Dear New Colleague,

Welcome to Westmont!

The Document Services Department is here to assist you with all your mailing and printing needs. We are located in the building between Kerrwood Hall and Emerson Hall. To help you adjust smoothly to the Westmont community, here is a simple overview of how Document Services can best serve you and your department.

The Document Services Team
Placing Orders
Reprographic job requests can be made in two ways:
1. Submitting an online request to pspro.westmont.edu
2. Completing a request form at the Reprographics counter (documents may be in hard copy or on a flash drive)

*Please expect all orders to take at least 24hrs. to complete.*

Print Shop Pro
Print Shop Pro is an online job submission software that will allow you to upload your print job as a .pdf, preview your submission and obtain a print estimate all in a matter of seconds. To begin, visit the above PSP website or access it via our website: http://www.westmont.edu/_offices/reprographics

Register and send a email to reprographics@westmont.edu letting us know that you have registered. Once we have activated your account you will receive an email with detailed instruction on how to use PSP.

Ordering Paper
We deliver copy, colored, and specialty paper (if in stock) directly to your department. Deliveries occur each Friday. Please send your paper requests to Raymond no later than 12:00pm Thursday. You can also pick up paper at the Reprographics counter between 8:00a.m – 4:00pm.

*Reprographics has secured large volume paper costs that beat all office supply companies. We pass this cost directly to you without charge. Please order your copy paper directly from Reprographics.*

Ordering Toner
Replacement toner for a copier can be requested at anytime and will be delivered as soon as possible. Toner can also be picked up at the Reprographics counter.

Mailing Services
Joanne Gish, Document Services Manager x6077
Courtney Atkinson, Document Services Coordinator x6087
Tom Terpstra, Document Services Assistant x6087

The post office is an authorized shipping center for FedEx, UPS, and the United States Postal Service (USPS). We also sell letter, clasp and padded envelopes, domestic and international stamps, and have UPS, FedEx, and USPS express and flat rate boxes/envelopes available. Any departmental transactions will be charged directly to your department. You are welcome to purchase and ship personal items as well.

Hours of Operation:
The counter is open from 10:00am – 4:00pm each weekday. We are closed for all staff holidays as well as during chapel on Mondays, Wednesdays, and Fridays between 10:3am and 11:30am.

Metered Mail:
Metered mail service is offered for departments shipping large quantities of first class envelopes and postcards, flats, parcels, and priority mail. The following metering restrictions apply:
1. All first class letters must be hand-stamped by departments unless:
   a) there are ten or more of the same letter (same contents, same weight) or,
   b) the letter is believed to be too heavy to qualify for one stamp (over 1 oz).
2. Any group of first class letters, envelopes, or flats must be bound with a completed metered-mail cover sheet. Use the attached sheet and get more at, http://www.westmont.edu/_offices/auxiliary_services/.
3. Additional services:
   Machine-seal envelopes
   Bulkmail Jobs (advance notice required)
   Address printing for large or bulk mailings (advance notice required)
   Hand-stamp large mailings (advance notice required)
Mail Pick-up and Drop-Off
Your department’s mail will be delivered in either a red or blue vinyl bag to a designated and consistent area in your office. At that time, any outgoing stamped mail, bound mail complete with metering cover sheet, and empty mailbag will be picked up at a designated and consistent area in your office. If, by mistake, a piece of mail not belonging to your department was sorted into your mailbag, just place that piece of mail in the outgoing pick-up area and we will redirect it.

If your department will be closed and locked during your normal mail delivery time we would appreciate a phone call letting us know.

If you miss us at your office, you can also drop off stamped mail, interdepartmental mail and mail to be metered in the appropriate slots on the west side of the post office. All USPS mail must be dropped off before 4:00 pm in order to ensure that it will go out that day.

Incoming mail arrives at the approximate times:
USPS – 10:00am
FedEx Express – 10:30am
UPS – 10:30am
FedEx Ground – 2:30pm

*Although mail arrives at these times, it still must be sorted before delivery. You can expect mail and packages to be delivered to your department anytime between 11:00am and 2:00pm. We ask that you not make inquiries about the arrival of any packages until late in the day. Please be prepared to provide a tracking number when you call.

Outgoing mail is picked up each day at the following times:
USPS Metered Mail – 1:45 pm
FedEx Ground – 3:00 pm
FedEx Express – 3:15 pm
UPS – 4:00 pm
USPS – 4:00 pm

*If you wish to ship items please arrive no later than 15 minutes before the pick-up time.

Reprographics
Joanne Gish, Document Services Manager x6077
Raymond Valencia, Document Services Coordinator x6078

Departmental copiers are located in most of the administrative buildings on campus. Each department is assigned a copy code that can be used at any of these machines. The Reprographics Department is available to assist you with your printing needs that go beyond black & white print jobs. The copy price of the departmental copiers and reprographic copiers are the same.

If you are interested in receiving copy training or a copy machine is out of order, please do not hesitate to contact Raymond Valencia (ext. 6078).

Hours of Operation:
The Reprographics counter is open from 8:00am - 4:00pm each weekday. We are closed for all staff holidays as well as during chapel on Mondays, Wednesdays, and Fridays between 10:30 and 11:30am.

Services Available:
Departmental copiers are able to:
Make black & white copies
Print on 8.5x11, 8.5x14, and 11x17 paper
Collate
Staple
Print on heavy cardstock
Scan to e-mail (No charge for this service!)

Other services offered through Reprographics:
Folding
Tab inserts
Laminating
Binding (coil, tooth, or perfect)
Note pads
Envelope addressing
Folding and inserting
Color and black & white poster and banner-sized prints