

MAILROOM POLICIES & PROCEDURES

Mailroom Policy Statement

The Mailroom is utilized by the Baruch College community as a medium to interchange correspondence and resources within our campus and with those who conduct business with the college. The Mailroom's mission is to provide that service in a dependable, expeditious, and professional manner.

Location

Information and Technology Center
151 East 25th Street, Room 170
Telephone: (646) 312-1460
Email: Mailroom@baruch.cuny.edu

Contact

Juan Gonzalez, Mailroom Supervisor
Telephone: (646) 312-1463
Email: Juan.Gonzalez@baruch.cuny.edu

Incoming Mail

Parcels and Packages

Mail (envelopes, parcels and packages) is delivered to the Mailroom by the United States Postal Service (USPS), United Parcel Service (UPS), Federal Express (FedEx), Dalsey, Hillblom and Lynn (DHL) or messenger at various times throughout the day. All incoming mail is processed and delivered daily to all departments.

Personal Mail

The Baruch College Mailroom processes all of the college's business mail. Faculty and staff are prohibited from using the College's facilities and address for the mailing and receipt of personal mail. Outgoing personal mail will be returned to sender.

When an item arrives that appears to be personal, the Mailroom will contact the faculty/staff member with the following notice:

Dear Colleague,

As per Baruch College protocol, I am writing to advise that the Mailroom is in receipt of a package addressed to your attention from "sender's name." We ask that you please reply to this email with a brief explanation of the business purpose of this package before attempting to procure it.

We appreciate your cooperation in this matter.

Delivery and Pickup

Delivery Schedule

The Mailroom has scheduled runs for the delivery and pick-up of mail to and from departments throughout the college.

<u>Time</u>	<u>Delivery</u>	<u>Pick-up</u>
10:30am	Parcels and Packages	
1:00pm	Envelopes and Flats	All Interoffice and Outbound Mail

Outgoing mail not ready by the pick-up time can be brought to the Mailroom no later than 4:00 pm for same-day processing. Mail received at the Mailroom after 4:00 p.m. will be mailed on the following business day.

Express or Overnight mail delivered to the Mailroom after the scheduled delivery times, will be delivered on the following business day. Please contact the Mailroom to make arrangements for Express or Overnight mail which requires immediate delivery to your department upon its arrival.

Outgoing Mail

Addressing Outgoing Mail

All outgoing mail to be processed and/or meter stamped, should be in Baruch College envelopes in the following format to ensure efficient handling and delivery to the USPS:

- The return address should be located either on the top left hand corner or on the center of the back flap on envelope and follow the format below:

[Name]

[Department]

Baruch College

One Bernard Baruch Way, [Box Number]*

New York, NY 10010

*Box numbers include the letter designation of the building in which the office is located (for the list of buildings see the [Campus Map](#)), followed by a room number (e.g. Box B8-250 means building B, which is the Vertical Campus, 8th floor, Room 250). In many cases, the correct box number is the room number of the departmental office. Please see the [online directory](#) for the box numbers of members of the faculty, staff, and administration.

Without this information, the Mailroom will not be able to process your mail.

- The delivery address should be in a block format located on the center area of the envelope and follow the format below:

[Name]

[Company]

[Delivery Address]

[City, State ZIP Code]

Without this information, the carrier will not be able to deliver your mail

- Type or machine-print the complete address (be sure to use clear, sharp, standard business fonts). Avoid handwritten addresses.
- The lower 3/4" portion of the front side of the envelope, directly below the delivery address, is reserved for postal bar codes. This area must remain clear.

Address labels must also be addressed according to the recommended format (note that white labels with black font are best). Labels must be applied straight and parallel to the bottom edge.

For additional information on addressing formats, zip code, or current postage rates, contact the Mailroom or go to the [USPS website](#).

Overseas Packages

Overseas packages weighing more than one pound must have a [PS Form 2976A](#) attached. This form can be obtained from the Mailroom or any post office. Please note that this form must be signed by the sender while standing in front of the USPS clerk or Mailroom staff, who will be responsible for verifying the identity of the individual sending the package.

Certified Mail and Return Receipts

Certified mail provides a mailing receipt to the sender with a record of delivery maintained at the destination Post Office. No record is kept at the entry Post Office and no insurance coverage is provided. Certification may be used only on First Class Mail.

A return receipt offers proof of delivery on certified mail shipments and can be obtained for an additional fee. The return receipt identifies the article number of the mailing, the person who signed for it and the date it was delivered.

If you need certified mail labels and/or return receipts, please contact the Mailroom.

Special Mailings

Grants/Conferences

Special mailings pertaining to grant-related work or conferences must also be identified. This identification will be used for billing purposes (to charge back postage usage to the appropriate departments).

Mailings Requiring Approval

All International and Express mail as well as domestic mail that require postage of \$20 or more, will not be processed without the approval of a chair, the dean, or the equivalent for administrative offices. For our information and file, an email to Mailroom@baruch.cuny.edu with the details of the mailing and its approval

will suffice.

Do remember that Express mail is costly, please minimize its use by sending our mail in a timely fashion.

Mailings with Carriers Other than UPS and USPS

The Mailroom utilizes UPS and USPS for the college's outbound mailing needs. If your office has an account with FedEx, DHL or any other express service carrier, it is your responsibility to prepare and arrange its pick-up by that express carrier.

Should a member of the sending office be unavailable for pick-up by the carrier, they are asked to call ahead and arrange pick-up at the Mailroom. If the carrier has not come by 5:00pm, the Mailroom will not be responsible for delivery of the item.

Interoffice Mail

Interoffice envelopes should be used when sending interdepartmental mail. There are two sizes of envelopes: 4-1/2" x 10-1/4" and 10" x 13".

When addressing an interoffice envelope, be sure that all previous markings have been crossed out to ensure proper delivery. The address should always appear on the next available line. Please clearly print the employee or department's name on the first available line and box number (letter designation of the building in which the office is located followed by its room number) on the following line.

The Mailroom maintains a supply of used interoffice envelopes. If your office has accumulated a large number of or need interoffice envelopes please contact the Mailroom to arrange a pick-up or delivery.

Waste Toner Cartridges

Mailroom staff will pick-up waste toner cartridges that have been packaged for mailing, in a box with a prepaid shipping label. Please refer to the manufacturer's website (i.e. [Canon](#), [Dell](#), [HP](#), [Konica Minolta](#) or [Xerox](#)) to obtain the prepaid shipping label.