

Volume 10
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December 2003

Business Services Newsletter

Business Services is composed of Purchasing Services, Telecommunications, Central Receiving & Shipping/Inventory Control, Mail Services and UAH Copy Center

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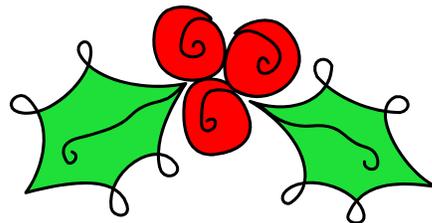
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Oh, jingle bells, jingle bells
Jingle all the way
Oh, what fun it is to ride
In a one horse open sleigh
Jingle bells, jingle bells
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The Business Services staff
wishes you a joyful and safe
holiday season!

Reminder: There will be no campus mail deliveries or pick-ups from December 24 – January 4. All other services will be available at Central Receiving & Shipping/Mail Services during limited hours of operation. See page 3 for further details.

Purchasing from Small, Small Disadvantaged, HUBZone and Veteran Businesses meets University obligations



The University must make a percentage of purchases from Small/Small Disadvantaged Businesses to keep government contracts.

The University is obligated by designated government contracts to purchase a percentage of supplies and equipment from Small Businesses, Small Disadvantaged Businesses, HUBZone Businesses, and Veteran Businesses. The University must meet these contractual obligations or face losing both existing and future government contracts. Furthermore, the University may be required in some cases to refund money to the government.

Purchasing Services maintains a library of Small Business and Small Disadvantaged Business Directories. These directories and listings (below) are available to the departments for locating products and services offered by these vendors.

1. "Try Us" National Minority Business Directory
2. National Directory of Minority-owned Business Firms
3. National Directory of Woman-owned Business Firms
4. Business classifications from our automated purchasing system

Internet Sources are also available such as SBA Pro-Net at <http://pro-net.sba.gov/> to solicit vendors for products and services.

A representative from Purchasing Services attends minority expos, seminars, card exchanges, and workshops on a regular basis to solicit Small Businesses, Small Disadvantaged Businesses, HUBZone Businesses, and Veteran Businesses.

Contact Alice Gilley at 824-6489 for further information or assistance.

Eligible employees may obtain credit cards for UAH business

Do you know...?

UAH offers a **Diners Club** and/or **American Express** credit card through the University account to **eligible** staff and faculty who conduct official University business.

How can I obtain an application?

Current eligible staff and faculty may contact Grace Lymas at 824-6484 or lymasg@email.uah.edu for further information and an application.

Submit the signed and completed application to Grace Lymas, where it will be forwarded to the designated credit company.

What is the turnaround time?

It usually takes 7–14 business days to get a response. On approval your card will be mailed to the address designated on the application.

Other...

American Express offers emergency card delivery within 24 to 48 hours for a fee. The University will not absorb the cost of a 24/48 hour emergency card delivery.

On termination of University employment, credit cards must be returned to the Benefits Office at 188 Sparkman Drive, Shelby King Hall, Room 102.



We're here for you during the holidays

December 24, 2003 through January 4, 2004 may be an official holiday, but as we all know, this University never stops moving forward. This progress often requires sending and receiving parcels, packages, and mail during the holidays. As part of our services to the University, the Central Receiving & Shipping Office and Mail Services will be open each day, except for Christmas and New Years Day, to receive and process incoming mail while the University is closed for the holidays. **Hours of operation during the holiday will be 9:00am– 1:00pm.**

There will be no delivery or pick-up of campus mail during the holiday period; however, all University personnel are welcome to come by the Central Receiving Building and check their mail. UPS, FedEx, and Airborne will make deliveries between the hours of **9:00am and 11:00am**. All outgoing packages will be picked up during that time. We request that incoming packages be picked up from **12:00 noon until 1:00pm** at the Central Receiving Building, located at the south end of campus between the Johnson Research Center and the Physical Plant Building.

US Post Office mail will be collected and sorted each day. We will process Standard (bulk) Mail through December 19. Except for deliveries and pick-ups, all other services normally provided by Mail Services will be available (e.g., certified, insured, and express mail, stamps for sale). All outgoing mail will be taken to the Post Office the next business day. University personnel may check their campus mail after **10:00am**.

If you have Standard (bulk) Mail you would like mailed out before the holidays, please bring it to Mail Services no later than **Friday, December 19, 2003**. **Any bulk mail received after December 19th will not be processed until January 5, 2004.**

The staff and management of Central Receiving & Shipping and Mail Services are proud to serve the University community. We welcome your comments, questions, and concerns. We can be reached at 824-6315 (Central Receiving & Shipping) and 824-6116 (Mail Services).

Hours and Deadlines for Conducting Business at Central Receiving & Shipping/Mail Services (Dec. 24–Jan. 4)

Service/Business	Hours	Days
Pick up incoming UPS, FEDEX, Airborne packages	After 12:00	Weekdays, except Dec. 25 & Jan. 1
Pick up your Campus Mail	After 10:00	Weekdays, except Dec. 25 & Jan. 1
All other services	9:00–1:00	Weekdays, except Dec. 25 & Jan. 1
Drop off Bulk Mail	9:00–1:00	No later than Dec 19 th
Drop off outgoing UPS, FEDEX, Airborne packages	9:00	Weekdays, except Dec. 25 & Jan. 1

Spend a few minutes with Telecommunications

The staff of Telecommunications performs a variety of functions for the UAH Community.



The Automated Attendant does the work of a receptionist without being paid or taking time off.

Teri Martin, Billing & Accounting Coordinator. All budget and billing inquiries should be directed to Ms. Martin at 824-6990.

Mary Jane Blackwell, Telecommunications Coordinator. Ms. Blackwell is responsible for all MACs (Moves, Adds & Changes) and work orders. All problems with telephone set or service should be directed to Ms. Blackwell at (blackwem@email.uah.edu) or 824-6815. We make every effort to resolve MACs and work orders as quickly as possible.

Celia Curry, Administrative Clerk, is our Telephone Operator. For quick and efficient transfers to any extension, call Ms. Curry at 824-1001.

Quick Digital Phone Fix

Occasionally you may have some problems with your digital phone set. The system handles millions of commands at one time and sometimes the phones will flash all their buttons or not function properly. If this happens to your phone, unplug it from the back of the set and let it stand idle for at least 60 seconds and then plug it back in. This procedure should reset the phone's internal BIOS and snap it back to life. If not, call or email us.

Check Your Monthly Bill

Department telephone coordinators are reminded to check their monthly bills to make sure all the extensions are labeled with the proper room numbers. With so many moves going on around campus, it's a good idea to verify what you have and make sure your bill is correct.

Automated Attendants: What are they and how do I get one?

Automated Attendants do what their name implies—they answer the phone for us! They can take many forms. For example, they can serve as a “directory” or menu for your department, directing calls, as in the following example: “For Dr. Smith press 1” “For Dr. Jones press 2”, etc.; the call is then transferred accordingly. Providing a simple menu like this one can increase a department's overall call-handling ability by off-loading a large percentage of calls from a single receptionist.

Provide Information

Automated Attendants are equipped to provide information only. Some restaurants use them to give their weekly menus or store specials. Routine questions can be answered via the automated system, freeing up employees to answer more detailed questions.

Are your callers constantly asking to be transferred to the same person? Are they asking the same questions over and over? Do they demand 24-hour access to your organization? Do they require information presented in different languages? Does your staff spend valuable time transferring calls and answering routine questions?

Automated Attendants do the work of a receptionist without the associated challenges. This automated receptionist doesn't get paid, never gets sick, never takes time off, doesn't sleep, never complains, never has a bad day, and never takes a message incorrectly.

In the past everyone hated calling a business to hear an Automated Attendant answer. Times have changed. Now people actually prefer Automated Attendants, because they can transfer themselves more quickly.

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Need more memory?

The Telecommunications Department currently has additional telephone voice mail memory for faculty and staff who wish to increase their voice mail message time. The current configuration allows for messages up to one minute. With additional memory, you can increase message time to 10 minutes. Additional memory is available on a first come, first serve basis.

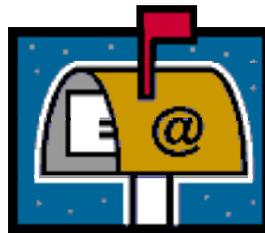
There is no installation or additional monthly fee for more memory.

Auto-Logon

Tired of inputting your mailbox and password every time you retrieve a message? Send in your request for the auto-logon feature. With this feature you do not have to enter your voice mail box number and password every time you access voice mail from your office phone. Request this feature now!

There is no installation or additional monthly fee for the auto-logon feature.

To request any of the above mentioned features, email Mary Jane Blackwell at blackwem@email.uah.edu. Be sure to request specific features, and we **MUST** have the 4-digit extension being updated.



Get FREE memory for your voice mailbox!

Automated Attendants, cont'd

Other Advantages

We can customize the Automated Attendant based on your specifications. You have control over recording and changing the greetings, prompts, and announcements.

Voice Mail and Automated Attendant systems offer tremendous flexibility. When callers reach the voice mail of a person or department, they know their message is being taken precisely. Even their emotions will be conveyed to the called party when replaying the message.

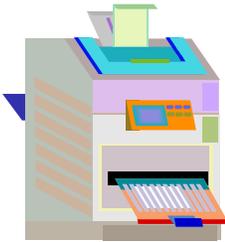
Automated Attendants can be used to keep costs down and increase efficiency.

The monthly cost for an Automated Attendant is \$4; setup fees typically fall within the \$30-\$90 price range. However, costs may vary depending on the type of setup required. For exact cost estimates, submit a written script to Telecommunications.

Managed by Xerox- Managed Services

New Copiers and New Equipment

The UAH Copy Center and Xerox have re-dedicated themselves to providing the highest standard of services to the University, and has taken a vital role in furnishing all of the University printing needs. To improve our services to the departments, Xerox has installed new copiers campus wide. We look forward to future associations and hope your copying experience is more efficient.



The UAH Copy Center also has new equipment: a 3535 color machine and a work center 65. We invite you to drop by and see the new equipment and some of the work that has been produced on them. If you have questions or need assistance please contact Jackie Hankins or Mike Taylor at 824-6383.

All This and Top-Quality Paper, Too

In an effort to attract more University business and better serve all departments, the UAH Copy Center now offers top-of-the-line paper for all your printing needs.

We also honor competitors' paper prices; simply bring us a quote from any off-campus vendor and we will meet or beat their prices.



This newsletter is distributed by Business Services as an informational guide to the University community. This issue provides information from Purchasing Services, Telecommunications, Central Receiving & Shipping/Inventory Control, Mail Services, and the UAH Copy Center. Our goal is to provide helpful information for doing business with the various units of Business Services. Please take a moment to review this issue. If we can assist you, please don't hesitate to contact us.

You can read the *Business Services Newsletter* as well as previous issues online at www.uah.edu/admin/purchasing. Click on the graphic of the man holding the key and then click on "Newsletter."

If you have any comments or suggestions for future articles please contact Candy Townley at townleyc@email.uah.edu.



Know Your Business Services Employees

Name and Title:	Telephone:	Email Address:
BUSINESS SERVICES		
Patricia Moore (Associate Vice President, Business Services)	256-824-6484	moorep@email.uah.edu
Renata Limmer (Senior Business Services Assistant)	256-824-6485	limmerr@email.uah.edu
Grace Lymas (Business Services Assistant)	256-824-6484	lymasg@email.uah.edu
PURCHASING SERVICES		
Candace Townley (Director, Purchasing)	256-824-6492	townleyc@email.uah.edu
Alice Gilley (Assistant Director, Purchasing)	256-824-6489	gilleya@email.uah.edu
Sandra English (Assistant Director, Purchasing)	256-824-6675	englishs@email.uah.edu
Terence Haley (Senior Buyer)	256-824-6674	haleyt@email.uah.edu
Keshia Askew (Buyer I)	256-824-6491	askewkc@email.uah.edu
TELECOMMUNICATIONS SERVICES		
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Mary Jane Blackwell (Telecommunications Coordinator)	256-824-6815	blackwem@email.uah.edu
Therese Martin (Billing & Account Coordinator)	256-824-6990	martintm@email.uah.edu
Celia Curry (Telecommunications Clerk)	256-824-6129	curryc@email.uah.edu
CENTRAL RECEIVING & SHIPPING/INVENTORY CONTROL		
Robert Perry (Director, Central Receiving/Mail Services)	256-824-6315	perryr@email.uah.edu
Mike Luna (Manager, Material Control & Property Inventory)	256-824-6315	lunag@email.uah.edu
Oliver Reynolds (Senior Inventory Assistant)	256-824-6315	reynolo@email.uah.edu
George Wells (Senior Material Control Assistant)	256-824-6315	wellsg@email.uah.edu
Kenny Williams (Inventory/Material Control Assistant)	256-824-6315	williakr@email.uah.edu
MAIL SERVICES		
Kerry Baker (Manager, Mail Services)	256-824-6116	bakerk@email.uah.edu
Laurie Elliff (Senior Mail Courier)	256-824-6116	elliff1@email.uah.edu
Ollie Smith (Mail Clerk)	256-824-6116	smith1@email.uah.edu
COPY CENTER		
Jackie Hankins (Account Manager)	256-824-6383	hankinsj@email.uah.edu
Margie Balch (Docutech)	256-824-6214	printsvc@email.uah.edu
Patricia Tanner (Customer Service)	256-824-6383	printsvc@email.uah.edu
Mike Taylor (Account Associate, Copier Service)	1-888-272-4533	taylorm2@email.uah.edu
Lee Brannon (Delivery and Support)	256-824-6383	printsvc@email.uah.edu

Business Services Newsletter is a newsletter to the UAH Community.
We welcome your comments and suggestions for improvement and for future articles.
An Affirmative Action/Equal Opportunity Institution