

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 UPS 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 through an automated tracking system.
- Individual Stamps are sold at the Ticket Office for outgoing letters that can be placed in the blue Post Office drop off box located outside the College Union or brought to Mail Services for dispatch to the Post Office. Packages needing postage not associated with a department mailing must be taken to the Post Office to be weighed and have correct postage affixed.

B. Location and Hours

The Campus Mail Room is located in the MacVittie College Union 110. The Mail Room is closed on holidays observed by the United States Postal Service. The hours of operation are:

Academic year: Monday - Friday, 8:30 a.m. to 4:00 p.m.
Saturday, 10:00 a.m. to 4:00 p.m.

Summer: Monday - Friday, 8:30 a.m. to 4:00 p.m.

C. Definitions

1. **Letter-sized mail:** A mail processing category that consists of letters and cards meeting minimum size standards and not exceeding the maximum letter-size mail dimensions of 11-1/2 inches long, 6-1/8 inches high, and 1/4 inch thick.
2. **Flat-sized mail:** A mailpiece that exceeds one of the dimensions for letter-size mail. A flat can be as small as 5 ½ x 8 ½, but that does not exceed the maximum dimension for the mail processing category (15 inches long, 12 inches high, 3/4 inch. Flat-size mail must be rectangular with foursquare corners or with finished corners that do not exceed a radius of 1/8 inch. Flat-size mail must also be flexible. Flats are used primarily for First Class correspondence.
3. **Letter Trays:** Containers for carrying letter size mail. Each tray holds approximately 400 letters. Trays are supplied by the Postal Service. Departments can request empty trays from Mail Services for large mailings.
4. **Bins (Flat Tub):** Supplied by the Postal Service and are box type containers that hold flats, books, magazines, etc. Departments can request empty bins from Mail Services for large mailings.
5. **Parcel:** Mail that does not meet the category of letter-sized or flat mail. Usually it is enclosed in a box or padded mailing envelope and referred to as a package. They must contained a tracking number.
6. **Media Mail** Non-insured flat rate shipping. Maximum weight 70 lbs. Items that qualify for Media Mail: Books (at least eight pages), Printed music and test materials, Video and sound recordings, Printed educational charts, Medical loose-leaf pages and binders, Computer-readable media
NOTE: Video games, computer drives, and digital drives do *not* qualify for Media Mail prices.
7. **Mail Sacks:** Used to deliver incoming packages to Campus Mail Room.
8. **Trackable Services:** All the below services can be tracked online at www.usps.com :Delivery Confirmation, Certified Mail, Priority Mail, Express Mail, Registered Mail, Insured Mail
9. **International Mail :** Mail originating in one country and destinating in another. Any package over 1LB, must have a custom form filled out by the department sending it. Faculty and Staff can fill out and print a form on the USPS website www.usps.com. Packages can be weighed at the College Mail Room.

Items supplied by the Postal Service are stored in College Mail Room for Faculty and Staff:

- a. Domestic Return Receipts
- b. Certified Mail Receipt
- c. Registered Mailing Number
- d. Express Envelopes
- e. Priority Mail Envelopes/Limited Supply Priority Mail Boxes
- f. Priority Mail Stickers
- g. Delivery Confirmation /USPS Tracking Label
- h. Insured Mail Receipt

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 United States Postal Service.

There are two sorting tables with individual slots for each campus department. 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 per bin. There are 5760 student mailboxes. Mail is placed into student mailboxes by 4:00 pm Monday through Saturday.

B. Deliveries:

USPS Mail is delivered to the mailroom from the Geneseo Post Office daily between 9:00 a.m.-11:30 a.m. USPS Mail contains both Faculty/Staff and Student mail. Outgoing USPS Mail is dispatched to the Post Office from the mailroom daily at 3:10 p.m. Any mail that needs to go out same day must be received in the Campus Mail Room by 3:00 p.m. to allow time to place postage on mail pieces.

Student package deliveries from UPS, Fed-Ex Express, Fed-Ex Ground, Fed-Ex Home and DHL are received daily in the Campus Mail Room. Central Receiving receives Faculty and Staff packages from the above carriers for distribution.

C. Signature Required Mail :

Signature-Required mail and packages that are received in the Campus Mail Room are signed for by the full-time Mail Services personnel. Signature-Required department mail information is recorded in a folder to obtain a signature from the department secretary at time item is delivered. The

information recorded includes tracking number, date of delivery and addressee. This provides proof to Mail Services item was received by the department.

Student mail requiring a signature is checked into the Mail Services tracking system where they will receive an email to pick-up the item. The student will sign for the letter/package once they provide a photo ID proving identification.

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 department mail slots for distribution. Mail is sorted as it arrives.

E. Department Mail Pick-Up

Departments that have important off-campus outgoing mail that was not ready for pick-up when Mail Services dropped off the daily delivery can choose to drop the outgoing mail off in three locations to ensure it goes out the same day. We have two afternoon bucket pick-ups that are picked up at designated times and a convenient drop-off in Mail Services:

Dean of Academic Planning and Advising	Erwin 106	1:20 P.M.
Procurement and Property Control Services	Doty 315	1:30 P.M.
Mail Services	Union 110	3:00 P.M.

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 at least one account number. Some departments may have multiple account numbers they use. Currently there are approx. 275 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. Off-campus mail must have the department account number on it or flagged with a post-it note stating account number to be charged. When the mail is picked up, the off campus mail is bundled together according to account number. The account number to be charged is programmed into the keyboard. Each piece of mail is metered with the appropriate class, zone, and special service if any. 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 mail, express mail, media mail, and international priority. Special extra services are certified mail, return receipt, insured and register mail. After the mail is franked, it is placed in the appropriate postal bin for delivery to Post Office at 3:10.

B. Special Handling Mail

1. Certified Mail: Proof you sent it. See when it was delivered or that a delivery attempt was made, and get the signature of the person who accepts the mailing when combined with Return Receipt. Trackable at www.usps.com .
2. Return Receipt: Get an electronic or hardcopy delivery record showing the recipient's signature. Service is 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.
3. Registered Mail: Get maximum security for your valuable items. Registered Mail items can be insured for up to \$50,000. 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. Trackable at www.usps.com .
4. Insuring: You can purchase insurance coverage for your mailpieces for up to \$5,000 in indemnity to protect against loss or damage. Insurance fees are based on the item's declared value. There are limitations for insuring some products and certain items. Priority Mail Express® and Priority Mail® may include insurance in the price of service.
 - Claims
Keep your postmarked mailing receipt and proof of value of your shipment in case you need to file a claim. When your mail item is lost, you should file a claim in no later than 60 days from the date of mailing. If your item is damaged or missing contents, you should file a claim immediately, but not later than 60 days from the date of mailing.
5. USPS Tracking: USPS Tracking is available only at the time of mailing. No record is kept at the office of mailing. USPS Tracking does not include insurance, but insurance may be purchased as an additional service unless otherwise restricted. Some statutes governing the mailing of legal documents may require the use of Certified Mail or Registered Mail, rather than USPS Tracking.
6. Priority Mail Express: Fastest domestic service, with limited exceptions, available 365 days a year, with a money-back guarantee. and delivery shipping to most U.S. addresses, including PO Boxes. The Express form is filled out and placed on the front of an Express envelope. Needs to be in the mailroom by 3:00 P.M. to take to Post Office.

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 letter trays. Flats are placed in postal bins. Media Mail and Priority mail are placed in their own separate bins from all other mail. All pre-stamped, international mail, forwarding mail and return to sender mail are placed together in bin.

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. Students on break for the summer are sent email with a link to fill out a summer forwarding form. 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 if student has not filled out the appropriate form. For packages received over the summer, Mail Services attempts to reach out to the student before returning the package to sender to see if there is another option for pick-up.

E. UPS Campus Ship

Mail Services is the UPS Campus Ship Administrator. Whereby, Mail Services set up new users. The college gets a discounted rate through UPS for all mailings. Mail Services can assist with walking departments through the process to create a label. Any technical questions or issues with the site, departments would have to contact the UPS directly at 1-800-377-4877. Mail Services receives monthly receipts from the accounting office. Any shipments sent will be charged back to the departments account number. Mail Services only accepts Next Day Air packages from campus departments. For all ground shipments, departments must contact Central Receiving at x5660.

III. Mail Delivery Routes

A. Routes

Each department and office has a mail delivery and pick up once daily. The campus is divided into four routes, two morning routes and two afternoon routes. The mail for the Doty and Erwin Administration Building are delivered in the morning. These routes have the greatest volume of mail for both on and off campus. The delivery stops for all of the routes are as follows:

1ST MORNING ROUTE 8:30 A.M.

DOTY	ROOM
Small Business Development	119
Human Resources	318
Procurement & Property Control Services	315
Student and Campus Life	316
Administration and Finance	320
President, Office of the	310
Accounting	325
Center for Inquiry Development	303
Admissions	200
Advancement, Office of (Foundation)	244
Communications & Marketing	228

ERWIN	ROOM
Scheduling & Events	23
Disability Services	22
Career Development	116
Registrar	102
Student Accounts	103
Financial Aid	104
Dean of Academic Planning and Advising	106
Graduate Studies	106
Grants Management	201
Sponsored Research	202
Provost Office	205
Study Abroad	217
International Student Services	218
New Student Programs/Orientation	220
Institutional Research	221

2ND MORNING ROUTE 9:30 A.M.

LOWER ROUTE	ROOM#
Facilities Planning	102
Merritt- Athletics & Recreation	211
University Police -Schrader Hall	19
Physical Plant - Facilities Services	101

SOUTH HALL	
School of Education	200
School Of Business	100
Computing and Information Technology	119

Mathematics Department 323

WELLES HALL

Philosophy Department 103
English Department 226
Languages and Literatures Department 211
Duplicating Center 13

FRASER

Political Science 105E

STURGES

History Department /UUP 16
Access Opportunity Program (AOP) 120
Community Prevention Coordinator- Shelly Wolanski 102
Student Care Services (Tamara Kenney) 208
Nurse- Laura Evans 212B

1ST AFTERNOON ROUTE 11:30 A.M.

COLLEGE UNION

	ROOM#
Federal Credit Union	111
Center For Community/Multicultural Affairs	354
Campus Living / Residence Life	321
Student Association	316
Barnes and Noble Bookstore	

2ND AFTERNOON ROUTE 12:15 P.M.

BLAKE

	ROOM#
Office of Sustainability	3C
Communication Department	104B
WGSU	104B
CAS	108

UPPER ROUTE

Lauderdale Health Center
Milne Library
CIT Newton

SCIENCE BUILDING

Chemistry Department	331
Biology Department	332
Physics Department	234
Geology Department	234

BAILEY HALL

Anthropology Department	153
Geography Department	227
Psychology Department	130
Sociology Department	206

BRODIE HALL

Theatre and Dance Department	229
Music Department	101

AFTERNOON BUCKET PICK-UP

ERWIN- Dean of Academic Planning and Advising	106
DOTY- Procurement & Property Control	315

IV. USPS Marketing Mail (STANDARD MAIL, aka BULK MAIL)

(Name changed in January 2017)

A. USPS Marketing Mail is mail matter not required to be mailed as First-Class Mail or Periodicals. Lower nonprofit prices are available for USPS Marketing Mail but require specific authorization.

B. Requirements:

To qualify for USPS Marketing Mail you must have at least 200 pieces or at least 50 pounds. There is no single-piece USPS Marketing Mail postage. In USPS Marketing Mail, there are prices for letters, flats/large envelopes, parcels, Marketing parcels and Parcel Select Lightweight parcels.

Pieces must be identical size and weight. The 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. Please contact Campus Mail Service Supervisor for approval two weeks in advance to make sure funds are in the account. A Permit Imprint Stamp can be signed out from the Accounting office.

The College must pay a USPS Marketing Mail mailing permit fee currently as of 2018 is \$225.00. This covers a 12-month period from date of payment.

C. Paperwork:

When USPS Marketing Mail is delivered to the Post Office, a Postage Statement 3602-N1 and 3602-N3 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. Express Mail:

The Post Office delivers Priority Express Mail 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:

At the end 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 USPS Nonprofit Marketing Mail mailings, Business Reply Postage, and UPS. After the computer reports are printed and compiled, they are sent to the Accounting Office. Printed copies of all accounting transactions including USPS Hasler Transaction through the meter machine, monthly postage summary, which includes; balance reports, daily postage summary for the month, and USPS Non marketing Mail paperwork are sent to the Accounting Office when completed. A copy 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. It will also show total number of transactions, total monthly piece count and total monthly postage used for each account class recharge profile.

B. 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.

C. Trust Funds:

All money transactions with the Geneseo Post Office are done through trust funds. The mailroom has three– Business Reply, Postage Due and Nonprofit USPS Marketing Mail.

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.

Postage Due is for mail that is returned for insufficient postage and address correction. This is charged to the department the mail is being delivered to.

Nonprofit USPS Marketing Mail: Any department that mails out a nonprofit marketing mailing gets their postage deducted from this fund. All information is recorded and transferred to the invoices at the end of the month. This is an inexpensive way to send mailings of 200 pieces or more at a reduced rate with no extra services included. There are special requirements to qualify.

All information for the trust funds is kept in a record book in Mail Services. For the Business Reply and Postage Due, we receive a receipt 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:

The Mail Services Supervisor is in charge of the mailroom security. In the absence of the Supervisor, The Office Assistant 2 is next line, followed by the two Office Assistant 1 employees. All full-time staff in Mail Services are trained on mailroom security and are 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, Room 110. All student packages are 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 have not been received by Mail Services or Central Receiving.

C. Key Access:

The Supervisor and Office Assistants are responsible to make sure the mailroom is securely locked at the end of the day. This also pertains to the delivery van. Mail Services has one set of keys for the delivery van in the Mail Services office. There is a second set located at Facility Services. At the end of the day, all office equipment is turned off 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. Ronda Sick, Office Assistant 2 Stores & Mail
5. Cassandra Frazier, Office Assistant 1 Stores & Mail
6. Dennis Maher, Office Assistant 1 Stores & Mail
7. Facility Services
8. University Police
9. Geneseo Post Office

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 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, but it is not mandatory 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, Doty 318.

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

1. 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
 - d. Strange smell (skunk smell)

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

C. Handling of Suspicious Package or Envelopes

1. 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.
2. 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.
3. 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.

4. Do not shake or empty the contents of any suspicious package or envelope.
5. Do not carry the package or envelope to show it to others or allow others to examine it.
6. 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. Use protective gloves.
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. Discuss with employees what constitutes a “suspicious” package.
 3. Review washing locations and associated procedures with employees.
 4. Review procedures for dealing with employees who are possibly contaminated.
 5. Review evacuation procedures with all staff.
 6. 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 supervisor.

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.
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. 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 to supervisor are an accepted form of communication. All call-ins should be made at least 30 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: