

# VIRTUAL MAIL

## FAQS FOR FLEXIBLE OFFICE OPERATORS

**If a member asks us to open their mail and scan it, will it be a potential problem down the road? Even if it was authorized by the member?**

The key here is documentation of the mail. You should have documentation signed by your member giving you permission to open their mail. You also should ensure that the storage of the scanned mail stays with your virtual mail partner and not with you. The partners that you work with have cybersecurity policies in place in order to store in their cloud.

**What is the best practice for forwarding mail?**

Platforms like those found on the [GWA approved vendors page](#) will do the actual mail labeling for you. Your printer can sync to your mail provider's system and will print the labeling for you. The printed label can then be placed on a new envelope and physically forwarded to your member.

**Should you have a stamps.com account for forwarding mail for virtual mail members?**

If you already have a stamps account it makes the process easy. It is a monthly "membership" type platform. So if you are currently not using it, you can always just utilize the USPS website.

**What is a mail scanning service? What does it mean? What software do you use to scan?**

The mail service vendor that you are using should have an app that allows you to take a snapshot of the mail and upload it to their system. It will then notify the member that mail has been received.

**Do you just scan the envelopes? Or open them and scan the contents?**

Both. Depending on what you have worked out with your member.

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**Is anyone finding that people who weren't already using virtual mail services are more inclined to use them now? How exactly has the demand changed?**

Yes. For members canceling, it is a helpful retention tool to keep members at some level instead of leaving entirely. Some operators are seeing a large uptick in virtual mail users since they are not currently coming into the space.

**How do we compete/differentiate from USPS PO boxes or businesses like UPS Store, etc?**

What you are offering is an actual business address. You can also offer the service of scanning mail for your members which is not an offering provided by PO Box or UPS.

**What kind of building access do you extend to virtual mail customers?**

Every space does it differently. In some spaces, mailboxes are located in the lobby and the rest of the space is accessed only by a members' app like Kisi for example. This allows virtual mail members 24/7 access to the space which gives them the freedom to check their mail at their discretion and time. Ultimately, it depends on how your space is set up as well as if it's something you'd want to offer and monitor if the mail area isn't easily accessible.

**Why am I not able to be listed on Google Places?**

Google does not like multiple businesses at the same exact address. However, using a PMB (Private Mailbox) or suite number is a good workaround.

**How do you actually acquire the CMRA? We've tried a dozen times, submitted a dozen times, our local USPS says they'll get back to us but they never do. Local carriers treat us like a CMRA but we've never officially received notification that we are one.**

From many operator's experience, you will likely not receive formal notification that your CRMA has been accepted. Just make sure you have your forms completed.

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### **What platform can be used for phone answering in your space?**

GWA has a list of [approved vendor members](#) that offer these services including Davinci and CloudVO.

### **We have been able to forward our office phone to our business phones at home. How do you go about forwarding calls to members.**

Some coworking management software have a voice feature that allows you to provide call forwarding, conferencing, recording, announcing, etc. You can check GWA's [approved vendor list](#) to find a specific provider.