

Mail Services FAQ

Mail Services is responsible for the pickup and distribution of all incoming and outgoing mail and packages, overnight services, and on-campus paper delivery for copiers.

The Mailroom is located in the basement of the
Community Services Center (CSC) - Building E-B24.

Hours: 8am - 5pm Phone: (254) 299-8774

Q. Who do I contact regarding bulk mail outs?

A. Integ, 254-751-1012 (www.integdoes.com).

Q. Can bulk mail outs be taken over to the Mailroom?

A. Yes. Integ will pick up bulk mail outs along with the regular mail every afternoon at the Mailroom.

Q. When is the latest I can drop outgoing mail off in the drop box in the Administration building stairwell?

A. Mail pickup at this drop box is at approximately 2:15pm. Anything dropped off after pick up will be sent out the following day.

Q. How can I ensure proper billing and accounting of charges for my outgoing mail?

A. Always place departmental account number and/or department name above or under the McLennan return address. This will also help us promptly forward returned mail back to you.

Q. What can I do to ensure speedy and efficient processing of my outgoing mail?

A. When mailing regular sized envelopes, please leave the flaps up and "nested" (flaps overlapping) so that the envelopes will seal correctly. Any large envelopes should have the flaps sealed before sending to Mail Services. When sending a stack of mail, have all pieces rubber-banded together facing the same direction so that the postage will be printed in the correct area of the envelope. Also, please separate all stamped, "no postage necessary", and campus mail, keeping them separate from mail needing to be metered.

Q. When using Business Reply how do these letters get back to the correct department?

A. Business Reply is no longer being used at this campus.

Q. When is campus mail delivered?

A. Campus mail is processed at the same time as the USPS mail and is delivered once a day. Please make sure that all names and departments are scratched off before addressing. This will ensure delivery to the correct person.

Q. Can Mail Services process international mail?

A. Yes. When mailing an international letter, mark your mailing "international mail" and keep it separate from regular mail so Mail Services can ensure proper processing. If you are mailing an international package or large envelope, you will need to take these items directly to the post office yourself in order to fill out all the appropriate customs forms.

Q. What package delivery services pick up from the Mailroom?

A. FedEx and UPS do a daily drop-off and pickup from Mail Services.

Q. Which delivery service is used by McLennan for overnight services and what needs to be included?

A. We use FedEx and have a contract through one of the cooperative programs. Please make sure it's properly addressed with information such as "attention" names, suites, floors, buildings etc. Don't forget to include your account number under "Your internal billing reference." The cheapest service is "FedEx Standard Overnight" for next business day service. We also use UPS. The quickest and cheapest way would be "UPS Next Day Saver".

Q. Can you use the FedEx/UPS account for personal use and reimburse the college?

A. No, account should only be used for college business.

Q. Can I leave personal outgoing packages that already have a label on them at the Mailroom for FedEx and UPS to pick up?

A. Yes. Just be aware that it may not go out on the same day as it's dropped off.

Q. When is the latest that packages can be brought to Mail Services in order for them to go out on the same day?

A. UPS packages can be scheduled for pickup until 2 pm. FedEx packages can be scheduled for pickup until 2:45pm.

Q. Can I reuse a box for outgoing mail/packages?

A. Yes. Please remove any old addresses, bar codes or labels first.

Q. Does somebody pick up my outgoing packages or do I need to have them brought over to Mail Services?

A. All outgoing packages need to be brought over to the Mail Services (CSC basement); if it is a FedEx letter you can call Mail Services for a pickup.

Q. What can I do to make sure my outgoing and incoming mail/packages get delivered to the appropriate building/department/person?

A. Make sure that it is properly addressed with information such as "attention" names, suites, departments, floors, buildings, etc. on all addresses. Please make sure this information is given to vendors when ordering products to ensure proper delivery in a timely manner upon receipt.

Q. How can I check to see if my incoming packages have arrived?

A. First try checking the tracking number online (UPS: <http://www.ups.com/content/us/en/index.jsx>, FedEx: <http://www.fedex.com/us/>, . Second, you could contact us by email at centralservices@mclennan.edu or phone at (254) 299-8774 with your tracking number and someone will be glad to check the package log for you. It's very important that you have your tracking number available as we have no way to track your package without it.

Q. Where will my incoming packages be delivered?

A. Packages are generally delivered to the department secretary, as a signature is required upon delivery.

Q. Can toner/printer cartridges be recycled?

A. Yes. For HP toner/printer cartridges, you can either bring them over to the Mailroom or leave them with your outgoing mail to be picked up with the daily mail delivery.

Q. When is the copy paper for the copiers delivered?

A. Copy paper for the copiers is delivered on an as needed basis. Contact the Copy Center at (254) 299-8763 for paper requests.