



Academic Office Building Mail Guide

Mail Schedule

The goal of the Academic Office Building Concierge Service Team is to process mail daily. The general process is as follows:

- Incoming AOB mail is picked up from the Fairview mailroom each morning and sorted into the individual mail slots in the AOB mailroom AO-112. **Tip:** wait until mail is sorted by 11:00 AM.
- Outgoing mail left in the AOB mailroom AO-112 is brought down to the Fairview mailroom each morning to be sent out in that day's postal and intercampus mail.
 - This means that mail left as outgoing mail in AOB mailroom AO-112 will be sent out in the following business day's mail.
 - For example, mail left in the AOB mailroom throughout the day on Monday will be brought to the Fairview mailroom Tuesday morning to go out in Tuesday's postal/intercampus mail.
- All urgent/time-sensitive mail should be processed by the individual department/division.

Mail Pickup

Each morning, use the mail cart in AOB mailroom AO-112 to deliver outgoing and intercampus mail to the Fairview mailroom. Once in the mailroom, incoming mail is also to be picked up and brought back to AOB mailroom AO-112 to be sorted for building occupants.

Outgoing campus and intercampus mail are to be picked up from AO-112. Additional outgoing mail may also be present in the outgoing mail slot (lower right cubby).

Directions to the Fairview mailroom:

1. Go to floor 1 via the elevator and exit through the doors directly ahead. Once down the ramp outside of those doors, continue directly forward down the hallway until you reach a T.
2. At the T, take a right. The walls and flooring should change this direction and you should see a sign saying "Quiet. You are now Entering Patient Area".
3. Follow that hallway, which will take a left at the end of the hall and up a ramp with yellow bars on each side.
4. Once you get to the next T, take a right and follow the signs to the mail center.
5. At the end of that hallway, take a right and you will see two large exterior doors and a door on your right. The door on your right is the mail center.

Once in the mailroom, place outgoing mail in the large yellow moving cart located to the left across the room. This should be in front of the office desk. Sort the mail according to size. The intercampus (aka interdepartmental) mail gets added to the green bin to the right of the door. If you aren't sure of a



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location or where someone goes, ask the mail staff to make sure nothing is lost or placed in the wrong location.

Lastly, go to the right section of mail cubbies in the mailroom and look for the Academic Office Building cubby. Place all mail from this mail slot into the mail cart to bring back to AOB. Also check the floor below for any packages for our department.

Return to the AOB mailroom AO-112 for mail sorting.

Mail Sorting

Once back at the AOB mailroom AO-112, use the printouts of faculty/staff members, fellows, and residents to sort the mail. Individuals labeled “1st Floor Leadership” have their own cubbies in the upper right-hand corner organized alphabetically by their last name. If you do not see their name on any of the lists, set the mail aside for now. For any packages, locate the recipient’s name on the sorting lists to indicate the division. Write the division on the side of the package in sharpie so it is visible for those picking up mail.

*** Any important mail such as subpoenas, government items, bills, patient information, insurance information, etc. should be promptly delivered by hand either to Robin Irwin, Ann Blumer-LaMotte, or Taylor Lanz.

*** If all the mail won’t fit into a cubby, place the remaining mail on top of the mail cubbies shelf and label the stack with a visible piece of paper with the division/recipient’s name.

Once all the mail is initially sorted, the remaining mail that did not have a clear sorting location needs to be handled. Go through each piece of unsorted mail and do the following to locate the sorting location.

Proceed through the steps in this order for best results.

1. Search the name at <https://med.umn.edu/pediatrics/our-faculty>
2. Search the name at <https://directory.umn.edu/>
3. Search the name in the UMP directory at <https://resource.umphysicians.com/Interact/Pages/Modules/Directory/Default.aspx> (you will need your x500 login information to access this site).
4. If you can find a current email either through the directories listed above, you can try emailing them for their new mailing address.
5. Does the piece of mail look time-sensitive and/or important?
 - a. Yes: Government items, bills, court documents, patient information, etc.
 - i. Give this document to Ann Blumer-LaMotte, Robin Irwin, or Taylor Lanz and they will decide how to proceed.
 - b. No:
 - i. Magazines- put in waiting areas on first floor (remove any advertising sleeves first)



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- ii. Journals/medical news/advertisement documents- recycle. The mail center will not redeliver these.
- c. Is the letter from a large corporation or does it say electronic service requested? If so, follow directions below for "Return to Sender: Undeliverable."

Attempt to sort all mail and/or redirect back to sender or the correct address for the individual so non-departmental mail does not accumulate and important mail makes it to the recipient.

Return to Sender: Undeliverable

Use these directions when you cannot locate the recipient in our system and therefore cannot determine their mailing address.

*** Before doing this, go through the remaining mail and look for important items (items from the government, insurance information, child welfare/courthouse information) and bring those to Robin Irwin, Ann Blumer-LaMotte, or Taylor Lanz for triage.

*** Use black sharpie/pen but be mindful to avoid the marker bleeding through the envelope onto the mail.

1. If available, use the pre-printed labels titled "Return to sender: undeliverable."
2. Black out the recipient's printed address besides their name with the black sharpie.
3. Black out any barcode located on the front and back of the envelope at the bottom (front barcode will be black whereas the back barcode will be orange).
4. Write "return to sender: undeliverable" or use the pre-printed label in the blank space to the right of the return address and circle both the address and the return to sender portion.
5. Place the mail back into the outgoing mailbox so it will be brought back to the mailroom.

Rerouting mail to the Correct Location:

Common delivery codes for reference:

1. 8951: PedsAOB
2. 8950: Pediatric Education Office

Formatting mail that needs to be rerouted

1. 717 Delaware St: List the building name/address, room/suite number, and the campus delivery code.
2. West bank mail: Building name, room number, and delivery code.
3. Intercampus/departmental mail: Use the interdepartmental envelopes located in the cupboard next to the Shred-It bin. Cross out previous recipient's information and fill out another cell with new recipient's name, division, and address.

Common Forwarding Addresses:



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Pediatric Genetics and Metabolism

Riverside Professional Building
606 24th Ave. S, Suite 500
Minneapolis, MN 55454

Clinical Behavioral Neuroscience

Department of Pediatrics
RPB550 - 8961B
2450 Riverside Ave S.
Minneapolis, MN 55454

General Pediatrics and Adolescent Health

Department of Pediatrics
University of Minnesota
717 Delaware St SE, 3rd Floor
Minneapolis, MN 55414-2959

Pediatric BMT

Mayo Mail Code 366
420 Delaware Street SE
Minneapolis, MN 55455

Division of Epidemiology and Clinical Research

Department of Pediatrics
MMC 715
420 Delaware St SE
Minneapolis, MN 55455

Pediatric Hematology-Oncology

Mayo Mail Code 484
420 Delaware Street SE
Minneapolis, MN 55455

Delivery Codes:

8951- Pediatric Academic Office Building
8950- Pediatric Education Office

Other:

Pediatric Dermatology: Place the following individual's mail in the Discovery Clinic or Pediatric Dermatology mail slot in the mailroom.

1. Kristen Hook
2. Sheilagh Maguiness
3. Ingrid Polcari
4. Christina Boull
5. Cynthia L. Nicholson

Divisions Picking Up the Mail:

1. Collect the mail in your box. If you happen to see something that should not be going to your division or if the recipient is no longer in your division, please do not leave the piece of mail on the counter. Instead, please give the mail to Taylor Lanz and communicate the reason so we can make changes to our mailing system.
2. Check the counter and the shelf above the mail cubbies for packages and overflow mail for your division.
3. First-floor leadership's mail is included in their own cubbies in the upper right-hand corner to avoid division administrators having to deliver mail to multiple floors.