



# NEW MEXICO MILITARY INSTITUTE

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COMMANDANT OF CADETS  
DEAN OF STUDENTS

**Memorandum for:** NMMI Faculty, Staff, and Cadets

1 July 2020

**Subject:** Standard Operating Procedure for the New Mexico Military Institute Mailroom

1. **Purpose:** To provide a Standard Operating Procedure (SOP) for the New Mexico Military Institute (NMMI) Mailroom. The NMMI Mailroom serves as a centralized location for incoming and outgoing letters and parcels (mail), and provides a vital service for the Cadets, Faculty, and Staff of NMMI.
2. **Applicability:** This SOP applies to all actions occurring in the NMMI Mailroom. The NMMI Mailroom includes both behind the counter and the front lobby. The NMMI Mailroom Supervisor will provide oversight. The NMMI Mailroom Supervisor will be the Point of Contact (POC), under the direction of the Commandant of Cadets/Dean of Students.
3. **Scope:** The NMMI Mailroom is located in the basement of the John Ross Thomas building (JRT). The counter hours of operation are 0800 to 1600, Monday through Friday, except for holidays and hours as adjusted by NMMI.

**Primary function of the NMMI Mailroom:**

- Receive, sort, and disperse incoming mail.
- Receive, meter and disperse outgoing mail.
- Sell stamps, sell postage for parcels, and/or assist in mailing, as needed.

The front lobby will be the only point of Cadet, Faculty, and Staff mail pickup and dropoff, to include, but not limited to, mailslot access and counter service. The rear door of the mailroom will be for commercial pickup and dropoff only. Due to the sensitive nature of mail handling, only authorized mailroom staff will be allowed behind the counter; unless approved by the Mailroom Supervisor.

**4. Responsibilities:**

Mailroom supervisor:

- Supervise and direct daily operations of the NMMI Mailroom.
- Train, manage and direct part-time staff.
- Provide information or concerns to the Deputy Commandant of Support.
- Ensure work study Cadets are trained on mail room procedures.

Mailroom (part-time) staff:

- Under the direction of the Mailroom Supervisor – receive, sort, and categorize incoming mail, meter and disperse outgoing mail, sell stamps, sell postage for parcels, and/or assist in mailing, as needed. Meet and greet Cadets, Faculty and Staff. Assist in answering questions regarding mail, mail slots, postage, and mailroom.

Cadet (work-study) employees:

- Under the direction of the Mailroom Supervisor – perform assigned job/s as requested.

Mailroom customers (Cadets, Faculty, and Staff):

- Ensure all outgoing mail is addressed accurately.
- Cadets: check mail slots per NMMI Blue Book standards (2x a week)
- Faculty and Staff: at minimum, check mail slots once weekly.
- Encourage all senders to address the arriving item accurately:
  - \*For Cadets this includes full name and mail slot number.
  - \*For Faculty and Staff this includes recipient's name and department location.

## **5. Procedures:**

Counter Service

- For items requiring postage (USPS only).
- For USPS parcels (no priority express, or international).
- For Private Carrier (UPS, FedEx, etc.) prepaid labeled pick-ups only.
- Mailroom will not mail items weighing over 50lbs, or any international parcels.

Cadet Mail:

- Correctly addressed mail, delivered to the NMMI Mailroom by 1400, will be processed for that day's USPS dispatch.
- Unclaimed mail will be returned to sender, if possible, or disposed of after 2 weeks.
- Mail arriving more than two weeks prior to matriculation may be returned to sender.
- Items without proper addressing (no mail slot number, no name, etc.) will be delayed in verification and delivery.
- Graduating/De-matriculating Cadets, who leave a domestic address with the Mailroom, will have 1<sup>st</sup> class USPS mail forwarded to them for 1 year following departure. Second class mail will be destroyed, as it cannot be forwarded. All other mail (UPS, FedEx, etc.) will be returned to sender immediately.
- "Questionable" mail will be opened by cadet in the mailroom with a TLA and mailroom personnel present.
- "Questionable" mail, unclaimed, after 1 week, will be opened by mailroom personnel, and if found to be an unauthorized item, will be confiscated and/or destroyed.
- I.D. may be required for mail pick up.

#### Departmental mail:

- USPS-correctly addressed mail, delivered to the NMMI Mailroom by 1400, will be processed for that day's dispatch.
- The name of the originating department must be included in the return address.
- Non-USPS pick-ups must have a call/pre-paid tag attached. Mailroom personnel is not responsible for calling in pick up.
- Business envelopes are to be bound (paper clip or rubber bands) in four (4) distinct groups:
  - 1) Domestic, sealed and facing the same direction.
  - 2) Domestic, unsealed, flaps individually folded and facing the same direction.
  - 3) International, sealed and facing the same direction.
  - 4) International, unsealed, flaps individually folded and facing the same direction.
- International letters must include the country name in ALL CAPS in the last line of the address. May be hand written at bottom of envelope, if needed.
- Items without proper addressing or binding, may be returned to department and will be delayed in verification, delivery, and/or dispatch.

#### Inter-departmental mail:

- To include name of recipient and department (NOT the Building Name).

#### Internal NMMI mail (Faculty/Staff only):

- Not authorized for Cadet use.
- If for a specific employee, it must include the employee's department.
- If for a specific Cadet, it must include the Cadet's mail slot number.

#### After Hours:

- Outside of business hours (0800-1600), entrance into the NMMI Mailroom is prohibited without consent of the NMMI Mailroom Supervisor, and only for emergencies.

#### Mail Slots:

- Individual mail slots will only be available for Cadets and Faculty/Staff permanently residing at NMMI.
- Individual mail arriving for non-resident Faculty and Staff will be sorted by department.
- NMMI ID will be required for re-issue of Cadet's mail slot combination.

#### Mail pick-up:

- Correctly addressed letters (with name and department/mail slot number) arriving daily, will be sorted and placed in the appropriate mail slot by 1400.
- It is the responsibility of the Cadet or department to pick-up their own mail from their assigned locked mail slot. Mail will not be pulled from "Back" of mail slot.
- Cadets are not authorized to pick-up mail for another Cadet.
- Cadets are not authorized to access a mail slot which does not belong to them.
- Cadets are not to share their mail slot combination.
- All Cadet parcels must be signed for at the counter, by the receiver: photo ID may be required.
- For Faculty and Staff not permanently residing at NMMI: Mail will be categorized by department and will not be sorted by name on an individual basis for personal pick up.

Summer Operations:

- Cadets hired by NMMI during summer months will be responsible to pick-up their own mail from their assigned mail slot; it will not be categorized with departmental mail.
- Individuals (students) attending summer programs/camps will be responsible to pick-up their own mail from the mailroom; it will not be categorized with departmental mail.

Assumption of Responsibility:

- The NMMI Mailroom will make every effort to keep letters and packages secure. All incoming packages are inventoried and logged to ensure accountability and tracking. However, NMMI and its Mailroom staff will not be held liable for damage and/or loss of mail.
- Under no circumstances will NMMI nor its Mailroom staff be held responsible for the loss or damage of any flowers, plants or perishable items.
- Due to the limited space, and high traffic nature of the mailroom, it is recommended that department administrative assistants check their mail slot a minimum of once weekly. Cadets, per NMMI Blue Book standards, are required to check their mail slot a minimum twice weekly.
- Unclaimed items, after 2 weeks, may be subject to disposal.

Questionable mail:

- “Questionable” mail is defined as mail received which may be hazardous and/or suspected of being items not authorized on the NMMI campus as determined by NMMI mailroom staff, and defined by the NMMI blue book.

POC – NMMI Mailroom Supervisor – 575-624-8103

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