CAMPUS SUPPORT SERVICES

USER’S MANUAL

DEPARTMENT OF CAMPUS SUPPORT SERVICES
BUILDING 1000, ROOM 1156
Telephone # (305) 237-1003
Fax# (305) 237-8034

USERS GUIDE TO CAMPUS SERVICES AND SUPPORT, AND THE “HOW TO” REQUEST THESE SERVICES
Greetings, on behalf of Dr. Jose Vicente, Campus President, I would like to extend a heartfelt hello, and a "welcome aboard". As a member of the North Campus community, it might be helpful for you to know there are services available under the auspices of Administrative Services, that I am certain you will require during your employment with the College.

My Director of Campus Support Services has compiled this easy to read and understand, guide to Campus Support Services, that illustrates exactly what services are available, who has responsibility for carrying out those services, the "how to" request needed services, and of course, how to follow up on services requested.

My hope is that, as you casually peruse through this informational booklet, you begin to feel more "at home", and more confident that all is being done to make North Campus the jewel of Miami Dade College, and a place that is truly dedicated to quality service to all constituents.
Maurice Williams  
Director of Campus Support Services

On behalf of the dedicated men and woman of the Department of Campus Support Services, it is my pleasure to welcome you to Miami Dade College, North Campus.

The Department of Campus Support Services is committed to providing a clean, safe, and secure learning and working environment in which our faculty and staff can prepare our students for academic success now, and career challenges in the future.

The health, welfare, and safety of those associated with the campus; combined with the integral part we play in a collective effort to achieve success in campus endeavors is our paramount priority. We are committed to building collaborative partnerships for the betterment of the entire campus community.

I hope you will take the time to get to know us. A clear understanding of the services we provide are contained in this booklet, and will undoubtedly help to make your experience at North Campus positive and rewarding.

If you have further questions please do not hesitate to contact our office.
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MIAMI DADE COLLEGE
NORTH CAMPUS

DEPARTMENT OF CAMPUS SUPPORT SERVICES

One of the many ways we serve the Campus is by ensuring that all federal, state, and college safety, security, fire, and custodial services procedures and regulations are strictly followed. The Department also coordinates with District Plant Maintenance and Facilities for general repairs to Campus infrastructure, including, but not limited to, plumbing, electrical, air conditioning, painting, carpentry, signage, access control, landscaping, grounds, and some new projects.

Department of Campus Support Services     (305) 237-1003
Director, Campus Support Services         (305) 237-1163
Campus Services Clerk                     (305) 237-1523

The following divisions are under the Campus Support Services:

Public Safety-                            (305) 237-1100
PBX -                                    (305) 237-1000
Custodial –                              (305) 237-1003
Duplicating-                             (305) 237-1493
Mailroom-                                (305) 237-8364
The Campus Telephone operators, (PBX), falls under the Department of Public Safety, and reports directly to the Chief. PBX operators respond to all calls for information coming into the central campus telephone number. These operators are able to provide day to day information on campus activities and operations, direct incoming calls to appropriate campus personnel and departments, provide general information regarding registration, specific directions to North campus coming from any direction, and above all, provide excellent customer service in a very fluid and fast paced environment.

Telephone calls coming into the general campus telephone line when PBX is closed, are routed to the Public Safety Dispatch desk, where the same sense of urgency and customer service requirements can be expected

Hours of operation are:

Monday – Friday
7:30 a.m. – 8:30 p.m.

Saturday
8:00 a.m. – 12:00 p.m.

Sunday
Closed

PBX
Linda Jackson- Clerk Administrative
E-mail: Ljacks01@mdc.edu
Telephone: 305-237-1000
Department of Public Safety

The Department of Public Safety consists of a cadre of un-sworn Full and Part time personnel who all possess the State issued Security D License. The Department is also augmented by off duty Miami Dade Police Department personnel.

The Public Safety Mission is a 24 hour operation, divided into 3 distinct operational shifts, each shift led by an Assistant Chief, Sergeant, and Corporal. In addition to the general Mission of providing a safe and secure environment, the Department is responsible for enforcing a vigorous and viable security program to secure and protect the campus from loss, damage, and destruction of campus and related facilities, equipment, and property vital to the Mission of the college and campus.

In addition to this vital role and responsibility, the department also provides some services that blend in with the customer related service excellence that the department provides on a daily basis.

**Customer Related Services**

- Emergency Blue telephones located throughout the interior and exterior of the campus that feed directly into the Public Safety Dispatch Office.

- Free Vehicle / Battery jump start (Waiver must be signed)

- provide advice and assistance with additional measures to help resolve, or minimize, any fears or apprehensions one may have as a consequence of any perceived or actual threat, intimidation or possible act of serious nature.

- Escort service to and from vehicles and buildings for the infirmed/impaired
- Possible parking in controlled areas
- Assistance with on campus, "off-duty" Miami Dade Police Officer involvement
- Crime prevention and physical security workshops
- Current information on federally mandated campus incident statistics
Lost and Found for items misplaced on campus

For additional information, or questions, concerning the Public Safety Department please

Contact

Therese Homer, Chief of Public Safety
Telephone: (305) 237-1100/ Fax: (305) 237-8229
Employee Parking Decal and Gate Card Request Form

Decal [ ] Gate Card [ ] Decal and Gate Card [ ]

Driver Information:

_________________________ (Last name, First):

Work Information:

_________________________ Campus
Department Name Location (Rm. #)

_________________________ Chairperson’s Name Full Time / Part Time

_________________________ Chairperson’s Signature (Gate Card Requires Signature)

Vehicle Information:

_________________________
Vehicle Make Model Year Color

_________________________
License Plate # State of Registration

_________________________
Signature Date

(TO BE COMPLETED BY THE PUBLIC SAFETY DEPARTMENT ONLY)

Decal #: ______________________ Issued by: ______________________

Gate Card #: ______________________ Form of I.D. Provided: ______________________
Welcome to the North Campus Department of Custodial Services. We are the custodial element of Campus Support Services. The Custodial Department is here to provide a clean, sanitary, and healthy environment for our students, faculty and staff. We ensure maximum effective use of time, labor and procurement of supplies and equipment.

Another function of the Custodial Department is to accommodate the campus with it's moving needs, as well as, preparing and setting up for special events. This includes office rearrangements, water cooler bottle replacements, and pickups/deliveries for campus related activities, recycle bin pickup, fan requests, and requests for office copiers.

The Custodial Services Work Order is located on the internet at http://tma. Please make sure that when filling out the form, the "Repair Center" field is "North Campus Services". Custodial Services Work Orders are to be used solely for the following:

- Event set-up
  
  i. Event set-ups only take place Monday – Friday 7:00 a.m. to 3:30 p.m.

  ii. The location of the event must be available four hours prior to the event. For events held on Saturday or Sunday, the location must be available for set-up on Friday.

  iii. Decorative plants for events, and off-hour air-conditioning request, must be submitted to Plant Maintenance. These requests can be made at http://tma. Note: These requests are subject to approval. Please make sure that when filling out the form, the "Repair Center" field is "FPM-Facilities Plant Maintenance".

  iv. Microphones, computers, speakers, projectors, easels, and signs must be requested through Media Services.

  v. Items available for set-ups.
vi. Folding Chairs
1. Padded Folding Chairs
2. 5' Round Tables
3. 6' Round Tables
4. Rectangular Tables (6' X 30" X 30")
5. 32" Stage Platforms (8' X 6' X 32")
6. 16" Stage Platforms (8' X 6' X 16")
7. Tents (10' X 10')
8. US Flag
9. Florida Flag
10. Clear Acrylics Podium

• Set-up of tables for visiting organizations or Campus departments (exact time should be stated on the work order; if no one has claimed/used the table within a half hour of placement, it will be removed and the event will be considered cancelled)

• Moving furniture (only with the authorization of the Facilities Planner)

• Moving of computers are done through the campus Network Services Department (7-8282)

• Requesting materials that are in storage or sending boxes to storage (only archives may be stored)

• Moving of any materials/supplies in boxes

All Custodial Services Work Orders should be submitted with AT LEAST two weeks anticipation.

Custodial Services Trouble Reports

Custodial Services Trouble Reports are to be used solely for the following and can be called in at 7-1003, submitted through a Custodial Services Work Order or through a detailed e-mail to wgeorges@mdc.edu and gfulton@mdc.edu

• Requesting for water bottle to be replaced
• Requesting boxes for moving purposes (should be returned at the end of use)
• Requesting quick clean-ups (in case of a spill)
• Any requests for materials or food for events to or from your car must be sent via e-mail or Custodial Services Work Order 24 hours in advance

If you need advise or help with any of our operations, please call the Campus Services Office at 7-1003.
Duplicating Guidelines

The Duplicating Center is located in room 3103, Ext. 7-1493

DUPPLICATING REQUEST FORMS
All duplicating jobs must be accompanied by a "North Campus Quick Copy Center Job Request." This form is available in your department or at the Duplicating Department.

All jobs will be assigned a control number when submitted to the Duplicating Department. That number is on the top right portion of the request form. All inquiries about individual jobs must refer to that number. The numbered request form must be presented to the Duplicating Department when picking up completed work.

CAPABILITIES OF NORTH CAMPUS DUPLICATING SERVICES

1. Turnaround for classroom handouts, tests, etc. on 8½"x11 depends on the amount of copies per original requested. Please see the next page.

2. Minimum 20 copies per original. Job requests for fewer than 20 copies should be run on departmental copiers.

3. Maximum 1000 copies per original. Job requests for more than 1000 copies per original must have the approval of the Dean for Administration.

4. All copies will be made on standard 20lb. 8½"x11” white and/or colored copy paper only. Special paper stock (i.e. letterheads and special colored paper) may be submitted with the job; however, standard paper size and weight still apply (Please consult with the Duplicating Supervisor before purchasing special stock). The Duplicating Department has several colors available for your selection (please call in advance for color selection information).

5. A “copy” is defined as a single impression. Thus, one page printed front and back equals two copies.

PLEASE NOTE: PRIORITY WILL BE GIVEN TO ALL INSTRUCTIONAL MATERIALS (SYLLABI, CLASS HANDOUTS, EXAMS, ETC).

DUPLICATING SERVICE GUIDELINES

- All jobs will be made double sided (front and back) unless otherwise stated.
- Reference manuals, guidebooks, textbooks, workbooks and related materials may not be duplicated in the Duplicating Center. See copyright material section.
- When submitting test materials, place originals in a sealed envelope and attach the work request form with a paper clip to the outside. Any departmental employee submitting an exam on behalf of a professor must bring the exam in a sealed envelope inside the locked departmental test bag. Otherwise, it will not be accepted.
- All flyers, brochures, invitations, programs, class schedules or any other type of material related to promotion or advertisement must be approved by the Campus President or the Dean for Administration.
- Copies will be an exact duplicate of your original. If your original is light or dark, crooked or off center on the page, your copies will be, too. Please send originals in good conditions. Use white paper & dark lettering for originals.
- Certain departments (such as Natural & Social Sciences, Math, and Community Education) require that you obtain the signature of the department head prior to requesting any copies from the Duplicating Department.

<table>
<thead>
<tr>
<th>Administrative Purposes</th>
<th>Instructional Materials</th>
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<tbody>
<tr>
<td>Number of originals</td>
<td>1-10</td>
</tr>
<tr>
<td>Minimum copies per original</td>
<td>20</td>
</tr>
<tr>
<td>Maximum copies per original</td>
<td>100</td>
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<tr>
<td>Total copies not to exceed</td>
<td>1000</td>
</tr>
<tr>
<td>Turnaround time</td>
<td>1-2 working days</td>
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<tr>
<td>Items that require cutting, folding, padding or tabbing*</td>
<td>2 working days</td>
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</tbody>
</table>

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<tr>
<th>Administrative Purposes</th>
<th>Instructional Materials</th>
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<tr>
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</tr>
<tr>
<td>Maximum copies per original</td>
<td>100</td>
</tr>
<tr>
<td>Total copies not to exceed</td>
<td>2000</td>
</tr>
<tr>
<td>Turnaround time</td>
<td>2-3 working days</td>
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<tr>
<td>Items that require cutting, folding, padding or tabbing*</td>
<td>2 working days</td>
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</tbody>
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<th>Instructional Materials</th>
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<tr>
<td>Number of originals</td>
<td>21-30</td>
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<tr>
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<td>20</td>
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<tr>
<td>Maximum copies per original</td>
<td>100</td>
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<tr>
<td>Total copies not to exceed</td>
<td>3000</td>
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<tr>
<td>Turnaround time</td>
<td>3-4 working days</td>
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<tr>
<td>Items that require cutting, folding, padding or tabbing*</td>
<td>3 working days</td>
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<th>Administrative Purposes</th>
<th>Instructional Materials</th>
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<td>Maximum copies per original</td>
<td>100</td>
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<td>Total copies not to exceed</td>
<td>1000</td>
</tr>
<tr>
<td>Turnaround time</td>
<td>4-5 working days</td>
</tr>
<tr>
<td>Items that require cutting, folding, padding or tabbing*</td>
<td>4 working days</td>
</tr>
</tbody>
</table>

*TABBING is for mailing purposes ONLY

NOTE: Items which may require cutting, folding, padding or tabbing* with total copies in excess of 5000 and/or total originals in excess of 50, turnaround time is to be determined by the Duplicating Supervisor following review of job requirements.
COPYRIGHT MATERIAL

The requester is responsible for compliance with current federal copyright laws. A copy of compliance guidelines is available to requesters in the Duplicating Department and the Campus Library.

Copyright material will be screened by Duplicating personnel. All federal, local and MDC copyright rules will be followed explicitly. If the answer to the question "Does any part of the attached materials contain copyright?" on the front of the request form is "Yes," the "Authorization to reproduce copyrighted material" section on the form must have the name (printed) and signature of the requester, and must be dated. The Duplicating Department will not accept any request not properly executed.

For more information please contact:

Forestine Perry, Supervisor
Email: fperry@mdc.edu
Room 3103
Telephone: 305-237-1496
Fax: 305-237-8229
Mail Center Procedures and Regulations

Location: Building 3000, Room 3103
Hours of Operation: Monday through Friday, 7:30 am – 5:00pm

Miami Dade College mail services is dedicated to receive, collect and process all interdepartmental mail and related services of North Campus as well as other campuses. The college mail services provides an important link, ensuring the efficient flow of mail between the U.S. Postal Service and College Community in a timely, cost effective manner maximizing savings to the college.

In order to expedite your mail faster and serve you better, please follow the instructions listed below.

INTER-OFFICE MAIL

All inter-office mail is sorted by campus and departments. Therefore, inter-office envelopes & packages must be addressed as follows

1. Full name of receiver
2. Department name and room number
3. Campus name
4. To avoid delay, please cross out previous address

Inter-Office mail pickup from North Campus will be around 10:30 am once a day and delivered to other campuses.

Juana Romero, Supervisor
Room, 3103
E-mail: Jromero@mdc.edu
Telephone: (305) 237 - 8364

See Attachment a (Pg. 14)
U.S. Postal Services

**Pickup and Deliveries:**
The mail center makes a pickup and delivery of all outgoing and incoming U.S. Postal mail at 10:30 am, all incoming mail will be sorted by 12:30 am.

**METER MAIL:**
Return address is always required. This permits the U.S. Postal Service to return undeliverable mail. Therefore, you return address as follows:

1. Full name of sender
2. College/ Campus
3. Department name and Room number
4. Complete address
5. Department account number or account to be charged.

The address to be sent to: The U.S. Postal Service automated processing equipment does not have the ability to interpret hand written letters. Therefore, the quality, correct address and information must be accurate and typed in order for your mail to be process in a timely manner. Detecting addressing problems can be time consuming and costly. The following guidelines for addressing a mail piece will assist to reduce the Campus postage expenses.

1. Please update all your mailing list
2. Address must be typed or Machine printed
3. Address must maintain a uniform left margin
4. Window envelopes should show address only
5. Color labels cause equipment scanning problems and should be avoided
6. Color ink; Black or Blue only
7. Use (2) letter state abbreviations only
8. The right lower side of envelopes should be clear for bar- coding
9. City, State and Zip-code must be on the last line
10. Use appropriate Zip + 4 code ( If unknown; use 5 digit zip-code)

See Attachment B (Pg. 16)
BULK MAIL:

There are two (2) types of bulk mail. First class when sent pre-sorted usually is done by a presort company. Third class also known as Standard Bulk Mailing. Standard Bulk Mailing is Process by the Mail Services Department. All bulk mailing needs to be in our department 48 working hours in advance.

First Class Bulk Mail or Presort First Class, the Following is needed

1. Mailing must contain 500 pieces or more.
2. Must fit within letter size processing category.
3. Indicia must be marked “presorted” and “first class”
4. An authorized form with all required signatures must be attached.

Third Class or Standard Bulk Mail, The following is needed

1. Mailing must contain 200 pieces or more.
2. Must be identical in size, color and weight.
3. Must be in zip code order.
4. The indicia must have the permit imprint stamp
   a. Non-Profit
   b. Permit No. 312
5. A sample of the piece must accompany the mailing.
6. An authorized form with all required signatures must be attached.

Our staff will be available for any other information you may need. Please feel free to call at 7-1474 or stop by to speak with us.

See Attachment C, (Pg. 19) envelopes of Presorted First Class and Non-Profit Standard Mail

Note: There are two authorization request forms: One for large mailing processing on campus, another when a specific department sends large mail through a mailing house the must have an authorization to use the Miami Dade College permit number.
AUTHORIZATION REQUEST FORM

Please complete the information listed below for Meter / Bulk mailings that exceed two hundred (200) pieces or more. Please note that the department head signature is required.

Today's Date_____________________

Requested by:_______________________ Phone:_______________________

Department:_________________________ Authorized by:_______________________

(Department Head)

Account #:_________________________ Date Required:________________________

Description of Job:________________________________________________________

METER MAIL:

☐ First Class
☐ Presort First Class
☐ Library Rate
☐ Other:_________________________ Number of Pieces:_______________________

BULK MAIL:

☐ First Class (500 Pieces or more) Number of Pieces:_______________________
☐ Third Class (200 Pieces or more)
MIAMI DADE COLLEGE
NORTH CAMPUS
MAIL SERVICES
11380 N. W. 27TH AVENUE

AUTHORIZATION PERMIT # 312

TO: Fritz Blain
   Business Mail Entry Manager
   200 N. W. 72nd Avenue
   Miami, Fl 33152-9561

FROM: Juana Romero
      Mailroom Supervisor

The following: __________________________ mailing house is authorized to use
Our permit # 312 for approximately ________________ pieces, during the period

From: __________________________ To: __________________________

Department Information
Department name: __________________________
Account number: __________________________
Contact person: __________________________

Thank you.

________________________________________
Mailroom Supervisor

Cc: Maurice Williams, Director
   Campus Support Services
School of Community Education
11580 N.W. 27th Avenue
Miami, Florida 33167
X4201C

Miami Dade College
North Campus

Campus President’s Office
North Campus
11580 N.W. 27th Avenue
Miami, Fl. 33167-3495
N6151

Miami Dade College
North Campus

Attachment B
1. For MLOCR FASTforward users, the name of the recipient must appear in the OCR read area.
Dark shaded area indicates "free space" for nonaddress printing.
Light shaded area indicates preferred clear zone to enhance readability.
ENVELOPES AND BOXES

Delivery Address
Place the delivery address parallel to the longest side of your mailpiece.

City, State, and ZIP Code
To find the correct spelling of a city name and state abbreviation or to find a ZIP Code, visit www.usps.com or call 1-800-ASK-USPS. Using the correct ZIP Code helps direct your mail more efficiently and accurately.

Return Address
Place the return address in the upper left corner on the same side as the delivery address.

Postage
Use stamps, a postage meter, or a PC Postage system to affix the correct amount. You can calculate postage rates online at www.usps.com.

Extra Services
Place labels for extra services above the delivery address and to the right of the return address, or to the left of the delivery address.

For Express Mail, you must use the free address labels provided by the Postal Service.
Basic Standards for All Mailing Services

Addressing

Overview

The delivery address specifies where the USPS is to deliver a mailpiece. The address must be legible and complete on the side of the mailpiece that bears the postage.

General Information

Placement and location: see 202.2 for letters and cards, or 302 for flats.
The placement of the address can determine mailing of the mailpiece and/or rate and eligibility. See next page for proper placement of an address block on letter-size pieces.

Complete Addresses

(602.1.4)
The address must include:
- Intended recipient's name or other designation.
- Delivery address (including street number and name, prefix, and suffix, as appropriate), post office box number, rural or highway contract route and box number, and secondary descriptor and number (e.g., suite or apartment number, floor) if needed.
- City and state.
- ZIP Code or ZIP+4 code where required.

The address on automation rate mail must be sufficiently complete to enable matching the current USPS ZIP+4 File when using current CASR-certified address matching software (700.5). Standardized address elements are not required.

Return Address

(602.1.5)
A return address tells the USPS where the sender wants the mail returned if it is undeliverable.

A return address is required on certain types of mail. Mail qualifying for Nonprofit Standard Mail rates must have the name and return address of the authorized nonprofit organization either on the envelope or in a prominent location on the material being mailed (inside the mailpiece) (700.1.5).

Alternative Addressing Formats

(602.3)
Simplified addressing: simplified address format ("Postal Customer") is used when general distribution is requested to each customer on a rural route or on the contract route or to each boxholder at a post office without city carrier service. Government agencies may also use simplified addressing for official matter being sent to all stops on city carrier routes and post office boxholders at post offices with city carrier service.

Occupant addressing: mailer may use "Occupant" (instead of a recipient's name) with a complete delivery address on mail intended for selective distribution.

Exceptional addressing: indicates that mailpiece should be delivered to the current resident if addresser has moved. Exceptional addressing may not be used on certain types of mail.

The following guidelines for addressing a mailpiece are in USPS Publication 28, Postal Addressing Standards:
- Use simple sans serif type with uniform stroke thickness.
- Type or machine-print in dark ink on a light background with a uniform left margin.
- Left-justify every line in the address block.
- Use two-letter state abbreviations.
- Use one space between city and state, two spaces between state and ZIP+4 code.
- Use appropriate ZIP+4 code (if unknown, use 5-digit ZIP Code).

JOHN DOE
JOHNSON MANUFACTURING
500 E MAIN ST STE 222
KANSAS CITY MO 64100-1234

Additional Resources:
Pub. 25, Designing Letter and Reply Mail
Pub. 28, Postal Addressing Standards

For the specific DMM standards applicable to this category of mail, consult the DMM sections referenced above and the general sections within each DMM module.
Express Mail® Features

- Fastest service for time-sensitive letters and documents, with rates starting at $14.40.
- Next-day delivery is guaranteed by noon or 3 p.m. to many U.S. destinations, or your money back.
- Delivery to most U.S. addresses, including PO boxes and military addresses.
- Available 365 days a year, including Sundays and holidays, to most locations at no additional charge.
- Insured automatically up to $100 against loss or damage. Additional merchandise insurance is available up to $5,000.
- Includes proof of delivery with signature upon request and tracking information.

Priority Mail® Features

- Mail is delivered in an average of 2-3 days.
- Delivery to all U.S. addresses, including PO boxes and military addresses.
- Saturday and residential delivery are available at no additional charge.
- Delivery Confirmation™ is available at no additional cost when printing a shipping label online.

Envelope dimensions are 11.625" X 15.125" or 12.5" x 9.5" (flat rate); maximum weight is 70 lbs.

Flat rate envelopes are also available for a low rate of $4.05; maximum weight is 70 lbs.
Certified Mail

Get a mailing receipt and online access to the delivery status.

With Certified Mail™ you can be sure your article arrived at its destination with access to online delivery information. When you use Certified Mail, you receive a receipt stamped with the date of mailing. A unique article number allows you to verify delivery online. As an additional security feature, the recipient's signature is obtained at the time of delivery and a record is maintained by the Post Office™. For an additional fee, you can request a copy of the signature record before or after delivery with Return Receipt.

For an additional fee, request a copy of the signature record before or after delivery with Return Receipt.

Learn about detailed Features and Fees for Certified Mail.

You can use Certified Mail with:

- First-Class Mail® - Letters, envelopes, and small packages weighing 13 ounces or less.
- Priority Mail® - Cost effective delivery in an average of 2-3 days.

You can use Certified Mail with the following Extra Services:

- Restricted Delivery - Confirms that only a specified person (or authorized agent) will receive a piece of mail. Only available with Certified Mail, Insured Mail over $50, or Registered Mail™.
- Return Receipt - Provides a green postcard with the recipient’s actual signature by mail or a proof of delivery letter arriving as a PDF attachment that includes an image of the recipient’s signature by e-mail.

Certified Mail does not include insurance, and is not available for international mail. For valuables and irreplaceable items, it's better to use services such as Express Mail®, Insured Mail, or Registered Mail™.
Return Receipt

Get proof of delivery sent right to your mailbox and/or email address.

Choose Return Receipt when you want proof of delivery (information about the recipient's signature and actual delivery address). A return receipt may be purchased before or after the mailing. A mailer purchasing return receipt service at the time of mailing may choose to receive the return receipt by mail or e-mail. Mailers that receive the return receipt in the mail receive a green postcard with the recipient's actual signature. Mailers that receive the return receipt via e-mail receive a proof of delivery letter arriving as a PDF attachment that includes an image of the recipient's signature.

Electronic return receipts requested at the time of mailing also are available in bulk to mailers that print their own Certified Mail™, Registered Mail™, COD, or Numbered Insured Mail labels. Bulk delivery information can be obtained in CD-ROM or signature extract file formats. For additional information, see Publication 80, Bulk Proof of Delivery Program.

The electronic option is not available for items mailed to APO or FPO addresses or U.S. territories, possessions, and freely associated states, with the exception of Puerto Rico and the U.S. Virgin Islands.

Mailers also may purchase return receipt service after mailing, at a higher fee, if at the time of mailing they purchased Certified Mail, Registered Mail, insured mail (items valued over $50), or COD service. They may choose to receive the proof of delivery letter by fax, mail, or electronically.

Return Receipt service is commonly purchased with Certified Mail™ to get both proof of mailing and proof of delivery. It can also be purchased for Express Mail, Priority Mail, Registered Mail™, COD, or Insured Mail items valued over $50. Return receipt fees do not apply to Express Mail customers that receive proof of delivery letters via fax or mail; however, return receipt fees do apply if a green card is requested.
Insured Mail

Protect your mail against loss or damage with insurance.

You have several options for adding security to the gifts and merchandise you send.

Security is key when you're sending valuables through the mail. Whether you are sending jewelry, antiques or just expensive clothing, getting insurance provides that security. Insure your package only for what its contents are worth; you're only covered for the actual value at the time and place of mailing.

Fee . . . . . Insurance Coverage
$1.35 . . . . . $0.01 to $50
$2.30 . . . . . $50.01 to $100
$3.35 . . . . . $100.01 to $200
$4.40 . . . . . $200.01 to $300
$5.45 . . . . . $300.01 to $400
$6.50 . . . . . $400.01 to $500

Three Convenient Ways to Purchase Insurance:

Insurance Purchased Online
• Provides up to $500 indemnity coverage for a lost, rifled, or damaged article.
• Does not require extra labels.
• Available for domestic and Global Express Guaranteed® online labels printed with postage.
• Has the same fees as purchased at a Post Office™ and are based on the amount of coverage needed up to $500.
Business Reply Mail

Encourage your customers to respond to offers.

Business Reply Mail® (BRM) uses preprinted First-Class Mail® pieces for which you, not your customer, pay the return postage. Register for a permit to send one of the two types of Business Reply Mail below, and pay only for the pieces that are returned to you.

The two types of Business Reply Mail (permit required for each) include:

- Basic BRM - Suitable if fewer than 950 returned pieces are expected in one year.
- High Volume BRM - Suggested if more than 950 responses a year are expected.

Features of BRM™
- Best if you expect fewer than 950 responses per year.
- Postage rate discounts apply if more than 950 replies are expected.
- Envelopes and postcards are pre-addressed and stamped.
- Advance Deposit Account prepays postage on mailpieces.

Benefits
- Makes it easy for your customers to respond because postage is prepaid.
- Gives customers time to consider offer without heavy sales pressure.
- Provides a secure, private means of contact for you and your customers.
- Helps expand your business by:

1. Acquiring new customers
2. Encouraging customer feedback
3. Generating sales leads
4. Identifying customer needs
Package Services

Minimum Weight: none

Maximum Weight: 15 pounds (for Bound Printed Matter); 70 pounds (for Parcel Post, Media Mail, and Library Mail)

Package Services is a class of mail primarily intended for merchandise, catalogs, and other printed material. Package Services does not receive expedited service. There are four subclasses of Package Services (see below). Each subclass is best suited for a certain kind of mail, so be sure to pick the one that best suits your mailing. Package Services does not include free forwarding and return, but mailers can use ancillary service endorsements to tell the Postal Service how to treat undeliverable mail.

Unendorsed Package Services, mail that is refused or is otherwise undeliverable will be returned to the sender rated postage due, except for Bound Printed Matter. Unendorsed, undeliverable Bound Printed Matter is disposed of at the local office.

You can enhance the service and convenience of Package Services by adding extra services such as insurance and Delivery Confirmation. These services are available for a small fee.

Postage discounts are available for bulk quantities of Package Services that meet additional standards for volume, presort, and destination entry.

If you are mailing merchandise, compare the costs and service between Priority Mail and Package Services. In many cases, the postage costs are very similar to Priority Mail but Priority Mail gets there faster and includes free forwarding and return.

Package Services—including Parcel Post, Bound Printed Matter, Media Mail, and Library Mail—and other postage rates, Notice 123 (PDF) or Domestic Mail Manual, Rates and Fees Reference (HTML)
Work Order Guidelines

The Plant Maintenance Work Request is a three page carbonless form that must be typed and completed. This form may be obtained through the Campus Services Department at extension 7-1003 or Plant Maintenance at extension 71710. Plant Maintenance Work Requests are to be used solely for the following:

- Key Requests (must include the MDID number of the person which the key will pertain to and work status whether full-time or part-time)

*A plant maintenance work order must be signed by the requestor and the head of the department, and then submitted to Campus Support Services. After work request is signed and approved by Public Safety and the Dean for Administration, it is forward to Plant Maintenance.

*Issues involving the picking up of boxes after there preparation should be e-mailed to mhalloran@mdc.edu, with a carbon copy sent to rpaz@mdu.edu; after which they will be submitted to Campus Services and then faxed to Pedro Gomez at extension 7-1279. Boxes will be kept in temporary storage until pick up on Tuesday or Thursday.
North Campus

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