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## **INTRODUCTION:**

As a refresher for all and for the benefit of new personnel, following is a brief outline of services offered to all FLCC Administration, Faculty (full- and part-time) and staff.

Services rendered are word processing, duplicating, folding, binding, padding, cutting, drilling, office supplies, mail, and assistance in controlling the accountability of moveable equipment and purchasing.

Office of Business Services is staffed from 7:30 a.m. - 4:00 p.m., Monday through Friday.

## **OUR STAFF:**

Director	Bruce Treat	Ext. 7216
Key Copy Operator/Printer	Rachel Fairman	Ext. 7219
Word Processing	Roxanne Hanford	Ext. 7215
Mail/Supplies/UPS	Jane Mitchell	Ext. 7218

## **PURCHASING:**

Business Services, as of 2004, provides an additional function for all faculty and staff personnel. The department acts as a liaison between the college and Ontario County Purchasing. If you or your department have questions, or require assistance with any purchases, the Director of Business Services is available to help with this process.

If you have any concerns relative to the policy, procedure or process with college purchases, contact Bruce Treat, Director of Business Services at extension 7216.

It is a departmental goal to provide the very best support possible with all college purchasing requirements.

## **COPIERS FOR FACULTY/STAFF USE:**

Two Canon copiers offering collating, stapling, enlargement and reduction are available to all FLCC personnel from 7:00 a.m. to 9:30 p.m. to be used for **a maximum of 10 copies per master**. This limit is set due to copier maintenance and the number of users. All copy work which exceeds 10 copies per master should be left at the Office of Business Services with a work order or sent via the network for our processing.

User Codes currently assigned to each department will operate either of the two copiers. User codes are available through individual departments or in the Office of Business Services. It would be appreciated if department secretaries or other designated personnel would instruct new department members and work-study students on how to operate these machines.

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**IF YOU ARE GOING TO BE AT THE MACHINE FOR A LENGTHY TIME, IT IS APPRECIATED IF YOU WOULD ALLOW PEOPLE WITH SINGLE COPIES TO GO AHEAD OF YOU. THIS WILL HELP IN ELIMINATING LONG WAITING LINES. PLEASE INFORM WORK STUDY STUDENTS OF THIS COURTESY.**

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## **FOLDER/INSERTER:**

A Folding/Inserting machine is available for any department's use. This machine will fold, insert and seal up to two sheets of paper.

## **TRANSPARENCIES:**

Transparencies are now produced via photo copiers. **IT IS VERY IMPORTANT TO RUN ONLY ONE TRANSPARENCY AT A TIME TO PREVENT JAMMING.** Instructions are posted at each copier. Please use only the transparencies provided by our office.

## **WORK REQUEST FORMS:**

When filling out your work request, please indicate your department's budget identifying number as well as the department name. A listing of all department numbers is posted at the counter. All work requests with explicit directions should be dropped in the incoming work slot. **24-HOUR LEAD TIME WILL BE GREATLY APPRECIATED**, as personnel in this office usually have several projects going on at once and priorities have to be established. Lead time helps us to handle your order more efficiently.

Electronic job submission is available, see pgs 13-15 for instructions.

## **WORD PROCESSING:**

Word Processing is performed utilizing Microsoft WORD Windows based software, allowing us more versatility in completing your work with a clean professional look.

Briefly, some advantages of Word Processing are:

- ▶ Reproduce multiple copies of professional looking material
- ▶ Editing and storage of material that will be used again
- ▶ Labels for your mailing lists can easily be generated

## **DUPLICATING:**

All work orders submitted to this office for 10 copies a master or more will be completed in our CopyCenter. We have two copiers that are capable of copying onto our supplied stock ranging from 8½" x 11", 8½" x 14" to 11" x 17" in size. If you wish to supply your own stock please remember to check with us first to ensure it falls within the copier specifications.

Our current copiers also function as network copiers. We can provide you with a print driver that allows you to fill out a form and submit the work directly to the CopyCenter. When utilized properly this allows us to print a job without you having to fill out a work request form and walk it down to us. Directions for this can be found on pgs 13-15.

All printing will be completed back to back unless otherwise specified on the work request form. A daily turn-around of 24 hours is usually maintained for all work not requiring additional finishing work.

Labels and/or any paper with gummed adhesive are not to be put through the copiers. Due to the extremely high temps in the fuser area, the glue becomes liquified and may cause internal damage. We do stock labels that you are able to use with laser printers.

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**PLEASE ALLOW ADDITIONAL TIME IF TYPING, BINDING, DRILLING OR SPECIAL ATTENTION IS REQUIRED. LARGER WORK REQUESTS ALSO REQUIRE ADDITIONAL TIME.**

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## **DRILLING, FOLDING AND CUTTING:**

Our print shop has a paper drill capable of drilling three (3) holes per sheet of paper. Electric machines are available for large quantities of folding and cutting projects. Please allow additional time when requesting these services.

## **AUTOMATIC STAPLER/FOLDER:**

This machine interfaces directly to our duplicator and will half-page fold and staple up to 15 sheets of 20# paper in one continuous operation. This is ideal for creating your booklets and programs.

## **BINDING:**

Binding is now provided by using thermal strips. Examples of work that can be bound are reports, workbooks, or handbooks up to 220 pages.

**Lead time of one week on large binding requests is appreciated.**

**Covers are available as follows:**

Window Covers in dark blue ONLY.

110# Plain Covers paper in blue, yellow, green or white.

Strips are available in white ONLY.

## **PAPER CHOICES:**

In addition to the 20# white paper used for most applications, we also stock 20# blue, green, yellow, pink, orchid and ivory in 8½ " X 11". **This paper is used for special flyers and special forms only.** *As this is an inventoried item, it is necessary to order this paper by the ream utilizing a supply requisition.* We also stock 8½ " x 14" and 11" x 17" paper in WHITE only. Any other paper choices will have to be special ordered at your expense. Paper labeled "Cover" or "Bristol" stocks of 65 to 80# will **NOT** run on our copiers.

Have you ever experienced "wrinkled" copies, miss-feeds, or problems duplexing? This is a very common problem in the building when the humidity levels have raised enough to affect the absorption of moisture in the paper. Once paper absorbs moisture, its most important characteristics have been compromised.

Suggestions on minimizing the problems are:

- ▶ Only load enough paper in your printer or copier to be used that day. Return the remaining paper back into the moisture-proof wrapper;
- ▶ Try turning your wrapped reams of paper over periodically (including letterhead);
- ▶ If you notice that you are the first person at the copier in the morning, do not start with a duplexing job-copy your single sheet job first.

Moisture also affects envelopes in the same manner. If you notice the envelopes are not sealing or feeding through your printer, place a small handful under a heavy book until ready to use AND keep the cover on the box.

It is very important when loading printers, (especially laser printers) and copiers, to read the label and look for the arrow to tell you how to load the ream of paper. This will largely reduce jamming and curling problems. The use of the automatic feeder on such equipped copiers will also result in less jamming.

## **SUPPLIES:**

General office supplies are issued from our office. The department secretary keeps a small inventory for your convenience. If you are unable to obtain an item through the department, please ask that the item be requisitioned, or you may fill out a Supply Requisition Form (available outside our office) and the item will be delivered to your department with the weekly deliveries. For your convenience, a listing of all department numbers is posted at the counter. Please use this as a guide for the "Dept Code No." area on the requisition. Deliveries will be made weekly, on the days that our work-study is available, provided requisitions are received by Friday of the previous week. This applies to cartons of paper for the walk-up copiers on each floor as well. Please plan your orders accordingly so we can keep our "walk-in emergency requests" at a minimum.

Following is a listing of office supplies available through this office. Any requested supplies not listed must be ordered directly by the department involved using its own budget line number.

### **DESCRIPTION**

Binder, 3-ring, 1"

Binder, 3-ring, 2"

Binder, 3-ring, 3"

Blotter, desk

Blotter, desk, refill

Blotter, desk, calendar (annual)

Books, examination, yellow

Books, grade

Book ends

Box, file, steel 3" x 5"

Box, file, steel 4" x 6"

Box, file, steel 5" x 8"

Calendar base

Calendar refill (annual)

Cards, index, 3" x 5" plain

Cards, index, 3" x 5" lined

Cards, index, 4" x 6" plain

### **DESCRIPTION**

Cards, index, 4" x 6" lined

Cards, index, 5" x 8" plain

Cards, index, 5" x 8" lined

Cartridge, ink jet, HP26 (500)

Cartridge, ink jet, HP29 (600)

Cartridge, ink jet, HP45 (700 & 800 & 900)

Chalk, white, dustless

Chalk, colored, dustless

Chalk, yellow, dustless

Clipboard, legal

Clipboard, Letter

Clips, paper, #1

Clips, Jumbo

Covers, Report, clear

Dictionary

Dispenser, tape

Diskette 3 V DSHD	Labels, rectangular (mail closure)
Envelopes, #10 Letterhead	Labels, 1" x 2 5/8", (Laser) 5160
Envelopes, #10 Letterhead, Window	Liquid paper, white
Envelopes, #10 Letterhead with Indicia (3rd Class Bulk mailings)	Liquid paper, pen & ink
Envelopes, #10 Letterhead, Window	Liquid paper, just for copies
Envelopes, inter-office	Marker, assorted, wide (8)
Envelopes, 6½" x 9 ½"	Marker, black, wide, permanent
Envelopes, 9" x 12"	Marker, blue, wide, permanent
Envelopes, 10" x 13"	Marker, red, wide, permanent
Envelopes, 12" x 15 ½ "	Marker, Dry Erase, black
Eraser, gum	Marker, Dry Erase, blue
Eraser, pencil	Marker, Dry Erase, green
Folders, file, letter	Marker, Dry Erase, purple
Folders, file, legal	Marker, Dry Erase, red
Folders, hanging file, letter	Moistener, bottle
Folders, hanging file, legal	Name Tags
Frames, hanging file, letter	Notebook, spiral bound, 3" x 5"
Frames, hanging file, legal	Notebook, spiral bound, 6" x 9"
Glue stick, liquid	Notes, self-stick, 3"x3"
Guides, index card, 3" x 5"	Notes, self-stick, 1 ½ "x2"
Guides, index card, 4" x 6"	Opener, letter
Guides, index card, 5" x 8"	Pad, message, telephone
Guides, binder, 3-ring	Pad, ruled, 5" x 8"
Inserts, clear tab	Pad, ruled, 8 ½ x 11"
Labels, mailing, 2" x 4" permanent (Laser)	Pad, ruled, 8 ½ x 14"
Labels, file folder	Pad, scrap paper
Labels, round (mail closure)	

Pad, stamp, black	Protectors, sheet, 3-hole
Pad, stamp, blue	Punch, paper, l-hole
Pad, stamp, red	Punch, paper, 3-hole
Paper, plain, 3-ring	Push Pins
Paper, lined, 3-ring	Reinforcements
Paper, graph	Remover, staple
Pens, black, fine point	Ribbon, typewriter, Sel. 2 & 3
Pens, black, medium point	Ribbon, Xerox, Memorywriter
Pens, blue, fine point	Ribbon, IBM, Wheelwriter 5
Pens, blue, medium point	Rubber bands, #32
Pens, red, fine point	Rubber bands, #117
Pens, red, medium point	Ruler, steel, 12"
Pens, felt tip, black	Ruler, wooden, 12"
Pens, felt tip, blue	Scissors, standard
Pens, felt tip, red	Stapler
Pens, hi-liter, blue	Staples, standard
Pens, hi-liter, green	Tabs, index, clear
Pens, hi-liter, pink	Tacks, thumb
Pens, hi-liter, yellow	Tape, adding machine, 2 1/4"
Pens, coil	Tape, correction, Sel. 2 & 3
Pens, overhead projector, black	Tape, correction, Xerox Memorywriter
Pens, overhead projector, blue	Tape, correction, IBM, Wheelwriter
Pens, overhead projector, green	Tape, refill, dispenser
Pens, overhead projector, red	Tape, masking, 1"
Pencils, #2	Tape, masking, 2"
Pencils, red	Trays, letter

## **REGULAR MAIL:**

All on-campus departments are responsible for their own mail delivery and pick up from the Office of Business Services. The County Messenger will continue to deliver and pick up mail daily.

Materials being sent to Geneva, Newark and EMS are picked up daily by a courier service.

Incoming and interoffice mail delivered to the Office of Business Services will be sorted into individual department mailboxes.

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**PLEASE INDICATE THE APPROPRIATE DEPARTMENT NEXT TO THE INDIVIDUAL'S NAME ON ALL INTEROFFICE MAIL.**

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All outgoing mail brought to Office of Business Services should be bundled and requires a self-adhesive label indicating the department code number. These labels are available through our office. If mail is in our office by 2:30 p.m., it will be taken to the post office the same day.

Please make an effort to get us your outgoing mail as soon as possible. Mail will leave for the post office at 2:50 p.m.

**REMINDER:** Our correct address is:

FINGER LAKES COMMUNITY COLLEGE  
4355 LAKESHORE DRIVE  
CANANDAIGUA NY 14424-8395

All outgoing college mail **must** have a return address.

United Parcel Service (UPS) and the insuring of the same are handled through our office. When sending out a package via UPS the following information is required:

- (a) Complete Address - (No post office box numbers)
- (b) Value of contents (for insurance purposes) - automatically insured for \$100
- (c) Value of \$500 or more requires identification of contents
- (d) For hazardous materials, special rules apply - contact Campus Safety
- (e) Packages wrapped in "brown kraft paper" will not be accepted.

In no instance can glassware be shipped via UPS unless you personally accept responsibility for breakage as UPS refuses to insure same. Any outgoing packages left at the Office of Business Services without the above information will be mailed via parcel post, uninsured.

Before processing a special mailing using materials other than what the college stocks (different paper stock for envelopes, tri-fold newsletters, etc.), please check with our office.

# **BULK MAILINGS:**

Two hundred (200) or more pieces of mail which can be classified as standard (formerly third class) will be mailed bulk rate. It is imperative that each piece of mail has an identical weight. Each envelope must contain the exact amount of material.

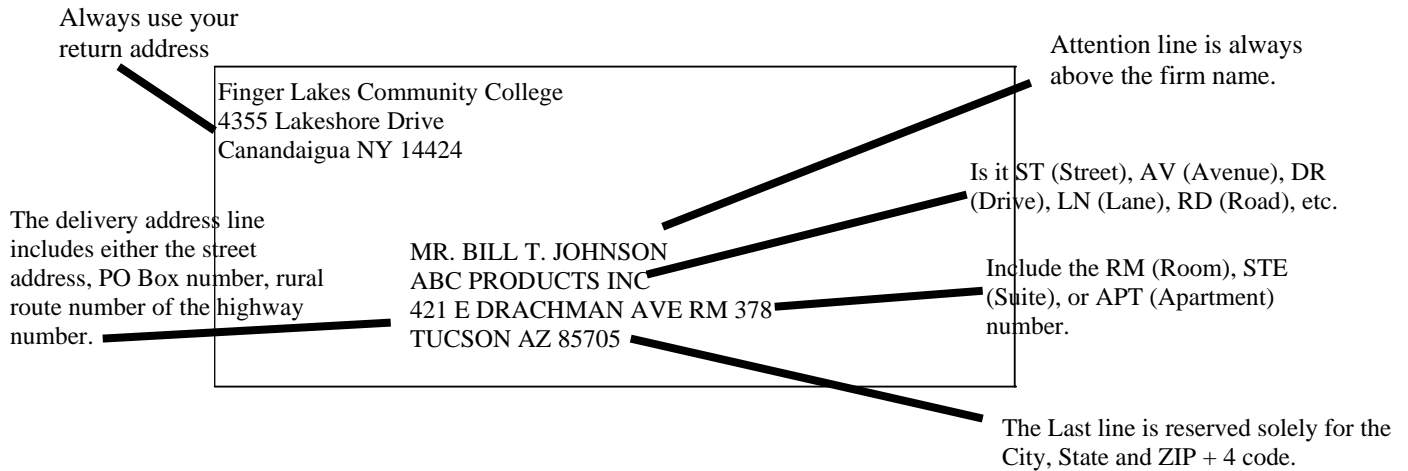
A mailing indicia is required on each piece. Pre-printed envelopes are available for your use.

BULK MAIL MUST ARRIVE AT THE OFFICE OF BUSINESS SERVICES IN ASCENDING ZIP CODE ORDER, (lowest number to highest number)

BECAUSE BULK MAIL IS NOT RUN THROUGH THE METER, ALL ENVELOPES MUST ARRIVE AT OUR OFFICE EITHER SEALED OR WITH THE FLAPS TUCKED IN. PLEASE ALLOW AT LEAST 3 BUSINESS DAYS FOR US TO COMPLETE YOUR REQUEST.

**Please contact Office of Business Services if unsure on how to prepare a bulk mailing.**

**Follow these simple guidelines to help your mail get where it's going faster.**



AL Alabama  
AK Alaska  
AZ Arizona  
AR Arkansas  
CA California  
CO Colorado  
CT Connecticut  
DE Delaware  
DC District of Columbia  
FL Florida  
GA Georgia  
HI Hawaii  
ID Idaho  
IL Illinois  
IN Indiana

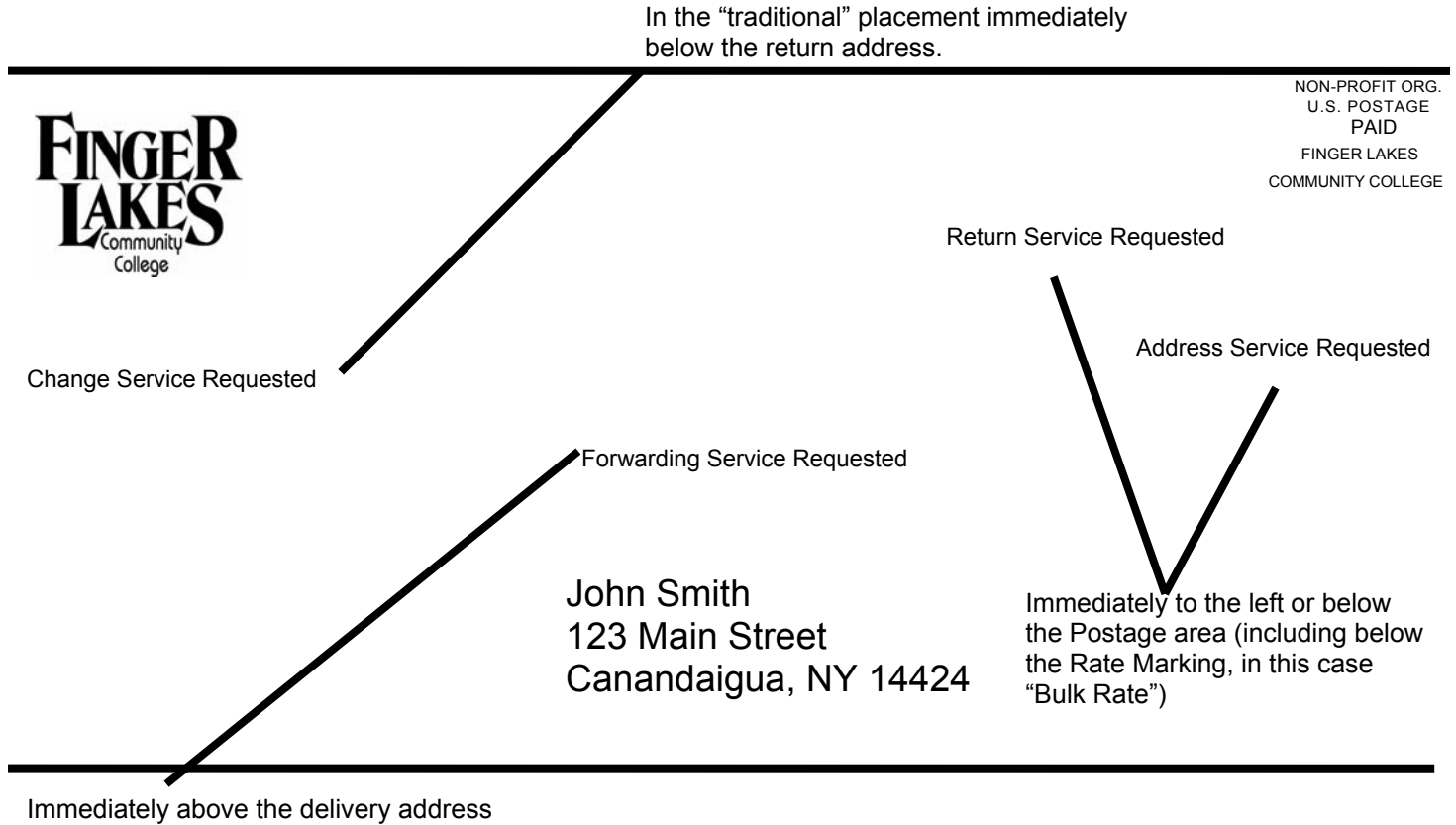
IA Iowa  
KS Kansas  
KY Kentucky  
LA Louisiana  
ME Maine  
MD Maryland  
MA Massachusetts  
MI Michigan  
MN Minnesota  
MS Mississippi  
MO Missouri  
MT Montana  
NE Nebraska  
NV Nevada  
NH New Hampshire

NJ New Jersey  
NM New Mexico  
NY New York  
NC North Carolina  
ND North Dakota  
OH Ohio  
OK Oklahoma  
OR Oregon  
PA Pennsylvania  
PR Puerto Rico  
RI Rhode Island  
SC South Carolina  
SD South Dakota  
TN Tennessee

TX Texas  
UT Utah  
VT Vermont  
VA Virginia  
WA Washington  
WV West Virginia  
WI Wisconsin  
WY Wyoming

# ANCILLARY SERVICE ENDORSEMENT PLACEMENT OPTIONS

Mailer applied ancillary service endorsements for mailer requested handling should be placed in the following four (4) locations on the mailpiece.



These standards include a clear space of at least 1/4" surrounding the endorsement, read direction of the endorsement and return address (which must be the same), minimum 8-point type size for the lettering, and sufficient color contrast with the background of the mailpiece.

## ADJUNCT MAIL:

Adjunct mail, as well as completed work requests, will be placed within your department's mail slot.

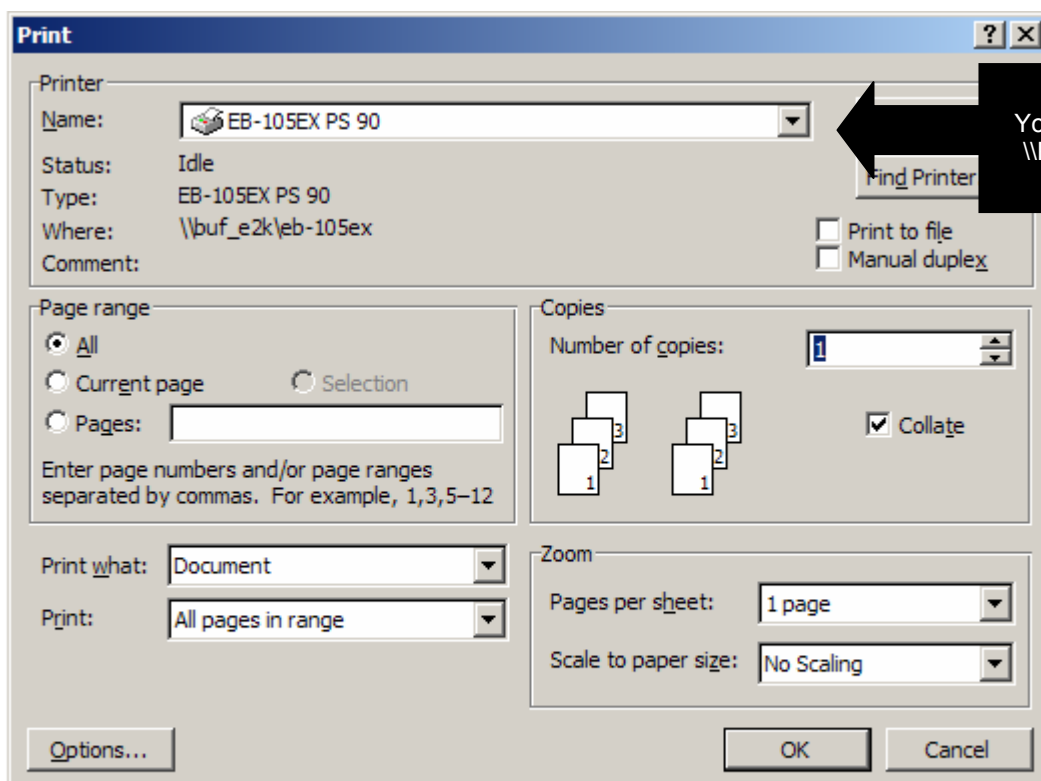
## MOVEABLE EQUIPMENT:

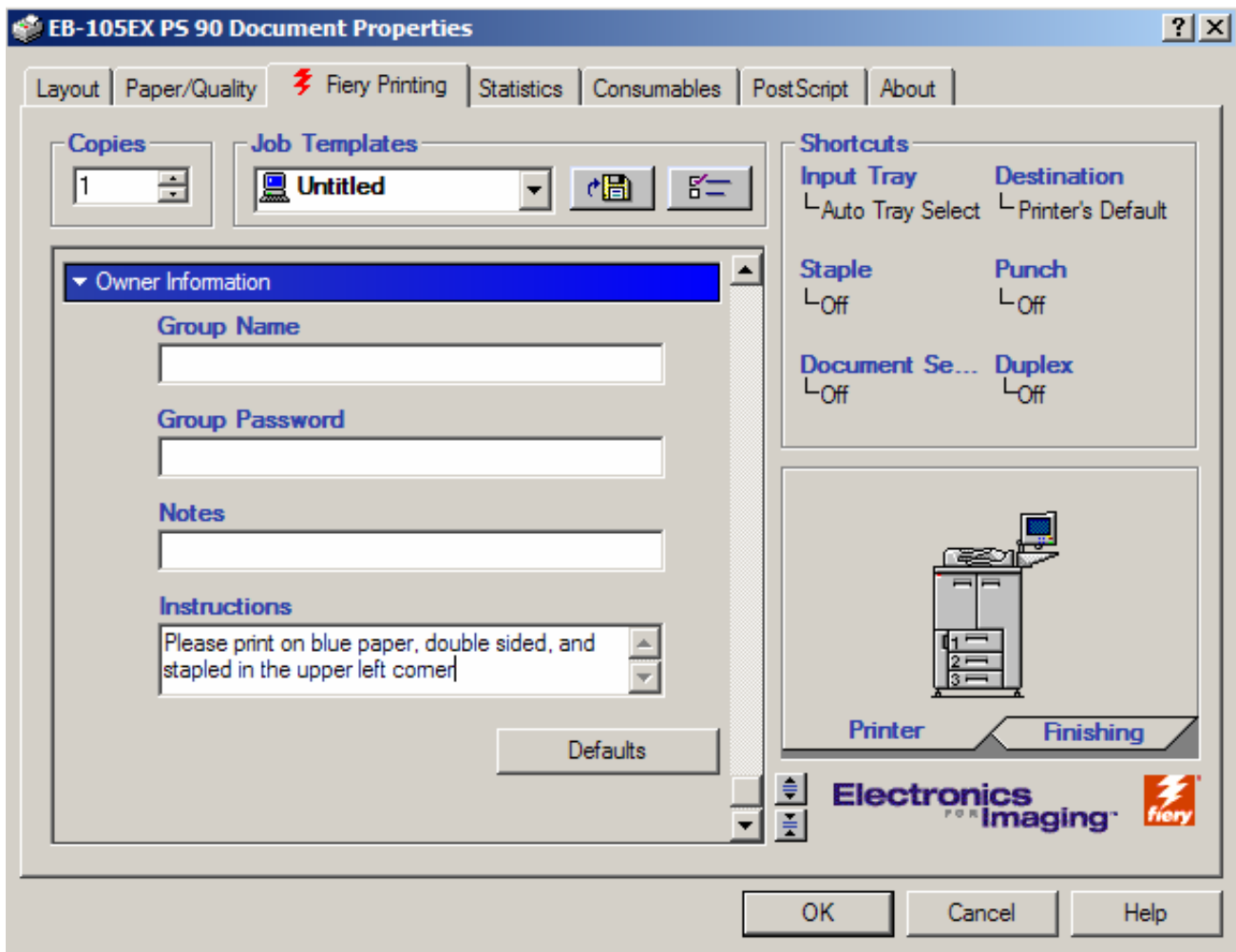
Office of Business Services maintains the moveable equipment files for all college departments. All information regarding additions, retirements, and transfers of moveable equipment are forwarded to the Director of Business Services, Bruce Treat, by the respective department head.

**Please do not attempt to dispose of or transfer equipment without proper notification to this office.**

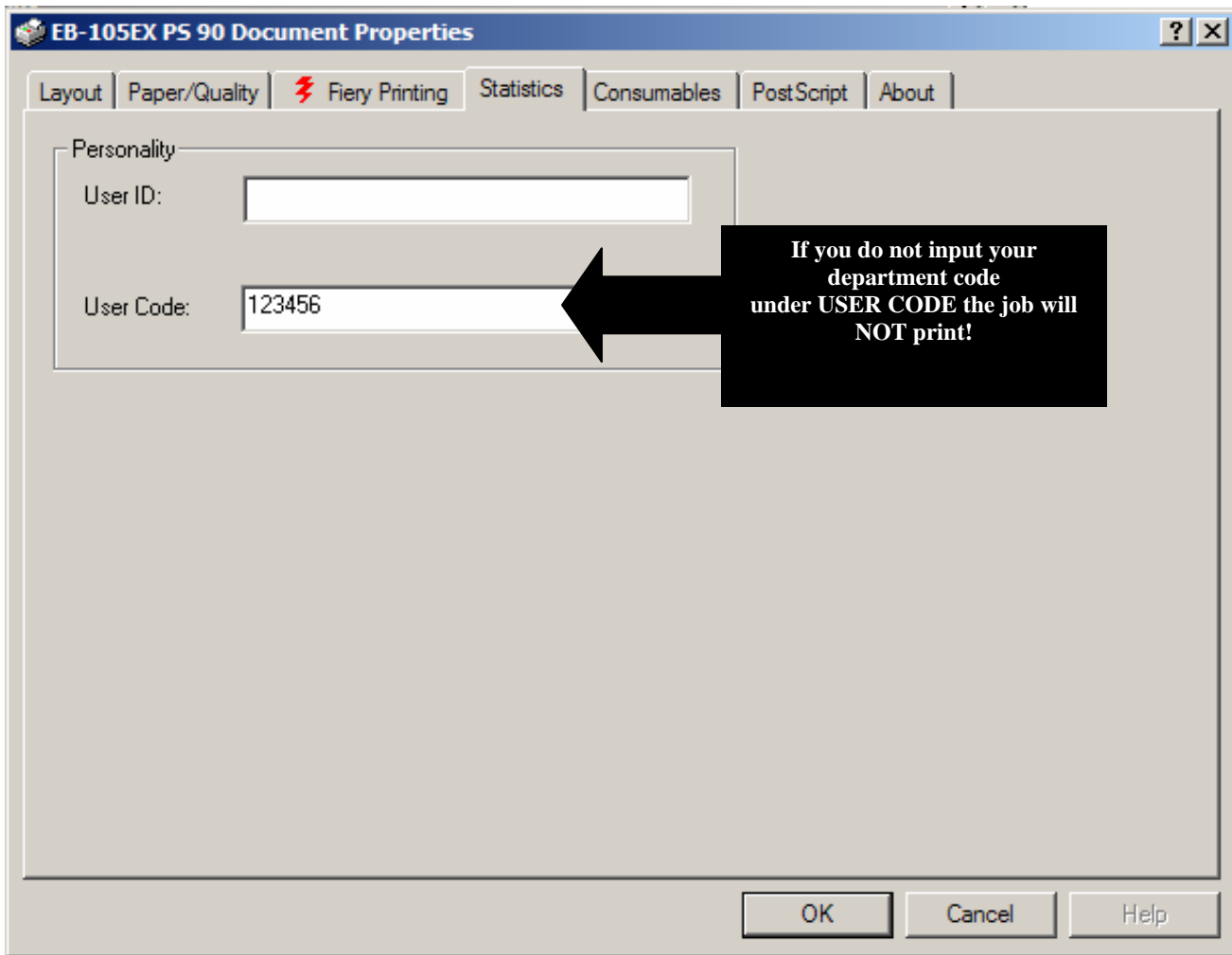
## Electronic Work Request Submission Procedure:

1. User submitting print job chooses File – Print, then clicks on “properties”.





2. On the **Fiery Printing** tab
3. Click on **Owner Information**
4. Enter **YOUR NAME** under **GROUP NAME**
5. Please enter **Due Date** under **NOTES**
6. **Under the instructions field** enter specific information regarding how they would like their job formatted (EX. Quantity needed, number of page, back to back, 3-hole punched colored paper, etc.)  
Example, 30 sets of 3 pgs, b/b, staple, 3-hole, grn. paper



Click on **Statistics tab** and enter your **Dept. Code** in the **USER CODE** box

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**If you did NOT include your dept. number in the correct place the job will not print and will have to be resent from your workstation.**

## **SUGGESTIONS**

The Office of Business Services would like to solicit your help. If you have any suggestions or ideas on how we could enhance our services to the faculty and staff, we welcome your comments. Please feel free to contact me, at any time, with your thoughts or ideas relative to continuous improvement.

Bruce Treat  
Director of Business Services