

Frequently Asked Questions

Who is Post Masters?

Established in 1994, Post Masters provides quality print and mail services to customers throughout the United States. Post Masters is a division of Anthony Wayne Rehabilitation Center (AWRC).

Post Masters is an Ability Indiana vendor. They employ 65 individuals with disabilities, 22 of whom are serviced disabled veterans. They work with organizations like Wounded Warrior to provide jobs based on each person's specific disabilities.

The largest segment of Post Masters' business is laser printing, inserting and mailing of statements, invoices, legal notices, informational letters, collection letters and variety of different documents. They have a total printing, inserting and mailing solution under one roof in their 50,000 square foot facility in Indianapolis, Indiana. Additional services include warehousing and fulfillment, addressing of preprinted direct mail, metering and on-site mailroom management services. Other business lines include Blue Octopus Printing, a full-service commercial printing company and graphic design services. They also operate DOMA Document Solutions of Indiana, a document management and conversion company. Post Masters provides mail and print solutions for local, county, state and federal government agencies, and commercial customers. Their diverse customer base includes over 400 entities located throughout the country.

What happens to my mail?

Our couriers collect the mail from the respective agency's mail stops. Once it hits the mailroom, it is sorted for interoffice, inter-counties, and or metering. If the mail needs to be metered, postage is applied by our mailroom staff and staged for the respective carrier agencies (USPS, UPS, Fed Ex). If it's presorted mail, the presort rate is applied at the meter and then sent to Rand Road to run on the OCR. Pillow Logistics (a Minority Business Enterprise subcontractor) picks up from multiple PO Boxes around the city deliver mail from the USPS mail-stream several times a day. The mail is then sorted and delivered by our internal couriers to the respective agencies. Accountable mail is scanned into SC Logic and scanned again at each delivery attempt.

UPS/Fed Ex both pick up and deliver to the mailroom several times a day. That process is captured above in the accountable mail section.

What is the Mailroom Management Fee?

The mailroom management fee covers the processing and sorting of the actual mail. That includes incoming mail and the mail we receive from the agencies. The monthly fee includes picking up mail at the USPS, delivery to the IGC for sorting and customer delivery twice daily and software and maintenance needed to track every piece of accountable mail (SCLogic software).

How do you determine the Mailroom Management Fee?

It is a monthly rate of \$18,908.33. Until accurate data was captured we are dividing it equally among all the agencies. We have been adjusting it as we gain more data in order to get agencies closer to the rates they are supposed to be paying. Due to large increases certain agencies will face, there has been some consideration to work up to their prices. We appreciate your patience as we work through these changes. Agencies will continue to see this fluctuate for the next few months as we start to get better idea of agencies volumes and usage of the mailroom services.

If you have questions or concerns, please do not hesitate to reach out to IDOA Vendor Management at Printmailservices@idoa.IN.gov.

What do I do if my Mailroom Management seems too high?

Contact IDOA Vendor Management at Printmailservices@idoa.IN.gov.

What is an Additional Mailroom Fee?

This is the monthly fee to operate a separate mailroom. If your agency uses the Indiana Government Center Mailroom a portion of the \$18,908.33 will be assessed to your agency. However, if your agency elects to add a mail room there is an additional monthly fee of \$8,945.33.

If you are interested or questions or concerns, please reach out to IDOA Vendor Management at Printmailservices@idoa.IN.gov.

How does the Customer Number work?

Customer Number 7xxxxxxxxxP

- 7 = Post Masters' identifier for State Activity
- The next four digits is your agency's business unit
- The next six digits is your agency's respective department code
- P = Post Masters identifier for production items

How do I make sure I receive updates and notices about this contract?

1. Pay attention to emails forwarded to you. Sometimes IDOA uses other list servs and make requests to forward the message to other agency members in an attempt to make sure messages get to all impacted employees. Please appropriately share these with your fellow agency members if requested and please thoroughly read the emails sent to you.
2. Request to be added to the List Serv by emailing IDOA Vendor Management at Printmailservices@idoa.IN.gov. When adding people please list name, job title, agency, email address, and purpose for being added. Please make sure to indicate in your email that you want to be added to the List Serv.
3. Please fill out the appropriate table (as provided in the "Updating Agency Contacts" document) and email it to IDOA Vendor Management at Printmailservices@idoa.IN.gov. From there they will ensure all necessary locations are updated.