Albert Einstein College of Medicine
Mailroom Procedures

General Information

Every morning mail is picked up by a receiving driver at the U.S. Post Office at 8:30 a.m. weekdays and delivered to the mailroom by 9:15 a.m.

Mail Sorting (Incoming)

- Mail is sorted by designated mail room staff.
- Mailroom door is to be kept closed and no entry by other than staff is permissible until after mail is sorted.
- Mail is sorted into appropriate portfolio/ section/building/ campus pigeonholes.
- Mail is carefully sorted and packed for delivery by 11:00 a.m.

Outgoing Mail:

- Bulk Mailings must be sent to the mailroom ready to mail.
- Please make sure intercampus mail is not mixed in with your outgoing USPS mail
- Please Separate International Mail from Domestic Mail and Flag the International mail so that we are able to post it at the correct price.
- Over stuffed envelopes must be taped closed before sending them to the mailroom
- Please try to keep your mailing addresses up to date and change them when you receive the corrected information from the post office.
- Loose contents will be returned to the issuing department if the location is able to be determined by the mailroom

Please call us if you have any questions regarding outgoing postal mail services or Intercampus mail services.

Our afternoon deliveries are between 2:30 p.m. and 4:00 p.m. The U.S. postal Service picks up mail from the facility weekdays at 4:30 p.m. United Parcel Service (UPS) and FedEx mail is an alternative to the U.S. Postal service. This service is not provided by the department. The Receiving Department handles incoming UPS and FedEx mail where every item is recorded by tracking number and filed, then forwarded with a copy to the mailroom for distribution.

Mailroom services

Express Mail Overnight (USPS)
Express Mail is the fastest service for time-sensitive letters, documents or merchandise. This service should only be used when overnight delivery is imperative, a tracking
number is provided to the sender and a copy of the receipt from USPS is sent to the mailroom to be recorded. The service can be used when mailing internationally; expected delivery time is about 3 to 5 business days.

**Accountable Mail (certified)**

- A green and white Certified slip (PS Form 3800) should be completed with information that includes, the name and address of the addressee, and the sending department information.
- A green Return Receipt (PS Form 3811), will require the name and address of the addressee, the article number from the Certified Slip, and a check mark of the services desired, all located on side one of the receipt. On the reverse side, complete the campus address along with the sending departments account number.
- The Certified Slip should be attached to the front side of the envelope with the green perforated portion placed at the top of the mail piece immediately to the right of the return address.
- The Return Receipt should be placed on the backside of the mail piece, utilizing the self-adhesive tabs.
- Both forms may be obtained from the mailroom.

With Certified Mail you can be sure your article arrived at its destination with access to online delivery information. The article number allows you to verify delivery online. Every piece of certified mail is hand delivered to the Postal Service every morning by our driver. This service can only be used when mailing within the U.S.

**Priority Mail**

Priority Mail is a service that provides fast two-day delivery to most locations for both documents and packages. This service can also be used internationally. A customs form must be filled out and attached by sender. Destination will determine time of delivery.

**Delivery Confirmation**

Delivery Confirmation service gives you the date, time and ZIP Code of each article that is delivered. If a delivery was attempted, you will get the date and time of that attempted delivery. You can also easily track and access this information by going to the USPS website.

**Any item mail out that must be insured must be done through the U.S. Post Office. Our mailroom department does not have the authorization. In addition**
Anything that is mailed out a day before a holiday or weekend will be sent out the next business day.

*Avant Courier*

Avant Courier is an outside messenger that provides same day delivery service. Charges are billed back to the department. This service may not be used for personal transactions.

1. All requests must be done at the mailroom before 3pm.
2. All drop offs and pick ups are done at the mailroom.

After request form is filled the mailroom will contact the courier. They will be provided with a confirmation number that will be issued to the sender.