

SUNY GENESEO

CAMPUS MAIL SERVICES

STANDARD OPERATING PROCEDURES

I. General Information

A. Purpose

Campus Mail Service is one of the most vital functions of the State University of New York, College at Geneseo. Primarily, there are two basic features of Campus Mail Service:

As a provision for **faculty and staff**, Campus Mail Services:

- Sort and deliver all incoming mail.
- Pick-up, meter and send out all college related outgoing mail.
- Facilitate the outgoing shipment of college related DHL packages.

For **students and staff residing on the campus**, Campus Mail Services:

- Sort all incoming mail and put in assigned mailboxes located in the College Union.
- Receive, assign and notify recipients of incoming packages to be picked up.
- Sell stamps for outgoing mail to be placed in any of the blue Post Office drop off boxes located on campus.

B. Location and Hours

The Campus Mail Room is located in the MacVittie College Union Basement. The hours of operation are 8:00 a.m. to 4:15 p.m. Monday through Saturday, except for those holidays observed by the United States Postal Service.

C. Definitions

1. **Letters** are 4 ½ inches in width and 9 ½ inches in length and are used for First Class correspondence.

2. **Flats** are envelopes that vary in size. A flat can be as small as 5 ½ x 8 ½ or as large as 15 x 10 inches. Flats are used primarily for First Class correspondence.
3. **Trays** are containers for carrying letter size mail. Each tray holds approximately 400 letters. Trays are supplied by the Postal Service.
4. **Bins** are also supplied by the Postal Service and are box type containers that hold flats, books, magazines, etc.
5. **Firm-Mailing Books** are obtained from the Post Office and are used to record certified, registered, return receipt, and insure information. By using a firm-mailing book, all written records (delivery confirmation, signature copy) are in one convenient place, in the event future proof of mailing is required.
6. A **Package** is several pieces of mail secured together and handled as a single unit.
7. **Mail sacks** are cloth bags used to mail bulk mailings. These bags are obtained from the Post Office.
8. Other items that are supplied by the Postal Service for College Mail Service use are:
 - a. Return Receipts
 - b. Certified Slips
 - c. Registered Mailing Number
 - d. Mailing Certificates
 - e. Express Envelopes
 - f. Bulk Mailing Forms, labels and bulk mailing sacks
 - g. Number 3 stickers, A and M and D stickers for bulk mailings
 - h. Priority Envelopes
 - i. Priority Stickers
 - j. Delivery Confirmation
 - k. Signature Confirmation

II. Incoming Mail

A. Sorting:

All mail that is received through the Campus Mailroom is sorted by mail destined for on and off-campus delivery, which includes pre-stamped mail

and mail to be metered, intra-campus mail, and mail received from the U.S. Postal Service.

There are two sorting tables with a total of seventy-eight mail slots for faculty and staff. Mail for the departments and offices are sorted into the slots accordingly. Mail requiring postage is placed in a postal bin for processing. Mail received from the Postal Services is sorted as soon as it arrives. This mail must be sorted before deliveries can be made to the campus routes.

Student mail is sorted into bins that cover a range of 100 mailboxes. There are 5580 student mailboxes. Mail is sorted into these mailboxes by 2:00pm Monday through Saturday.

B. Postal Deliveries:

Mail is delivered to the mailroom from the U.S. Post Office once daily by 10:00 a.m. Mail is also delivered to the Post Office from the mailroom once daily at 3:15 p.m.

C. Signature Required Mail:

There are five types of signature-required mail that is signed for by mailroom personnel when it's delivered by the Post Office; express mail, insured, certified, signature required and registered. All information from these types of mailings is recorded in a receipt book, which includes date of delivery, to whom delivered and any article number. It is then delivered to the department to obtain a received signature.

D. Intra-Campus Mail

Intra-campus mail is delivered to and picked up from each office and department once daily. Once the mail arrives in the mailroom it is sorted. All the mail is taken to the sorting tables where it is separated by on campus and off campus. The off campus mail is put into the outgoing bin for processing. On-campus mail is sorted into the various mail slots for distribution. Mail is sorted as it arrives.

II. Outgoing Mail

A. Postage Required Mail

After mail has been picked up from the departments and sorted, mail requiring postage is placed in a postal bin to be metered. Each office and department is assigned an account number. Currently there are 220 account

numbers actively in use in the mailroom. To expedite mail handling, each department is asked to keep their off campus and on campus mail separate. When the mail is picked up, the off campus mail is bundled together according to account number. This way the operator is not entering account numbers into the accounting machine for each piece of mail. Each piece of mail is weighed on the electronic scale, and the appropriate class, zone, and special service, if any, are entered into the keyboard. The account number to be charged is then programmed into the keyboard and the scale displays the proper charges and automatically sets the postage meter. The mail is then run through the mailing machine. The various types of classes that are used for mailing are: first class, priority, library rate, media mail rate, surface rate, and international air. If there are any special services required such as express mail or certified mail, it is done at this time. After the mail is franked, it is placed in the appropriate postal bin.

B. Special Handling Mail

1. Certified Mail offers evidence of delivery by specifically identifying each piece of mail. The mail piece is used to maintain a written history of that item. A form for certified mail is filled out by mailroom personnel and then secured to the front of the article.
2. Return Receipt is a service provided when you require information showing when and to whom a piece of mail was delivered. This information is available as an additional service with registered, certified, insured, and expressed mail. Mailroom personnel fill out the front and the back of the return receipt, and secure it to the back of the article. This is the most used, special service on campus.
3. Registered Mail provides added protection and security for valuable mail, plus evidence of mailing and delivery. The extra security can delay this mail by 24 to 48 hours over normal delivery. Registered mail is protected against loss or damage when it is registered at a value and a fee is paid. This service is available only when First Class postage is paid. All packages must be wrapped in brown wrapping paper. All seams on packages and envelopes must be sealed with brown tape and the address hand written on the front of the item. After the mailroom personnel has wrapped and taped the article, they record all information in a firm mailing book and assign the article with a registered number.
4. A Certificate of Mailing is an inexpensive method to furnish evidence of mailing. Certifications of Mailing do not offer any proof of delivery, but simply prove that an item was accepted for mailing by the U.S. Postal Service. The Certificate of Mailing form is filled out and placed on the front of the item by the mailroom personnel. The fee

for the certificate, which is \$.75, is also placed on the form using the Campus meter machine to obtain a postage meter tape.

5. Insuring an article provides payment for loss or damage. This service is mostly used on campus for mailing video tapes, records or educational films to colleges and libraries. All information is recorded into a firm-mailing book by mailroom personnel. The mail carriers take the book to the Post Office along with the articles being insured.
6. Special Handling is a requirement on all parcels containing special care items such as live material. This service is available for Third and Fourth Class rate only.
7. Airborne Express is an expedited, guaranteed delivery class of mail providing overnight services. This class of mail is particularly designed for time sensitive items. The Express form is filled out and placed on the front of an Express envelope by mailroom personnel. An Airborne Express courier picks up the package at 4:00 p.m. daily. The postage is computed at the Airborne Express Billing Office. A statement is then sent to the College for payment.

C. Postal Requirements

Before mail is routed to the Post Office, it has to be separated into the appropriate postal bins. All letters are metered and then put into trays. Flats, which are envelopes over 9 ½ inches in length and 6 ½ inches wide, are placed in postal bins. All pre-stamped and international mail is kept separate, as are books, films, and priority mail.

D. Forwarding Mail

Mail for employees who have left the College is delivered to the department where they worked, and it is up to the department secretary to forward such mail. During the school year, it is the responsibility of the residence hall staff to forward any mail for students that have left the College. For the first two weeks after graduation, Mail Service personnel forward all student mail in accordance with the U.S. Postal Service regulations. For the remainder of the summer, all first class mail for students is returned to sender.

III. Mail Delivery

A. Routes

Each department and office has a mail delivery and pick up once daily. The campus is divided into five routes, one morning route and four afternoon

routes. The mail for the Erwin Administration Building is delivered in the morning. This route has the greatest volume of mail for both on and off campus. The delivery stops for all of the routes are as follows:

Upper Route:

1. Lauderdale Health Center
2. Milne Library
3. Newton Instructional Resource Building
4. Greene Science Building
 - a. Chemistry
 - b. Physics
 - c. Geological Sciences
5. Bailey Science
 - a. Biology
6. Brodie Fine Arts Building
 - a. Art
 - b. SOPA
7. Roemer House
8. McClellan House

Lower Route:

1. Facility Services
2. College Union
3. Center for Community
4. Credit Union
5. Physical Education Building
6. Public Safety
7. Facilities Planning
8. Residence Life
9. Holcomb Building
 - a. ARC
 - b. Day Care
 - c. LCCASA

Blake Route:

1. Blake A
 - a. Campus Auxiliary Service
 - b. Career Services
2. Blake B
 - a. Department of Communications

3. Blake C
 - a. E.O.P.
 - b. International Studies
 - c. Kathy Trainor

Erwin Administration Building:

Basement Floor:

1. Telecommunications
2. Annual Giving

First Floor:

1. Admissions
2. Records
3. Student Accounts
4. Disability Services
5. Summer Session
6. Graduate Office
7. Academic Advisement
8. Campus Scheduling and Events
9. Financial Aids Office
10. Dean of the College

Second Floor:

1. Institutional Research
2. Payroll/Personnel
3. Purchasing/Budget
4. Accounting/Travel
5. Sponsored Research
6. Vice President for Administration and Finance
7. President
8. Provost
9. College Advancement/Geneseo Foundation
10. Student and Campus Life
11. Enrollment Services

South Hall & Welles:

1. Math
2. Computer Science
3. School of Education
4. CIT

5. School of Business
6. Property Control
7. Geography
8. Political Science
9. Duplicating Center
10. Philosophy
11. Foreign Language
12. English

Sturges Route:

1. Anthropology Department
2. Sociology Department
3. Psychology Department
4. Communicative Disorders and Sciences
5. History Department

IV. Bulk Mailing

- A. Bulk mailing is a discounted Third Class service for volume mailers who follow procedures that enable the Postal Service to automate processing.
- B. Requirements:

To qualify for Third Class bulk, you must have at least 200 pieces or at least 50 pounds. Pieces must be identical size and weight. The Bulk Permit imprint has to be in the upper right hand corner of each piece. Each mailing must be in zip code order starting with the smallest number up to the largest. An exact number of pieces and the account number to be charged must accompany each mailing. A Third Class bulk requisition form must be sent two weeks in advance to the Campus Mail Service supervisor for approval. A bulk stamp can be signed out from the Accounting office.

The College must pay a Bulk Rate mailing fee of \$75.00. This covers a 12-month period from date of payment.

- C. Packaging, Labeling & Sacking:
 1. Packaging:

A package is a group of mail pieces secured together as a single unit. The packages are secured with rubber bands. One band lengthwise first, then another band around the width. To package a

bulk mailing, all 5-digit packages must be done first. When there are 10 or more pieces to the same 5-digit zip code, they are banded into packages and a red “D” label is placed to the left of the address on the top piece in each package. After making all of the 5-digit packages, when there are 10 or more pieces to the same 3-digit zip code, they are banded into packages and a green “3” label is placed on the top piece.

The Post Office has a list of zip codes that go together. When you have 10 or more of these zip codes they are rubber banded together and sticker of the letter “A” is put on them. When you have less than 10 of these grouped zip codes, the mail is rubber banded together and a “MXD” sticker is put on it.

2. Labeling and Sacking:

Packages and flats, when completed, are put into mailing sacks according to the destination.

To label a sack, pre-printed labels from the post office are put on each sack to separate by zip code (i.e. 144...145...146...). The remaining packages and flats are put into a sack labeled 140.

D. Paperwork:

When bulk mailings are delivered to the Post Office, a Statement of Mailing with Permit Imprints form must accompany them. It is the responsibility of mailroom personnel to fill out the Statement of Mailing, computing the correct postage.

V. **Special Handling**

A. U.P.S., Airborne & Federal Express:

The United Parcel Service, Airborne and Federal Express deliver packages for students living in Residence Halls once daily to each residence hall.

B. Express Mail:

Express Mail is delivered by the Post Office at 10:00 a.m. and again at 2:00 p.m. Mail Services delivers the mail to the addressed department or office on that same day, as they are time sensitive. This service is for faculty and staff only.

VI. Accounting

A. Month End Reports:

On the 23rd of each month, a monthly postage summary is prepared, in addition to department recharges for postage used. Recharges are manually entered in the computer throughout the month as received. This includes bulk mailings, Business Reply, and Airborne Express. After the computer reports are printed and compiled, they are sent to the Accounting Office. All accounting transactions including month-end reports, daily accounting procedures, receipts, mailing forms and air bills are sent to the Accounting Office when completed.

B. Computer Recharges:

Computer reports are generated on the 23rd of each month. There are a total of 5 separate reports to print, with copies of each to be kept filed in the mailroom. Each report will show account number, account name, class, pieces, actual postage, charged postage, average cost per piece and total time. It will also show total number of transactions, total monthly piece count and total monthly postage used for each account class recharge profile.

C. Daily Accounting Procedure:

At the end of each day, all postage activity must be recorded. This is done by taking the meter readings. The meter balance, ascending balance and descending balance are recorded into a postal meter book. A daily postage summary is taken from the accounting system and these are recorded onto a daily accounting sheet. This sheet gives the total number of pieces used and the total amount of postage used on a daily basis. All daily transactions are posted on to the computer's hard drive by entering the main menu at the end of the day.

D. Trust Funds:

All money transactions with the Geneseo Post Office are done through trust funds. The mailroom has two – Business Reply and Third Class Bulk.

Business Reply mail enables departments to receive mail back from individuals by paying postage on only the mail that is returned to them from their original mailings. This service is used on a regular basis by some departments. Included in this trust fund is Postage Due. Postage Due is for mail that is returned for insufficient postage. This is charged to the department the mail is being delivered to.

Third Class Bulk: Any department that mails out a bulk mailing gets their postage deducted from this fund. All information is recorded and transferred to the invoices at the end of the month.

All information for the trust funds is kept in a record book. For the Business Reply and Postage Due, we receive a meter tape from the Post Office with the total amounts for each. All receipts and forms are kept in a filing cabinet for two years.

VII. Security

A. Security Coordinator:

Cindy Wood is the mailroom security coordinator with Laurie Montgomery followed by Marie Burley to act as the alternate in Cindy's absence. The security coordinator has been trained in mailroom security and is responsible for the Emergency Response Drills explained in Safety Procedures section to follow.

B. Centralized Mail Facility

All incoming mail for the College is received and sorted in the centralized mailroom located in the MacVittie College Union, basement floor. All student packages are also received through this facility. Mail and parcel delivery carriers only deliver to this location and Central Receiving on-campus. Mail and packages are not received anywhere else on campus. Faculty, staff and students have been notified via the Mail Services website that they are not to accept any mail or packages that haven't been received by Mail Services or Central Receiving.

C. Key Access:

All keys pertaining to the mailroom and the equipment within are kept in a locked key box. The mailroom is issued two rings of keys. These are used for the delivery of mail to offices that might not be open. These keys must be signed out and then signed back in by the mail carriers. All equipment and truck keys are also done in the same manner. The supervisor and the mail clerk are the only ones with access to the key that unlocks the box. This also pertains to the mailing machine keys. At the end of the day, all offices equipment is turned off and locked. The box is checked for all keys and then locked. All windows and doors are securely closed and locked. The following is a list of personnel that have keys and are authorized to access the mailroom:

1. Rebecca Anchor, Director of Purchasing & Central Services

2. Thomas Underwood, Asst Director of Purchasing & Central Services
3. Cindy Wood, Senior Mail & Supply Clerk
4. Laurie Montgomery, Mail & Supply Clerk
5. Marie Burley, Mail & Supply Clerk
6. Facility Services
7. University Police

D. Alternative Mail Processing Site:

The Duplicating Center has been designated as the alternative mail processing site in case of a disaster. The Duplicating Center is located in Welles 13. The facility provides ample room to sort and meter mail and also has access for the United States Postal Service and parcel carriers.

VIII. Safety Procedures

A. Handling Mail

1. Protective latex gloves and filter masks are available for all Mail Service employees to use when they sort mail. They are located on the sorting table in the mailroom. Mail Service employees are also informed about personal protective equipment, which in this case, they are encouraged to wear long pants and long sleeved shirts to limit any possible exposure while handling mail. All Mail Service employees are also asked to wash their hands with soap and water before breaks, meals and at the end of the day to prevent cross contamination of any bacteria or infectious germs.
2. At the start of each semester, all new Mail Service employees must sign off that they have read the safety and security procedures outlined in this standard operating procedural manual and the Mail Center Security Guidelines produced by the United States Postal Service. The mailroom security coordinator keeps these guidelines on file and is responsible for ensuring that all employees have read them. Back-up copies of mail procedures and guidelines are kept in the office of the Assistant Director of Purchasing & Central Services, Erwin 218. The security coordinator also has an instructional video on Mail Center Security if additional training is needed for an individual.

B. Identifying Suspicious Packages and Envelopes

Some characteristics of suspicious packages and envelopes include the following:

1. Inappropriate or unusual labeling
 - a. Excessive postage

- b. Handwritten or poorly typed addresses
 - c. Misspellings of common words
 - d. Strange return address or no return address
 - e. Incorrect titles or title without a name
 - f. Not addressed to a specific person
 - g. Marked with restrictions, such as “Personal,” “Confidential,” or “Do not x-ray”
 - h. Marked with any threatening language
 - i. Postmarked from a city or state that does not match the address
2. Appearance
- a. Powdery substance felt through or appearing on the package or envelope
 - b. Oily stains, discolorations, or odor
 - c. Lopsided or uneven envelope
 - d. Excessive packaging material such as masking tape, string, etc.
3. Other suspicious signs
- a. Excessive weight
 - b. Ticking sound
 - c. Protruding wires or aluminum foil

If a package or envelope appears suspicious, DO NOT OPEN IT.

C. Handling of Suspicious Package or Envelopes

1. Do not shake or empty the contents of any suspicious package or envelope.
2. Do not carry the package or envelope to show it to others or allow others to examine it.
3. Put the package or envelope in the isolated containment bin, located on the back wall of the mailroom next to the shredder; do not sniff, touch, taste, or look closely at it or any contents that may have spilled.
4. Notify the mailroom security coordinator of the suspicious package. The mailroom security coordinator will then validate that the mail is suspicious in nature and will document what recognition point caused the alert, along with any other visible information on the mail.
5. The mailroom security coordinator will alert all others in the mailroom about the suspicious package or envelope. He or she will then evacuate the mailroom using the rear door, close any doors, and take action to prevent others from entering the area. All Mail Service employees must

convene and remain in hallway outside of the rear door of Mail Services until University Police arrives and assesses the situation.

6. Any employees who were handling mail will then wash their hands with soap and water immediately, using the restrooms located in the hallway outside the rear door of the mailroom, to prevent spreading potentially infectious material to face or skin. Shower facilities are also located in these restrooms.
7. The mailroom security coordinator will notify University Police at extension 5222. University Police Department will immediately dispatch an officer to assess the threat. Based upon this assessment, other agencies and personnel will be notified using the numbers below:
 - a. **UNIVERSITY POLICE – 5222**
 - b. **ENVIRONMENTAL HEALTH & SAFETY DIRECTOR - 5512**
 - c. **GENESE0 POLICE – 243-0722**
 - d. **GENESE0 FIRE DEPARTMENT – 243-0722**
 - e. **U.S. POSTAL INSPECTOR – (212) 330-3844**
 - f. **FBI – (716) 856-7800**
 - g. **ATF – 263-5720**
8. University Police will immediately arrange for the evacuation of the building if the item is believed to be explosive, incendiary or radioactive. If the item appears to be a chemical or biological hazard, University Police and the mailroom security coordinator will work together to ensure that all exposed personnel are segregated from all other personnel to avoid cross-contamination. Facility Services will also be notified to shut down the air handlers in the building if a powdered substance is found.
9. The mailroom security coordinator will create a list of persons who were in the room or area when this suspicious letter or package was recognized and a list of persons who also may have handled this package or letter. This list will then be given to University Police.
10. In the event it is believed that an employee has been exposed to a chemical, biological, or radioactive package; University Police will call for an ambulance to take the exposed employee to Nicolas H. Noyes Memorial Hospital in Dansville, NY.

11. The clean-up process will be completed as directed by EHS Director.

D. Emergency Response Drills

1. Emergency response drills will be performed each semester to test preparedness for mail threats, using a sample suspicious letter or package created by the mailroom security coordinator.
2. Emergency response drills results will be documented by the mailroom security coordinator using the Emergency Response Test Drill form and reviewed for deficiencies, for which corrective action will be taken.
3. Mailroom security coordinator will document on the Emergency Response Test Drill form if;
 - a. Mail was suspicious in nature.
 - b. What specifically led to the mail being deemed suspicious on non-suspicious.
 - c. Suspicious mail was taken to the isolated containment bin.
 - d. All mailroom employees were evacuated from the mailroom.
 - e. University Police was notified.
 - f. All employees that were handling mail washed their hands.
 - g. Time it took from notice of suspicious package to evacuating the mailroom and notifying University Police.
 - h. List any comments and deficiencies.
 - i. List corrective action taken. Examples of which are;
 1. Have all employees review the SUNY Geneseo Mail Service Standard Operating Procedures along with USPS Mail Center Security Guidelines.
 2. Have employees watch Mail Center Security video.
 3. Discuss with employees what constitutes a “suspicious” package.
 4. Review washing locations and associated procedures with employees.

5. Review procedures for dealing with employees who are possibly contaminated.
6. Review evacuation procedures with all staff.
7. Review phone numbers (University Police, Environmental Health and Safety, and emergency response numbers).

IX. Employee Guidelines

All employees are responsible for keys and campus mail service equipment while in their use. Lost keys must be immediately reported to your supervisory.

A. Vehicle Operation:

1. There will be no driving on the upper quad. Main roads are to be used whenever possible. No parking in metered spaces!
2. Routes for mail deliveries will be followed. Speed limits are to be observed and pedestrians are to have unquestioned right-of-way. The campus speed limit is 15 miles per hour, and must be followed.
3. Van keys are not to be left in the van. The van is to be locked at all times. The operator is responsible for routine, daily checks: oil level; battery water level; radiator fluid level; fuel level; power steering fluid level; and transmission fluid level.
4. The van is not to be left idling. All drivers of van must possess a valid New York State driver's license. When parked on a slope, parking brake must be applied and the wheels turned toward the curb.
5. All employees are responsible for the mail van while in their use. Report any damages to vehicle before and after use.
6. All New York State vehicle and traffic laws are to be obeyed. Seat belts must be worn at all times!
7. The van is only to be used for campus deliveries. No errands or personal business of any nature can be used with the van.

B. Time sheets are to be filled out on a daily basis.

- C. Mail shall be delivered in a professional and courteous manner. Portable CD players are not be used while delivering mail. Talking on cell phones during mail deliveries is not appropriate unless the call is an emergency. Otherwise, please refrain from talking on cell phones while delivering mail on campus.
- D. Appropriate dress is required. Some lifting and extensive walking are a part of your duties so please wear comfortable walking shoes.
- E. All employees are required to call in advance to inform their supervisor that they will be unable to make it to work that day. Emails are not an accepted form of communication. All call-ins should be made at least 15 minutes before shift is scheduled to start. The phone number of the mailroom is 5691. Three no call/no shows may result in termination.
- F. All employees are required to report to work on time. Any tardiness must be called in advance to your supervisor.
- G. Work is to be performed until all necessary tasks are completed. Studying comes secondary, after all necessary work is completed.

SUNY Geneseo Mail Services Emergency Response Test Drill Form

Mailroom Security Coordinator: _____

Date: _____

1. Mail was suspicious in nature. YES ____ NO ____

2. What were the reasons for the mail being deemed suspicious or non-suspicious?

3. Suspicious mail was taken to the isolated containment bin. YES ____ NO ____

4. All mailroom employees were evacuated from the mailroom. YES ____ NO ____

5. University Police was notified. YES ____ NO ____

6. All employees that were handling mail washed their hands. YES ____ NO ____

7. Time it took from notice of suspicious package to evacuating the mailroom and notifying University Police. _____min. ____sec.

Comments:

Deficiency Notes:

Corrective Action Taken:

