Augsburg University Central Services

What do we do?

Central Services includes the Mailroom, Shipping/Receiving and the Copy Center for Augsburg University.

Hours/Locations

Copy Center	Christensen Center 6	Mon-Fri 7:30am – 4:00pm	Breaks: Mon-Fri 9:00am – 4:00pm
Shipping/Receiving	Christensen Center 7	Mon-Fri 10:00am – 3:00pm	
Mailroom	Christensen Center 1st Floor	No public hours. Stop in the Copy Center with questions.	

Contact Info

Copy/Print Center	copyctr@augsburg.edu 612-330-1054
Mailroom	mailship@augsburg.edu
Shipping/Receiving	mailship@augsburg.edu 612-330-1750

Staff

Billy Callen – Copy Center

Jeni Long – Mailroom/ Central Services Lead

Central Services Student Worker Staff – Shipping/Receiving

Copy Center Augsburg has a full-service Print/Copy Center. We offer a large variety of services including the following:

- Color and Black & White Printing
- Laminating up to 24" wide
- Comb Binding and Coil/Spiral Binding
- Cutting
- 3-Hole Punch
- Booklet Printing
- Folding
- Padding (creating pads of paper)
- Recycled Paper Scratch Pads

- Print/copy request must be print ready. We are limited in what we can reformate or edit.
- We offer a large variety of paper choices, including a variety of colors, weights/thicknesses and sizes.
- Print/copy jobs must be paid for before it is picked up. We can only deliver orders billed on cost center numbers.
- Deliveries will be with the next mail run and delivered to the same location as the department's mail.
- Print request must be send via the Copy Request System through the Copy Center website.
  - The cost center number needs to be in the cost center box not typed into the fund number or project code boxes.
  - If you need a cost center number added to your drop-down menu please email copyctr@augsburg.edu before submitting your request.
  - Students must have authorization by email from their supervisor or group advisor before we can add a cost center number to their drop-down menu.
- We are happy to consult with you on your print project to determine the most efficient production method, correct materials, and cost-effective options. Please stop in or email copyctr@augsburg.edu.

Printer Services The Copy Center is your first call for printer issues around campus. You can contact us by phone, email or by filling out a Service Ticket in the Copy Request System

- When you put the last ream of copy paper in your printer contact the Copy Center to have another case of 20lb letter copy paper delivered to your location. (If you order through Staples instead of the Copy Center your department will be paying for the paper twice, Staples and the Small Printer Click Charges.)

- When the printer is out of toner and no longer printing contact the Copy Center with the printer serial number (on the Marco yellow label), location and what color toner/waste toner unit needed. We can not change the toner until they are at 0%.
- If the printer is not working contact the Copy Center with the printer serial number (on the Marco yellow label), location and details on how the printer is not working (any error codes, jammed…)
  - The Copy Center handles physical printer issues
  - The IT department handles any communication/network printer issues

Mailroom For an employee to receive mail, please use the following format:

Employee Name
Augsburg University Department Campus Box Number
2211 Riverside Ave
Minneapolis, MN 55454

Using this format will ensure that it is delivered into the correct box in a timely fashion. Having the correct campus box number will result in faster mail delivery.

- All departments on campus have been assigned a campus box where they receive mail.
- If you would prefer a personal box and to pick up your mail from the Christensen Center please email Jeni at mailship@augsburg.edu
- If there is someone no longer at Augsburg please contact the IT department to have their information removed from the Inside Augsburg Directory
- If you need First Class mail forwarded when you leave Augsburg please contact mailship@augsburg.edu with the USA address to set up forwarding for two months.

Shipping & Receiving For everyone ordering packages, please use the following format:

Employee Name
Augsburg University Department Campus Box Number
720 22nd Ave South
Minneapolis, MN 55454

Using this format helps ensure the package is delivered to Shipping/Receiving and not left elsewhere on campus.

- All packages/shipments sent to Augsburg get checked in at Shipping/Receiving. Once a package is checked into our system the receiver will get an email sent to their University email address. We ask you to wait until after you receive this email from us even if the company sends a delivery notification as it may not be checked into our system yet.
- If a package says it was delivered more than a business day ago please email your information and the **tracking number** to mailship@augsburg.edu. We can not track packages by order numbers.
- When picking up a package you will need to present your photo ID.
- Most department packages are delivered by our student worker staff in the afternoons. They will try personal offices and if it is locked will drop packages off in the department office or workroom hub unless otherwise arranged by the department.
- As space is limited we will hold package for 2 weeks, you will get automatic notifications after 3 days and 7 days if a package is not picked up/delivered.
- If you will be having someone else pick up your package you must email mailship@augsburg.edu to let us know the full name you are authorizing for each package. This can be done by replying to the package email from us
  - The person picking up your package will need their ID.
- Packages/mail can be shipped out worldwide via UPS, FedEx or USPS in Shipping/Receiving.
  - Augsburg has discounted package shipping rates with all three.
  - Packages need to be ready to ship and have a completed outgoing package form
- UPS/FedEx/USPS packages can also be collected from Shipping/Receiving if they have a prepaid barcode label.
- We have stamps, envelopes and some boxes for sale.
- We often have some spare/free boxes that are available for use but they are on a first come first serve basis.

Payment for Services

Payments accepted in the Central Services include: cost center number, cash or credit/debit card ($2.00 minimum)