

# Support Services Training Presentation

## What we do for you!



# What is Support Services? Who we are!

**Property Control, Shipping and Receiving (Located in Corporation Yard)  
Surplus Property, Records Management, Shredding Services, Mail Services  
and Stan Prints**

**(Located in MSR010) Frank Borrelli, Director of Support Services**

**Rick Talamantes-Operations Lead, Property Control/Surplus Sales**

**Sarphiny Sok-Shipping and Receiving Assistant, Shipping and Receiving**

**Ricardo Reynoso-Stock Clerk, Shipping and Receiving, Property Control/Surplus Sales**

**David Younathan-Operations Lead, Mail Services, Surplus Property, Records Management,  
Shredding Services**

**Mitzael Elenes-Mail Clerk, Mail Services, Surplus Property, Records Management, Shredding  
Services, Cashier**

**Darin Skalinder-Reprographics Lead, Stan Prints**

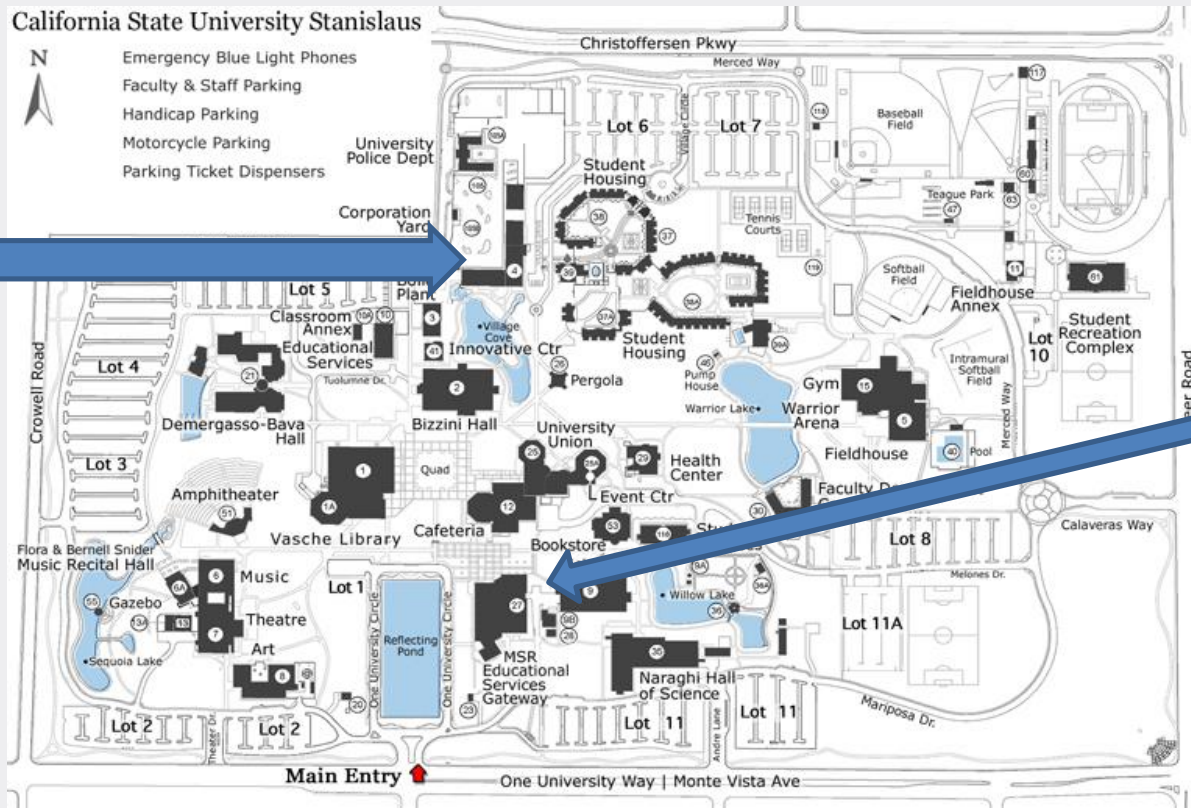
**Greg Lawless-Reprographics Assistant III, Stan Prints**

**Nic Webber-Reprographics Assistant II, Stan Prints**

**Student Assistants-8 total**



# Where are we located?



**Shipping &  
Receiving  
Property  
Control**

**Regular Hours  
Mon.-Fri.  
8am-12pm  
1pm-5pm**

**Mail Services  
& Print Shop**

**Regular Hours:  
Mon.-Fri.  
8am-5pm Cash  
Register closes at  
4:30pm**

# Property Control



What is an Asset and what are my responsibilities for it?

What is the Campus tagging limit? What can't be purchased on my PCard?

How do I check out equipment for off campus use?

How do I prepare for Inventory and how does it all work?

How do I transfer and dispose of Property?

How can I either donate or sell surplus property?

[www.publicsurplus.com](http://www.publicsurplus.com)

# Shipping and Receiving

**What do I need to do to get my package delivered to me the quickest? Can I pick up my package?**

**I have a special delivery (live or dead animals, blood or cell cultures, perishables, food, chemicals) coming to campus. What is my responsibility?**

**If my department is closed upon delivery what should I do? If my department moves, what should I do?**

**If I receive something that does not first go to Receiving what are my responsibilities?**

**If something I ordered is not correct what should I do?**



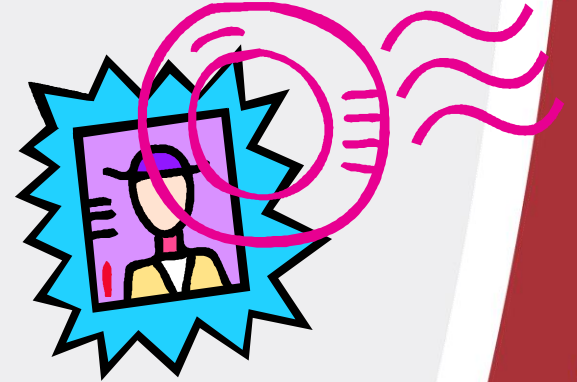
# Mail Services

**What types of Campus Mail Services are provided?**

**What types of Retail Mail Services are provided?**

**When does the mail get picked up and taken to the Post Office?  
UPS?**

**If my department is closed upon delivery what should I do? If my  
department moves, what should I do?**



# Records Management/Shredding Services

**What types of records are stored and how long do I keep them?**

**Once stored, how can I retrieve them?**

**When do you destroy, recycle, and shred my records?**

**How can I get Shredding done? One time shredding bins or department console? Cost?**



# Surplus Property



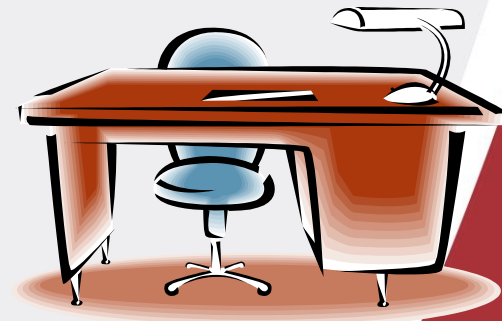
**What do I do when something in my department is surplus?**

**How do I acquire surplus furniture or supplies? Where located?**

**Can I look up Surplus items On-line? VERC (Virtual Exchange Reuse Center)**

<https://apps.csustan.edu/Surplus/Account/Login.aspx?ReturnUrl=%2fSurplus>

**Do I just put surplus in the hallway of my building?**





# Stan Prints-University Print Shop/Reprographics

What is Stan Prints? <https://stanprints.csustan.edu/>

What **Services** are provided?

High-end printing with state-of-the-art equipment

Rapid volume copying, Wide-format printing, A-Frame Posters,

Banners, Business Cards, Letterhead & Envelopes

Direct Mail (Print-To-Mail), Variable Data printing

Various types binding, Limited Graphic Design

What is the Copy Program and how do I purchase a Copier?



## Helpful Tips.....

Peak Times for our team is August, February and May of each year. The starting and ending of each semester. Peak days for Mail are Mondays, Thursdays and days after a Holiday.

If having something shipped or mailed to campus for University business, please include your full name, department and room number. If not, the delivery could take longer to get to you, could be delivered to the wrong room or could be returned to the shipper.

Please do not ship personal packages to the University. The University holds no responsibility for personal items. Items may be refused and sent back.

All packages delivered without PO number, PCard information, Market Place information, or No Name will be declared unable to be delivered and returned to the sender.



## Helpful Tips Continued.....

If you are new to campus, part time, change jobs or departments, please contact Mail Services and Receiving. We want to deliver to you but need to know who you are and where you are.

When sending interoffice mail, please write the full name, department and room number on the envelope. If dropped off to the Mailroom after 10:00am it will be delivered the next work day.

UPS, Federal Express, Major Couriers, deliver to Receiving around 10:30am to 11:00am. USPS is picked up at the Turlock Post Office by the Mail Room around 9:30am. UPS picks up at the Mail Room around 3:30pm. Cut off time to process Mail is 3:30pm.

Always fill out the on-line Work Order Request when having Printing done. If questions or first time please call or visit us!

If I pick up equipment, take it to Receiving to be tagged. OIT will not work on any equipment that does not have a University tag.



## Support Services Contact information (Please, call, visit or e-mail us!)

**Support Services Web Page Address:**

**<http://www.csustan.edu/supportservices/>**

**Mail Services E-mail: [mail\\_services@csustan.edu](mailto:mail_services@csustan.edu)**

**Stan Prints E-mail: [reprographics@csustan.edu](mailto:reprographics@csustan.edu)**

**<https://stanprints.csustan.edu/>**

**Phone numbers:**

**Support Services Main Phone Number: 667-3500**

**Property Control/Receiving: 667-3538**

**Mail Room/Records/Shredding/Surplus: 667-3014**

**Stan Prints: 667-3013**

**Director of Support Services : 667-3986**

**Questions/Comments?**

