Greetings Austin ISD HQ Team,

Our Business and Operations teams are here to support you throughout the COVID-19 health crisis. As we move forward together, we would like to provide guidance about mail and delivery services at our headquarters.

We continue to receive and process mail from the U.S. Postal Service, as well as all delivery services, for district headquarters. Special thanks to Arnold Tello, our mail tech, for safely sorting and labeling mail on a daily basis.

Next Steps: Mail and Package Pickup:

- Every department and office should create a plan to pickup all mail and deliveries. This remains critical to ensuring business continuity.
  - Consult your chief or executive director to confirm the plan.
- To ensure the safety and security of our team members and facilities, follow all safety and security protocols, including scheduling a time to access HQ.
  - **HQ Access Request Protocol**: Request approval from your supervisor. Once approved, fill out the HQ Access Request Form. If approved, the district will send confirmation emails, acknowledging requests and providing further instructions.
  - Access to HQ is permitted from 9 am - 12 pm, Tuesdays and Thursdays only and visits are limited to 30 minutes.
- Mail and package pickup locations:
  - **April 8 - April 10**: For the remainder of this week, mail and packages can be picked up on the sixth floor (large table in open area, sorted by department).
Beginning Monday, April 13: The newly completed mailroom on the first floor will be open for mail pickup on Monday. The mail room is located to the right, just passed the elevator lobby, near the Student Services suite.

Reminders:

- **Discontinue all deliveries.** There are rare exceptions for the delivery of online learning and critical business functions (consult your chief to request approval). Please note, home deliveries are not permitted.
- The U.S. Postal Service is **holding mail** for schools until April 15. Austin ISD’s Contract and Procurement Services team will provide additional information about the plan for mail services beyond that date (forthcoming).

Thanks for all you are doing to fulfill Austin ISD’s mission and support our 129 school communities, and each other, during this unprecedented time. This informational memo can also be accessed on Austin ISD’s website, [Staff Coronavirus Information](#).

Stay safe. Be well.

In Health and Community,

Nicole Conley  
Chief Business and Operations Officer/CFO

Matias Segura  
Operations Officer

Felix Alvarez  
Executive Director, Contracts and Procurement Services