



Albert Einstein College of Medicine

# Mailroom Policies and Procedures

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## **I. Purpose**

This Policy outlines services provided by the Albert Einstein College of Medicine (“Einstein”) Mailroom. It also outlines procedures for obtaining services of the Housekeeping Department.

## **II. Scope**

This Policy applies to all faculty, staff, employees, students, and visitors of Einstein.

## **III. Policy**

The Mailroom is responsible for processing incoming and outgoing mail. All Einstein locations receive daily deliveries.

### **III.A. General Procedures**

Personal mail transactions are open to the public between 1:00-3:00 p.m. The Mailroom closes at 3:00 p.m.

#### **III.A.1. Mail Sorting (Incoming)**

Incoming mail includes:

- USPS Mail
- Federal Express
- UPS
- Other private carriers.

Every morning, mail is picked up by a receiving driver at the U.S. Post Office at 10:00 a.m. weekdays and delivered to the Mailroom by 10:30 a.m.

Mail is sorted by designated mail room staff. Mail is sorted into appropriate portfolio/section/building/campus pigeonholes.

Mailroom door is to be kept closed and no entry by other than staff is permissible until after mail is sorted.

Mail is carefully sorted and packed for delivery by 11:00 a.m.

#### **III.A.2. Outgoing Mail**

Our afternoon deliveries are between 2:30 p.m. and 4:00 p.m. The U.S. Postal Service (USPS) 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.

### III.A.2(a) User Instructions for Outgoing Mail

For outgoing mail, please log in to the Einstein Administrative Services site in [iLab](#), click on the Request Services tab, then hit the Request Service button for the Mailroom Service Request Form. Complete the form, provide your index number and hit the submit button. After submitting, print the form and attach the printout to your mail. Please note the old paper billing slips will no longer be accepted and mail without an attached iLab form will not be picked up. Please see the iLab help and support webpage for assistance using the iLab system.

- Bulk Mailings must be sent to the Mailroom ready to mail.
- Intercampus mail should not be mixed in with outgoing USPS mail.
- International Mail should be 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.

### III.B. Mailroom Services

#### III.B.1. 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.

#### III.B.2. 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.

### **III.B.3. 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.

### **III.B.4. 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 mailed 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.

### **III.B.5. 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 3:00 p.m.
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.

## **III.C. Services Not Provided**

### **III.C.1. UPS and FedEx**

The United Parcel Service (UPS) and FedEx mail are handled with Incoming Mail. However, outgoing FedEx is not processed by the Mailroom or the Receiving department. UPS packages are sent out via the Receiving department.

### **III.C.2. Delivery Insurance**

Any item mailed out that needs to be insured must be done through the U.S. Post Office. The Mailroom department does not have the authorization to insure mail.

### III.C.3. Stamp Sales

The Mailroom does not sell stamps. However, the Mailroom can stamp an envelope but individual stamps are not available for sale.

### III.D. Miscellaneous

- The Mailroom located is in Belfer Room B-01.
- The hours of operation are: Monday - Friday, 9:00 a.m. - 5:00 p.m.
- Hours of operation for personal transactions: Monday - Friday, 1:00 p.m. - 3:00 p.m.
- Mail that is received a day before a holiday or weekend will require next business day time allotment for post office drop-off.
- There is a variety of Priority Mail and flat-rate boxes to choose from. Please request assistance from a Mailroom clerk.
- The mail slot for USPS mail in the Belfer building is available for stamped mail, and the pick-up time by the Post Office is at 4:30 pm.
- Please designate the appropriate grant or funding number for office related mail. Personal mail transaction payments are accepted via check or cash.
- The Einstein Post Office is located at:

Post Office™ Location - Westchester  
2619 Ponton Ave  
Bronx, NY 10461-9998  
718.823.9539  
718.823.4013

### III.E. References

- [iLab](#)
- [Fedex](#)
- [UPS](#)
- [United States Postal Service](#)
- [Zip code look-up](#)

## IV. Definitions

None.

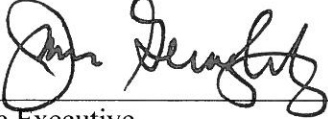
## V. Effective Date

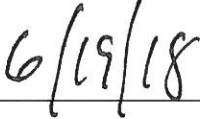
Effective as of: 15 June 2018

**VI. Policy Management and Responsibilities**

Einstein's Mailroom is the Responsible Office under this Policy. Einstein's Associate Dean for Finance and Administration is the Responsible Executive for this Policy. Einstein's Director of Auxiliary Services is the Responsible Officer for the management of this Policy.

**VII. Approved (or Revised)**

  
\_\_\_\_\_  
Responsible Executive

  
\_\_\_\_\_  
Date