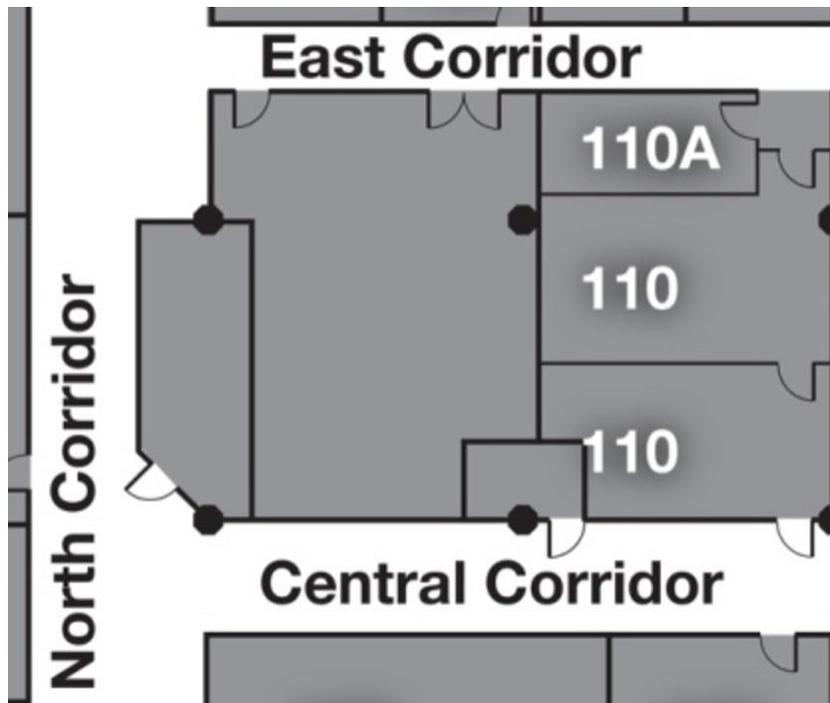

New Mail / Package Service Procedures

Effective Monday, 9/10/2018

In order to provide more consistent hours for the Mail and Package room, we will institute the following changes:

Room 110 ('Mailroom' or Mail and Package Center) will be open Monday-Friday, 8:00AM to 11:30AM and 12:30PM to 4:00PM. The Center will be closed Saturday, Sunday, holidays, and whenever CIA is closed. Please access Room 110 from the East Corridor.

Room 110A (the Self-Service room) will be open to Faculty/Staff/RAs during regular building hours.



Departments:

All incoming mail may be picked up at any time by your department designee in Room 110A. Each department will have a labeled mail slot. Packages will be placed in the areas under the countertops (labeled with the department name) in Room 110A. All faculty and staff should have access, via an electronic card reader, to Room 110A. Please let facilities know if your card will not allow you access

All outgoing and inter-office mail must be delivered to Room 110. U.S. mail dropped off to the mailroom by 12:00PM Monday-Friday will go out the same day. U.S. mail dropped off after 12:00PM will go out the next business day.

Students:

RAs will pick up mail for their residence hall daily, and will deliver mail to resident mailboxes by 10PM. Outgoing mail will be collected at this time, and deposited at the Mailroom the following morning.

Students who are residents should use the following addresses for incoming packages:

Student's name

Uptown Residence Hall OR 115th Residence Hall OR 117th Residence Hall

Room # OR Apartment #

11610 Euclid Avenue (for Uptown or Euclid 117) OR 11607 (Euclid 115)

Cleveland OH 44106

Students who live off campus should not have packages mailed to CIA.

Everyone:

For any large mail projects (100+ pieces), as well as international mail and/or packages, please contact the Mailroom Coordinator at extension 7431 to give early notification. A minimum of 3 working days' notice is required for any large mailings of letters or packages. The Mailroom Coordinator will contact you with questions, as well as to discuss timing of the mailing.

To ensure the security of mail and packages, Room 110 will be open only during regular business hours for package pick up. Access to this room will not be granted outside of regular/posted business hours.

A mail slot has been installed adjacent to the entry door of Room 110 off of the East Corridor for after-hours or lunch hour letter mail drop-off.

We are now utilizing only UPS for our package delivery services, or Fedex for international deliveries. Please plan accordingly.

We will no longer mail personal packages. Personal packages can be handled at the UPS Store in Uptown, or the FEDEX Store in Thwing Center on CWRU's campus for all personal deliveries.

Employees should have their personal packages delivered to their home. We will not accept/take responsibility for personal deliveries.

If you are tracking a package through your carrier's website and you receive a "delivered" notification it does not mean that your package is here at CIA. All carriers (UPS, USPS, and FedEx) hand off to each other for efficiency of deliveries which generates the notification. You will receive an email when your package arrives at CIA.

The mail coordinator does not have responsibility for deliveries and pick-ups using the CIA truck. This responsibility will now be with facilities staff. Please submit a support ticket, via myCIA, under the facilities tab.

Please consult with the Mailroom Coordinator if there are any questions about these policies, or if you are unsure about how to deliver a package.