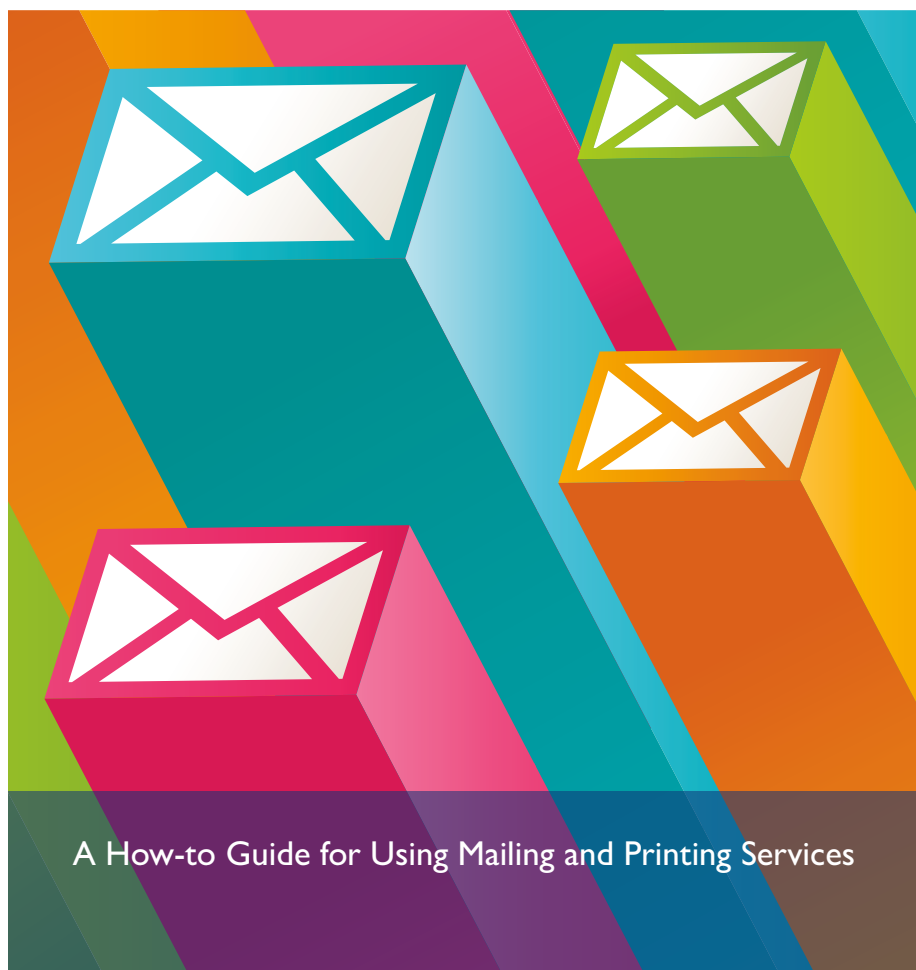




JOHNSON & WALES
UNIVERSITY

Print & Mail Center Services Handbook



A How-to Guide for Using Mailing and Printing Services

TO THE JOHNSON & WALES COMMUNITY:

The Print & Mail Center is pleased to provide the information on mailing and printing services available on the Providence Campus. Our hope is that you will find answers to many of your questions regarding mailing and printing policies and procedures.

It is important to be aware of post office regulations regarding weight and quantity requirements for nonprofit organizations. Early planning can result in reduced costs and more efficient distribution of your documents. In planning your print projects be sure to consider

- the most cost effective design and software capability
- paper characteristics
- color selection
- distribution methods

As you learn more about our capabilities, don't hesitate to include our staff in your planning strategies. Our mailing and printing experts will be glad to provide you with the information you need to do the job right. We are also open to any suggestions you may have about the services and procedures in this manual.

Thank you.

Kent Repp
Director
Print & Mail Center

TABLE OF CONTENTS

MAILING SERVICES

Requisitions	4
Mailing Requisitions	4
Shipping Requisitions	6
Mailing Guidelines and Requirements	7
Interoffice Mail	7
Mail Requirements	7
Metered Mail Requirements	8
Delivery/Pick-up Times	8
Package Delivery/Personal Packages	8
Junk Mail	8
Mail Preparation	9
Addressing Options (Ink-Jetting)	9
Mail Insertion	10
Mail Tabbing	10
Pricing	11
First Class Mail	11
Discounted Permit #17 Rates	11
Overnight and International Rates	11
Certified Mail Rates	12

PRINTING SERVICES

Print Requisitions	13
Copying	14
Digital Black and White Copies	14
Digital Color Copies	14
Bindery Services	15
Folding	15
Trimming	15

REQUISITIONS

Mailing Requisition

All mailings need a mailing requisition for processing. Requisitions can be found in the Print & Mail Center's Public Folder or obtained by contacting the Mail Center at extension 1068 or at printandmail@jwu.edu.

To access the Print & Mail Center's Public Folder, sign onto your JWU email account and click on All Public Folders; select Providence Campus and then Campus Administration. The Print & Mail Center's Public Folder is under Campus Administration.

A mailing requisition is needed to confirm the following:

- Account number to be charged (00.000000.000000)
- Department being charged for the mailing
- Target mailing date
- Type of mail service preferred
(first class, standard nonprofit, metered first class)
- Type of envelope to be used
- Pieces to be inserted into the envelope
- Possibility of using mailing labels or ink-jetting mail list from Excel
(sent by email file)
- Total number of pieces to be mailed

A sample of the piece you are mailing should be attached to the mailing requisition.

If you are using an outside mail house for your mailing, you or the vendor must provide the U.S. Postal Service Form #3602 to the Mail Center before the mail is dropped at the post office. This way the Mail Center is aware of all mail charges and can balance the daily Permit #17 account.

A sample of the mail requisition is below for in-house mailings.

MAILING REQUISITION		PF
Date _____	Account # to be Charged _____	
Title of Job _____	Mail Drop Date _____	
Contact Person _____	Total Number of Pieces _____	
Department _____	Extras Returned to _____	
Extension _____	Return Mail to _____	
Addressing <input type="checkbox"/> Disk Attached # of pieces _____ <input type="checkbox"/> File e-mailed to : _____ # of pieces _____ printandmail@jwu.edu		Class of Mail <input type="checkbox"/> 1st Class Metered (No Indicia) <input type="checkbox"/> 1st Class Permit - 1st Class Indicia With Indicia more than 500 <input type="checkbox"/> Standard A (Non-Profit) (more than 200)
Type of Mailing <input type="checkbox"/> Brochure <input type="checkbox"/> #10 Envelope* <input type="checkbox"/> 9x12 Envelope* <input type="checkbox"/> Postcard *	Office Use Only Tray Count: 1-foot _____ 2-foot _____ EMM _____ Sack _____ TOTAL _____	Special Instructions: Mask (if applicable) _____ Insertions (if applicable) _____ Print Reg # (if applicable) _____ _____ _____ _____
<input type="checkbox"/> Other _____		Comments: _____ _____ _____ _____
Please attach a sample of the mailing!		
OFFICE USE ONLY		
Date Mailed _____	Actual # of Pieces _____	
Total Postage _____		
Initials _____		
		Authorized Signature _____

Shipping Requisitions

Shipping forms are needed to confirm the following:

- Account number to be charged (00.000000.000000.000)
- Department being charged for the shipping
- Contents
- Target shipping date
- Type of shipping service preferred (next day, two day, four day)
- Available services (USPS, DHL, FedEx)
- Number of pieces being shipped
- Arrival date for shipment

The shipping form seen below should be attached to your shipment.

Mail Center Shipping Form	
Date to be shipped	_____
To: Contact Name	_____
Company Name	_____
Street Address	_____

City	_____
State/Province	_____ Zip _____
Country	_____
Recipient's Phone Number	_____
Recipient's Email Address	_____
From: Name	_____
Department	_____ Phone Extension _____
Sender's Email Address	_____
Insurance	_____ No _____ Yes _____ If Yes, how much \$ _____
Account Number to be Charged	_____
Contents of package:	_____

How would you like it shipped:	
	_____ FedEx Ground (approximately 4 business days – Monday-Friday)
	_____ FedEx 2-Day (Monday-Friday)
	_____ FedEx Overnight (Monday-Friday)
	_____ FedEx Overnight (Saturday Delivery)
	_____ U.S. Postal Service Ground (Monday-Saturday Delivery)
	_____ U.S. Postal Service Priority (2 business days – Monday-Saturday Delivery)
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Office Use Only</div>	

MAILING GUIDELINES AND REQUIREMENTS

Interoffice Mail

All interoffice mail must be kept separate from all other outgoing mail.

The recipient's name and department must appear on the envelope and the previous recipient's name must be crossed out.

Use one side of the envelope at a time. When both sides of the envelope are used, mail could be misdirected, thus delaying the delivery of your piece.

Please notify the Mail Center of any personnel changes in your department to avoid mail delays.

Mail Requirements

All mail must be separated as follows:

Business envelopes (#10)

- Flaps of envelopes must be closed.
- Envelopes must be facing the same direction.
- Envelopes must have a rubber band around each bundle.
- Banded envelopes must be of the same weight, with identical pieces inside each envelope.

International envelopes must be kept separate from domestic mail.

9"x12" envelopes

See business envelope instructions above.

Postcards

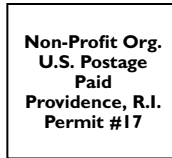
Must be bundled with a rubber band.

Must be facing the same direction.

PIRN-related (personal information requiring notification) material (anything with a Social Security number, bank information, J number, etc.) must be delivered in person or packaged in a secure manner.

Metered Mail Requirements

Metered mail includes all outgoing mail requiring postage, including mail needing an indicia in the upper right corner of the piece.



Note: Do not drop mail pieces containing an indicia in a post office box.

Departments using metered mail should be sure

- The mailing contains less than 200 pieces.
- All envelopes are bundled with a rubber band and facing the same direction with the flap closed.
- All banded envelopes weigh the same, with identical pieces in each envelope.
- All envelopes have the department name printed in the upper left corner (this will ensure proper billing).
- International mail is separate from domestic mail.
- Interoffice mail is separate from external mail.
- All postcards are bundled with a rubber band and facing in the same direction.

Delivery/Pick-up Times

Mail deliveries begin at 10:30 a.m., Monday through Friday and all outgoing mail should be ready for pick-up at this time. Please call the Mail Center to arrange a pick-up time for large quantity mailings.

Package Delivery/Personal Packages

When arranging for packages to be delivered to you at the university, be sure to include your name, building address, department and floor. This will ensure you receive your package in a timely manner.

Note: Personal packages should **not** be sent to the Mail Center.

If you are ordering a large quantity of items for your department, you must contact the Mail Center in advance so preparations can be made for receiving, storing and dispersing the shipment.

Junk Mail

If you are receiving junk mail including magazines, flyers and/or other unsolicited material, ask that your name be removed from mailing lists.



MAIL PREPARATION

Addressing Options

The following services are available for addressing mail pieces:

- Labels
- Ink-jetting
- Variable data

Ink-jetting is the recommended addressing mode for two reasons: The machine will automatically produce a mailing bar code for the best postage rate available and the mailing can be completed in a more time-efficient manner. (Hand labeling involves additional time.)

For ink-jetting, mailing lists should be sent in a comma delimited or Excel format, along with a Mailing Requisition. If the file is too large to email, the mailing lists can be put on a disk and sent to the Mail Center.

Note: Coated or glossy paper will not work with ink-jetting.

Contact the Mail Center when designing pieces as there are limitations on the size of the mail piece and the layout — which could lead to a higher mailing cost. Working with the Mail Center will afford the best rate available.



Mailing lists should be kept up-to-date. Bad addresses can lead to unnecessary postage for outgoing mail and additional postage for any pieces being returned (\$.70 per piece with address change).

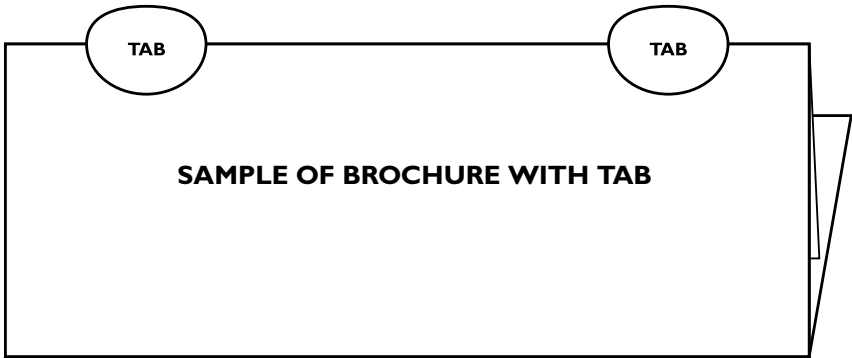
Mail Insertions

Insertions into 9"x12" and 6"x9" envelopes are handled manually, while insertions into #10 business envelopes can be handled using a machine.

The Mail Center needs advanced notification for all insertions to plan enough time for processing.

Mail Tabs

Per USPS regulations all multi-page, self-mailing pieces of mail (not being inserted into an envelope) need five wafer seals to keep them closed. Be sure to indicate this on your Mailing Requisition.



PRICING

First Class Mail Meter Rates

Business Envelope (#10)

1 oz.	\$.49
2 oz.	\$.71
3 oz.	\$.93

6"x9" Envelope

1 oz.	\$.49
2 oz.	\$.71
3 oz.	\$.93

9"x12" Envelope

1 oz.	\$.98
2 oz.	\$1.20
3 oz.	\$1.42
4 oz.	\$1.64

Postcard

4.25"x5.5"	\$.35
3.75"x8.5"	\$.49
5.50"x5.5"	\$.49

Nonprofit — Discounted Permit #17 Rates

Contact the Mail Center for pricing.

Overnight and International Envelopes

LETTER (#10)

<i>Weight</i>	<i>Rates</i>
1 oz.	\$1.20



Certified Mail

Certified Mail verifies mailed pieces arrive at their destination. To request certified mail, place a Post-It note in the top center of the envelope, between the return address and the postmark.

For Return Receipt mail, the note must be placed on the back of the envelope.

The cost for each mailing option (in addition to the regular postage) is as follows:

- Certified Mail \$3.45 (plus \$.49 postage)
- Return Receipt \$2.80 (plus \$.49 postage)

RETURN ADDRESS	CERTIFIED MAIL STICKER MUST BE PLACED IN CENTER OF ENVELOPE	THIS AREA IS RESERVED FOR POSTAGE

Print Requisition

Printing requisitions can be found in the Print & Mail Center's Public Folder or obtained by calling the Print Center at extension 1026.

To access the Print & Mail Center's Public Folder, sign onto your JWU email account and click on All Public Folders; select Providence Campus and then Campus Administration. The Print & Mail Center's Public Folder is under Campus Administration.

Printing requisitions must be filled out in their entirety to properly process your request. All requisitions should be emailed to the Print Center along with your document in a PDF format.

See sample Printing Requisition below.

PRINTING REQUISITION		Office Use Only	
Please attach a sample with all requisitions. email requisition and documents to printandmail@jwu.edu		Work Order #FF	Date Rec'd
Title of Artwork _____		No. of sheets to be copied _____ Today's Date _____	
Originating Department _____		Total Copies Needed _____ Date Needed _____	
Charge To <u>00.000000.000000</u> <small>Department Number & Account Number MUST appear on requisition</small>		Contact Person _____	
Ship to: Name _____		Telephone _____ Fax _____	
<input type="checkbox"/> Pick-up Dept. _____ Bldg. _____		Return Artwork t _____	
<input type="checkbox"/> Mail Center/Mail Date: _____		Authorized Signature _____	
CHECK ALL THAT APPLY			
Set-Up	Paper Color	Paper Weight	Folding
<input type="checkbox"/> One-Sided	<input type="checkbox"/> White	<input type="checkbox"/> 20# Copy Paper	<input type="checkbox"/> Foam Board - 32x40
<input type="checkbox"/> Back-to-Back	<input type="checkbox"/> Color	<input type="checkbox"/> 60# Offset	<input type="checkbox"/> 1/2
<input type="checkbox"/> Collate	Paper Size	<input type="checkbox"/> 70# Offset	<input type="checkbox"/> 1/3
<input type="checkbox"/> Staple	<input type="checkbox"/> 8.5 X 11	<input type="checkbox"/> 65# Cover	<input type="checkbox"/> 1/4
<input type="checkbox"/> 3 Hole Drill	<input type="checkbox"/> 8.5 X 14	<input type="checkbox"/> Transparency	<input type="checkbox"/> No Fold
<input type="checkbox"/> Pad	<input type="checkbox"/> 11 X 17	<input type="checkbox"/> Letterhead	<input type="checkbox"/> Copy In
<input type="checkbox"/> Cheshire Bind	Ink Color	<input type="checkbox"/> 2 Part NCR	<input type="checkbox"/> Copy Out
	<input type="checkbox"/> Black	<input type="checkbox"/> 3 Part NCR	Cutting
		<input type="checkbox"/> 4 Part NCR	<input type="checkbox"/> 1/2
		<input type="checkbox"/> 100# Laser Paper	<input type="checkbox"/> 1/3
			<input type="checkbox"/> 1/4
<input type="checkbox"/> NUMBERING START # _____ END # _____		Special Instructions	
Do Not Write Below This Line (OFFICE USE ONLY)			
Initials of Operator _____ Date _____	Copy		
REMARKS	Info & Time		Bindery Time
			Cut
	Misc. Time		Fold
	Paste-Up		Glue
	Proofs for Paste-Up		Pad
			Hand Staple
			Hand Collate
			Hand Stuff
			Hand Wrap
			Misc. Time
SHIPPING			
<input type="checkbox"/> Mail Run <input type="checkbox"/> FedEx Exp.			
<input type="checkbox"/> Warehouse <input type="checkbox"/> FedEx Ground			
<input type="checkbox"/> Mail Center <input type="checkbox"/> Rep-Mail			
<input type="checkbox"/> Pick-Up Initials _____			



COPYING

Black and White Copies

The Print Center's basic black and white printing capabilities include

- 8.5"x11" (one or two sided)

- 8.5"x14" (one or two sided)

- 11"x17" (one or two sided)

- Collating and stapling documents

- Cheshire bind sets in a booklet fashion (books with the black strip)

- Collating, folding and stapling 8.5"x11" sheets into an 8.5"x5.5" book

Copies at the Print Center are more cost effective for the university and faster than printing on the laser printer or copy machine in your office. The Print Center provides a three-day turnaround on projects.

Color Copies

The Print Center's basic color printing capabilities include

- 8.5"x11" (one or two sided)

- 8.5"x14" (one or two sided)

- 11"x17" (one sided)

- Collating and stapling documents

- Transparencies

- Cover stock (one side only)

Large print requests may need additional time.



BINDERY SERVICES

Folding

Folding options by sheet size

- 8.5"x11" Fold in half (finished size is 5.5"x8.5")

- 8.5"x11" Fold in thirds (finished size is 3.75"x8.5")

- 8.5"x14" Fold in half (finished size is 7"x8.5")

- 8.5"x14" Fold in quarters (finished size is 3.5"x8.5")

- 11"x17" Fold in half (finished size is 8.5"x11")

- 11"x17" Fold in half and in half again (finished size is 5.5"x8.5")

- 11"x17" Fold in half and in thirds again (finished size is 3.75"x8.5")

Trimming

Trimming varies due to the job specifications. Prices are by the hour for all trimming, with a quarter-hour minimum charge.



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UNIVERSITY

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PRINT & MAIL CENTER SERVICES HANDBOOK