



Using Confirmed Delivery Receipts to Send Confidential Information to the BSC (CDR)

March 16th, 2018

If you are sending confidential or sensitive information to the BSC using the OGS mail courier, it is critical that you use the Confirmed Delivery Receipt (CDR) to ensure proper handling of the material. A confirmed delivery receipt is a document used by state agencies as a tracking mechanism when sending packages. It is completed by the sending agency and contains a tracking number. Confirmed Delivery Receipts can be obtained from your agency mailroom.

Instructions for Sending CDR Packages to the BSC:

- Complete the sender information listed on the CDR slip
 - Your Agency (Example: OGS)
 - Sender's Name:
 - Location:
 - City:
 - Phone:
 - Agency Code:
 - Package Contents: (Example: Confidential Paperwork)
 - Envelopes/Boxes/Other: (List a number on the line associated with the number of items being sent. Example: 1 of 3, 2 of 3, etc.)
 - Receiving Agency – Will always be OGS
 - Unit or Person Receiving Package: BSC Personnel Admin
 - Address: Building 5 and Floor (if known)
 - City: This will always be Albany, NY
 - Phone:

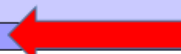
- Complete the Forms Tracker, this is an Excel tracking spreadsheet. It is used by the agency in combination with the CDR slip. It was sent to all BSC HR Liaisons in September 2017 by Customer Care. For further questions regarding the Forms Tracker, please contact [BSC Customer Care](#).

The following information needs to be included on the forms tracker:

- Employee Name – List the name of the employee for whom the paperwork belongs to at the top of the column.
- Item Being Mailed – Place an X in the appropriate cell(s) to identify the form(s) being sent to the BSC. Example:

Form Type	Employee Name
	Ex: Sally Smith
HEALTH INSURANCE	
Employment Eligibility Verification Form (I-9)	x
Oath of Office Statement	x
Oath of Office Statement for Appointed Officials	
RS 5420 NYS Retirement Membership Registration Application	x

- Tracking No. – This is the number found on the upper right corner of the CDR. Place this information on the bottom left hand corner of the spreadsheet.

OTHER (Please indicate specific form or document)
Tracking #: 

- Click Save.
- Securely seal the package and affix CDR to the front.
- OGS Courier will arrive to retrieve the item(s) and electronically scan the bar code.
- OGS Courier will initial the top copy and remove it from the package.
- OGS Courier will take the package and deliver it to the Business Services Center.
- Email BSCPersonnelAdmin@ogs.ny.gov that the package has been picked up and attach a copy of the BSC Customer Agency Form Tracker.
- BSC Process:
- BSC Personnel Admin will sign for the package.
- Upon receipt of the package, BSC staff will review the contents to verify the documents indicated on the spreadsheet are received.
- BSC staff will then respond to the agency HR office and advise whether all documents are received or if there are any discrepancies.
- All forms will be date stamped and delivered to the appropriate service lines for handling.

