

# DELIVERY SERVICES GUIDE



## CAMPUSES:

### Charleston Campus

6375 West Charleston Boulevard  
Building P, Room 100A  
Mail Stop: WCP100  
Las Vegas, NV 89146

WC Mail Services  
Hours: M-F, 8 a.m. - 5 p.m.  
702-651-5721  
WC.Mail@csn.edu

WC Receiving  
Hours: M-F, 8 a.m. - 4 p.m.  
702-651-5766  
WC.Receiving@csn.edu

### Henderson Campus

700 College Drive  
Building B, Room 212  
Mail Stop: HNB212  
Henderson, NV 89002

Henderson Mail Services  
Hours: M-F, 8 a.m. - 5 p.m.  
702-651-3531  
HN.Mail@csn.edu

Surplus and Inventory Control  
702-651-4239  
surplus@csn.edu  
inventory.control@csn.edu

### North Las Vegas Campus

3200 East Cheyenne Avenue  
Building F, Room 108  
Mail Stop: NLVF110  
North Las Vegas, NV 89030

NLV Mail Services  
Hours: M-F, 8 a.m. - 5 p.m.  
702-651-4356  
NLV.Mail@csn.edu

NLV Receiving  
Hours: M-F, 8 a.m. - 4 p.m.  
702-651-4239  
NLV.Mail@csn.edu

# INTRODUCTION

This guide has been prepared as a source of information regarding the services offered through the College of Southern Nevada's Delivery Service Department. CSN's Delivery Services encompasses all mailing services, shipping & receiving, asset management, inventory control, and surplus of college equipment. This guide will help explain topics and procedures related to these services.

The mission of Delivery Services is to ensure that all incoming and outgoing mail, packages, goods, and supplies are received, managed, and delivered promptly with care and accuracy while safeguarding and maintaining accountability for college assets and equipment throughout their lifecycles. Our focus is to meet the needs and expectations of the students, faculty, and staff of CSN while complying with the rules of the State of Nevada and the Nevada System of Higher Education.

The more we know about your needs, the better we can assist you to fulfill them. Please let the Delivery Services staff know how we can assist you. If you should have a specific question regarding any of our services, please call one of our offices. Our contact information is located on the front page of this guide, as well as on our webpage at the following link: <https://www.csn.edu/deliveryservices>.

We hope this guide will be a useful tool to you and your department. On behalf of the CSN Delivery Services staff, we wish you a most successful and productive academic year.

# Table of Contents

<b>Daily Courier Route</b> .....	<b>4</b>
<b>Mail Services</b> .....	<b>5</b>
Charleston Campus .....	5
North Las Vegas Campus .....	5
Henderson Campus .....	5
<b>Outgoing Mail Preparation</b> .....	<b>6</b>
Tips to Remember .....	6
Common Addressing Problems to Avoid .....	7
Address Spacing Guidelines.....	8
Abbreviations .....	9
<b>United States Postal Service (USPS) Mail Standards</b> .....	<b>10</b>
Oversized/Underweight Mail .....	10
Restrictions.....	11
Interoffice Mail.....	11
Intracity and Intrastate Mail.....	11
<b>Mail Classifications</b> .....	<b>13</b>
First-Class Mail .....	13
Priority Mail.....	13
Global Priority Mail.....	13
Priority Mail Express and International Express Mail .....	14
Package Services .....	14
Retail Ground (formerly Parcel Post).....	15
Media Mail .....	15
Library Mail .....	15
International Mail.....	16
Federal Express .....	16
FedEx Ground, FedEx Freight and UPS.....	17
Accountable Services.....	17
Certified Mail.....	17
Return Receipt .....	17
Insured .....	18
Registered .....	19
Signature Confirmation .....	19
USPS Tracking.....	20

Standard Mail (aka Bulk and Automated Mailings) .....	20
How it Works .....	22
Mailer Services .....	23
Envelope Sealing .....	23
Folding and inserting .....	24
Personal Mail.....	24
Returning Mail to Sender .....	24
Mail Forwarding and Change of Mail Stop .....	24
Campus Distribution.....	24
Copy Paper Ordering and Distribution .....	25
PPE Ordering and Distribution .....	26
<b>Receiving .....</b>	<b>27</b>
Charleston Campus .....	28
North Las Vegas Campus.....	28
Henderson and Satellite Campuses.....	28
Outbound and Return Shipments .....	28
Donated or Gifted Goods and the Gift in Kind Form .....	29
<b>Asset Management and Inventory Control.....</b>	<b>30</b>
Inventory Process.....	31
Equipment Checkout.....	32
Equipment Disposal and Surplus.....	33

# DAILY COURIER ROUTE

The CSN Courier leaves the Charleston Campus at approximately 7:30am each day.

Approximate arrival times at each stop are as follows:

North Las Vegas Campus .....	8:00am
Henderson Post Office .....	9:10am
Henderson Downtown (HNDDT) .....	9:20am
Henderson Campus .....	9:30am
Nevada State College .....	9:45am
Green Valley High Tech Center .....	10:00am
USPS Business Mail Entry (Bulk Mail).....	11:00am
UNLV Mail Center .....	11:15am
Sahara West .....	11:40am
Western High Tech Center.....	11:55am
Summerlin High Tech Center .....	12:30pm
Return to Charleston Campus.....	1:30pm

*\*Due to variations in workload, traffic, weather, and special circumstances, these times are approximate.*

# MAIL SERVICES

## CHARLESTON CAMPUS

A morning mail run is completed daily by 11:00am with outgoing department mail picked up from each mail stop. Outgoing mail for the United States Postal Service (USPS) will then be metered and prepared for pick up by the USPS Carrier. The USPS carrier does not have a designated time in which they arrive at CSN, however it is typically before noon each day. Mail from the USPS carrier is sorted, and an afternoon mail run is completed no later than 4:00pm.

***Please note: Mail or packages intended for Henderson, North Las Vegas, UNLV, Nevada State, or other sites, must be brought to Charleston Delivery Services (WCP100) before 7:30am for same day delivery. Mail for the Post Office that is requested to go out the same day, must be prepared and metered before the USPS carrier arrives. Otherwise, it will go out with the following day's mail.***

## NORTH LAS VEGAS CAMPUS

North Las Vegas Delivery Services receives USPS and interoffice mail each morning, typically by 10:30am. Mail is broken down, sorted, and a mail run completed between 11:00am and 2:00pm. During the run all outgoing mail is also picked up from each mail stop. Outgoing mail for the USPS is metered and prepared for pick up by the USPS carrier the next business morning. All interoffice mail for other campuses is also picked up the next business morning by the CSN courier.

***Please note: if you need mail delivered to the United States Post Office, UNLV, Henderson, Charleston, or other site on the same day, it must be delivered to the NLV Delivery Services or to the drop box located in the Main Building, N Wing, Room 147, before 8am.***

## HENDERSON CAMPUS

The CSN courier retrieves mail from the Henderson Post Office each morning. This mail, along with other interoffice mail and packages from the North Las Vegas Campus, Charleston Campus, and other sites, is delivered to the Henderson Campus mailroom. This mail is sorted, and a mail run is completed. During this time, all outgoing mail is also picked up from each mail stop and from the blue mailbox in the lobby of the Student Services Area in Building B. All collected mail is brought back to the Henderson mail room and sorted. All mail for other campuses and sites as well as mail to be handled by the Post Office, will be picked up by the CSN courier the next business day.

***Please note: if you need mail delivered to Charleston, North Las Vegas, other sites, or the USPS that day, it needs to be in the blue mailbox, in the lobby of the Student Services Building, before 9:30am each day.***

# OUTGOING MAIL PREPARATION

Outgoing packages and shipments via USPS, UPS, FedEx, or other methods, should be coordinated with the Delivery Services office at your campus. Delivery Services staff have the resources to find the most economical shipping prices for your needs and will request details of the outgoing shipment prior to coming to our offices.

Unless Delivery Services is preparing a bulk mailing, the preparation of all mail is the responsibility of each Department, i.e., addressing, packaging, special services and identifying the class of mail. However, someone from our team can assist if necessary. Delivery Services staff do not supply boxes, mailing envelopes or packaging supplies other than the free forms and supplies that are provided from USPS and FedEx. Please contact Printing Services for letter envelopes. Larger envelopes and boxes will need to be purchased from a supplier.

For tracking, accountability, and security reasons, all outgoing mail must bear a correct and full return address. Official CSN correspondence must reflect a department name and mail stop. Mail without a full return address will not be accepted by CSN Delivery Services. The return address should be placed in the upper left-hand corner with all return address information above the 2-3/4" mark. The proper return address format is:

College of Southern Nevada  
Department – Mail Stop  
Campus Street Address  
Campus City, NV Zip Code

Please keep international and interoffice mail separate from regular First-Class Mail.

## TIPS TO REMEMBER

To get the best results from the USPS and to avoid delays, we have listed these instructions to follow:

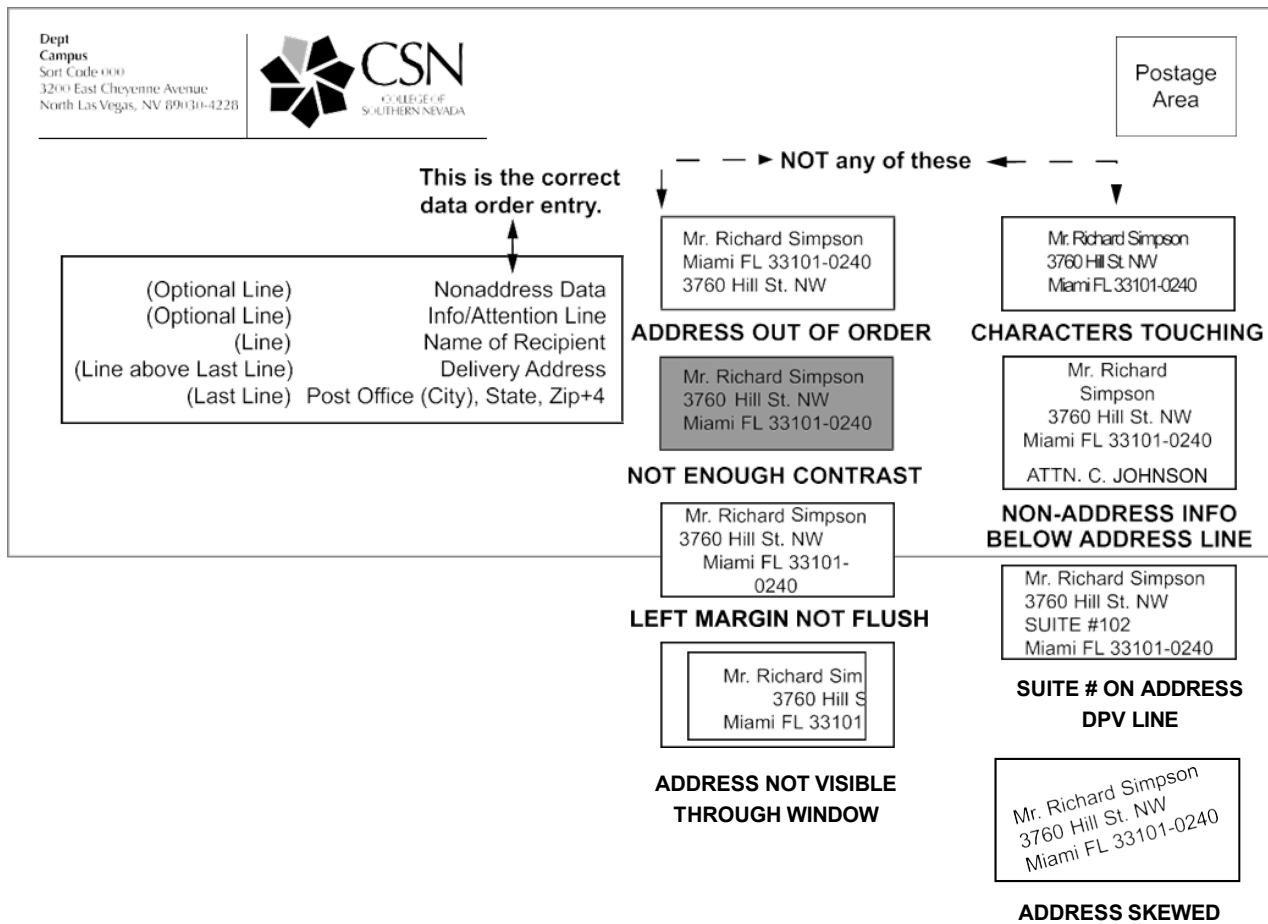
- Type or print addresses in all uppercase and avoid special fonts.
  - o Print addresses as neatly as possible or use labels printed from a computer.
- Maintain uniform left margin.
- Be sure characters are not too close together and that address lines are parallel with the bottom of the envelope.
- Omit punctuation marks and other symbols.
- Use the two-letter abbreviation for the state (see page 10)
- Include the + 4 in the zip code whenever possible (this can be found using Google).
- Be sure that the suite, apartment, building, floor, and room numbers are on or above the line with the street address.
  - o The line directly above the city, state and zip code is the delivery point line. This is the line that the USPS uses when sorting for delivery. If a recipient has a street address and a PO

Box, be sure that the actual delivery point is on the line directly above the city, state, and zip code.

- White envelopes provide the best legibility.

The USPS sets these guidelines to enhance the service and reduce delays with your mail. Delivery Services can help in mail preparation to eliminate excessive costs and encourage efficient handling of your mail.

## COMMON ADDRESSING PROBLEMS TO AVOID





# SPACING GUIDELINES FOR A STANDARD #10 ENVELOPE

The Department Program  
Cheyenne Campus

Mail Stop



RETURN SERVICE REQUESTED

1/2"

FREE AREA FOR  
LOGOS OR  
OTHER INFO

RECIPIENT ADDRESS  
AREA ONLY

1/2"

5/8"

4-3/4" (BAR CODE CLEAR ZONE)

## ABBREVIATIONS

ARMED FORCES THE AMERICAS	AA	MISSISSIPPI	MS
ARMED FORCES EUROPE	AE	MISSOURI	MO
ARMED FORCED PACIFIC	AP	MONTANA	MT
ALABAMA	AL	NEBRASKA	NE
ALASKA	AK	NEVADA	NV
ARIZONA	AZ	NEW HAMPSHIRE	NH
AMERICAN SOMOA	AS	NEW JERSEY	NJ
ARKANSAS	AR	NEW MEXICO	NM
CALIFORNIA	CA	NEW YORK	NY
COLORADO	CO	NORTH CAROLINA	NC
CONNECTICUT	CT	NORTH DAKOTA	ND
DELAWARE	DE	NORTHERN MARIANA ISLANDS	MP
DISTRICT OF COLUMBIA	DC	OHIO	OH
FEDERATED STATES OF MICRONESIA	FM	OKLAHOMA	OK
FLORIDA	FL	OREGON	OR
GEORGIA	GA	PALAU	PW
GUAM	GU	PENNSYLVANIA	PA
HAWAII	HI	PUERTO RICO	PR
IDAHO	ID	RHODE ISLAND	RI
ILLINOIS	IL	SOUTH CAROLINA	SC
INDIANA	IN	SOUTH DAKOTA	SD
IOWA	IA	TENNESSEE	TN
KANSAS	KS	TEXAS	TX
KENTUCKY	KY	UTAH	UT
LOUISIANA	LA	VERMONT	VT
MAINE	ME	VIRGIN ISLANDS	VI
MARSHALL ISLANDS	MI	VIRGINIA	VA
MARYLAND	MD	WASHINGTON	WA
MASSACHUSETTS	MA	WEST VIRGINIA	WV
MICHIGAN	MI	WISCONSIN	WI
MINNESOTA	MN	WYOMING	WY

### **DIRECTIONAL ABBREVIATIONS**

NORTH	N
SOUTH	S
EAST	E
WEST	W
NORTHEAST	NE
NORTHWEST	NW
SOUTHEAST	SE
SOUTHWEST	SW

### **UNITS**

APARTMENT	APT
BUILDING	BLDG
DEPARTMENT	DEPT
FLOOR	FL
ROOM	RM
SUITE	STE

# USPS MAIL STANDARDS

The cost to mail through the United States Postal Service varies with each classification. Up to date rates of postage can be found at [USPS Notice 123](#).

Letters are between the size of 3-1/2" x 5" and no more than 6-1/8" x 11-1/2". It cannot have a thickness of less than .007" (thickness of a postcard) or more than 1/4". If it exceeds these measurements, it must be posted at the flat or parcel (package) rate.

The flaps on a letter envelope should be at the top when looking at the address.

A flat is a mail piece that is larger than 6-1/8" x 11-1/2" but less than 12" x 15". It cannot have a thickness of more than 3/4". If it exceeds this measurement, it must be posted at the parcel (package) rate. If a letter or flat does not bend easily or has an item such as a paper or binder clip, it must be posted at the parcel (package) rate.

For flats, the flap should be on the right side of the envelope when looking at the address. The one exception to this is when the flap is on the longest edge of the envelope. In that case, the flap should be at the top when looking at the address.

Envelopes that are 12" X 15" or larger will be posted at the parcel (package) rate. Also, if a flat size envelope is addressed with the short edge on the bottom while looking at the address, it will be posted at the parcel (package) rate.

A post card must be larger than 3-1/2" x 5" but smaller than 4-1/4" x 6" in size to qualify for the Postcard Rate.

The address on the face of the envelope should be parallel with the longest edge of the mail piece and should conform to USPS specifications to be posted at a lesser postage rate.

## OVERSIZED/UNDERWEIGHT MAIL

There is an additional charge on each piece of mail that is found to be non-standard/non-machinable.

Mail weighing (1) one ounce or less is non-standard if it exceeds any of the following size limits:

- 11-1/2" in length
- 6-1/8" in height
- 1/4" in thickness
- Its aspect ratio (length divided by height) does not fall between 1.3 and 2.5. Pieces too tall relative to their length tend to tumble during processing on USPS machinery.

In addition, pieces which are less than the metrics listed below are not mailable.

- 3-1/2" in height
- 5" in length
- .007" in thickness

## **RESTRICTIONS**

Non-mailable items also include things such as paper clips, binder clips, pens, anything metal, pins, sand, glass, or any material which may escape from the envelope or break the envelope open. These items may jam and/or damage mailing equipment or cause injury to Delivery Service or USPS employees. If sharp items such as pins, pens, glass, or metal need to be mailed, please use appropriate packaging.

When mailing out spiral bound material inside a large manila envelope, please ensure the spiral or spine side is on the bottom of the envelope.

For more information on mailing restrictions, please visit this link:

<https://www.usps.com/ship/shipping-restrictions.htm>.

## **INTEROFFICE MAIL**

Interoffice mail consists of college-related material that is sent to another department or campus. This mail can be identified quickly by using the manila interoffice or interdepartmental envelopes. Please ensure that all previous markings on both sides of the interoffice envelope you are using are masked out completely. Ensure the new recipient and mail stop are clearly legible, listing the employee's full name and correct campus mail stop. Mail stops for individual employees may be found on the Outlook Directory or Workday. Department mail stops can be found on the Delivery Services website.

Delivery Services keep extra interoffice envelopes on hand and are available on request. Should your department have extra interoffice envelopes that are not needed, please forward them to the Delivery Service at your campus.

We do not recommend using plain white envelopes for sending interoffice mail as they could be mistaken for mail intended for the Post Office. If you do use white CSN envelopes or plain white letter or manila envelopes to send interoffice mail, be sure to keep it separate from any mail intended for the Post Office.

## **INTRACITY AND INTRASTATE**

Mail going to another state agency in Las Vegas, North Las Vegas, and Henderson such as Nevada State University (NSC/NSU) and University Nevada Las Vegas (UNLV), are considered intracity. The CSN Mail Courier drives to UNLV and NSC/NSU daily. Please include your full name and mail stop on the envelope.

All mail going out of the city must be properly addressed for delivery by the Postal Service. This includes CSN sites such as Mesquite, Moapa, and Nellis as we do not have courier services to these locations. Any other intrastate mail such as mail for Carson City, Reno, WMCC, etc., must also be mailed through the Post Office. Please address all intrastate mail with complete mailing addresses.

# MAIL CLASSIFICATIONS

Delivery Services at the North Las Vegas and Charleston Campus are equipped with automated postage machines that affix postage on all CSN mail being sent through the United States Postal Service. Any postage charges from a department in the amount of \$50.00 or more in a day, must be reimbursed by that department. Delivery Services will complete a Journal in Workday for these costs. Documentation of the charges will be uploaded to the Journal.

If you wish your mail to be sent out by another class other than First-Class, please ensure to notate the class of mail desired. Any mail not specified will automatically be posted at the First-Class Mail rate or whichever is most economical.

## FIRST-CLASS MAIL

First-Class Mail is anyailable matter. The following materials are to be considered First-Class matter and must carry postage at the First-Class or Priority rate.

- The maximum weight for First-Class letters is 3.5 ounces.
- The maximum weight for First-Class flats is 13 ounces.
- All postcards and envelopes must be rectangular, or an additional charge will apply.
- Mail that is wholly or partially handwritten or typewritten, invoices, bills, statements of accounts, blank printed forms filled out in writing, cancelled and uncanceled checks, and post cards.
- Price lists with written-in figures that change items or prices.
- All Business Reply Mail.

## PRIORITY MAIL

Priority Mail is mail with a probable 1-to-3-day delivery. There is no minimum weight, but the maximum weight is (70) pounds. There is also a maximum size of 108 inches in length, width, and height combined. USPS Tracking and up to \$100.00 of insurance is included with Priority Mail.

**PLEASE NOTE:** This is a **PROBABLE** service; 1-to-3-days is not guaranteed.

## GLOBAL PRIORITY MAIL

Global Priority Mail services are the same as domestic Priority Mail except international mail has a much longer travel time. Global Priority must contain a USPS Customs Form. For information on how to create a Customs Form, please visit <https://cfo.usps.com/>. After completing the form, print a copy to include with the item you are mailing and keep a copy for yourself.

## PRIORITY MAIL EXPRESS AND INTERNATIONAL EXPRESS MAIL

Express Mail is a fast, high-premium service offered by the USPS and requests for the use of Express Mail are to be used only when necessary. Express Mail is typically delivered the next day, but depending on the time the Post Office processes the mail piece, this could vary by an additional day. Express Mail is delivered (7) seven days a week, including holidays (where allowed).

International Express Mail is treated in the same manner, however International Express usually takes longer than (3) three days and requires a customs form. The USPS cannot guarantee delivery time as it has no control over foreign mail delivery.

Delivery Services recommends using Federal Express over USPS Priority Express due to the costs unless it needs to go to a PO Box. Federal Express does not allow shipment to PO Box.



EM 261373845 US

**Mailing Label**  
Label 11-F, April 2004



**EXPRESS MAIL**  
UNITED STATES POSTAL SERVICE®

**Post Office To Addressee**

ORIGIN (POSTAL SERVICE USE ONLY)				DELIVERY (POSTAL SERVICE USE ONLY)			
PO ZIP Code	Day of Delivery		Postage	Delivery Attempt	Time	Employee Signature	
	<input type="checkbox"/> Next <input type="checkbox"/> 2nd <input type="checkbox"/> 3rd Del. Day		\$	Mo. Day	<input type="checkbox"/> AM <input type="checkbox"/> PM		
Date Accepted	Scheduled Date of Delivery		Return Receipt Fee	Delivery Attempt	Time	Employee Signature	
	Month	Day	\$	Mo. Day	<input type="checkbox"/> AM <input type="checkbox"/> PM		
Mo. Day Year	Scheduled Time of Delivery		COD Fee	Delivery Date	Time	Employee Signature	
Time Accepted	<input type="checkbox"/> Noon <input type="checkbox"/> 3 PM		\$	Mo. Day	<input type="checkbox"/> AM <input type="checkbox"/> PM		
<input type="checkbox"/> AM <input type="checkbox"/> PM	Military		Insurance Fee	<input type="checkbox"/> <b>WAIVER OF SIGNATURE (Domestic Mail Only)</b> Additional merchandise insurance is void if waiver of signature is requested. I wish delivery to be made without obtaining signature of addressee or addressee's agent. If delivery employee judges that article can be left in secure location and I authorize that delivery employee's signature constitutes valid proof of delivery.			
Flat Rate <input type="checkbox"/> or Weight	<input type="checkbox"/> 1st Day <input type="checkbox"/> 2nd Day <input type="checkbox"/> 3rd Day		\$				
lbs. ozs.	Int'l Alpha Country Code		Total Postage & Fees	<input type="checkbox"/> <b>NO DELIVERY</b> <input type="checkbox"/> Weekend <input type="checkbox"/> Holiday			
	Acceptance Emp. Initials		\$	Customer Signature			

**CUSTOMER USE ONLY**

METHOD OF PAYMENT: Express Mail Corporate Acct. No. Federal Agency Acct. No. or Postal Service Acct. No.

<p><b>FROM: (PLEASE PRINT)</b> PHONE ( )</p>	<p><b>TO: (PLEASE PRINT)</b> PHONE ( )</p>
--	--

FOR PICKUP OR TRACKING: Visit [www.usps.com](http://www.usps.com) or Call 1-800-222-1811



PRESS HARD. YOU ARE MAKING 3 COPIES.

## PACKAGE SERVICES

The following are considered Package Services:

Retail Ground • Media Mail • Library Mail

Package Services have no minimum weight but do have a maximum weight of 70 pounds. Insurance and Delivery Confirmation can be included with Package Services and USPS Tracking is included with Package Services.

## RETAIL GROUND (formerly Parcel Post)

Although Priority Mail takes precedence, this service is for single piece mailings which consists of any mailable matter that is not required to be First-Class. This service is commonly used for gifts and merchandise and for packages that are unusually shaped. USPS may charge extra if your parcel weighs less than 20 pounds, but measures between 84 and 108 inches in length and width. Most additional tracking services are allowed.

## MEDIA MAIL

Media Mail is a cost-effective way to send the following eligible items:

- Books (at least (8) eight pages).
- 16-millimeter or narrower films.
- Printed music.
- Printed test materials.
- Video and sound recordings (including tapes, albums, and CDs/DVDs).
  - video games, computer drives and digital drives to not qualify.
- Playscripts and manuscripts.
- Printed educational reference charts.
- Medical loose-leaf pages and binders.
- Computer readable media.
- Advertising restrictions apply.
- Media Mail must weigh 5.2 ounces or more, up to 70 pounds.

## LIBRARY MAIL

Library Mail must display the return address of a qualified institution:

- Public libraries.
- Museums.
- Zoos and Herbariums.
- Schools, Colleges, and Universities.
- Non-Profit Religious, Educational, Scientific, Philanthropic (Charitable), Agricultural, Labor, Veterans, or Fraternal Organizations or Associations.

Mailable items using the Library Mail Rate must:

- Be addressed to one of the qualified institutions above.
- Not be addressed to an individual who has financial interest in the sale, promotion, or distribution of materials.
- Be orders of materials to itself.
  - Books, consisting of reading matter, scholarly bibliography, or blank space for notations.
  - Printed Music (bound or sheet form).
  - Bound volumes of academic theses (typewritten or duplicated).
  - Periodicals.
  - Sound recordings.



- Library material (printed, duplicated, photographed, or unpublished manuscripts).
- Museum materials, specimens, collections, teaching aids, printed matter, and interpretive materials related to educational work and interests of museums and herbariums.
- 16-millimeter or narrower films, filmstrips, transparencies, slides, and microfilms (in final form).
- Sound recordings.
- Scientific or mathematical kits, instruments, or other devices.
- Catalogs of the materials listed above, and guides or scripts prepared solely for use with such materials.

## **INTERNATIONAL MAIL**

International Mail is not required to follow the same format as domestic mail. Do not abbreviate any portion of the address line. Use complete spelling for the city, province, and country, with the country spelled out in English and in all capital letters on the bottom line.

Customs forms are required on any package and letter weighing (16) ounces or more. For more information on how to create a customs form, please visit <https://cfo.usps.com/>. After completing the form, print a copy to attach to the mail piece and keep a copy for your records.

International Mail sent via International Express or Global Priority must have a customs form regardless of its weight. Most items are mailable to foreign countries; however, there are certain restrictions. It is important to properly prepare customs forms to include details of contents. Incomplete or inaccurate customs forms are subject to impound by the foreign customs until the recipient can address the issues.

## **FEDERAL EXPRESS**

Delivery Services provides Federal Express Services and supplies to all campuses and sites. This service is the better recommendation over both USPS and UPS due to the low government pricing that CSN receives. Due to strict controls on our FedEx accounts, it is important that only Delivery Services communicates with FedEx for completing air bills or scheduling pick-ups. If you have a Federal Express you need to send out, please contact your campus Delivery Services for assistance. All FedEx shipments that need to be sent out the same day must be with Delivery Services before 2:00pm or FedEx will not be able to pick up.

Should you need something shipped to you at the college address using our Federal Express account, we can create the air bill and send that to the supplier. We will communicate with you the different cost options but will need the weight, dimensions (length, height, width) and the insured value.

Federal Express shipping costs are billed back to the department via Journal process in Workday for all FedEx charges reaching \$25.00 or more per month.

## FEDERAL EXPRESS GROUND, FREIGHT AND UPS SERVICES

All campus Delivery Services can also provide FedEx Ground and Freight Services upon request. Please contact your Delivery Services for assistance. It is important to relay size and weight information for any packages we pick up to ensure we bring proper transportation equipment. There may be times when items being shipped out are too large and we would ask Facilities for assistance.

Delivery Services does accept packages going out via UPS, DHL, Airborne Express, et al., only if they contain prepaid shipping labels. Delivery Services does not hold accounts with any other shipping company other than Federal Express and USPS.

## ACCOUNTABLE SERVICES

Accountable Mail requires a signature by the recipient or is tracked by another method. When using these special classes of mail, always consider accountability and security against normal mail service processing times. Accounting may slow down your transit time slightly.

## CERTIFIED MAIL

Certified Mail provides the sender with a mailing receipt and a record of delivery which is maintained at the recipient's USPS. A Return Receipt may be utilized in conjunction for further proof of delivery for an additional fee. Certified Mail is only available for First-Class and Priority Mail. Certified service is not available for International Mail and Insurance services is not allowed.




The image shows a U.S. Postal Service Certified Mail Receipt form. The form is divided into several sections. On the left, there is a vertical green bar with the text "7006 0810 0001 4594 8511" and "CERTIFIED MAIL". Below this is a barcode. To the right of the barcode is another vertical green bar with the text "7006 0810 0001 4594 8511". The main body of the form is white with green borders. At the top, it says "U.S. Postal Service™ CERTIFIED MAIL™ RECEIPT (Domestic Mail Only; No Insurance Coverage Provided)". Below this is a green bar with the text "For delivery information visit our website at www.usps.com:". The next section is a white bar with the text "OFFICIAL USE". Below this is a table with columns for "Postage", "Certified Fee", "Return Receipt Fee (Endorsement Required)", "Restricted Delivery Fee (Endorsement Required)", and "Total Postage & Fees". The "Postage" and "Total Postage & Fees" rows have a "\$" symbol in the first column. To the right of the table is a section labeled "Postmark Here". Below the table is a section labeled "Sent To" with fields for "Street, Apt. No., or PO Box No.", "City, State, ZIP+4", and "PS Form 3800, June 2002 See Reverse for Instructions".



## RETURN RECEIPT

Return Receipt is proof of delivery. It is available to use in conjunction with Certified, Insured, Registered, and domestic Express Mail, but is not available for use alone. There is an option of Restricted Delivery in which case only the person to whom the mail is intended for can sign for the piece.

FRONT SIDE

SENDER: COMPLETE THIS SECTION	COMPLETE THIS SECTION ON DELIVERY
<ul style="list-style-type: none"> <li>Complete items 1, 2, and 3.</li> <li>Print your name and address on the reverse so that we can return the card to you.</li> <li>Attach this card to the back of the mailpiece, or on the front if space permits.</li> </ul>	<p>A. Signature <input type="checkbox"/> Agent <input type="checkbox"/> Addressee</p> <p><b>X</b></p> <p>B. Received by (Printed Name) C. Date of Delivery</p> <p>D. Is delivery address different from item 1? <input type="checkbox"/> Yes If YES, enter delivery address below: <input type="checkbox"/> No</p>
<p>1. Article Addressed to:</p> <p style="text-align: center;"><b>SAMPLE</b></p>  <p>9590 9401 0000 5191 0000 12</p>	<p>3. Service Type</p> <p><input type="checkbox"/> Adult Signature <input type="checkbox"/> Priority Mail Express®</p> <p><input type="checkbox"/> Adult Signature Restricted Delivery <input type="checkbox"/> Registered Mail™</p> <p><input type="checkbox"/> Certified Mail® <input type="checkbox"/> Registered Mail Restricted Delivery</p> <p><input type="checkbox"/> Certified Mail Restricted Delivery <input type="checkbox"/> Return Receipt for Merchandise</p> <p><input type="checkbox"/> Collect on Delivery <input type="checkbox"/> Signature Confirmation™</p> <p><input type="checkbox"/> Collect on Delivery Restricted Delivery <input type="checkbox"/> Signature Confirmation™ Restricted Delivery</p> <p><input type="checkbox"/> Insured Mail <input type="checkbox"/> Signature Confirmation™ Restricted Delivery (over \$500)</p> <p><input type="checkbox"/> Insured Mail Restricted Delivery (over \$500)</p>
<p>2. Article Number (Transfer from service label)</p>	
<p>PS Form 3811, July 2015 PSN 7530-02-000-9053</p>	<p>Domestic Return Receipt</p>

BACK SIDE

<p>USPS TRACKING #</p>  <p>9590 9401 0000 5191 0000 12</p>		<p>First-Class Mail Postage &amp; Fees Paid USPS Permit No. G-10</p>
<p>United States Postal Service</p>	<p>* Sender: Please print your name, address, and ZIP+4® in this box*</p> <p style="text-align: center;"><b>SAMPLE</b></p>	

## INSURED

Insured allows reimbursement for domestic mail that has been lost, rifled with, or damaged. Insurance can be obtained to insure up to \$5,000; however, coverage will only cover the actual value of the contents of the mail. For insurance higher than \$5,000, the Registered Service or other shipping method must be used. Insured Service can be used with First-Class, Priority, and Express Mail.

U.S. Postal Service® INSURED MAIL RECEIPT	
<b>OFFICIAL USE</b>	
<p>Postage \$</p> <p>Insurance Fee</p> <p>Restricted Delivery Fee (Domestic only; endorsement required)</p> <p>Special Handling Fee</p> <p>Return Receipt Fee (Except for Canada; endorsement required)</p> <p>Total Postage &amp; Fees \$</p>	<p><input type="checkbox"/> Fragile <input type="checkbox"/> Liquid</p> <p><input type="checkbox"/> Perishable</p> <p>Insurance Coverage:</p> <p style="text-align: center;">Postmark Here</p>
<p>Sent to:</p> <p>Street, Apt. No., or PO Box No.</p> <p>City, State, ZIP+4®, Country</p>	
<p>PS Form 3813-P, May 2004 See Reverse for Instructions</p>	

## **REGISTERED**

Registered Mail is the most secure service provided by the USPS. Postage insurance may be purchased to cover articles valued up to \$50,000.00. It incorporates a system of recipients to monitor registered articles from the point of acceptance to delivery. Return Receipt and restricted delivery services are available with Registered Services.

Registered Services should only be used when you want to insure your mail for more than \$5,000 and is also send it by First-Class Mail. Registered Mail requires every seam of the mail piece to be covered with brown/filament tape and daubed by the USPS. The department requesting the registered mail will be responsible for taking it to the USPS for acceptance. If a receipt of the mail delivery is all that is required, consider using Certified Mail instead. Please note that there will be a delay in processing these types of mail by the USPS as great care is taken when handling.

Typical items that are sent using Registered Mail include:

- Merchandise.
- Money/Cash/Other Currency.
- Non-valuables.
- Negotiable Documents (stocks, money orders).
- Non-negotiable Documents (bonds, checks, money orders, deeds, wills).
- Jewelry, Gems and Precious Metals.

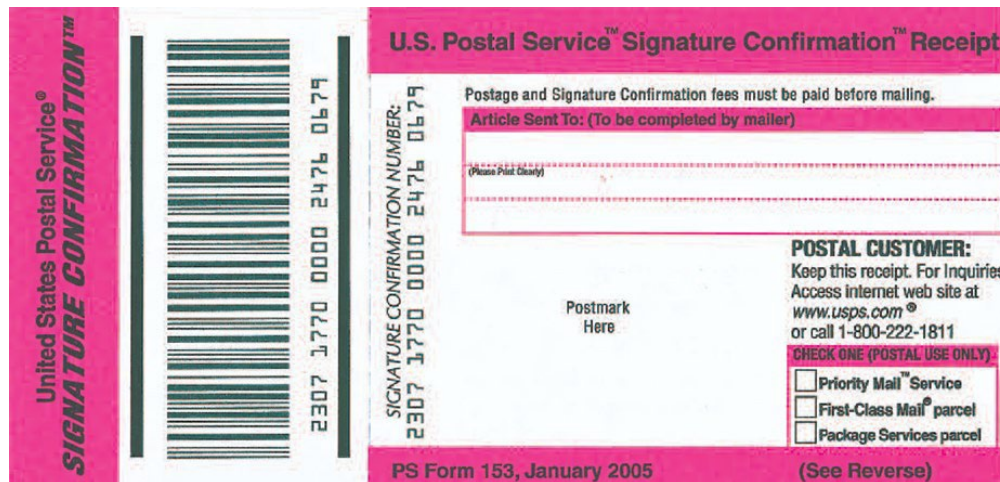
USPS employees are not allowed to assist with the preparation of Registered Mail and any envelope or package that has the appearance of having been opened and resealed will not be accepted.

Due to the secure nature and transportation of Registered Mail, there are no tracking services other than when it is delivered and there are no guarantees on delivery time.

Registered Mail is allowed to be sent without postage if the contents have no declared value.

## **SIGNATURE CONFIRMATION**

Signature Confirmation provides confirmation of delivery or the attempted delivery date, upon inquiry via email, fax, or mail. This service is available with any USPS service other than Marketing Bulk mail and Adult Signature Services.



## USPS TRACKING

USPS Tracking provides end-to-end tracking and is a free service for all Priority, Media, Library, and most International Mail. USPS Tracking can be purchased for an additional fee for First-Class Mail letters and packages under the Priority rate. This service allows the sender and/or recipient to track the item in transit.



## STANDARD MAIL (aka BULK, MARKETING, AUTOMATED MAILING)

The following can be considered for Standard Mail:

- Booklets • Circulars • Newsletters • Printed Matter • Bulletins • Flyers • Advertising Catalogs • Merchandise • Photographs • Product Samples • Small Packages

Standard Mail is a lower priority base mail and there is no guaranteed delivery time. USPS maintains a 200-piece minimum. Each piece of Standard Mail must be less than 16 ounces. Anything heavier must be managed as a Package Service or Priority Mail. The standards for size and surcharges are the same as First-Class Mail.

CSN's mail services are fully automated, making the process of sending large mailings efficient while also saving the college money. There are certain requirements for bulk mailings:

- The minimum for any bulk mailing is (200) pieces.
- Each piece must weigh less than 16 ounces unless it is being mailed First-Class Presort, in which each piece must weigh less than 11.9 ounces.
- Every envelope or piece of mail must be identical in size, weight, and content.
- Self-folded mailers are acceptable if they are tabbed in the appropriate places.
  - Delivery Services does have tabbing capabilities for a fee.
- The mailing must be sponsored by the College of Southern Nevada and must be related to the mission of the institution.
  - The return address on each piece must bear "College of Southern Nevada" (spelled out) along with complete campus address including your department and mailstop.
    - The standard CSN Logo return address is preferred, but not mandatory. (Please see pages (7-9) seven through nine for appropriate format of the return address).

There are three types of bulk mailings: Standard Presort, First-Class Presort, and Standard Non-Profit. Delivery Services does not prepare Standard Presorts. These are mailings in which the department has already put together the mailing themselves by doing all the mail handling and printing or applying the addresses. These are much more time-consuming to prepare as they will require the department to manually sort the addresses, apply the bulk mail indicia if it is not already on their mail pieces, and count the number of mailings that are in each zip code. First-Class Presort can be processed in the same manner as Standard Non-Profit, except that it will receive the full First-Class letter rate.

Standard Non-Profit offers the highest discounted postage possible. There are key details that need to be in place prior to completing a Non-Profit bulk mailing:

- Follow the rules listed above.
- International addresses are not permitted to be mailed at a discounted rate. If international addresses are included in your address list, those will be pulled out and mailed through regular International Mail.
- Non-Profit bulk mailings cannot be prepared and mailed the same day, at least (1) one day is required for preparation (depending on the size of the mailing). Upon completion, the mailing is transported to the Post Office Business Mail Entry Unit the next business day.
- The USPS usually processes bulk mailings the next business day upon receiving the mailing, please allow 1 – 3 days for recipients to start receiving.
- Please plan ahead and ensure you have ordered any window envelopes necessary from Reprographic Services.
  - The Print Request for envelopes needed for a bulk mailing are called "Window Envelopes with Bulk Mail Indicia."
- After each bulk mailing is completed and taken to the USPS, Delivery Services will complete a Journal in Workday for the postage and any handling charges. Current per piece charges are

listed below:

- \$.17 per piece bulk rate postage.
- \$.01 per piece CASS Certification of addresses.
- \$.025 per piece if Delivery Services prints your letters.
  - This is for black and white (B&W) prints only.
  - The cost for color prints currently is \$.10 per print.
- \$.01 per piece for folding.
- \$.01 per piece for inserting mail piece into envelopes.

## HOW IT WORKS

Once your department realizes they have a mailing of 200 pieces or more that they wish to send out, please contact your Delivery Services so we can coordinate the following with you:

- We will need the address database sent to our Delivery Services Technician or a thumb drive can be provided to our Charleston Delivery Services (the thumb drive will be returned).
  - We prefer Excel (.XLS), but can work with .CSV, Access, and Dbase.
    - Please ensure each field is separated, e.g., First Name, Last Name, Address, City, State, Zip Code should each be in their own column in the spreadsheet.
    - The addresses will be processed through our CASS Certification software which checks for bad addresses, corrects for addresses that have been updated with the United States Postal Service, and corrects for spelling and format issues.
    - A list of addresses that were automatically updated on the mail pieces will be provided to the department to contact the addressees for address updates to their account.
    - Additionally, a list of addresses, if any, that were not mailed due to an unknown address or other issues such as missing address information, will be provided to the department. If corrections to those addresses are provided, the department will need to send the communication out separately.
- If mailing a letter, we will need a draft of the letter, inclusive of signature if including a signature line.
  - We can input the letterhead and footer; we just need the meat of the letter.
    - Due to exact placement of address block, Delivery Services might reformat the body of the letter.
    - Delivery Services can include any data requested in the letter. For example, should you need a particular class or degree information included for specific recipients, we can include that. Same goes for any special passcodes or IDs.
      - **IMPORTANT NOTE:** Should an individual Student ID need to be included in a bulk mailing; it will not be allowed to receive the Non-Profit rate. It will need to have the regular First-Class postage rate.
  - A draft of the letter will be sent to the requesting department for approval before

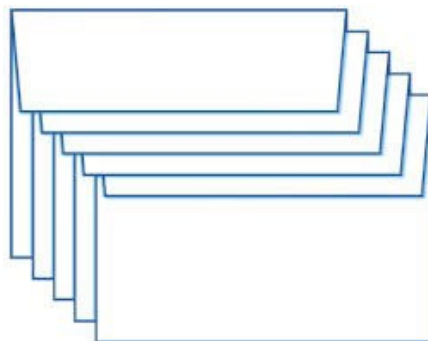
- proceeding with the mailing.
- **IMPORTANT NOTE:** It is important that if you are doing a mailing that requires envelopes, you must do a Print Request with Printing Services for “window envelopes with the bulk mail indicia.”
  - If mailing a postcard or self-folded mailer, please contact Reprographic Services for design details.
    - **IMPORTANT NOTE:** It is important to tell Reprographics that the postcard/mailer is for a mailing and requires the “bulk mail indicia.” If Reprographics prints your mail piece without the indicia and without the addresses, we will not be able to run the mail piece back through the printer and the department will either need to make a new print request or print labels and apply them by hand.
  - Enclosures can be included with your mailings. Delivery Services can insert a flier, brochure, and/or Business Reply envelope into your mailing. There is no extra mail handling cost and the price for postage will remain the same if the mail piece remains within weight and thickness rules.
    - Business Reply envelopes may increase the response level for replies. These envelopes are printed by Reprographic Services.
  - Delivery Services offers a short CAPE course in conjunction with Printing Services on these subjects. Please contact our department if you are interested in taking that course.

**\*IT IS IMPORTANT TO CONTACT DELIVERY SERVICES BEFORE BEGINNING ANY PORTION OF YOUR MAILING TO ENSURE ALL USPS RULES ARE FOLLOWED.**

## **MAILER SERVICES AVAILABLE**

### **ENVELOPE SEALING**

Automatic sealing of gummed envelopes for mailing is provided for any business-size envelope at no cost to the department. We do request to please ensure the flaps of the envelopes are all the way opened and that the envelopes are nested inside one another (see below). Improperly prepared mail may be returned to the department. Our equipment is not capable of sealing large manila envelopes.





## FOLDING & INSERTING

Delivery Services at the North Las Vegas Campus can fold and stuff your mailing (up to (4) four sheets and an insert/flier and a Business Reply Envelope) into a regular #10 envelope. There is a handling fee of \$.02 per envelope which will be billed back to your department using the Journal process in Workday.

## PERSONAL MAIL

Per the Nevada State Administrative Manual, Section 1206.0, personal mail is not to be handled in conjunction with college mail. You may deposit your sealed, addressed, and pre-stamped/postage-paid personal mail into one of our mail drop boxes or into your department's outgoing mail receptacle. However, CSN and Delivery Services cannot be held accountable for any lost, stolen, or damaged personal mail once it leaves the campus. If there is not a return address on the mail and, also, does not contain postage, the mail will be taken to the Post Office where it may be placed into a dead letter file. If there is a return address but not postage, we will do our best to contact the sender to correct before taking it to the Post Office.

**\*PLEASE DO NOT USE THE COLLEGE ADDRESS FOR RECEIPT OF PERSONAL MAIL OR PACKAGES, IT WILL BE RETURNED TO THE SENDER. ALSO, PLEASE DO NOT USE COLLEGE ENVELOPES FOR PERSONAL MAIL.**

Delivery Services staff do not handle any monetary transactions; we do not sell stamps, postage or mailing supplies. We cannot weigh personal mail to advise the cost of postage or the required number of stamps for postage. We also cannot provide any packing supplies or services for personal mail.

## RETURNING MAIL TO SENDER

When an employee has separated from CSN, it is the department's responsibility to have the employee's mail forwarded and/or contact the sender to update their information. However, should mail for the exited employee still be received after a semester, Delivery Services will contact the sender to have the name removed from their mailing lists.

If your department has any mail they wish to return to the sender, please place a note on the mail and place it in your outgoing mail receptacle.

## FORWARD MAIL/CHANGE IN MAIL STOP

It is the employee and/or the department's responsibility to have mail forwarded to a new mail stop. Should an employee move offices, they should contact Delivery Services to update their new campus, building and office number. Delivery Services will contact each department twice a year to make mail stop updates. In addition, employees should contact OTS and Facilities to update their location.

## CAMPUS DISTRIBUTIONS

If your department has a college sponsored handout or flier you wish to distribute throughout the college community, Delivery Services can assist. Please provide the product to Delivery Services or

request the Print Shop to deliver to Delivery Services. Indicate exact instructions for the class of delivery. There are (5) five classes of employees for distribution purposes that can be specified:

- Classified Employees
- Professional (Administrative/non-teaching) Employees
- Professional (Faculty) Employees – this includes Deans, Counselors, Department Chairs, Directors, and VP's.
- Faculty (Full-time Professors and Instructors)
- Adjuncts (Part-time and LOAs)

Delivery Services can provide an approximate count of each class for each campus, which will be useful for printing purposes.

If you will be applying labels with employee names and mail stops, please be sure you use the employee's full name and complete mail stop (Campus/Building/Room). We also request you to please sort/bundle the pieces at least by campus and building if possible. Delivery Services will require at least (1) one full day for complete distribution.

Delivery Services can also prepare interoffice distributions to include employee names and mail stops during the printing process. There is no additional charge for this service.

## **COPY PAPER ORDERING AND DISTRIBUTION**

CSN Delivery Services is responsible for delivering cases of copy paper to departments upon request. Please log into the CSN Printing Services website to complete a copy paper order at <https://www.csn.edu/printing-services>. You will need to be logged into GoCSN and will need to set up your account with Printing Services if you have not already submitted a Print Request. The setup of your account will launch immediately if you do not already have one. Below are the steps:

- Scroll down and click on the "Click Here for All CSN Printing Needs."
- On the left-hand side, where the options are, click on "Order Copy Paper Here."
- Enter the number of cases of paper you would like to order and click ADD.
  - Please note that you will only be able to order (4) four cases of paper at a time and we only supply regular 8-1/2" x 11", white copy paper.
  - If you need a specific size or color, please contact Printing Services.
- On the left-hand side there is a yellow button that says "Checkout," click on that.
- Here you will need to verify your information is correct and enter in the "Need by Date" and the "Mail Stop," then click the yellow "Billing Info" button at the bottom.

- On this page just make sure your PG # is accurate. Please note that while it is requested to input your account number, there is **NO CHARGE** for copy paper.
- Click the yellow “Send Order” button.
- It will then go to your supervisor to approve.
  - If you are a supervisor and do not want to bother your supervisor with this approval process, you can request your employee to create this request and then you would be the approver.

Please allow at least (1) one day for your copy paper order to be delivered.

### **PPE ORDERING AND DISTRIBUTION**

EHS&S manages the PPE Ordering System and Delivery Services is responsible for distributing PPE orders. PPE can be ordered at this webpage <https://purchasing.csn.edu/Store/Home>. You will need to be logged into the **GoCSN** portal for access. Click on the ‘Place an Order’ link to begin your order. Please note that once you place your order, it will route to your supervisor for approval. As with copy paper orders, if you wish to bypass that process, you can have an employee who you supervise place the order, you will then become the order approver. Please allow at least (1) one day for the order to be delivered.

# RECEIVING

CSN Receiving is the central authority for the acceptance and receipt of goods. There are no set schedules as to when deliveries arrive at our Receiving docks. However, most dock deliveries are received by 2:00pm and freight companies will schedule their deliveries with us if requested by the end user.

When shipments arrive, our staff carefully inspects each item before the driver departs. If damage is noticed or suspected, it is further investigated, documented on the delivery driver's records, photos taken, and the department notified.

Receiving does not normally refuse damaged shipments unless there is extreme damage such as liquid or glass breakage which may be unsafe for our staff to handle. In such cases, photos and documentation are recorded and the department is notified of the issue. It is the department's responsibility to contact the supplier to coordinate reshipment.

All received packages are subject to be opened and inspected. Goods are compared to packing lists and Purchase Order information. Items that meet tracking requirements are tagged and recorded. Finally, packages are scheduled for delivery to their intended locations. All packages received are scanned into Delivery Services package tracking system. Upon delivery, a signature is requested. However, should a delivery be made, and an employee is not available to sign, a notation is made in the system. The package is then left in a designated and secure area with a photo taken of where the package was delivered.

Shipments for the Henderson and satellite campuses or shipments that were misdelivered to the incorrect campus will require extra time for delivery as we will need to schedule a vehicle for transport. There are also times when we must request assistance from Facilities to move larger/heavier items or for items that require special care during transport.

Please notify Delivery Services on shipments that are drop shipped to a location other than a Receiving dock or delivered during installation. In such a case it is the ordering department's responsibility to inspect the delivery.

It is the ordering department's responsibility to create Receipts, complete P-Card Transactions in Workday, and contact suppliers if there are any discrepancies.

CSN Receiving does not usually accept shipments for the Follett Bookstores nor Campus Food Services (currently Chartwells) unless prior request is provided. Delivery Services will instruct delivery drivers of correct delivery locations for the Bookstore and Food Services. CSN Receiving also does not accept receipt of personal shipments. If it is determined that the delivered shipment is personal, it may be returned as refused.

**IMPORTANT NOTE:** Large deliveries via freight truck are requested to ensure 'Driver Assist' is notated on the purchasing documents. Delivery Service staff do not enter or operate equipment on vehicles not owned by the College.

## CHARLESTON CAMPUS RECEIVING

The Charleston Campus Receiving dock is not equipped with a standard dock. Deliveries require a lift gate or forklift for removal. Delivery Service staff are certified forklift drivers for such cases.

**IMPORTANT NOTE:** Space is limited at the Charleston Receiving dock. Large deliveries should be expected to be received by the ordering department immediately.

## NORTH LAS VEGAS CAMPUS RECEIVING

The North Las Vegas Campus Receiving dock is equipped with a standard dock and can accept deliveries straight to the dock. Deliveries do not require a lift gate or forklift; however, a forklift is available if required to remove items from a truck.

While the NLV dock has more space than the Charleston dock, if it is requested to hold or delay deliveries, we can only accommodate the space for three days.

## HENDERSON & SATELLITE CAMPUS RECEIVING

The Henderson and satellite campuses do not currently have receiving docks. All shipments intended for Henderson or any of the satellite campus sites should be directed for delivery to the North Las Vegas Campus. These shipments will be inspected and prepared for delivery to their intended locations by Delivery Services.

For exceptionally large shipments or equipment, coordination to the Henderson or satellite campuses is encouraged to be arranged. However, this is something that the department will need to arrange with the supplier and the shipper as Workday does not allow 'ship-to' addresses other than the North Las Vegas and Charleston Campus addresses. Please inform Delivery Services of the delivery date and time when that is known.

## OUTBOUND AND RETURN SHIPMENTS

If your department needs to ship out a package, please coordinate with your Delivery Services. We can ensure the best method and most economical rate is applied.

There are times when departments find themselves needing to return items to suppliers (e.g., duplicate shipments, repairs, replacements, preview materials, incorrect items). To avoid paying for the item you will not keep, or that is to be credited, you must be able to show that it was returned to the supplier. The ability to track the return of merchandise to a supplier requires cooperation from all concerned. To protect CSN, your department, and yourself, the formal procedure is explained below:

A Return Shipping Authorization Form must be completed to process any return. This is the source document establishing a paper trail regarding your return. This form details the department that is returning the item(s), the number of boxes/packages, estimated cost of the item(s), the Department's

Program Account number, and the P-Card Transaction number or Purchase Order number used for the initial purchase.

To complete a Return Shipping Authorization Form, contact must be made with the supplier to arrange for the return and to obtain detailed information. You must list the supplier, the representative for that company, their phone number, the Returned Merchandise Authorization number (RMA) if one is necessary, and the address to which you are directing the return. If the supplier is going to issue a "Call Tag," i.e., the supplier arranges for the pickup and pays for the shipping, this information should also be noted on the Return Shipping Authorization Form. The lines provided at the bottom of the form are for your department to indicate why the return is taking place.

Attach a copy of the Return Shipping Authorization Form to your shipment and keep a copy for your records. A copy of any packing slip/invoice should also be included inside your shipment along with any documentation the supplier is requesting you to include. This will help to ensure proper credit for your return. Indicate which item(s) on the packing slip/invoice that you are returning.

Notify Delivery Services at your campus when items are ready for pickup or if you will be dropping them off.

If the supplier does not issue a Call Tag, then the department will be responsible for the shipping costs. Delivery Services can inform you of those costs ahead of shipment. If the cost is more than the allotted \$25.00 per month for Federal Express, Delivery Services will issue a Journal through Workday.

The **Return Shipping Authorization** Form is located at the [Delivery Services](#) webpage or by contacting your campus Delivery Services.

## **DONATED OR GIFTED ITEMS TO CSN AND THE GIFT IN KIND FORM**

Items received, which are gifts or donations, must have a fully executed **Gift in Kind Form** from the CSN Foundation Office accompanying them. This form will require approval and signatures from multiple departments and are required to be completed prior to the receipt of the goods.

The form will list appraisal values in which should any item meet the CSN's equipment tagging requirements, an asset tag will be placed and record of it will be entered into our inventory system.

Delivery Services may contact end users to inquire on purchase methods and other details related to the receipt of such shipments.

Donation and gift are to be considered the same definition.

# ASSET MANAGEMENT AND INVENTORY CONTROL

Asset management begins with the procurement process, whether that be via a Requisition in Workday, a P-Card purchase, or as a gift to the college.

College equipment classification is driven by the Spend Categories and Additional Worktags that are entered during the procurement process. Please feel free to contact Delivery Services to obtain help with choosing the correct Spend Categories and Additional Worktags.

CSN's Equipment policy and procedures, follow the guidance of the [Board of Regents Procedures & Guidelines Manual, Chapter 1, Section 2, Item 9](#) which states the following:

- Equipment is defined as anything tangible with an initial value of \$5,000 or more. Sensitive Equipment is defined as any trackable asset with a value less than \$5,000. Equipment shall be tagged with a College issued asset tag and its information input into an inventory system managed by Delivery Services. While Delivery Services is responsible for maintaining accurate records for equipment inventory, disposals, and property movements, each department has custodial responsibility for all equipment under their respective areas and for reporting all additions, deletions, and material changes in condition to Delivery Services.
- The following goods are required to receive asset tags and be inventoried regardless of their acquisition costs:
  - Firearms
  - Drones
  - Printers
  - Computers (desktops, laptops, tablets, servers)
- Assets requiring a change in department or physical location must have an [Asset Transfer Form](#) completed by the responsible department and submitted to Delivery Services at [inventory.control@csn.edu](mailto:inventory.control@csn.edu) or interofficed to NLVF110.
  - Responsible departments must submit a request to move any computer hardware, peripherals, audiovisuals, and/or media equipment through the [Office of Technology Services Help Desk](#). Before computer equipment enters the surplus process, all stored data must be removed/wiped and sanitized by the Office of Technology Services.
  - Responsible departments must submit a request to move furniture and other non-technology related equipment through Facilities Management [iServicedesk](#).
- Acquisition of goods by a department through gift or donation must be reported to the Foundation Office and accompany a fully executed Gift in Kind form. Donated equipment with a listed value of \$5,000 or more will follow NSHE/Board of Regents guidelines for trackable equipment. In addition, any donated or gifted items that meet the Sensitive

Equipment guidelines and are less than \$5,000 will be tracked in accordance with this procedure.

- A grant agency may categorize purchases in which the cost is between \$1,000 and \$4,999.99 as items of value. These items will be considered Sensitive Equipment and will require asset tags and identifying grant stickers. The department receiving the grant-funded equipment is responsible for maintaining accurate inventory records of those items.
- The Office of Sponsored Projects and the Grants & Contracts Office must be notified should grant equipment need to change departments or its intended use. These departments are also responsible for the verification of Spend Categories, Additional Worktags, and approval of disposal.

## INVENTORY PROCESS

In compliance with NSHE/Board of Regents policy and to ensure an accurate accounting of College assets, a comprehensive physical inventory is performed annually during the Winter Semester Break.

Delivery Services staff utilize handheld RFID barcode readers and tablets with dedicated software to scan inventory at all CSN locations. Prior to the initiation of the inventory, an emailed notice will be sent to each department custodian, (i.e., deans, directors, and department heads), informing them of the dates that inventory will take place.

Once the inventory scanning is complete, the resulting data is compiled, and assets are assigned into (2) two categories:

- Assets deemed **Found** will be recorded on the report with the locations and dates they were inventoried.
- Assets which are **Not Found** will be included in the report, but with a “Not Found” status.

At the conclusion of the inventory reconciliation, a final inventory report inclusive of the found and not found assets is provided via email to each inventory custodian accompanied by a Certification of Inventory document. The departments shall review the inventory, address any discrepancies, sign, and return the Certification of Inventory document to the Inventory Control section of Delivery Services at [inventory.control@csn.edu](mailto:inventory.control@csn.edu) or interofficed to NLVF110. Efforts must be made by the notified department to locate any assets which are deemed “Not Found.”

Assets that remain to be not found for (1) one year are then considered “Legacy Not Found” assets. Should the assets continue to not be found after the following inventory year, they will be considered for disposal from inventory with a memo to the VP of the department. Should the legacy not found asset(s) fall under a grant funded program, the Office of Sponsored Projects and the Grants & Contracts Office will also be notified. Multiple notifications shall be sent to departments regarding missing assets in their areas.



An annual inventory report inclusive of the results of the College-wide inventory process and procedure is submitted to College Administration for reporting to NSHE/Board of Regents.

### **Essential information regarding Asset Inventory:**

- Loans of equipment to Not-for-Profit and non-political entities may be made if determined to be in the best interest of the College and the public good. All loans must be documented in writing, including which entity is responsible for the maintenance and must be approved by the College President. The President shall submit to the Chancellor a list of loaned equipment annually or upon request.
- All equipment located at off campus sites must be used for institutional programs and must be inventoried and maintained in the same manner as equipment on campus. If CSN does not control the site, a written memorandum of understanding agreement (MOU) must be in place with the organization that owns or controls the site.
- Equipment can be checked out to employees and students by the Office of Technology Services or individual departments. Such instances must accompany an Off Campus Use Permit Form (OCUP).

## **EQUIPMENT CHECKOUT**

The College will permit individuals to checkout and remove College equipment from campus for use in completing academic and/or administrative assignments. Said property must be used exclusively for College related business.

Individuals removing College equipment from the campus assume full responsibility for the care, security, and replacement of such property.

If equipment is lost or damaged beyond repair, the borrower may be requested to provide reimbursement to the College for replacement. Loss or damage of equipment may prohibit the employee or student from borrowing College equipment in the future.

The Office of Technology Services (OTS) and/or the department inventory custodian must submit a completed Off Campus Use Permit Form to [inventory.control@csn.edu](mailto:inventory.control@csn.edu). Place a ticket with OTS HelpDesk for assistance with this process for IT equipment. For departmental equipment, the inventory custodian must make a request for the form from Inventory Control.

The period for property checkout is determined by OTS or the assigning department. At the expiration of the checkout period, the equipment must be returned to its originating department for inspection and re-issuance if requested. If the equipment checkout will be extended, a new Off Campus Use Permit Form (OCUP) must be completed and submitted. If the equipment cannot be returned on or before the scheduled due date, borrowers must make arrangements with the originating department. For IT equipment, you must place a new ticket with OTS to return your device.

Installation or use of unapproved software on college computer equipment may be grounds for the equipment's immediate return and/or denial of future equipment checkout.

College property must be returned immediately:

- At the request of the originating department, a department head, dean, director, VP or above.
- At the request of the Purchasing Director.
- Upon the employee/contractor/student's separation from employment, service, or admission to CSN.
- If the equipment is no longer being used.

Checked out equipment is required to be included in the annual inventory process. A copy of the OCUP must be retained by the originating department and a copy of the OCUP must be provided to the borrower.

## **EQUIPMENT DISPOSAL AND SURPLUS**

College assets designated for surplus, salvage, or disposal, must be processed through the Surplus section under Delivery Services. Approval for surplus, salvage, or disposal require the approval of the department head, the Associate Vice President of Procurement and Auxiliary Services, the Controller, and when necessary, the Office of Grants & Contracts.

Departments in possession of surplus equipment shall notify the Delivery Services Department of the intent to surplus equipment and must complete and submit an [Asset Transfer Form](#) to initiate the surplus process. The CSN employee submitting the Asset Transfer Form is responsible for determining if an asset is permitted to begin the surplus process by following the guidelines established within their department and obtaining approval from the department head, dean, director or above.

College assets also hold restrictions on when they can be considered for surplus or disposal. IT equipment has a useful life of (3) three years, most depreciable equipment (equipment costing \$5000+) holds a useful life of (6) six years, and Grant funded equipment no matter their original cost is not allowable for surplus or disposal for (7) seven years after purchase. Please contact Delivery Services for information on if an asset you wish to surplus has met its useful life or has fully depreciated.

If an asset is determined to be lost or stolen, the responsible department must complete an Asset Transfer Form and when applicable, provide a detailed statement to the [University Police Department](#) of the incident. If an asset is stolen off campus, you must also contact the Metropolitan Police Department zoned for the area in which the offence occurred. A copy of the complete police statements must be provided along with the Asset Transfer Form to Inventory Control. OTS should be contacted in case of theft of IT equipment.

Requests for disposal of IT equipment (computers, laptops, tablets, servers, media equipment, printers, peripherals) must be submitted through the Office of Technology Services (OTS) Help Desk. OTS shall ensure any data and/or CSN software is removed, and the devices are sanitized prior to coming to

surplus. OTS is also responsible for coordinating and scheduling the transportation of technology equipment to the surplus area at the North Las Vegas Receiving dock.

Requests for the disposal of furniture items and other non-technology items must be approved by Facilities Management. College departments are responsible for arranging the transportation of non-technology surplus. If the department cannot deliver surplus items to the North Las Vegas Receiving dock, arrangements can be coordinated through the Facilities Management iServiceDesk. The requesting department will remain responsible for the equipment until it arrives at Surplus.

**Delivery Services is the only department authorized to remove CSN asset tags and grant stickers that are affixed to College assets.**

Delivery Services will remove assets from the inventory database only once the completion of the asset sale, auction or other disposal is complete.

College equipment, other goods, and supplies will be disposed of by advertising for sealed bids, open auction, direct sale or by whatever means is most advantageous to the College. It is only if equipment is not sold that disposal by discard or donation may be considered.

College departments do not have the authority to donate College equipment or goods. All requests to submit a donation must be forwarded to the Associate Vice President of Procurement and Auxiliary Services. Donations would only be considered for approval to other state entities or other Non-Profit institutions.

Each asset that comes to Surplus will be inspected for usability and damage and information is compared to that listed on the provided Asset Transfer Form. All CSN identifying stickers and labels are removed at this time.

Delivery Services conducts extensive research on the marketability of each item. Once all the researched information is examined, a decision is then made on which platforms will be used for the sale. Currently CSN uses (3) three platforms for sales of surplus. The most common and most accessible is through [Public Surplus](#). Buyers can log into Public Surplus, create an account, and bid for surplus items across the country. Items are placed with details and photos and start with a minimum bid. Once the auction is over, the buyer has (10) ten days to schedule pick up.

The second most used platform for our surplus sales is by JJ Kane Auctions (formerly TNT Auction). This form of auction is arranged (3) three times a year: February, May, and November. Surplus lots are packaged together and transported to the JJ Kane Auction site. You can view auction dates and other information from their website <https://www.jjkane.com/>.

Lastly, for specialized equipment or for exceptionally large surplus lots, a direct sale may be considered through a formal bidding process or by direct contact with local businesses that might have an interest.