

## ASRC Mailroom Operations

At a glance

Location: ASRC G.726

Opening hours: **Monday-Friday, 9:00 am – 5:00 pm** (except public holidays).

Services:

	ASRC	CDI
Incoming mail	x	x
Perishable storage (limited term)	x	x
Mail distribution	x*	By CCNY Facilities
Outgoing mail	x	x
Mail supplies	x	X**
Freight deliveries		
Personal mail		

\*Except radioactive materials and controlled substances.

\*\*Subject to availability

- **Mailroom operations are remaining contactless** where possible for ASRC and CDI occupants.
  - Call or email mailroom staff or consult ASRC Mailroom Policy and Operation for information and exceptions.
- **Incoming and outgoing packages should be left at package drop points**, excluding packages containing controlled substances and radioactive materials. Consult the package drop point list to find your drop point.

### ASRC Mailroom Staff and Contact Information:

Thomas Zmuda      email: [tzumda@gc.cuny.edu](mailto:tzumda@gc.cuny.edu)      Phone: 212-413-3371  
James Dempsey      email: [jdempsey@gc.cuny.edu](mailto:jdempsey@gc.cuny.edu)      Phone: 212-413-3372  
CCNY Facilities      email: [facilities@ccny.cuny.edu](mailto:facilities@ccny.cuny.edu)      Phone: 212-413-3675

### EHOS - RSO Officer Contract Information:

Thomas Dickson      email: [tdickson@gc.cuny.edu](mailto:tdickson@gc.cuny.edu)      Phone: (212)-413-3351  
Cell: (917)-414-4608

## ASRC Mailroom Operations

### Policies and Procedures

#### Shipping to the ASRC Mailroom

- To have mail shipped to the ASRC please request packages have the correct incoming address:
  - [CONTACT NAME]
  - 85 Saint Nicholas Terrace
  - [Building/Floor/Room]
  - New York, NY
  - 10031
- Packages received with no contact information will stay in the mailroom for 1 week. If unclaimed within 7 days, the items will be returned to sender.
  - Any visitors sending packages to the 85 Saint Nicholas Terrace address should include an ASRC contact name on the shipping label to ensure the packages will not be returned.
- Due to capacity limitations, the ASRC mailroom are unable to accept personal mail. Do not send or request personal mail to be sent to the 85 Saint Nicholas Terrace address.

#### Incoming Mail

##### General

- The mailroom accepts mail (*envelopes, packages, parcels*) on behalf of the ASRC and CDI buildings during opening hours.
- Mail carriers accepted: United States Postal Service (**USPS**), United Parcel Service (**UPS**), Federal Express (**FedEx Ground and FedEx Express**), Deutsch Post DHL Group (**DHL**), and other messenger services at various times throughout the day on behalf of ASRC and CDI buildings.
- Mail room cannot accept any freight deliveries on behalf of occupants. See section on Freight Deliveries for further information on accepting freight.
- Mail is processed in the mailroom and distributed to relative departments
  - ASRC mail will be logged into internal tracking system (Brynka) on arrival by the mail room
  - ASRC mail will be distributed to drop points throughout the ASRC, excluding radioactive materials, controlled substances, and IT equipment.
    - Please see ASRC Package Drop Point Locations to identify where your packages will be located.

- Perishable items will be kept in cold storage until confirmation is received that it can be received from the drop point. See Perishable Items.
- See relevant sections on exceptions for policy and procedure on radioactive materials, controlled substances, and IT equipment.
- CDI mail will be distributed to CDI by CCNY facilities team.
  - Contact CCNY facilities for detailed information on distribution.
  - Perishable items will be kept in cold storage until collected by CCNY facilities from the mailroom.

**ASRC Package Drop Point Locations**

<b>Floor</b>	<b>Drop point location</b>	<b>Research Groups</b>	<b>Core Facilities</b>	<b>Administrative Group</b>
5	LER North		ALCIS	
5	LER South	Vorosmary Groffman Greenfield Reinmann	NGENS	
4	LER North	Shafer Mingote Ayata	Live Imaging	EHS
4	LER South	Casaccia	Epigenetics	
3	LER North	Elbaum-Garfinkle Keedy	MS	
3	LER South	Gardner Des Georges		
2	Administrator Desk	Alu Sfeir Grosso Guo	Photonics RF/mm wave	
1	LER South	Braunschweig Chen		
1	Executive office			Central Admin
G	LER South	Ulijn DelRe	Surface Science Nanofab NMR	
G	MRI admin suite		MRI	
G	CMU vet office corridor		CMU	

- The ASRC Mailroom staff will distribute mail throughout the ASRC building during opening hours.
  - There are no scheduled times as the deliveries arrive at various times throughout the day.
  - Please contact mailroom staff if you believe you are missing a package who will be able to help track and locate the package.

### **Perishable Items**

- Items received and clearly marked as perishable or store on arrival, will be placed in cold storage in the mail room on arrival.
- 4 °C and -20 °C storage is available in the mailroom facilities.
- ASRC perishable packages:
  - The mailroom staff will notify the recipient(s) will be notified of its arrival and delivery to their corresponding package drop point.
- CDI perishable packages
  - CCNY facilities will be notified of perishable packages on arrival

### **Radioactive Materials**

- The mailroom and EHOS/RSO officer must be notified in advance of the order of any radioactive materials being shipped to 85 Saint Nicholas Terrace, New York, NY 10031.
  - This notice should include the expected arrival date of radioactive materials.
- On arrival, the mailroom staff will notify relevant EHOS/RSO officer and the recipient via email. If no response by midday, please call EHOS/RSO Tom Dickson (917)-414-4608.
- The EHOS/RSO officer will report to the mailroom as soon as possible to verify the packaging has not been compromised and process it for leak tests.
- The EHOS/RSO officer will then drop the package off in the recipient's lab.
- In the event the EHOS/RSO can not make it, the recipient will pick up and hold it in their respective lab till the EHOS/RSO can process the package.

### **Controlled Substances**

- Any packages for a recipient holding a Controlled Substances License will have all mail delivered to named contact or authorized recipient on behalf of the named contact. Note: contactless will not be permitted for those who are authorized to purchase controlled substances.
  - The mail room will be notified of any person(s) or research groups who fall into this category.
- All deliveries will be entered into the ASRC tracking system (Brynka) and subsequently handed off to authorized recipients for review and immediate secure storage, for applicable packages.

### **IT Equipment**

- IT equipment received to the mail room for ASRC personnel will be distributed to asset management for review. If applicable, the assets will be tagged and distributed to IT services.

- The end user, asset management, and IT services will be notified of arrival and progress.
- IT will distribute to the end user.
- Typically, IT equipment will be received by the end user no more than 1 business day following delivery.
- **IT equipment for CDI** will be collected by CCNY facilities team and follow CCNY's policy and protocol.
- For any **other IT equipment delivered which is not subject to ASRC/GC Asset management requirements**:
  - the mailroom should be notified ahead of expected arrival.
  - A confirmation from the school/college/purchaser who own the equipment is required stating instructions for release. If none, a statement in writing that the equipment is not subject to asset management and/or IT requirements will be required to release the equipment.

### **Outgoing Mail**

- Outgoing mail packages should be prepared by the sender and dropped at the Outgoing Package drop point.
- **Outgoing Packages drop point is located by the ASRC freight elevator on the ground floor.**
- Contact the mailroom staff to inform that outgoing mail is prepared and ready for pickup.
- ASRC mailroom will collect the package from the drop point and ensure collection from the appropriate carrier.

### **Preparing Outgoing Packages**

- Items should be packaged appropriately, sealed, and addressed.
- Supplies are available from the ASRC mailroom only for ASRC outgoing mail.
  - Supplies include packing tape, carrier specific envelopes, boxes, and shipping labels (e.g. FedEx). See supplies section for a full list of items available.
  - Contact the ASRC Mailroom staff to request supplies to prepare your package. The staff will coordinate a drop to get the supplies to you.
- Outgoing mail postage:
  - Shipping labels should be generated by the sender (or administrative support team) for FedEx or UPS pick-ups.
  - USPS mail must be stamped/postage paid before drop-off.
    - The mailroom does not have a postage machine or stamps.
    - The mailroom does not offer special USPS tracked services (Certified, Express, Priority)
- Leave your prepared package at the Outgoing Package drop point. Contact the mailroom in advance to ensure that your package goes out at the scheduled time.

### **Outgoing Package Drop off times**

- FedEx or UPS outgoing mail
  - Before 9:30am for same day pick up

- Packages received after 9:30am cannot be guaranteed for same day pick-up. These will be shipped next business day.
- USPS outgoing mail
  - Drop off at any time.
  - USPS does not collect regularly from the ASRC. Please do not post urgent mail via USPS from the mail room.

### Special Considerations

- Packages on dry ice
  - The package preparation must be overseen by an employee trained in the Dangerous Goods Regulations and comply with regulations that govern shipment on dry ice including:
    - The United States Department of Transportation (DOT)
    - The International Air Transport Association (IATA)
  - Packages must allow for gas venting.
  - Shipments containing dry ice must carry a Class 9 DOT miscellaneous hazardous materials warning label and must be clearly marked “Carbon Dioxide Solid, UN 1845” or “Dry Ice, UN 1845.”
  - Contact your EHOS officer.
- Shipping of dangerous goods (i.e., hazardous materials)
  - Contact your EHOS officer with information on the hazardous material to ensure packaging, labelling, and contents are eligible for shipping type.
- Shipping of lithium batteries
  - Contact your EHOS officer with information on the hazardous material to ensure packaging, labelling, and contents are eligible for shipping type.

### Interoffice Mail

- Interoffice mail is a CUNY Central Office function
  - ASRC Mailroom requests for pickup via e-mail and the courier’s pickup **on their schedule**.
  - Interoffice is currently operating on a limited ad hoc basis with limited schedules throughout the campus.
  - We strongly advise that urgent interoffice mail is shipped through FedEx or UPS.

### Freight Deliveries

- The ASRC Mailroom does **NOT** support freight deliveries in any capacity due to liability issues.
- The freight delivery company must have a direct number for the recipient (or delegate) to coordinate freight delivery on arrival.
- The recipient, or delegate, must be on site to receive freight.
- All freight deliveries **must be scheduled with inside delivery** and should be transported between floors using the freight elevator.
- Freight dimensions should be < 48” width to ensure passage through ASRC corridors.

- Dollies and pallet jacks are available from the mail room.
  - They must be signed out and signed back in on return.
  - Contact mailroom staff to schedule pick up and return of these items.
  - All pallet jacks and dollies **must be returned** immediately after use.

#### **FedEx and UPS accounts**

- To set up a FedEx or UPS account for your incoming and outgoing packages:
  - ASRC Occupants: contact ASRC Mailroom staff
  - CDI Occupants: contact CCNY facilities
- If you have misplaced your User ID or Password in FedEx or UPS, go to the Log In pages for both and select *Forgot Password and/or User ID* to reset.