

## **Task: Preparing External and Internal Mail**

### ***Objective***

At the end of this module, the participant will be able to send and receive mail according to established HCC Mail Policies and Procedures.

### ***Background Information***

In order to provide top-quality customer service, we must insure that our mail is sent, received, and processed in a timely manner. This module will assist the new secretary in becoming familiar with procedures for preparing, sending, and receiving mail.

### ***Downloadable Documents***

#### *Navigation:*

From HCC home page at <http://www.hccs.edu>

- > Faculty & Staff
- > Business Services (under Finance & Administration)
- > Mail Center
- > Select from the following:

- [Mail Center Forms](#)
- [Mail Codes](#)
- [Procedures](#)

#### **Additional Information available from the Mail Center webpage:**

- Contact
- Glossary of Mail Center Terms
- How the Mail Center Works
- Mail Center
- Mail Center Delivery Schedule for 3100 Main
- Mail Center Services
- Mail Center Updates
- Mail Guidelines
- Responsibilities
- Tips for Cutting Costs
- Welcome to HCC Mail Center

## Process for Completing Task

See above hyperlinks to Mail Center Forms, Codes, & Procedures

## Key Resource Persons

### DISTRICT MAIL CENTER

Kenneth Hoyle – Manager  
Customer Service Help Desk  
Fax  
Email

713-718-5106  
713-718-5107  
713-718-5147  
mcenter.system@hccs.edu

<b>HCC Mail Center</b>	
<b>Hours of Operation</b>	8:00 a.m. to 5:00 p.m. Monday - Friday
<b>Location</b>	3100 Main Room 1C19 Houston Texas 77002-9330
<b>Mail Code</b>	1146
<b>Mail Processed Daily</b>	8:00 a.m. - 3:00 p.m.
<b>Mail Delivered to Post Office</b>	3:30 p.m. Monday Thru Friday

## DISTRIBUTION CENTERS

<b>NAME</b>	<b>ADDRESS</b>	<b>E-MAIL</b>	<b>PHONE</b>
SE Distribution Center FELIX H. MORALES Mail Code <b>1638</b>	Felix H. Morales 6815 Rustic Ave	eastside.distribution@hccs.edu	713-718-7461 Tel 713-718- 7214 Fax
NE Distribution Center Codwell Hall Mail Code <b>1449</b>	Community 555 College DR Room 105	codwell.distribution@hccs.edu	713-718-8095 Tel 713-718- 8330 Fax
Medical Center Distribution Center JB COLEMAN Mail Code <b>1637</b>	JB COLEMAN 1900 Pressler Room 135	coleman.distribution@hccs.edu	713-718-7346 Tel 713-718- 5292 Fax

SW Distribution Ctr Alief Campus Mail Code <b>1524-H</b>	2811 HAYES RD ROOM D106	alief.distribution@hccs.edu	713-718-6925 Tel 713-718-6919 Fax
Distribution Center Central Campus Mail Code <b>1229</b>	Central Campus 1300 Holman Room 146	central.distribution@hccs.edu	713-718-6508 Tel 713-718- 6513 Fax
Lavert Dunn Site Area SUPERVISOR Mail Code <b>1229</b>	Central Campus 1300 Holman Room 146	lavert.dunn@hccs.edu	713 718-6508 Tel 281-262-0279 Pager

### ***Applicable Policy/Procedure***

*Navigation:*

From HCC home page at <http://www.hccs.edu>

- > Faculty & Staff
- > Policies & Procedures (under Employee Support)
- > B:2, Operations (under Finance & Operations)
- > Section B: 2.7, Mail Services

Also from HCC home page at <http://www.hccs.edu>

- > Faculty & Staff
- > Business Services (under Finance & Administration)
- > Mail Center

Select from the following:

- Mail Policy
- Responsibilities
- Welcome to HCC Mail Center
- Glossary of Mail Center Terms
- Tips for Cutting Costs
- Mail Center Services
- How the Mail Center Works
- Mail Center Delivery Schedule
- Procedures
- Mail Center Updates