

## Mail Pickup and Processing Instructions

### Mail pickup location

- Campus Distribution, 129 South 10th Street
- Open 8-12 and 1-5 on weekdays
- Enter the gated area. The mail window is under the blue awning.
- Ring the doorbell if closed or request assistance from staff. Do not retrieve mail independently; ask for a staff person to hand it off.

### Pickup frequency

- Aim for twice weekly.
- Coordinate pickup timing with Jenny Ngoc Tong.
- Establish a consistent handoff location if meeting in person.

### Initial mail handling

- Open all envelopes unless clearly confidential.
- Keep contents with their original envelope after scanning.
- Sort mail immediately by recipient category below.

### Scanning procedure

1. Use Adobe Scan linked to your sjsu.edu account.
2. Scan one envelope per file.
3. Adjust Adobe Scan default naming format to include date and recipient name.
  - a. Home > Profile photo > Preferences > File naming > Default file name
    - i. Hours Minutes MMMM DD, YYYY [insert name of RF recipient]
4. Write the date and recipient initials on each envelope.
5. Download scans from Acrobat on your laptop and upload them to the appropriate Google Drive folder.
6. Retain all physical originals unless directed otherwise.

### Mail Routing by Mail Type (A to Z)

General handling principle: If uncertain, scan first, retain originals, and consult pre-built Google Gemini Gem and then route based on sender or subject matter.

Mail Type	RF Recipient / Handling
Accounts Payable	Invoices to Jenny Ngoc Tong; if not an invoice, see notes below
Benefits audits	Jocelyne Pena

Benefits payment notices	Scan to Jocelyne Pena; give physical item to Jenny Ngoc Tong
Blackstone	Hoang Tran
Certificate of Liability	Tony Atmodjo
Checks	Jenny Ngoc Tong
Class action lawsuits	Hoang Tran
Disability claims	Jocelyne Pena (if Jocelyne is not available, give to Ranjit)
DMV registration notices	Tony Atmodjo
Employment verifications	Myles Reed
Franchise Tax Board tax withholding notices	Agnes Do
Health insurance notices (example: KP, MetLife, Vimly, HMSA)	Jocelyne Pena
HEMIC notices	Myles Reed
Invoices	Jenny Ngoc Tong
IRS refund	Hoang Tran
KP overages	Jocelyne Pena
Long Dam	See note below
Paid Family Leave	Jocelyne Pena
Payden & Rygel	Hoang Tran
RBC Wealth	Hoang Tran
Returned 1099 tax forms	Loralee Quintero
Returned W-2 statements	Agnes Do
Self-support programs	Ricky Yoneda

Tax and collections	Hoang Tran
Tax rate notices	Agnes Do
TIAA notices	Jocelyne Pena
US Bank notices	Loralee Quintero
US Bank P-Card, purchasing card	See note below
Workers compensation	Myles Reed

#### Non-invoice to Accounts Payable or Long Dam

1. Open package.
2. Photograph packing list.
3. Send image to Accounts Payable for recipient identification.

#### US Bank P-Card, purchasing card

1. Coordinate handoff directly with cardholder using email.
2. If scheduling with cardholder is cumbersome, using <https://sjsuone.sjsu.edu/sjsuPhonebook/> contact their department administrative support staff in this order: administrative assistant, analyst, executive assistant.
3. BCC Loralee on coordination emails.

#### Outgoing mail

- Primary post office: 200 South Third Street, San Jose, 95112, across from Spoonfish Poke.
- Use the provided RF postal supplies.
- If an item requires more postage than you have available, physically hand off to Jenny Ngoc Tong or Eric Eshkanian.