Mail and Document Services is “On the Move”!

Letter from the Director

On behalf of our staff, I’d like to welcome you to the Winter 2000 issue of “Special Delivery”, Mail & Document Services’ quarterly Newsletter. As I said in our introductory issue last fall, the purpose of “Special Delivery” is to keep you informed about our products and services, and highlight the initiatives we’re implementing in our ongoing quest to become the “Best Practice” University mail and document center in the country.

Since our last issue, M&DS has been “on the move” in every sense of the phrase — opening a long-awaited on-campus post office, expanding our services through a new alignment with the Campus Distribution Center, and relocating to our brand new facility near the center of campus.

Here’s a quick summary of what’s new and what’s coming to Mail & Document Services. For further details, please see the accompanying articles in this issue.

Relocation to New Central Facility

In January, M&DS relocated to our new central facility at 555 Westwood Plaza, Level B. Our new facility enables us to streamline our operations, provides better security for our staff and for the University’s mail, and positions us nearer to the center of campus where we can better serve your mail and document needs.

Opening of On-Campus Post Office

Our long-anticipated on-campus post office opened in Ackerman Union on January 18th, 2000. The new central campus Contract Post Office Express (CPOE) joins our successful CPOE in the Wilshire Center in offering convenient access to Express, Priority, Certified and Registered mail services; postage stamps for personal use; fax service; money orders — in short, all the services you would expect to find at your local U.S. Post Office.

Please stop in soon and see the new Ackerman Union CPOE, and please join us in celebrating our official Grand Opening on April 6, 2000 at 11:00 am. We look forward to seeing you there!

Alignment with Distribution Center

The UCLA Distribution Center officially joined M&DS on March 20, 2000, allowing the campus to benefit from a streamlining of similar services currently offered by both departments. The Distribution Center is comprised of Central Receiving (which also includes Medical Center Receiving), Alcohol and Cylinder Management (which provides tax-free alcohol, and medical and industrial gas cylinders for the campus and CHS), and U-Store (which offers affordable self-storage service for campus clients).

We’d like to extend our welcome to the staff of the Distribution Center. We believe that the new partnership will enable us to continue improving the quality of our services to the UCLA campus.

Finally, I’d like to direct your attention to a new feature debutting in this issue: 1st Class Saver, where we spotlight an M&DS staff member who demonstrates our commitment to “Serving Our Campus With Pride.” In this issue, our “stamp of approval” goes to Mr. Richard Clark, who runs the very popular CPOE in the Wilshire Center, and who has been the recipient of many customer compliments and performance awards.

Please let us know if you’ve received 1st Class Saver from an M&DS staff member who you’d like to see recognized in a future issue of this newsletter. We’d love to hear about them from you!

Give us a call at our central extension, x4MDS1, stop by our new location at 555 Westwood Plaza, or visit our new Post Office in Ackerman Union. We’ll be happy to discuss how we can save you time and money and help make your job easier. Then you’ll see why I believe that Mail & Document Services is “on the move”!

James Muh
Director
UCLA Mail & Document Services
Mail & Document Services Has a New Address!
Service and Security at a New Central Location

If you've driven down Gayley Avenue lately, you might have noticed that the red brick building that housed Mail & Document Services for two decades is not what it used to be — in fact, it isn't there anymore! Campus Services Building II was demolished in February to make room for the expansion of the new UCLA Medical Center. On January 14th, 2000, Mail & Document Services officially relocated to our new central facility at 555 Westwood Plaza, Level B.

The new Mail & Document Services central facility is located at 555 Westwood Plaza, Level B, at the corner of Westwood Plaza and Strathmore Avenue. The main entrance is at the southeast corner of the building on the street level. Our business hours are from 8:00 am to 5:00 pm, Monday through Friday.

Customers with valid Blue parking permits may park in the Southeast corner of Parking Structure 8 on Level 2, exit to the street level via the nearby stairwell and enter our facility through the street entrance near Westwood Plaza. A limited number of metered parking spaces is also available along Westwood Plaza, and additional metered parking spaces will be restored after construction concludes this Spring.

Mail & Document Services is here to help you. Give us a call today or stop by and see for yourself!

M&DS Welcomes UCLA Distribution Center
Linking of Similar Services Will Improve Value to the Campus

In an effort to provide streamlined access and improved service to the campus, the UCLA Distribution Center officially joined Mail & Document Services on March 20, 2000.

The Distribution Center is comprised of three service units which joined forces with M&DS:

- Central Receiving (which also includes Medical Center Receiving)
- Cylinder Management and Alcohol Distribution
- The University U-Store (a self-serve storage facility)

In a February 18th letter to employees of M&DS and the Distribution Center, Sam Morabito, A.V.C. of Business and Financial Services, announced the realignment of Distribution Center functions with those of Mail & Document Services. Mr. Morabito stated that “the linkage of the Distribution Center and M&DS will provide an opportunity to take advantage of similarities in services currently provided by both organizations. This alignment ... should ultimately improve value and service to the campus.”

We'd like to join Mr. Morabito in acknowledging Ann Powley for her management of the Storehouse and campus Distribution Center during the past four years, and in extending a welcome to the staff of the Distribution Center and M&DS will provide an opportunity to take advantage of similarities in services currently provided by both organizations. This alignment ... should ultimately improve value and service to the campus.”

Mail & Document Services looks forward to working closely with the staff of the Distribution Center to ensure a smooth transition and relocation of current Distribution Center functions, while continuing to provide quality service to the campus.

New Campus Post Office Opens!
Long-awaited Postal Services Finally Available to Students, Faculty, Staff, and Visitors to Campus

On January 18, 2000, Mail & Document Services proudly opened its doors to its new Contract Post Office Express (CPOE) in the Ackerman Student Union, meeting a long-standing demand for access to personal postal supplies and services on campus.

Construction and contractual delays prevented the new CPOE from opening in time for the 1999 holidays, but business hasn't suffered for it — activity has increased every week since the facility opened, requiring additional staff to operate the station and handle customer requests.

In addition to postage stamps, the new campus post office also offers fax services, money orders and Express, Priority, Certified, and Registered mail. Cash and checks are acceptable payment. We soon hope to offer Post Office Boxes and accept the BruinCard.

Supervisor Kiran Shah worked for Mail Services for nine years (two of them at the popular CPOE outlet in the 10920 Wilshire building) before being selected to run the new operation in Ackerman Union. Stop by today or call the number below, and Kiran will be glad to discuss our new services.

Please join us April 6th at 11:00am to celebrate our Grand Opening. Special guests will be on hand for the celebration and goodies galore await you! We look forward to seeing you there!

Acknowledgment and Contract Post Office Express
A233A Ackerman Union, A level
206-5596 • 206-7758 fax
Monday-Friday • 9:00am - 5:00pm
(closed on United States postal holidays)

UCLA Mail & Document Services
“Serving Our Campus With Pride”
www.maildoc.ucla.edu • xMDS1
Keep Those Phone Calls Coming!

Mail & Document Services' Automated Attendant telephone system was implemented recently to offer you streamlined access to our services and more efficiently route your calls. Dialing x4MDS1 (x46371) connects you to a variety of helpful menu features which respond to your touch-tone keypad selections and direct your call to its desired

If you're calling during regular business hours, you may also press ‘0’ at any time to be transferred either to a representative of a particular service unit or to our Receptionist, who can then direct you to the appropriate contact person.

If our telephone lines are busy, your call will be placed in a queue until a representative is available to speak with you. If you are calling us after regular business hours, your call will be answered by voice-mail.

Of course, you may still contact us directly. A listing of direct phone lines for our operational units can be found on our website (www.maildoc.uc.edu), as well as in the Resource Guide on page one of this newsletter.

We've made responding to your calls a top priority and we are very interested in your feedback. If you have any comments or suggestions regarding our new telephone system, please contact Administrative Supervisor Gayle Seregi at x59275, or via email at gseregi@be.uc.edu.

We look forward to hearing your suggestions, so that we may continue to improve the quality of this service and better serve the campus community.

First Class Service

In each new issue, we will recognize a Mail & Document Services employee who demonstrates a commitment to “Serving Our Campus With Pride” by consistently providing outstanding service.

In this issue, we spotlight Richard Clark, who spent 36 years with the United States Postal Service (USPS) before joining M&DS six years ago. Richard heads our Contract Post Office Express outlet in the Wilshire Center Building, offering the same products and services you’d find at your local U.S. Post Office, including postage stamps, money orders and shipping supplies, at one convenient location.

The USPS tells us Richard’s satellite operation is the busiest satellite by volume in the nation, and we believe Richard’s dedication to respectful, courteous service is a big reason why.

A customer in the UCLA Wilshire Center recently wrote to tell us that while Richard

“has always been unfail-

and courteous,” he can

when needed most. Ann-

Alional Development writes that Richard recently “demonstrated his

superior knowledge of the postal system and his extraordinary service ethic,” by personally shepherding her time-critical foreign mailing through the Postal Service’s complex customs form requirements.

Ms. Turnock writes that her mailing was already “seriously delayed” due to an expired customs form. Richard investigated the new form requirements and promised he’d see what he could do to help. But because the situation had arisen on a Friday afternoon, Ms. Turnock understood that her mailing might arrive late.

Richard called her back later that afternoon to say that he had located the necessary forms, and would personally drop them off at the USPS’ postal center on her way home that evening “to make sure they were mailed that day.” Ms. Turnock praises Richard’s “diligence,” “ingenuity,” and “generosity,” and concludes by saying, “Mr. Clark is a treasure. I hope that Mail & Document Services knows it.”

Thanks, Ann! We’ve known that for some time. And now, so do our readers!

Please stop by and visit Richard Clark at the Wilshire Center Contract Post Office Express outlet. The Wilshire Center CPOE is located in Suite 150, and is open Monday – Friday from 8:00 am to 5:00 pm.

Q & A

Q. What is the purpose of a Campus Mailcode?

A. Every department with a daily mailstop has a unique Campus Mailcode to identify its destination and expedite mail delivery. The first four digits of the Mailcode identify your campus department, and the last two digits identify its current delivery route. If your department relocates, the final two digits (the delivery route for your department) may change, but the first four digits will always uniquely identify your campus department.

Please see the article on “Proper Addressing of a Campus Envelope” in this issue for an example on how to address your Campus Mail. A complete listing of Campus Mailcodes can be found near the front of your UCLA Campus Telephone Directory. If you need any further assistance, please contact our Incoming Mail unit at x53420.

Q. What is the cost of mailing a domestic First Class letter?

A. The current United States Postal Services rate is $.33 for a standard size First Class letter weighing one ounce or less. Outgoing United States or International Mail billed to a University Recharge Account is assessed an additional 20.6% surcharge to cover labor and equipment expenses. Mail Services also applies a 20% surcharge on all sales of postage stamps to campus departments.

If you have additional questions about postal rates or services, please visit the USPS website at www.usps.gov, or contact our Outgoing Mail unit at x53636.

Q. How long will it take to process and deliver my Bulk Mail job?

A. A typical Bulk Mail job (for example, a Deans & Directors mailing) will take 3 – 5 working days. These times can vary depending on our workload and the size and complexity of your job. Rush service is available for an additional fee. Please contact our Bulk Mail unit at x55780 to make arrangements for your job.

Q. How long will it take to process and deliver my Document Services job?

A. There are many variables which influence the timeline of a Document Services job, such as our current workload, the need for consulting, artwork or special handling, and the size and complexity of your job.

We recommend you contact the Business Center nearest you, or one of our Customer Service Planners to discuss your job in detail. Their telephone numbers are listed in the Resource Guide on page one of this newsletter.

Q. How much does Messenger Service charge to pickup and deliver a package? How soon can I expect my package to be delivered?

A. The cost for a standard campus run is $4.75 and trips to Westwood Village are $6.00. Delivery takes 2 – 4 hours, but Rush Service (less than two hours) and Super Rush Service (less than one hour) are available upon request for an additional $3.95 and $7.90, respectively.

For additional rates or information, please visit our website at www.maildoc.uc.edu or call our Messenger Service at x59825.

Q & A
Online Job Submissions Are On Target!
Web Submission of Print Jobs In Final Assessment Phase

Document Services is currently working with a group of frequent customers to complete the testing and development of its new Online Job Submission Service. This new service will allow you to use the Internet (via Netscape or MS Internet Explorer) to fill out an on-line job ticket and then transmit all print files associated with the job directly to the M&DS web server.

Your print job will be stored in our database upon request, so that you can easily locate, view, and order reprints after your original submission. In the near future, we hope to offer you the capability of viewing the status of your jobs in progress!

We look forward to offering our Online Job Submission Service to the University in the Spring of 2000! Please contact Mike VanLancker at x60325 if you’d like to learn more about this new service.

Mail & Document Services Earns National Award
“Mail Center Manager Award” Follows Recognition from USPS Los Angeles’ District in Previous Year

On behalf of M&DS’ employees, Mail & Document Services Director James Muh accepted the prestigious “Mail Center Manager Award” at the National Postal Forum in Chicago in November 1999. The award, presented by U.S. Postmaster General William Henderson, acknowledges mail center managers who demonstrate a commitment to building awareness of the importance of mail.

In a congratulatory letter to Mr. Muh, Vice President of USPS Customer Relations John R. Wargo wrote, “You set your sights on being Best in Class and you have shown an unrelenting passion for sharing ideas and building the value of mail... You and your colleagues are the leaders. You set the standard for the mailing industry, and your needs and expectations drive our mutual success.”

The recognition at the annual postal industry gathering follows similar acknowledgement from the local U.S. Postal Service district in Los Angeles the previous year. In November of 1998, M&DS received the USPS Los Angeles District Partnership Award, acknowledging our collaboration with the USPS and our contributions to the mail industry in Southern California.

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. Recognition for our efforts from our peers and partners (and from our customers) tells us that we are making progress toward our goal!

Proper Addressing of Incoming Mail

To expedite the processing and delivery of your incoming U.S. or foreign Mail, please ask your correspondents to address your mail using the following format:

UCLA
Joe Bruin
Mail & Document Services (Dept Name)
555 Westwood Plaza, Level B (Locator Address)
Box 951361 (Your Box # is 95+1st 4 digits of Mailcode)
Los Angeles CA 90095-1361 (4-digit extension is 1st 4 digits of Mailcode)

NOTE: The 90095 Zip Code does not apply to campus departments still using Zip Code 90024. These departments do not need to use the Box line, and their Zip Code should begin with 90024.

Proper Addressing of a Campus Envelope

In order to ensure timely processing and delivery, Mail Services requires that you use a Campus Mailcode on all Campus Mail. A complete list of Campus Mailcodes can be found near the front of the UCLA Telephone Directory. Please address your campus mail using the format below:

Joe Bruin (Name)
Mail & Document Services (Department)
555 Westwood Plaza, Level B (Locator Address)
136108 (Campus Mailcode)

We Welcome Your Comments

Thank you very much for your interest in Mail & Document Services. If you have any questions or comments regarding the ‘Special Delivery’ newsletter, please contact JoAnn Rogers via email at rogers@be.ucmaildoc.ucla.edu, or mail your correspondence to:

‘Special Delivery’ Newsletter
UCLA Mail & Document Services
555 Westwood Plaza, Level B
136108

We look forward to hearing from you!