## Mail and Warehouse Operations

SUNY campuses provide the following inbound and outbound services for students and faculty/staff: mail processing, package processing, and warehouse/storehouse processing. Responsibilities for mail, package, and warehouse/storehouse processing services may vary according to the needs of each SUNY campus.

Additionally, the way in which these services are provided may vary according to the needs of each SUNY campus. For example, faculty and staff pick up their mail and packages from SUNY New Paltz’s mailroom, while departmental mail and packages at Alfred State are delivered to building mailrooms. No matter how these services are provided, campus service providers should work to minimize population density, maximize social distancing, provide contactless delivery of services, and ensure that cleaning/disinfecting protocols are maintained according to CDC standards.

### Considerations for both central mail and warehouse operations

Campus central mail and warehouse location(s) should take into consideration that they will likely have contact with people beyond the campus community, namely during incoming deliveries. When planning, there should be no assumption that people outside of the campus community will be aware of or adhere to campus policies regarding PPE and social distancing.

It is recommended that signage, including both text and pictures, be placed in easily-observable locations and mediums to provide delivery drivers with notice. It is recommended that campuses designated a well-marked and easy to observe package drop spot. This will help to ensure social distancing even if delivery personnel are not wearing PPE. This method could also extend to any delivery documentation that requires a signature by the receiving department.

When feasible, some campuses may determine that mailroom and warehouse staff should interact with recently-received items in a very limited capacity while within 24-to-72 hours of package or mail delivery. If possible, designating a “resting zone” could be beneficial for mail and packages to be handled without concern the following day. For warehouse items, the use of gloves and disinfectant should be used when receiving all materials. [CDC guidance](https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/how-covid-spreads.html) has been updated to state that transmission via surfaces is likely not the main way in which COVID-19 spreads. Virus transmission is more likely to occur via aerosol droplets.

### Considerations specific to campus mail operations.

Campus mail operations should limit the possible exposure their operation can bring to the campus community. The following recommendations are suggested:

Many campuses deliver and pick up mail to and from designated mailroom locations in campus buildings using mail tubs and/or mail folders to limit the amount of contact with individual pieces of mail and packages. This arrangement is ideal for providing contactless delivery of services while minimizing exposure areas.

The way in which mailroom employees enter and exit buildings should be given careful consideration. The goal should be to reduce employee time and exposure to one another and spaces on campus.

Some campuses may choose to eliminate direct mail deliveries directly offices, in the case of limited quantities of mail. Instead, central receiving may wish to recommend that campus departments pick up their mail directly from central receiving. This will condense exposure areas and possible cross-contamination on campuses, while also affording the opportunity to provide more-frequent disinfecting effort with existing resources. Some campuses may wish to require that departments call ahead to inquire if mail is present before visiting central receiving.

### Considerations specific to warehouse operations

Campus warehouse operations should consider increasing regular stock of high-demand materials, such as PPE, disinfectant, commonly-used repair materials, and office supplies.

Current storage and record keeping procedures should be reviewed to verify that items are stored and maintained in a secure fashion.

In the instance of both staffed and non-staffed warehouses, it is very important to adhere to social distancing and disinfecting procedures. Examples of these practices include limiting the number of individuals entering a warehouse at a given time, disinfecting tools, materials, and keys when withdrawing them from storage, and again disinfecting when returning to storage.

Warehouse operations that maintain staff presence should consider implementing centralized pick-up or contactless drop-off for materials required by staff.

### Considerations for mail and package delivery operations

* All staff members must wear face coverings entering, while inside and exiting buildings.
* Maintain 6 feet social distancing whenever possible.
* No more than two (2) people per vehicle, wearing face coverings at all times.
* Disinfect high touch point areas in the delivery van, both driver and cargo areas, at the end of each shift.
* Consider methods to disinfect the mail/packages before you deliver it:
	+ Holding for a 24-hour period
	+ UV Light
* Adjust delivery methods for contactless service:
	+ Designate dedicated spaces to drop off and pick up mail for offices and residence halls. (Ex: Can you set the mail on the counter for the work study student to put in the mailboxes? Then that workstudy student can set the outgoing mail on the counter for pick up? This would eliminate staff members from entering their office areas and infringing on the 6 feet social distancing.
	+ Central locations:Install plexiglass at your service window. Leave an opening to pass mail/packages through or use a door if there is one nearby.
* Reduce staff and/or stagger shifts so that student workers and staff members can maintain social distancing.
* Place markings on the floor or have stanchions outside the service window to enforce social distancing as students are standing in line.
* Keep hand sanitizer readily available, especially near the POS system and delivery window.
* Install card swipe systems so students can swipe their own cards from a safe distance, or behind the plexiglass, instead of handing them to staff members.
* Deliver packages without requiring a signature.

## Cleaning and Disinfecting

Mailrooms, warehouses and stockrooms should be cleaned and disinfected as frequently as possible. Ideally, both operational (mailroom, shipping & receiving and stockroom) and custodial staff will complete these duties. Operational staff should be provided with spray disinfectant and microfiber cloths and/or disinfecting wipes so they are able to assist with frequent cleaning. If microfiber cloths are provided to the campus community, they should be laundered at least once per week.

Disinfectants should be obtained using the [EPA’s List N](https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2), which identifies products that meet EPA’s criteria for use against SARS-CoV-2, the virus that causes COVID-19. It is important to read, understand and follow disinfectant instructions (see label) and to pay attention to necessary dwell (contact) time to ensure effectiveness. Some disinfectants must dwell (remain in place) for 10 minutes before being wiped dry or are allowed to air dry.

It is not necessary to disinfect mail and packages as they are delivered to campus. Some campuses may opt to hold mail and packages for 24 hours prior to distribution, but this is not mandatory.

Custodial staff should clean and disinfect frequently touched surfaces and equipment in mailrooms, warehouses and stockrooms at least twice a day (this includes centralized mail sorting locations, warehouses and stockrooms as well as decentralized mailrooms, warehouses and stockrooms in individual buildings).

Operational staff may wear gloves when handling mail and packages and where feasible, may clean and disinfect frequently touched surfaces and equipment whenever they enter and exit centralized and decentralized spaces.

Stockroom managers should attempt to limit the number of people able to access stockrooms. Anyone entering a stockroom space should be instructed to clean and disinfect any surface that they touch.