

Loyola University Chicago

Mail Center Operations

Mail Services Guide for LSC Faculty & Staff

GENERAL INFORMATION

Hours of Operation:

Lake Shore Campus: 9:00 a.m. – 7:00 p.m.

Monday – Friday during the Fall and Spring Semesters

Water Tower Campus: 8:00 a.m. – 5:00 p.m.

Monday – Friday

Unless otherwise posted at the mailroom on occasions

Your Canon Business Process Services, Inc. Mail Center will be happy to help with your mailing and shipping needs. All requests should go through the individuals listed below:

Ramon Padilla, Site Manager LSC-WTC-HSC

Lake Shore Campus

(773) 508-7728

rpadilla1@luc.edu

Mary Torres, Assistant Manager LSC-WTC-HSC

Water Tower Campus

(312) 915- 6128

CONVENIENCE SERVICES

The Canon Business Process Services, Inc. Support Center offers these services for your convenience:

- Inbound/outbound USPS mail
- Interoffice mail sorting and distribution
- All outbound overnight and ground courier services
- All inbound messenger parcels
- Intra campus Courier service

DEPARTMENT MAILINGS/REQUEST FOR POSTAGE

In order to insure that postage is applied to the correct Budget Account, all Departments will be required to complete a **Postage Charge Slip**. The required information to be completed on the form is, Date, Contact Name, Telephone Extension, and Budget Account Number. These forms will be maintained on file for future reference. **Blank slips are available in both Loyola Mailrooms.**

SCHEDULED MAIL PICK-UP/DISTRIBUTION SWEEPS

Scheduled mail sweeps are made to assure that we collect all outgoing mail/packages in a timely manner. Mail Services will deliver your interoffice mail to each mail stop on each mail run (Approximate times listed below). The mail schedule for Loyola University Chicago is from: **11:00 p.m. - 2:00 p.m.**

LAST PICK-UP OF THE DAY

Canon Business Process Services, Inc. strives to give the best service and efficiency in meeting your Office Services Support Center needs. The last pick-up of the day will be made by 2:00 p.m. After 2:00 p.m. mail can be brought to the L.S.C. or W.T.C. mail centers for processing.

GENERAL POSTAL/COURIER INFORMATION

Incoming USPS for Faculty and Staff mail is picked up from the Post Office, and sorted in our mailrooms, and then distributed to each department once daily between 11p.m. - 2p.m.

Outgoing USPS mail is picked up daily between 11p.m. – 2p.m. and processed for delivery to the Post Office. Please make sure your mailing has the appropriate **Postage Charge Slip**. If you have any questions, please contact the mail center as soon as possible.

Certified Mail/Express Mail/ Priority Mail is used for items that require a proof of mailing receipt. This mail is recorded and then processed the same day. To ensure charges accuracy and for tracking purposes, please make sure your Name, Department Name, and Account Number information is on the packages and receipts.

Express Couriers (UPS) Outbound overnight shipments can be left in the outgoing department mailbox until 2:00 p.m. The Mail Center staff will pick up your UPS envelopes / packages / boxes and then send via UPS on a daily basis. *Note: Please add department number to all packages in the "billing reference field". Packages without references or department codes delay the billing process.* Outbound UPS packages can also be dropped off at the Loyola Mailrooms, no later than 3:30 pm. Desktop pick up, by UPS, from Loyola Offices, can be arranged by calling UPS @ 847-480-6745. Also, for your convenience, UPS Drop Boxes have been placed in the following locations:

LSC – 6317 N. Broadway Loyola Mailroom

WTC – 25 East Pearson (Lower Level),

26 East Pearson (2nd Fl. Bookstore)

And (Lower Level Mailroom)

111 E. Pearson Lewis Tower (Lobby entrance)

POSTAGE

Faculty and Staff can purchase USPS Postage for letters and/or packages with Rambler bucks. A value port machine has been installed in the mailroom to allow users to load Rambler Bucks on their Loyola I.D. card.