

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 Phone: 212-413-3371
James Dempsey email: jdempsey@gc.cuny.edu Phone: 212-413-3372
CCNY Facilities email: facilities@ccny.cuny.edu Phone: 212-413-3675

EHOS - RSO Officer Contract Information:

Thomas Dickson email: 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, deliveries for the CMU (including any 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

Floor	Drop point location	Research Groups	Core Facilities	Administrative Group
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	

- 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/CMU deliveries

- 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 packages for the CMU will require attended delivery due to possibility of controlled substances being contained within packages.
- 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.
- Asset Management will distribute to IT services when the item is tagged.

- IT will distribute to the end user following configuration.
- Typically, IT equipment will be received by the end user no more than 1-2 business days 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 FedEx or UPS directly to set up an account.
 - Each research group and core facility hold their own account. Any expenses to be covered by ASRC administration should have receipts submitted to the ASRC business office for reimbursement.
 - 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.