



Mail & Copy Center Operations



Yes, it can be done!

Contents

Usherwood Staff	3
Implementation Manager	3
Site Management	3
How to Submit a Print Job	4
“A One Card System”	4
How the One Card System works	4
Why Use The Golden Knights Card?	4
The “One Card System” Advantage	5
Departmental Copy Cards	6
Process	6
Campus Communications	7
Green Initiatives	8
Prints released at the copier	8
Advanced scanning options	8
Toner Recycling Program	8
Paper Recycling Program	8
Cost savings	8
Usherwood Print Management Program Process	9
Copy Center and Mail Center	10
Location and Hours	11
Copy Center Services	12
Mail Center Services	13

Usherwood Staff

Site Manager: Elizabeth Kerry

Implementation Manager: Carolyn Slocum



Adam French, Pete Jordan, Jen Perrault, Elizabeth Kerry, Roxanne Pignatelli and Jim McArdle

Copy Center:
Jennifer Perrault
Pete Jordan
Adam French

Mail Center:
Roxanne Pignatelli
Jim McArdle

Area	Phone #	email address
Mail Center:	518-458-5443	mail_room@strose.edu
Copy Center:	518-337-4820	printing@strose.edu
Fax:	518-485-3929	

How to Submit a Job:

- You may email a job request to the Copy Center at printing@strose.edu **OR...**
- You may hand deliver a job request to the Copy Center. All hand delivered requests must be submitted with a job request form found at the front desk of the Copy Center.
- Job requests must be in PDF, Tiff, JPEG, or the application's native file format.
- A flash drive can be provided for printing jobs at the Copy Center.

Yes, it can be done!

“A One Card System”

The College has implemented a One Card System to be used by faculty, students and administration for all copying, printing, and scanning on campus. The Golden Knights Card is the universal card for the campus.



How the One Card System works:

- To make a copy, simply tap your ID card on the proximity reader, program your job and press print.
- To print a job, simply tap your ID card on the proximity reader. A list of your print jobs will appear; select your job and press print.

Why Use The Golden Knights Card?

- Every person on campus is issued a Golden Knights ID Card.
- Each card is programmed to identify the person and the department they support to ensure that the copies and prints are tracked to the correct department.
- Each card has a photo ID for added security.
- If a card is lost or stolen, the card can be easily replaced and that card can be deactivated immediately by contacting the ID Card Office at 518-337-4694.
- Departmental Copy Cards can be issued for Student Work Study programs and Graduate Assistant programs to track printing jobs back to the department.



The “One Card System” Advantage

Departmental Reporting:

- Your ID card is linked to your primary account distribution and charged back to your department.
- Monthly departmental reports will be created to validate usage and costs.
- Multiple account distribution can be added to an individual’s ID card to charge prints to multiple departments using a single ID card.

Secure Printing:

- Your confidential document will not be sitting at the printer for others to see until you release the print job.
- Jobs sent to the queue but not printed within two days, will be automatically deleted from the system.

Virtual Printing:

- You have the ability to print or copy to any device on campus.
- All prints and copies are charged to the user regardless of where those prints are made throughout campus.

Convenience:

- There is a generic print driver for all printers on campus.
- The printer drawers can be customized for specialty stocks, such as letterhead, envelopes, larger paper sizes, and heavier stocks.
- Copy, Print, Fax and Scan to any copier on campus.
- Scan to email/ Scan to File.
- All copiers on campus have the same user friendly interface.

Departmental Copy Cards

Available for Student Work Programs and Graduate Assistants:



Process:

- Each department will identify how many Department Copy Cards are required for their department. A Department Copy Card Authorization Form must be completed by the Dean's office and forward to the Golden Knights Card Office, idcardoffice@strose.edu. This form can be found on the College website and Blackboard.
- Department Copy Cards will be distributed by the Golden Knights Card Office to the appropriate supervisor once this process has been completed.
- Supervisor will distribute the cards to the student workers and assistants.
- With approval from the Dean, a dollar amount can be placed on the Graduate ID card for departmental work.
- Copies will be billed back to the Department's accounting distribution monthly.
- The Department Copy Card offers unrestricted copying to the department / student workers.
- The Department Copy Card will be returned to the supervisor who will manage this process.

One Card System Training is available upon request. Please call the Copy Center at Ext. 4820 to request training.



Campus Communication:

- All Mail & Copy Center communications are available on Blackboard.
- Signage is at each device, in classrooms, and in all labs with simple instructions for copy/print/scan.

Green Initiatives



Prints Released at the Copier:

- Offers the user a second chance to print or cancel the print job.

Advanced Scanning Options:

- Scan and email or file instead of printing or faxing the document.
- Cost saving to the department and the College.
- Save on paper, toner, click charge, wear and tear on equipment.

Toner Recycling Program:

- The empty toner cartridges will be brought back to the Copy Center for recycling.

Paper Recycling Program:

- Paper recycling bins are located throughout the campus.
- Confidential documents can be shredded at the Copy Center.



Cost Savings:

- Reduce paper by printing documents as a two sided document.
- Scan documents instead of printing to reduce printing volume.
- Scanning documents saves on paper and supply costs.

Usherwood Print Management Program Process

Usherwood will be responsible for servicing all laser printers on campus. If service or supplies are required, a call must be placed to the Copy Center with your equipment ID number.



The Copy Center staff will place a service call to the Usherwood Dispatch Center or deliver and install new toner.

Paper deliveries are scheduled through the Copy Center. Please call in your order with as much notice as possible to help us coordinate with the next scheduled delivery. Emergency requests will be honored if needed. The schedule for routine paper deliveries is Monday, Wednesday and Friday, 8:30 am – 4:30 pm. (Please call Ext. 4820 to place your order.)

Copy Center and Mail Center

To all Students, the Usherwood Copy Center and Mail Center would like to extend our warmest WELCOME to the 2018-2019 academic year!

We hope you will find this Users Guide helpful. You should find all of the services available to you while attending The College of Saint Rose.

While attending The College of Saint Rose, students that live on campus will be assigned a mail box number and a combination. We suggest you enter both into your cell phone or iPod and back them up so you will always have them.

An automatic email notification is sent to your College email address when packages are received on campus and scanned into our shipment tracking system. If you are expecting to receive a shipment, please check your email throughout the day.

Having your packages addressed properly will ensure that your mail gets to you properly. Please inform all senders to use this address format when sending mail or packages to you:

STUDENT NAME CSR BOX NUMBER XXXX 366 WESTERN AVE. ALBANY, NY 12203

PLEASE TAKE A MOMENT TO VISIT YOUR MAIL BOX AND TEST YOUR COMBINATION

Location and Hours:

Please feel free to contact us with your requests. The Usherwood Copy Center and Mail Center are located on the Lower Level, of the Events and Athletic Center in Room 15.



Our contact information and scheduled hours of operation are as follows:

Mail Center:

Phone: 518-458-5443
E-mail: mail_room@strose.edu
Hours: Monday - Friday: 8:30am - 5:00pm
Saturday: 9:00am - 12:00 Noon

Copy Center:

Phone: 518-337-4820 fax: 518-485-3929
E-mail: printing@strose.edu
Hours: Monday - Thursday: 7:00am - 7:00pm
Friday: 7:00am - 5:00pm

Copy Center Services:

Yes, it can be done!

Usherwood will provide a full range of quality print and duplicating services in-house, including:

- High Volume Black and White Printing
- Full-Color Laser Copying and Printing
- Scanning Services
- Stapling
- Cutting
- Booklets
- Covers
- Tape Binding
- Confidential Document Destruction
- Fax Services (inbound or outbound)
- Graphic Design Support
- Large Format Scanning
- Variable Data/Image Printing
- Large format printing (up to 36" wide) in color or black & white
- Tabs
- Coil Binding
- Collating
- Folding-Inserting
- Labeling
- Laminating
- Tabbng
- Binding
- Perforating
- Padding
- Foam-Core Mounting

Feel free to contact us regarding special requests or unusual duplicating needs.



Mail Center Services:

The College of Saint Rose Mailroom is a FULL SERVICE United States Postal Center.

- Stamps - money orders (cash only)
- Shipment tracking
- Email notification of shipment arrival
- Bulk mailing services: USPS pre-sort discounts
- Mail piece design
- Mailing address database services: including NCOA



Mailroom Timeline:

8:30am - Window Opens
10:00am - USPS Mail Received

Package Pick-up:

8:30am - 10:30 am
Noon - 5:00 pm

10:00 am	Outgoing USPS mail is picked up and delivered to the Post Office.
10:00 am - 11:00 am	Mail Sorted for Administration, Staff & Faculty.
1:30 pm - 2:00 pm	Student Courier Packages (not overnight) (UPS, FedEx, etc.) are sorted.
3:00 pm	Outgoing Overnight Packages MUST be received.