

Mail, Packages & Parcels

Name: _____

Date: _____

1. How many times a day and when should a quality check be done on the student packages on the shelves?
2. Where are Express and Certified Mail kept?
3. Describe the steps to deliver Express Mail:
4. When scanning in packages in the morning in what order are the following scanned in? (Place 1-4 beside each one to show the order they should be scanned in)

Departments Student- fit in the box

Library Student- too large for lockers
5. If you are doing a quality check on the student packages on the shelves what do you do when you find a package that is on the shelf, but not in SQBX?
6. How do you add a forward into the TZ lockers?
7. What do you do with a package if the lockers say it is a forward?
8. Explain the entire process from start to finish when Central Receiving brings the packages in the afternoon. You can list it in steps.
 - 1.
 - 2.
 - 3.
 - 4.
 - 5.
 - 6.
9. If you are putting up student packages that fit in the box and you come across one that will not fit in the box what do you do with that package?
10. What is done differently with a package that is insured/signature confirmation/certified than with a package that isn't?
11. When you take expired packages out of the lockers what does the sticker say that we place on the package?
12. When does SQBX send out additional notices for packages on the shelves?

13. Describe the procedures for department packages after they are scanned into SQBX.
14. What must be taken out of the lockers when delivering the packages and when?
15. List the steps to put a package in the lockers.
16. After placing all the packages you can in the lockers what needs to be checked?
17. What are the 5 departments that go in the department lockers? Bonus: What are the locker numbers for the departments?
 - 1.
 - 2.
 - 3.
 - 4.
 - 5.
18. When sorting flats in the morning what are the 5 tubs flats are sorted in to?
 - 1.
 - 2.
 - 3.
 - 4.
 - 5.
19. What is done with done with Tub 2 and what department mail goes into tub 2?
20. What goes into tub 4 and when is it sorted into the throw cases?
21. What is done with tub 5?
22. Department mail pull down is started NO LATER THAN? _____ What is the posted time Department mail is to be in the boxes? _____
23. What time (NLT) is the Admin run started?
24. How is the Admin. Run Mail placed in the cart?
25. If there is too much mail to fit in the cart's regular slots, explain what to do?
26. Besides the cart and the mail in it explain what else goes on the admin. Run and what to do?
27. When is student flat mail sorted in to the throw cases?
28. When is student mail required to be in the PO Boxes (NLT)?
29. When are packages put into the lockers?

30. What are the 3 tubs "labeled" below the student throw case used for?
- 1.
 - 2.
 - 3.
31. What are the 5 categories that the mail is divided by on the bottom of each cart?
- 1.
 - 2.
 - 3.
 - 4.
 - 5.
32. Why are the shelves in the throw cases color coded?
33. What are the 7 different shelves in the Directory section sort cases?
- 1.
 - 2.
 - 3.
 - 4.
 - 5.
 - 6.
 - 7.
34. How many times a day do we put Department mail in the PO Boxes?
35. How many times a day do we put Student mail in the PO Boxes?
36. List the steps to create an excessive mail bundle:
37. List the procedures when checking the excessive mail section:
38. Mail to be put in the Waste Free Mail area can come from 3 areas, what are they?
39. What are the 3 important steps to remember when processing Campus Mail?
- 1.
 - 2.
 - 3.
40. List at least 3 ways we get Campus Mail:
- 1.
 - 2.
 - 3.

List anything that you are not confident with SQBX:

List anything that you are not confident with the Parcel Lockers:

SQBX QUIZ ANSWER SHEET

1. How many times a day and when should a quality check be done on the student packages on the shelves?

It should be done on average 3x a day. In the morning after we scan in packages, after central receiving brings packages and then in the afternoon before leaving

2. Where are Express and Certified Mail kept? Express envelopes and small packages are kept up front in the drawer, labeled express, certified letter are kept in the top drawer up front. Larger ones are put on the shelves

3. When scanning in packages in the morning in what in order are the following scanned in? (Place 1-4 beside each one to show the order they should be scanned in)

2 Departments 3 Student- fit in the box

1 Library 4 Student- too large for lockers

4. If you are doing a quality check on the student packages on the shelves what do you do when you find a package that is on the shelf, but not in SQBX?

First you would scan in the tracking number on the left side of the SQBX screen. If it comes up then you can modify the package and mark it as received again. If it doesn't show up you need to scan it in to SQBX.

5. How do you add a forward into the TZ lockers?

Remove the first name and last name of the student and replace with the words FORWARD. To do this you go in as an admin., go into users and search the one you are wanting to change, choose edit and make the changes.

What do you do with a package if the lockers say it is a forward?

Give it to Sherri in the forwarding area in the back.

6. Explain the entire process from start to finish when Central Receiving brings the packages in the afternoon. You can list it in steps.

1. Check them off on the list provided by Central Receiving

2. Give Central Receiving the outgoing UPS/Fed Ex packages and have them sign the spread sheet with the packages listed

3. Put any packages into SQBX that are too large to go into the lockers

4. Put all other packages into the lockers

5. On the Central Receiving sheet add up the totals of UPS, Fed Ex and others and write each total on the paper

6. Give that paper to Sherri or set on her desk

7. If you are putting up student packages that fit in the box and you come across one that will not fit in the box what do you do with that package?

Then it needs to go on the shelves and go into SQBX and modify it to show received, but not delivered. If they are small packages and they have several you could also put them in excessive mail and put a yellow card in their box indicating they have excessive mail and that they need to come to the counter.

8. What is done differently with a package that is insured/signature confirmation/certified than with a package that isn't?

They are marked that way in SQBX instead of just marking them as received, they are scanned into the postal scanner up front and you also fill out a peach card, PS Form 3849 and attach it to the package for student mail.

For departments you will do the same except that they don't get a peach card, PS Form 3849.

9. When you take expired packages out of the lockers what does the sticker say that we place on the package?

Removed from lockers

10. When does SQBX send out additional notices for packages on the shelves? 2nd notice sent on 3rd day, 3rd sent out 3 days after 2nd notice

11. Describe the procedures for department packages after they are scanned into SQBX.

Make sure all are stamped with date stamper, any that will fit into boxes can be put in the sorting area. Ones too large for boxes need a yellow notification card written out to be put in their box, write the department name and department name on the side of the package and put it on the department area of the shelves. All department packages are to be delivered in the SQBX system.

12. What must be taken out of the lockers when delivering the packages?

All expired packages are to be taken out daily

13. List the steps to put a package in the lockers.

Get the scanners, the laminated "no barcode" paper and date stamper to take with you to the lockers. On the computer screen choose "Drop Off", select box size (small, medium or large), enter box number then press enter, scan barcode on package, press next, the locker door will open and place package in the locker and shut the door, press "Confirm scans", then press "Complete". Choose either "yes" or "no" for if you want to drop off another package.

14. After placing all the packages you can in the lockers what needs to be checked?

Make sure no packages are in the lockers under your name. If they are you need to remove them and put them in the student's name.

15. What are the 5 departments that go in the department lockers?

1. Regional Health – locker 1

2. WETS – FM – locker 2

3. University School – locker 3

4. Sherrod Library – locker 7

5. Athletics – locker 8

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