

Digital Mail

Presented by

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The Millennium Group (TMG) Management Team

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Recap of the 12/14 Town Hall

- TMG Contacted Services, November 2020
 - Konica Minolta Partner
 - NJ Based, Minority & Woman Owned Business
 - 36 years, \$100M revenue, 350 locations, 2,500 employees
 - Recognized by NJ BIZ as a Top 50 local business leader
 - Once listed by Fortune Magazine in its Fastest 5000
 - 200k sq. ft. of mail fulfillment space in Piscataway, NJ
 - 200M mail pieces processed annually
 - Local universities serviced: Fairleigh Dickinson & Drew
 - Digital Mail facilities include: Freddie Mac, Warner Media, Zebra Technologies, Everest Reinsurance
- Brynka Package Scanning & Mailstop Barcoding, December 2020
- Digital Mail, February 2021
- Brynka Package Rate Shopping, March 2021

Executive Summary

On Monday, 2/1/21, the mailroom will transition to Digital Mail for all on campus employees. The intent of this transition is to:

- Modernize and streamline mail delivery on campus
- Better accommodate work-from-home situations
- Enhance social distancing

- *Note that resident student mail is delivered directly to residence halls and is not included in the digital mail solution*

The Daily Process

Mail is picked up at Newark Post Office, M-F, 8am

Mail is pre-sorted at NJIT mailroom

- Personal, Private, Confidential or Do-Not-Open mail is pulled/delivered
- Magazines and catalogs addressed to individuals are pulled/delivered
- Exempt (opt out) mail is pulled/delivered
- “Envelope Only Scan” mail is separated and bundled

Mail is brought to TMG Piscataway facility

- Opened, scanned & emailed to recipients
- Mail reassembled and securely stored for 30 days, then securely destroyed
- Mail to be physically delivered is resealed for delivery

Mail going back to NJIT is brought back to campus

The Email

System sends email from: digitalmail@njit.edu

- Emailed on same day – late morning / early afternoon
- Envelope scan in email body - retained in system for reporting
- Content scan is attached pdf - purged from system nightly
- Email remains inside the NJIT email environment
- Email is governed by the Cyber Use Policy

Recipient can reply to the email with instructions:

- Deliver physical mail to me on campus
 - Mail will be retrieved, sealed, returned to campus & delivered within 2 business days
 - Checks will automatically be delivered
- This is not my mail
 - TMG will determine appropriate recipient
 - Correct recipient will be told - transparency

The Digitizing Process

- High speed scanners capable of 150 ppm
- Two sided and odd shaped items are accommodated
- Optical Character Recognition (OCR) matches name to dbase
- Routed for manual review if OCR does not find a match
- Employee dbase updated nightly via SFTP
- Envelope scan is retained in system dbase for reporting
- Content pdf file is purged nightly and is not discoverable

Legal

Federal law prohibits the obstruction of mail delivery. However, according to the U.S. Postal Service, mail is delivered when it reaches the workplace. Accordingly, employers do not violate federal law if they open personal mail addressed to employees or departments.

NJIT mailroom management encourages faculty, staff, students and affiliates to NOT have personal mail sent to the NJIT mailroom as mail is opened and scanned.

Confidentiality & Security

- TMG employees have signed confidentiality agreements
- High speed scanning minimizes contact with mail content
- Highly visible and supervised work areas
- TMG is bonded and insured against breach
- HIPAA compliant process – Health Insurance Portability & Accountability Act of 1996
- PII protective process – Personally Identifiable information
- HITRUST certification – Health Information Trust Alliance – *sets the global standard for safeguarding data*

Your Options

Participate:

- Do nothing
- Your mail will be delivered digitally starting Monday, 2/1/21

Opt Out:

- Mail is pulled at the start of process and delivered
- For extreme cases
- Requires department head and division VP approval
- Email Rob Gjini, AVP Facilities Systems at robert.gjini@njit.edu

Envelope Only Scan:

- Initially only the envelope is scanned and emailed
- Recipient has 5 business days to reply to email indicating:
 - mail to be physically delivered unopened
 - mail to be opened, digitized and emailed immediately
- After 5 business days the mail will be opened, digitized & emailed as usual
- Email Tyesha Craighead, mailroom supervisor at tc58@njit.edu

Digital Mail – Q&A

Emailed Questions:

What about outgoing and interoffice mail?

- *This type of mail is not affected by digital mail*

My office occasionally receives checks. How do we receive them?

- *checks will be automatically delivered back to the campus/department*

What about sensitive information?

- *Have the envelope marked as PRIVATE and the mail will not be opened. It will be delivered to you.*

How do you handle mail without names?

- *It will be emailed to the department contact person, similarly to how physical mail is now.*

How will you handle mail to individuals who are no longer at NJIT?

- *It will be emailed to the department contact person, similarly to how physical mail is now.*

I can not attend the town hall WebEx. Where can I get more information?

- *Go to <https://www.njit.edu/mailcenter/mailroom-technology-transition> to view the WebEx recording.*