

BUSINESS SERVICES

2019/2020 Handbook



Success. It's In Our Nature.

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INTRODUCTION

Mission

Business Services strives to provide quality procurement, print, mail/shipping, and administrative support services to the FLCC community with an emphasis on exceptional customer service in all we do.

Vision

Our procurement, print, mail/shipping, and administrative support services will be recognized as a center of excellence, providing superior value, efficiency, and customer satisfaction. We will invest in continual process improvement, adoption of innovative technologies, and the cultivation and development of our departmental staff.

Through this Handbook we would like to provide you with a brief overview of the services provided by our office. We hope you will find it informative. For specific questions, comments, or suggestions please feel free to stop by, or give us a call at ext. 1215. We welcome your feedback.

LOCATION/CONTACT INFORMATION

Business Services is conveniently located on the first floor of the main campus building in 1290 (Canandaigua), across from the Administrative suite. Our main phone number is 585-785-1215, our fax number is 585-394-5005, and our e-mail address is businessservices@flcc.edu.

HOURS

Monday – Thursday	7:30am – 5:00pm
Friday	7:30am – 4:00pm

STAFF

Joseph Delforte, Asst. VP of Administration and Finance & Controller

(interim) Director

Joseph.Delforte@flcc.edu

Ext. 1227

Rachel Fairman

Print Services

Rachel.Fairman@flcc.edu

Ext. 1219

Matthew Neininger

Mail/Shipping/Administrative Support

Matthew.Neinger@flcc.edu

Ext. 1215

Karen Wetzler

Fixed Assets/Surplus/Mail

Karen.Wetzler@flcc.edu

Ext. 1218

PROCUREMENT SERVICES

Business Services manages all procurement activities for the College in conjunction with Ontario County Purchasing. We are charged with the responsibility of ensuring that the College complies with all laws, rules, and regulations that govern the purchase of goods and services with public funds. Our goal is to work within these bounds while still providing the best value to the College by procuring the highest quality goods and services at the lowest possible cost.

If you are considering purchasing either a good or service, first start with the budget authority in your department to find out the correct process for your area.

Any questions or concerns please contact Joseph Delforte (interim director) at Ext. 1227.

MAIL/SHIPPING

INTEROFFICE MAIL

All FLCC Interoffice mail is routed through Business Services and delivered into the departmental mailboxes located in Business Services, or sent via courier to other FLCC locations. This includes mail for adjunct professors. Interoffice mail envelopes are provided for your convenience. To conserve resources, please reuse these envelopes as many times as possible, do not use them for other purposes, and return empty envelopes back to our office. When addressing Interoffice mail please remember to cross off the previous recipient's name and then enter the new recipient's name and appropriate department in the next available space. Drop addressed interoffice envelopes into the Interoffice Mail Slot in our self-service area and they will be placed in the recipient's departmental mailbox or sent out via courier.

COURIER SERVICES

Courier services are provided to the Newark, Geneva, and Victor campus centers and EMS Monday – Friday, and to the Viticulture Center, Tuesdays and Thursdays. Interoffice mail (via the process above) as well as small packages may be sent. ***Please note, items for these sites need to be in to Business Services by 9:30am to be delivered the same day.***

USPS STANDARD MAIL

All US Postal Mail for the College is managed through Business Services. Incoming mail is distributed each morning (Monday – Friday) to the individual departmental mailboxes located in our office – or routed to other FLCC locations by courier as needed. This includes mail for adjunct professors.

All outgoing mail should be bundled and labeled with a self-adhesive label that indicates the correct department budget code. These labels are available through our office upon request. Mail that is delivered to Business Services by 2:30pm will be sent out the same business day. All outgoing mail must have a return address. The College's official address is:

**Finger Lakes Community College
3325 Marvin Sands Drive
Canandaigua, NY 14424-8395**

USPS CERTIFIED MAIL

USPS Certified Mail proof of mailing. With the addition of Return Receipt Requested, it also provides for proof of delivery. Forms for both are available in Business Services. Samples of completed forms can be found in Appendix B.

USPS BULK MAIL

Utilizing USPS Bulk Mail can save a significant amount of money on postage for large mailings (200+ pieces). When submitting a bulk mailing to Business Services:

- Envelopes should be in zip code order from lowest to highest number
- Each piece must be identical. The USPS will reject for any variation in size, weight, or appearance. The USPS's equipment can detect variations less than the weight of a paperclip.
- Envelopes, postcards, brochures, etc. must have the indicia on the upper right-hand corner of the piece. If the envelope does not have a printed indicia, we can provide an indicia stamp for your use.
- You must include "or current occupant" or "or current resident" after the recipient name in the address.
- All envelopes must be stuffed and sealed or tucked prior to submitting to Business Services

USPS Bulk Mail should not be used when the mailing is time sensitive. Business Services will take approximately 48 hours to process and then the USPS will take approximately another week and a half to deliver it.

The USPS Bulk Mail requirements and standards can be confusing, especially for the first time user. Please contact our office for assistance.

UNITED PARCEL SERVICE (UPS)

Shipping through United Parcel Service (UPS) is available through Business Services. When submitting a parcel for shipment:

- The item must be packaged in a suitable box or envelope. We stock some padded envelopes in various sizes available for your convenience.
- The parcel must be clearly labeled with the complete shipping address (no post office boxes).
- A short Business Services form must be filled out that includes:
 - Name of the shipper
 - Department budget code
 - Specific identification of the contents
 - Whether additional insurance is required (parcels are automatically insured for \$100)
- For hazardous materials special rules apply. Contact the Director of Enterprise Risk Management & Environmental Health and Safety at ext. 1664.
- Glassware cannot be shipped via UPS

FEDEX

Business Services stocks FedEx packing slips and envelopes. When requesting one, please provide your departmental budget code for billing purposes. Once your slip is complete and your parcel ready to go you may drop it off at any FedEx drop box in the local area (we can provide some suggestions) or call FedEx directly for a pick up.

PRINT SERVICES

Business Services is proud of our CopyCenter which provides a variety of high-quality printing and finishing services for your convenience. If you have any questions which are not answered below please stop by or contact Rachel Fairman, ext. 1219.

SELF-SERVE MULTI-FUNCTION DEVICES

Two self-serve multi-function devices offering copying collating, stapling, enlargement and reduction, and scanning are available to all College personnel anytime the main campus building is open. ***These machines are to be used for a maximum of 10 prints only.*** This limit is strictly enforced to avoid taxing the machines beyond their designed capacity. We ask that you please respect this important rule. If you need more than 10 prints, please submit a Work Order.

User codes are required to operate the devices. These codes are department budget codes and can be obtained from the administrative staff in your department.

To ensure smooth operation of these devices please:

- ***If you experience a jam or other malfunction with a machine please do not attempt to fix it yourself, and also do not force or slam any of the levers or doors - instead ask for assistance.*** While they are very durable these machines do contain sensitive electronic parts which can be easily damaged. If the problem occurs after hours place a sign on the machine and we will attend to it first thing in the morning.
- Do not put labels and/or any paper with gummed adhesive through the machines. Due to the extremely high temperatures inside these machines the glue becomes liquefied and may cause internal damages to the machines. Instead, please ask for assistance.
- Do not use any other stock for transparencies other than what is provided by Business Services. Additionally, only run one transparency through the machine at a time to prevent jamming. When in doubt, please ask for assistance.
- If you are trying to scan documents but cannot find your name in the system come in and ask for assistance.

HIGH-VOLUME PRINTING AND SPECIALIZED PROJECTS

Business Services staff will perform print jobs of greater than 10 prints and/or those projects require specialized services. Our high-volume printers can quickly output large quantities of high-quality prints for a minimum of cost.

In order to submit a job to us, the preferred method is to use our Electronic Work Request Submission Procedure. See Appendix A for detailed instructions.

However, we do still accept paper work requests. When filling out a paper request, please indicate the requestor name, department name, budget code, *detailed* instructions, and a desired due date/time. Once complete, drop the work request into the incoming work order slot in our office.

E-mail requests are also accepted via our businessservices@flcc.edu e-mail address. This allows you to send jobs to us from any location – even your home. When submitting an e-mail request please remember to include the requestor name, department name, budget code, *detailed* instructions, and a desired due date/time.

24-hour lead-time is greatly appreciated and will help to ensure the order is completed on time.

PAPER CHOICES

We stock large quantities of 20# white paper in the following sizes:

- 8.5” x 11”
- 8.5 x 14”
- 11” x 17”

In addition we also stock the following colors in 8.5” x 11” only:

- Blue
- Green
- Yellow
- Pink
- Gold
- Ivory

For color printing, we also stock the following specialty papers (white only):

- 8.5 x 11”
 - 32#
 - 80# mid-thick
 - 80# mid-thick gloss
 - 100# card stock gloss
 - 110# card stock
- 11 x 17”
 - 32#
 - 80# mid-thick gloss
 - 110# card stock

Samples of all the papers we stock are available. Any other papers will need to be special ordered by the ream, at your department’s expense. Note that some papers may not run on our machines so please ask before you purchase.

COLOR PRINTING

Business Services has a high-quality full color multifunction device available for both printing and copying. Color prints can really make your project stand out and are ideal for report covers, brochures, charts, graphs, etc. There is a charge of 10 cents per print. Please contact Rachel Fairman for more ideas on how to use color to create greater emphasis in your projects.

BUSINESS CARDS

Business Services has the ability to print high-quality FLCC business cards for a fraction of the cost of an outside printer – approximately 100 for \$10. These cards are printed in color on card stock in any quantity you desire. For more information, please contact Rachel Fairman.

FINISHING SERVICES

Our selection of Finishing Services are designed to give your project a professional look. For any of these services please stop by or contact Rachel Fairman for more information. Please note that we appreciate a lead-time of one week for these additional services.

BINDING – Binding for reports, workbooks, or handbooks from 15 to 220 pages is available. There is a choice of blue, yellow, green, ivory, or white 110# covers. Binding strips are white only.

THREE HOLE PUNCHING – Projects can easily be three hole punched for easy insertion into binders.

FOLDING AND CUTTING – We have machines capable of handling large quantity folding and cutting projects.

AUTOMATIC STAPLING/FOLDING – Our large machines will half-page fold and staple up to 15 sheets of 20# paper in one continuous operation. This is ideal for creating professional looking booklets and programs.

LAMINATING – Small-scale laminating services are also available for single pages, ID cards, etc.

COPYING/PRINTING TIPS FROM THE PROS

Have you ever experienced “wrinkled” prints, jamming, or other problems? These are very common issues when the humidity level rises enough for paper to begin absorbing moisture – and once this occurs its most important characteristics have often been compromised.

Here are some suggestions to help minimize this problem:

- When loading printers (especially laser printers) and copiers, look for arrows and other instructions to show you how to load the paper. This simple step will largely reduce jamming and curling issues.
- Only load enough paper to be used that day. Return the remaining paper back to the moisture-proof wrapper and tape it closed.
- Try turning your wrapped reams of paper over periodically (including letterhead)
- If you notice that you are the first person using the machine for the day do not start with a large duplexing job. Just copy a single sheet first.
- On machines that are equipped with them, use the automatic document feeder.

ADMINISTRATIVE SUPPORT

Business Services also offers a wide range of administrative support functions for the College. In addition to those listed below we often assist areas that are short-staffed or need extra help for special projects. Please contact us for more information.

FIXED ASSET INVENTORY

Business Services maintains an inventory of all College owned fixed assets that at time of purchase are valued at \$1500 or more. All information regarding additions, retirements, and transfers of moveable equipment should be forwarded to Karen Wetzler. ***Please do not attempt to transfer or dispose of College owned equipment without proper notification to Business Services.***

WORD PROCESSING

Word Processing services are available for documents and mailing labels. Please contact Business Services directly at ext. 1218.

DOCUMENT SHREDDING

Four locked containers are available for you to dispose of your confidential waste. One container is located in the self-service area of our office, one in the copy room of the Nursing Department on the 3rd floor, and two more are located in Room 1133, behind the One Stop Center. Documents to be shredded need only be inserted into the container via the slot in the top of the bin. The shredding company will then pick up the containers monthly, shred the documents onsite using their truck-mounted equipment, and issue the College a Certificate of Destruction guaranteeing their proper disposal.

Please remember these containers are for the disposal of ***confidential materials*** only. All other waste should be placed in blue recycling containers, which can be found in multiple locations around the College. In addition, please do not overstuff the bins, as this can cause them to become too heavy to pick up.

FAXES

Business Services provides both incoming and outgoing service for faxes. **The College's main fax number is 585-394-5005.** Faxes received will be forwarded to the recipient directly via e-mail.

Outgoing faxes can be sent through our color multifunction device located within Business Services. Instructions for use are located above the machine. Fax cover sheets are provided for your convenience.

SUPPLIES

The College does not maintain a stock room of office supplies. Instead, office supplies are ordered by departments as needed from our office supply vendor. **But if you are late for class and forgot a pen, dry-erase marker, or something else, please stop by – we may be able to help.**

Business Services does stock some items for your convenience:

- Interoffice Memo Envelopes
- Yellow Exam Books
- Grade Books
- Stationary & Letterhead
- Generic #10 Envelopes
 - Indicia & Window
 - Indicia Only
 - Window Only
- Mailing Envelopes
 - 6" x 9"
 - 9" x 12"
 - 10" x 13"

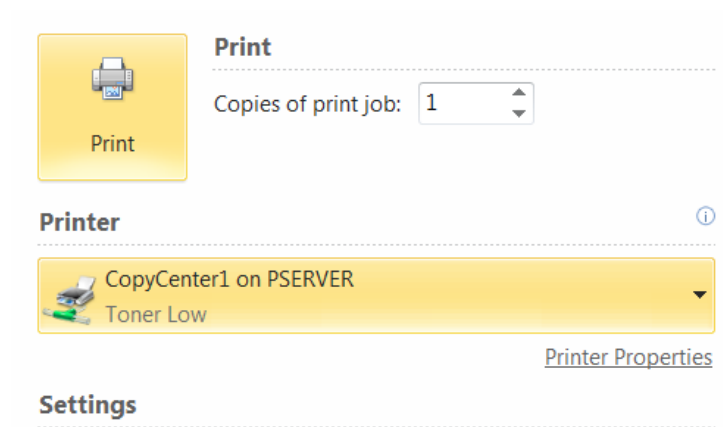
DISPOSITION OF SURPLUS PROPERTY

Once obsolete equipment has been confirmed as removed from the Fixed Asset Inventory it must be disposed of as surplus property in accordance with the College's policies and procedures. Please contact Karen Wetzler for more information.

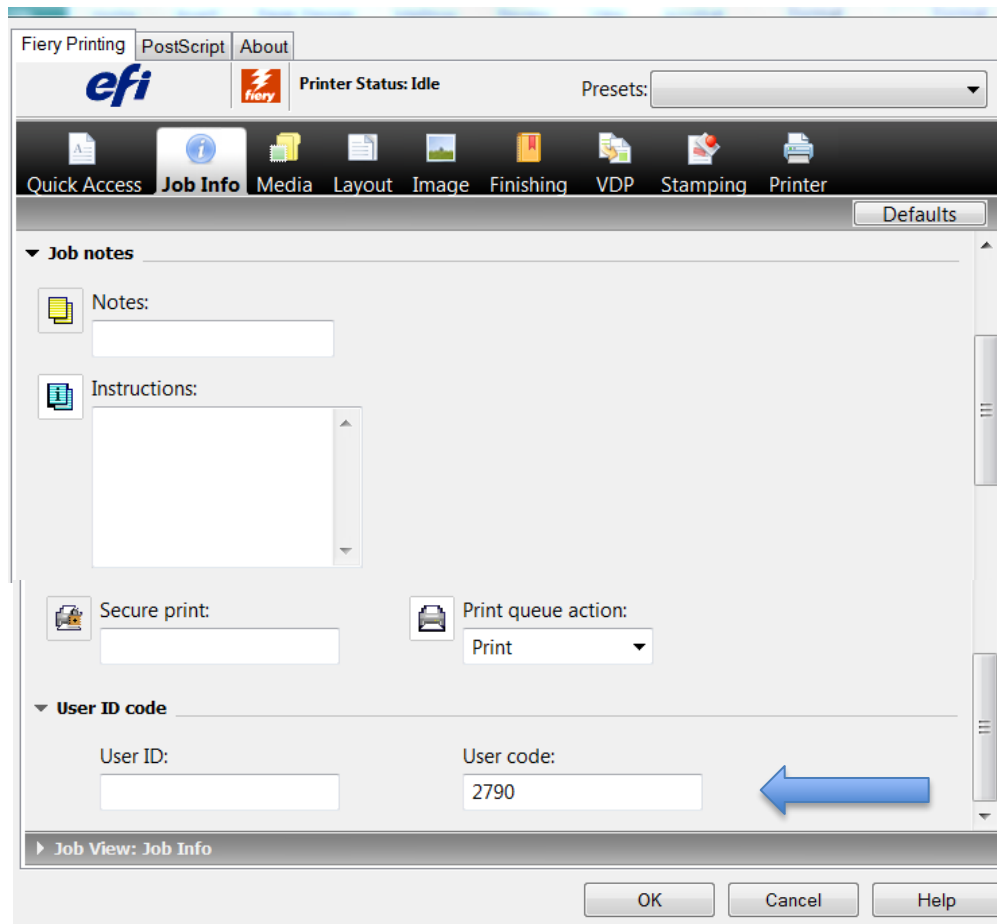
APPENDIX A ELECTRONIC WORK REQUEST SUBMISSION PROCEDURE

Submitting work to our CopyCenter via our Electronic Work Request Submission Procedure is easy, efficient, and available for all main campus and campus center users. Just follow the directions below to submit a job right from your desktop. If you have any questions, contact Rachel Fairman.

1. Contact the IT Help Desk and have “CopyCenter 1” or “CopyCenter 2” installed on your system.
2. Click “print” from your application, and then choose “CopyCenter 1 or 2”
3. Choose “Printer Properties”



4. The Fiery “Job Info” box will then display. In it enter:
 - a. Under “Notes” – your name and department
 - b. Under “Instructions” – detailed printing instructions for your job
 - c. Under “User Code” – your department’s budget code (*Note – if you do not include this code your job will not print and will have to be resent.*)



5. Advanced users can set printer defaults so that your name and user code automatically fill. Access this through “printing preferences” or contact Rachel Fairman for more information.

APPENDIX B

CERTIFIED MAIL RRR EXAMPLE FORMS

U.S. Postal Service™ CERTIFIED MAIL™ RECEIPT (Domestic Mail Only; No Insurance Coverage Provided)	
For delivery information visit our website at www.usps.com	
OFFICIAL USE	
Postage \$ _____ Certified Fee _____ Return Receipt Fee (Endorsement Required) _____ Restricted Delivery Fee (Endorsement Required) _____ Total Postage & Fees \$ _____	Postmark Here
Sent To John Doe, XYZ Company Street Apt. No. / or PO Box No. Any Street City, State, ZIP+4 Any Town, State, Zipcode	
<small>PS Form 3800, August 2006 See Reverse for Instructions</small>	

EXAMPLE 1

<p>SENDER: COMPLETE THIS SECTION</p> <ul style="list-style-type: none"> Complete Items 1, 2, and 3. Also complete Item 4 if Restricted Delivery is desired. Print your name and address on the reverse so that we can return the card to you. Attach this card to the back of the mailpiece, or on the front if space permits. <p>1. Article Addressed to:</p> <p>John Doe XYZ Company Any Street Any Town, State, Zipcode</p>	<p>COMPLETE THIS SECTION ON DELIVERY</p> <p>A. Signature <input checked="" type="checkbox"/> Agent <input checked="" type="checkbox"/> Addressee</p> <p>B. Received by (Printed Name) C. Date of Delivery</p> <p>D. Is delivery address different from item 1? <input type="checkbox"/> Yes If YES, enter delivery address below: <input type="checkbox"/> No</p> <p>3. Service Type <input checked="" type="checkbox"/> Certified Mail® <input type="checkbox"/> Priority Mail Express™ <input type="checkbox"/> Registered <input type="checkbox"/> Return Receipt for Merchandise <input type="checkbox"/> Insured Mail <input type="checkbox"/> Collect on Delivery</p> <p>4. Restricted Delivery? (Extra Fee) <input type="checkbox"/> Yes</p>
2. Article Number (Transfer from service label) Place label here from the top of PS Form 3800	
PS Form 3811, July 2013 Domestic Return Receipt	

UNITED STATES POSTAL SERVICE



First-Class Mail
Postage & Fees Paid
USPS
Permit No. G-10

PEEL OFF AND ATTACH THIS CARD TO
THE BACK OF MAIL PIECE

PEEL OFF AND ATTACH THIS CARD TO
THE BACK OF MAIL PIECE

• Sender: Please print your name, address, and ZIP+4® in this box•

SENDER NAME
ADDRESS
CITY, STATE, AND ZIPCODE

EXAMPLE 2