



Mail Delivery

At this time the Mail Service Center (MSC) is operating as normal. Our staff are considered essential personnel and will continue to provide mail services to your agency.

If your agency needs to make adjustments to its operation, MSC has options for you to continue to send and receive mail critical to your business.

Should your office close:

- Mail can still be delivered if we have access to the building.
- Mail can be held at MSC for customer pick up.
- If available, mail can be forwarded to another mailstop.
- Outbound items can be brought to MSC for mailing or shipping.

We are happy to work with you to determine the best option for your agency. If you have questions about your specific business needs, please contact us by email at Jorham.Diaz@doa.nc.gov.

Note: There is no evidence that people have gotten infected from packages. According to the World Health Organization, the likelihood of an infected person contaminating commercial goods is low and the risk of catching the virus that causes COVID-19 from a package that has been moved, travelled, and exposed to different conditions and temperature is low. The [Centers for Disease Control](#) says there is no evidence to support transmission of the virus through mail or imported goods.