Welcome to “Special Delivery”!

On behalf of our staff, I would like to welcome you to the introductory issue of “Special Delivery” – the newsletter for UCLA’s Mail & Document Services. The purpose of “Special Delivery” is to keep you informed about the services and products we offer, and to highlight the initiatives we’re implementing to improve the quality of our services.

“Special Delivery” will be published and distributed quarterly to help you keep pace with the changes taking place on the campus and within our industry. The focus of this issue is to introduce our various units, and familiarize you with the services that each provides.

“Serving Our Campus With Pride.”

Mail & Document Services is UCLA’s on-campus, full-service, document processing and delivery center. As our slogan indicates, we are proud to participate in fulfilling the University’s mission to provide outstanding teaching, research, and public service to the campus and to the surrounding community. Our vision is to become the “Best Practice” University mail and document center in the country - and not just in our opinion, but by objective measurements.


These are the values driving our mission to meet the high standards you expect to find at a world-class university like UCLA. We intend to become the benchmark by which other university mail and document operations are measured, but we know we will need your help to get there. And that’s the purpose of this newsletter - to let you know where we’re headed, and to seek your input and involvement to ensure that we deliver on that promise.

I want you to know that we’re listening to you. Acting on helpful suggestions from our customers, we’ve recently streamlined delivery services at our mail satellites to speed the handling of internal campus mail, and introduced an automated switchboard telephone system to reduce response times and streamline access to our services.

In the next few months, we’ll be opening a campus post office in Ackerman Union, and updating our web-site (www.maildoc.ucla.edu) to support online job submissions and billing inquiries. And in December of this year, we will be relocating to our new state-of-the-art facility at 555 Westwood Plaza, where we’ll be better situated to handle your mail and document needs!

Give us a call at our new extension, 4-MDS1, or stop by and visit us at 752 Charles E. Young Drive South. We will be happy to offer you a tour of our facility, or if you prefer, we will visit your department to discuss what we can do to save you time and money, and help make your job easier.

Finally, I would like to thank Document Services’ employee Panee Chunbomrung for suggesting our department’s new slogan, which illustrates our commitments to quality and service.

Thank you for your time and interest. We look forward to working with you in the future.

James Muh
Director
UCLA Mail & Document Services

Mail & Document Services
Resource Guide
Please Note: All of the locations listed below can be reached by dialing x4MDS1.

Administration
752 Charles E. Young Drive South, Rm 200
8:00am-5:00pm • x57088, x59274 • Fax x71544

Incoming and Campus Mail
752 Charles E. Young Drive South, Rm 100
5:45am-6:00pm • x52775

Outgoing Mail
752 Charles E. Young Drive South, Rm 100
9:00am-6:00pm • x53636

Special Services Window
8:00am-5:00pm • x53636

CHS Mail
752 Charles E. Young Drive South, Rm 100
7:00am-4:00pm • x51880

CHS Mail Satellite
639 Charles E. Young Drive South, Rm AS-307
8:00am-5:00pm • x55135

Medical Plaza Mail Satellite
200 Medical Plaza, Suite B103
8:00am-5:00pm • x41120

Wilshire Postal Contract Station
10920 Wilshire Boulevard, Suite 150
8:00am-5:00pm (closed on U.S. postal holidays)

Bulk Mail
752 Charles E. Young Drive South, Rm 200
7:00am-4:00pm (accepting deliveries 8:30am-4:00pm)

Document Services
752 Charles E. Young Drive South, Rm 200
8:00am-5:00pm

Document Center
752 Charles E. Young Drive South, Rm 200
Monday-Friday 9:00am-5:00pm
(24 hours available on request)
Saturday 7:00am-4:00pm
(cloud for lunch from 1:00pm-2:00pm)
Closed on Sunday

Wilshire Business Center
10920 Wilshire Boulevard, Suite 150
8:00am-5:00pm

CHS Business Center
650 Charles E. Young Drive South, Rm AS-291
8:00am-5:00pm • x60356, x51660

Kinsey Business Center
64 Kinsey Hall
8:00am-5:00pm • x60354, x52775

UNEX Business Center
10991 Le Conte Avenue, Room 118
8:00am-7:00pm • x60355, x6847
Mail & Document Services Administration

If you call or visit our central facility at 752 Charles E. Young Drive South, you will be greeted by a friendly member of our Administration unit, supervised by Gayle Seregi. This unit not only handles general inquiries and walk-in customers, but also manages the department's personnel, payroll, purchasing, accounts payable, and accounts receivable. We also oversee Stamp Sales to campus departments.

You may already know Dyanna DeAlba, who handles Stamp Sales. While we cannot sell postage stamps for personal use, we will provide them to campus departments submitting a Recharge Order Request form. Simply mail us your request and we'll mail your stamps back to you, or call x51229 for an appointment to pick up your stamps in person.

You can purchase postage stamps and other mailing supplies for your personal use at our Postal Contract Station located at 10920 Wilshire Boulevard, Suite 150, and beginning in November 1999, at our new Postal Contract Station in Ackerman Union.

Mail Services

UCLA Mail Services has become one of the largest university mail facilities in the U.S., processing over 100 million articles of campus, incoming, and outgoing United States Postal Service (USPS) mail every year. Mail Services is comprised of a variety of units and satellites, each specializing in handling your mailing needs, while constantly seeking ways to improve our service and convenience for you.

Incoming Mail

Our Incoming Mail unit begins processing your incoming U.S. and internal campus mail every morning at 5:45 am. Our couriers then pick up and deliver your mail on their daily mail routes - in fact, we're the only service provider on campus to visit every department on campus every business day of the year!

Supervisor Barry Weingarten's unit prides itself on its courtesy and its commitment to providing quality mail services to the campus. The Incoming Mail unit processes 100% of the University's incoming and campus mail within 24 hours. We'll be happy to help you with questions regarding any of our services - we can even help you obtain a new mailbox, and establish new mail delivery service for your department. Call us today at x53420 and let us serve you!

CHS and Medical Plaza Mail Satellites

Our Incoming Mail unit also offers two mail satellites located conveniently on campus. Our CHS Mail Satellite at A3-307 CHS is just steps from one of our Document Services Business Centers, so you can have your copies made at our Business Center and drop off your campus and U.S. mail at our mail satellite in one time-saving visit!

Our Medical Plaza Mail Satellite at 200 UCLA Medical Plaza, Suite B103, services the 100, 200, and 300 Medical Plaza facilities. This satellite recently introduced same-day processing and delivery for intra-departmental mail circulating within the Medical Plaza!

Outgoing Mail

Our Outgoing Mail unit sorts and applies metered postage to more than 25,000 pieces of outgoing U.S. and international mail every business day. More than 98% of your mail is metered and forwarded to the USPS the same day it is picked up from your department.

Our high-speed, automated mail metering machines count and meter your outgoing mail, and recharge your postage costs to your valid departmental Recharge ID. Centralizing the processing of all the University's outgoing mail for the USPS allows UCLA to qualify for volume postal discounts and other incentives. These savings are then re-invested in state-of-the-art mail processing equipment, and in stabilizing recharge rates which have not changed in more than 15 years.

Because we specialize in USPS rates and regulations, we save the University thousands of dollars in postage costs, and hundreds of hours in lost departmental staff time - time which you can instead devote to doing what you do best!

You can help speed the delivery of your outgoing mail by using type-written or machine-readable fonts on your envelopes whenever possible. This mail can be read by the USPS' optical address reading equipment, which results in faster processing and delivery of your outgoing mail. And remember to include your valid Recharge ID on your outgoing mail!

If you're visiting our Mail Center in CSB II, stop by our Outgoing Mail Special Services Window, which offers a variety of useful postal options, including Certified, Registered, and Insured Mail, as well as USPS Priority and overnight Express Mail services. And if you have other questions regarding current postage rates or regulations, give us a call at x53636. Supervisor Marcus Hatchett and his staff of mail processors will be glad to help!

For questions regarding Outgoing Mail billing, please contact JoAnn Rogers at x5515.

Wilshire Postal Contract Station

Located at 10920 Wilshire Boulevard, Suite 150, this mail satellite is a full-service USPS Postal Contract Station, offering everything from stamps to money orders - at the same rates you would pay at your local Post Office! Because we are a USPS Contract Station, we cannot accept departmental recharge orders, but cash and checks are gladly accepted.

Supervisor Richard Clark retired from the USPS after 36 years and has been with Mail Services for over six years. With all that experience, you can be confident Richard can answer your questions! Drop in for a visit or give him a call at x67733, Monday through Friday from 8:00 am to 5:00 pm. (This office is closed on U.S. postal holidays.)

Bulk Mail

Many of you already know Sherrod Hastye, Manager of our Bulk Mail unit. Sherrod has over 20 years experience in university bulk mail operations and he is fully familiar with USPS rules and regulations for high-volume bulk mailings. His unit's goal is to provide the most convenient, fast and cost-effective methods for preparing your volume mailings.

You must be mailing at least 200 items to qualify for a bulk mailing, and if your mailing does not contain advertisements by for-profit sponsors, you may qualify for a non-profit bulk mailing. The postage rate for non-profit bulk mail is 16.9 cents/piece, a substantial savings of almost half the 33 cent cost of First Class postage.

Bulk Mail requires three working days to process your request, but can rush your job for an additional fee. The USPS will deliver your First Class mail within two business days, and your non-profit mail within two to three weeks. If your bulk mailings are planned in advance to take advantage of this service, you can save up to 50% on your postage costs!

For help in planning all your bulk mailings, please contact Bulk Mail Coordinator Keisha Jones at x68467. She'll be happy to help you identify those individuals and departments most likely to respond to your mailings. Our List Maintenance unit maintains more than 200 mailing lists for individual campus departments as well as personnel mailing lists for campus mailings. For List Maintenance questions or updates, call Chuck Lipot at x5780.

Messenger Service

Do you have a package or a document that has to get to its destination fast, but you don't have the time or resources to deliver it yourself? Call our Messenger Service at x59825. Messenger Service offers expedited pickup and delivery service for your time-sensitive items, as well as delivery and signature confirmation for all of your important documents.

We pick up from and deliver to all campus locations, as well as selected destinations in the Westwood Village and West L.A. area. Our messenger rates are very competitive: a standard campus run costs only $4.75; trips to Westwood Village cost just $6.00; and Rush Service (pickup and delivery in less than two hours) costs only an additional $3.95. Super Rush Service (pickup and delivery in less than one hour) costs an additional $7.90.

Our experienced messenger dispatcher, Robert Gaskin, is awaiting your call, and his staff of 7 full-time messengers is standing by to rush your package to its destination. So relax, and focus on what you do best - because we'll take care of the rest. Give us a call today!
Document Services

Document Services is UCLA's state-of-the-art, one-stop shop for all your copying and printing needs. It consists of our primary facility (the "Document Center"), located on the second floor of Campus Services Building II at 752 Charles E. Young Drive South, and four convenient Business Center satellites located on and around the campus.

The Document Center

Our Document Center is staffed with professionals experienced in every element of your copying/printing job and offers a wide range of products and services to meet your needs.

Document Services Manager Mike VanLancker has more than 15 years of experience in the reprographics and printing business, and stays abreast of the latest developments in document technologies. He and our Document Services team combine this knowledge with input from the campus in their ongoing mission to provide document services that best serve the needs of the UCLA community at competitive rates.

Under the supervision of Karen Wickman, our Customer Service Planners will evaluate your needs with you and then coordinate every aspect of your project from start to finish. We can provide specialized technical consulting and cost-saving suggestions to maximize the quality of your project, while controlling your costs and meeting your tight deadlines.

Timothy Lambert, our in-house graphic artist, has 35 years of experience in the graphic arts industry, and is proficient in both the IBM and Macintosh environments. He will be happy to advise you on the artistic elements of your job.

Our facility is equipped with Xerox DocuTech digital printers capable of producing up to 180 images per minute at 600 dpi (dots per inch) resolution. Our Xerox Digipath imaging system provides electronic storage of your documents (upon request), so that they can be easily reordered. We also offer color printing on our Xerox color copier/printer, which produces 40 copies per minute at 400 dpi. Our alliance with Xerox has provided us with some of the most advanced equipment in the industry, which results in volume discounts and cost savings for the University - and lower rates for you!

We also offer business card and stationery printing, including all official University and departmental logos, and we can also add "finishing touches" to your job in our Finishing Center, such as binding, three hole punching, and padding. And if your completed job is a campus or U.S. mailing, our partnership with Mail Services ensures that you'll receive timely, affordable, and accurate delivery of all your important business correspondence.

The Document Center is open Monday through Friday from 8:00 am to 5:00 pm, and on Saturday from 7:00 am to 4:00 pm; 24-hour correspondence.

Document Services Business Centers

In addition to the Document Center, we also offer four Business Center satellites located on or near campus for your convenience. Please refer to the Resource Guide on page one for their phone numbers and hours of operation.

Wilshire Business Center

Located at 10920 Wilshire Boulevard, Suite 150, this Business Center is here to handle your personal and professional printing and mailing needs. We provide everything from copiers to faxes, mailing tubes to mailbox rentals. We gladly accept the BruinCard, Visa and MasterCard, checks, and cash, in addition to your valid departmental Recharge IDs.

Responding to helpful suggestions from our customers, this Business Center has recently introduced 24-hour turnaround and delivery of all intra-building departmental mail. This center shares space with our U.S. Postal Service Contract Station, which offers a full line of postage and mailing products and services as well. Stop by or call today, and find out how we can serve you!

CHS Business Center

Servicing UCLA's many hospital and health-related departments, this Business Center is located at A3-291 CHS. This Center's staff has more than 15 years' experience in every aspect of the copying and binding business, and will be happy to assist and advise you on your copy project. We accept Visa and MasterCard, as well as your valid Recharge ID.

Kinsey Business Center

Centrally located on campus at 64 Kinsey Hall, this Business Center services faculty and staff using valid Recharge IDs. We also accept Visa or MasterCard for personal copying, and we provide a self-service copier for those last-minute copies before class. We'll be happy to answer any questions you have and offer any assistance you need with your job.

UNEX Business Center

Located at 10995 LeConte Avenue, Room 118, this Business Center offers automated self-service machines for employees and faculty of University Extension. Simply punch in your valid Recharge ID, and our machines will do the rest! Feel free to bring in your personal copying requests, too, because this Business Center also accepts Visa and MasterCard. Our experienced staff is standing by to answer your questions and support your copying needs.

For your convenience, this Center offers extended hours of operation. We're open from 8:00 am to 7:00 pm, Monday through Friday, so stop by or give us a call soon!

We're Open During Construction

Mail & Document Services will be relocating to our new facility at 555 Westwood Plaza in December to make room for the expansion of the UCLA Medical Center. Construction has already begun on the Medical Center project. Parking Lot 14 closed permanently on September 18, 1999, and Charles E. Young Drive South (formerly Circle Drive South) has been temporarily closed in both directions between Westwood Plaza and Gayley Avenue.

We're open for business at 752 Charles E. Young Drive South during the construction of the new Medical Center. You may enter through the construction gate near the corner of Gayley Avenue and Charles E. Young Drive South, and park in one of the reserved spaces.

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Automated Telephone System Introduced

Mail & Document Services has installed an automated telephone system in an effort to reduce call response times, eliminate missed calls, and streamline access to our services. The phone system is our response to customer appeals for improved communication and more efficient routing of questions and requests for service.

Dialing one easy-to-remember extension, x4MDS1 (x46371), gives you access to our new “Automated Switchboard” software, which responds to your touch-tone keypad selections by directing your call to the unit or individual who can help you. Our new system handles a high volume of incoming calls and records phone messages 24 hours a day.

If all lines are busy, your call will be placed in a queue until the line you are calling is available, or it will roll forward to voice-mail so you can leave a message. During normal business hours, you can press “0” at any level to talk to a “live” individual who can answer your question or direct your call to the appropriate destination.

This means no more indefinitely ringing lines, no busy signals, and more time left for you.

We welcome your comments regarding our new phone system. Please give us a call if you have any suggestions on how we can improve the effectiveness of this service. Thank you!

Grand Opening of Campus Post Office Scheduled for November 1999

Until now, UCLA students, faculty and staff have had limited access to personal postal supplies and services on campus. But all of that is about to change.

As part of an alliance with ASUCLA and the United States Postal Service (USPS), Mail & Document Services will open a USPS Postal Contract Ackerman Union 1999. Customer input over the years has shown demand for a Office, so we’re delivering this campus this fall.

Staff in the at 10920 Wilshire Boulevard may already be familiar with the Postal Contract Station at that location. It’s been such a success story - the busiest satellite by volume in the country, according to the USPS - that we are proud to be introducing the same service to the rest of the campus community. The Ackerman Union Contract Station will offer all the products and features you would find at your local Post Office, including postage stamps, money orders and shipping supplies, all at one convenient, central location, ideal for students, faculty, staff, and visitors to the campus.

The Postal Contract Station will be located in Suite A233A on the A-Level of Ackerman Union, in the space formerly occupied by Lecture Notes, which has been relocated to the textbook area of the bookstore. The new Contract Station will be open from 8:00 am to 5:00 pm Monday through Friday. Because this will be a USPS Contract Station, we will not be able to accept your departmental recharge orders, but we’ll gladly accept cash and checks for your purchases.

Please stop by during our Grand Opening in November, and we’ll show you the variety of services and products now available at our new campus Postal Contract Station!

Construction continued

between our two vehicle loading docks on the north side of our building. Use the stairway entrance at the Northwest corner, where posted signs and Mail Center staff will direct you to our services on the first and second floors.

We apologize for any inconvenience caused by the construction, and we look forward to serving you.