

# Loyola University Chicago

## Mail Center Operations

### Mail Services Guide for Faculty & Staff

#### GENERAL INFORMATION

##### Hours of Operation:

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

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

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  
Lake Shore Campus  
(773) 508-7728  
[rpadilla1@luc.edu](mailto:rpadilla1@luc.edu)

**Mary Torres**, Assistant Manager LSC-WTC  
Water Tower Campus  
(312) 915- 6128  
[mtorres3@luc.edu](mailto:mtorres3@luc.edu)

#### CONVENIENCE SERVICES

Your 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.*

#### LAST PICK-UP OF THE DAY

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:

**10:30 a.m. & 2:00 p.m.**

Canon Business Process Services, Inc. strives to give the best service and efficiency in meeting your Office Services Support

#### LAST PICK-UP OF THE DAY (Cont.)

Center needs. The last pick-up of the day will be made by 2:30 p.m. Last pick-up of the day cards are placed in the outgoing mail stop trays to indicate that the last pick-up has been made. After 2:30 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 twice daily, first at 10:30 a.m. then at 2:30 p.m.

**Outgoing USPS** mail is picked up throughout the day 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 2:30 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** – Cudahy Library (Entrance lobby) Mertz  
Hall (Inside Lobby, North side)  
Damen Hall, (East lobby)  
Granada Center (First floor lobby)

**WTC** – 25 East Pearson (Lower Level),  
820 North Michigan (Lobby, Pearson 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