

Mailroom Services

A wide range of mail services are provided for conducting Fannie Mae business, whether you need to ship mail or packages on Fannie Mae's behalf (outbound mail), or whether you need to receive mail ordered for Fannie Mae business purposes (inbound Mail).

For any mail shipping, receiving, shipping supplies, or mail inquiries please contact your local mailroom: For Washington DC and the regional sites contact mailroom_facilities@fanniemae.com, Northern Virginia at mailroom_nova@fanniemae.com, or mailroom_plano@fanniemae.com in Plano.

Did you know... All mail and packages addressed to Fannie Mae are sent to an off-site facility to undergo x-ray and chemical screenings to check for threats before being couriered to each location.

Inbound Mail (Receiving):

Digital Mail:

All mail received by Fannie Mae is considered business mail and will be opened and contents digitized before distribution. Employees may not use their Fannie Mae address for personal mail. Business mail is sorted into three categories before working through the digital mail process:

Named Business Mail: Mail addressed to employees/contractors will be opened and scanned to the recipient's email by the local mailroom. *Note: Named mail may be forwarded to a specific business unit in addition to the named recipient if mail is identified as time sensitive or business critical to act on behalf of the company.

Fannie Mae Mail: mail addressed to specific departments, Fannie Mae, Fannie Mae properties, or unknown recipients is rerouted to our research mail team in Plano for review and distribution.

Third Class Mail: Mail such as flyers, newsletters, catalogs, bulletins will be held for 90 days for pick up at your local mailroom from present until February 5th, 2024. After this date all 3rd class mail will be discarded upon receipt. Please contact your local mailroom to schedule a pickup.

Email Notification Sample:

Mail Services



Hello,

The attached document(s) contain Fannie Mae business mail received at your attention.

Original documents can be retrieved within 90 days by contacting your local mail support team. After that period all documents will be shredded.

Questions?

Contact your local mailroom [Midtown Center](#), [Reston Town Center](#), [Granite Park](#), [Urbana](#), or [Regional Offices](#). For additional information see the [Mail Services page](#) on HomeSite for more.

Regards,
Reston Town Center Mailroom Services

This email and its attachments are confidential and solely for the intended addressee(s). Do not share or use them without Fannie Mae's approval. If received in error, delete the message and contact the sender.

Non-Scannable packages:

Any mail that cannot be digitized will need to be picked up from your local Fannie Mae facility. Your local mailroom will notify you if you receive any mail/packages that cannot be digitized to arrange pickup.

Inbound Overnight Express

Inbound overnight express packages are picked up each business day from vendors such as UPS, FedEx, and USPS. Every effort is made to notify and deliver overnight express packages as soon as possible due to the possible critical nature of these

packages. Please Note: It is a business requirement to pick-up and address all Fannie Mae correspondence, including mail and packages. If there is an urgent package that is expected, it is recommended that you reach out to your local mailroom and provide a tracking number to help ensure that the package is picked up from the carrier facility.

Receiving Direct Deliveries

All Fannie Mae mail is pickup by our mailroom staff from the local mail hubs and taken to an offsite screening facility for safety; therefore, direct deliveries to MTC, RTC, UTC, or Granite Park IV are prohibited, unless EW&S has approved an exception with a valid business justification. Please reach out to your local mailroom to request an exception to this process.

For freight/bulk deliveries, please coordinate with your local mailroom.

Outbound Mail (Shipping):

First-Class Mail

Employees may not use their Fannie Mae address for personal mail (e.g., personal correspondence, magazine subscriptions, and catalog orders). Outbound business or personal mail with postage may be dropped off at the designated mailstops, located in each Office Support Center and our mail team will drop-off at local post office.

Express Mail outbound

Fannie Mae's approved outbound overnight express carrier is UPS. Most outbound domestic packages are delivered the following business day. Access to the online, web-based shipping platform is obtained by submitting a MyServices request:

- Go to MyServices
- In the search box type "United Parcel Service (UPS) Account Request or validation" and select the request
- Select "Request New Account" under Account Action
- Select "UPS Account to be used for business purposes only" under Type of UPS Account
- Please read all Terms and Conditions and validate you have done so by checking all boxes
- Select "Order Now" once you have completed the steps above.

The Mailroom picks up prepared outbound overnight express packages during scheduled inter-office mail runs. Prepared overnight express packages may also be dropped off at the mailroom located in your building up to 4:30 p.m. each business day. If you need assistance with where to drop off your mail, please reach out to your respective mailroom.

Jiffy Mail

The mailroom consolidates overnight mail for each office and ensures delivery by the following business day. Identified essential business units can send mail to Regional or Community Business Centers, please use a standard interoffice envelope addressed to the correct office and place in the designated interoffice collection box.

Return of Goods

When there is an issue after delivery is accepted, the business customer should contact Procurement to initiate the return process and ensure that the return of goods is properly tracked. This enables the appropriate accounting entry to be generated.

Shredding Services

Shredding Services are provided by Iron Mountain. Secure shredding services protect the privacy of NPI records and documents.

Consoles are built into millwork in all Office Support Centers Enterprise-wide. Shred consoles are serviced weekly, biweekly or monthly depending on location.

Rolling bins can be requested for large purge jobs by dialing x1234 and requesting via the Facilities extension. If a document is accidentally placed in a shred console and needs to be retrieved, please dial x1234. After hours, please contact Workplace Security via x1234.

For general questions please contact Hernan Grandillert

Hernan_x_grandillert@fanniemae.com.

Office Support Centers

Office Support Centers are workrooms located at all Fannie Mae buildings. These Office Support Centers hold common office supplies for the building and have multifunction

devices (MFDs), To be considerate of your colleagues, please do not remove all non-consumable office supplies such as scissors, staplers, hole punchers and tape dispenser and staple removers from the Office Support Centers after use.

If you notice that office supplies are running low in your office support center, please send an email to mailroom_facilities@fanniemae.com for Washington DC and the regional sites, mailroom_nova@fanniemae.com for Northern Virginia, or mailroom_plano@fanniemae.com for Plano.