

# JULY 1 - FAQ for changes to one time a day delivery

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## **When can I expect to receive my mail once per day?**

*It is anticipated that all deliveries will be completed before 3:45 pm just as they are today. Delivery times on July 1 will be representative of your established times. If your Agency requires different times or require an additional pickup – please call us at 919-733-2913*

## **What circumstance will change our established a delivery time?**

*A delay of :30 min to :45 min can occur on Mondays or, the day after a holiday. Changes in delivery order can occur when our customer's needs or locations change or, when it's determined that the stop order should be changed to be more efficient.*

**What do I do if I have a mailing that has to go out and my courier has already delivered and picked up at my agency?** *Call the MSC at 919-733-2913 for different options that may be available that day or in the future.*

## **Can I just bring my mail to the MSC?**

*We certainly understand when urgent mail misses the established pick up time. We do not allow **daily** drop-offs or pickups at our facility. However, when the occasional emergency occurs, we will allow the a drop-off between 4:00 pm and 5:00 pm at the visitor's entrance. This is one of our busiest hours, so be patient for an MSC employee to receive your urgent outgoing mail.*

## **Why did State Agencies receive delivery twice per day when the post office only delivered once per day?**

*In 1999, the MSC met the needs of State agencies by expediting the movement of hard copy correspondence with twice per day delivery. Today, as a result of email and other technical means, agencies are easily able to communicate with other agencies with immediate responses, or transfer large files of electronic information that was previously hard copy.*

## **Why is my agency required to use the services of the MSC?**

*The statutory language that consolidated mail rooms in July of 1999 states that the MSC "shall be used by all State agencies..." G.S. 143-341(g)*

## **Can I drop my mail in the mailbox outside my building?**

*Inter-office mail cannot be dropped in the blue USPS collection boxes.*

## **What exactly does the Mail Center do with my mail?**

*Every day the MSC delivers your mail and picks up your outgoing mail. Interoffice mail is dispatched to the agencies outside of Wake County for delivery overnight. USPS mail is metered with postage and upon request, presorted for postage discounts. Each evening all USPS mail is dispatched to the USPS Plant for overnight processing.*

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