<p>Packages must be picked up during regular service hours.</p> <p>Wheaton I.D. or photo I.D. required at Service window for pick-up or mail box information.</p> <p>Signature required at time of pick-up.</p>	

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Emergency Package Pick-up	<p>Regular hours of operation during the academic year, when classes are in session, are Monday-Thursday, 8:30-5:30, Friday 8:30-4:30. During winter, spring and summer breaks hours of operation for the service window are Monday-Friday 8:30-4:30 unless otherwise noted.</p> <p>All packages received will generate an e-mail notification when processed.</p> <p>Packages must be picked up during regular service hours. <u>The only exception will be for packages containing medications.</u></p>	<p>If you are notified that a package containing medications was received by Campus Mail and you are not able to retrieve it during regular hours of operation please contact Public Safety. They will contact the Supervisor of Campus Mail who will make arrangements for the package to be picked-up.</p> <p>Requests to retrieve other packages (not containing medications) after hours will incur a charge. The fee will be equal to a minimum charge of 3 hours overtime compensation for services rendered (\$100.00minimum fee).</p>	<p>If the Supervisor/staff member is called in to deliver a package during non-scheduled hours, the person or department picking up the package will be charged a minimum of 3 hours overtime compensation (\$100.00 minimum fee) for services rendered.</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>

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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 cannot be forwarded.</p>	Users must fill out an online Forwarding Address Form found on the Office & Campus Mail Services webpage found on insideWheaton	N/A
Copy & Print Requests	<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 check e-mail Monday to Friday for Online Print Requests. Jobs will be completed in the order they are received as soon as possible. Time sensitive print jobs should plan for a 48-hour notice.</p> <p>The Supervisor of OCMS will advise users on whether job requirements can be met "in-house" or whether job should be "out-sourced" to external printer.</p>	<p>Users must fill out the Online Print Request form found on the Office & Campus Mail Services webpage on insideWheaton.</p> <p>Users should consult with the Supervisor of OCMS on any jobs or projects that will require large volumes and/or specialty paper, or are labor intensive.</p> <p>Make your request as early as possible. Complex and new projects require extensive planning time, which should take place pre-production. When this planning doesn't happen, it may double the production time. Time sensitive print jobs should plan for a 48-hour notice.</p> <p>Jobs that require binding and/or laminating are labor intensive and will require extra lead time. Please plan and submit your job 2-3 weeks prior to deadline.</p> <p>Provide org. # for work to be carried out.</p>	<p>No charge for black and white copies, cutting, or folding.</p> <p>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>

Service	Level of Service	User Responsibility	Cost
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 on insideWheaton.</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	Office Services staff will order and supply Wheaton stationery, and specialty Wheaton logo items for the Wheaton community.	<p>Ensure all stationery, letterheads, and specialty items bearing the College's visual identity are ordered through Office Services.</p> <p>Provide org. # for specialty items to be charged back to department.</p> <p>Copy paper for MFPs will be ordered by designated employees from the contracted vendor. Copy paper orders will be a desktop delivery direct from the supplier generally within 1-2 days.</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 paper and items are a chargeback to the department.</p>