

ADMINISTRATIVE PROCEDURES



Procedure Number: 22-30

Effective Date: 12/10/2001

Revision Date: 01/13/2012

C. P. Schubert
County Administrator

SUBJECT: MAIL – DELIVERY, PICKUP, AND PROCESSING

DEPARTMENT RESPONSIBLE: All County Departments

1. STATEMENT

The Pima County Mail Room, located on the "A" level of the Administration - West Building, 150 W. Congress, is where the incoming and outgoing US Mail, as well as Pima County inter-office mail is processed. The Mail Room opens at 8:00 a.m. each County work day and the incoming mail is usually sorted by 10:15 a.m. followed by delivery to the various County offices.

PERSONAL mail or packages, even if postage has been affixed, will not be processed by the Mail Room. Refer to Section IV. Personal mail will delay the delivery of official County mail and will add to the overall cost of service.

2. US MAIL

A. **First Class Letter Mail and Flat Mail**

Letter Mail and Flat Mail are two categories of mail defined by the United States Postal Service (USPS). Letter Mail is usually a standard size #10 business envelope, while Flat Mail is usually an 8.5"x11", 9"x12" or 10"x13" manila envelope.

1. **Outgoing US Mail**

US Mail must have a complete mailing address including Name, Address, City, State and ZIP Code. Outgoing Letter Mail that is not of a private or confidential nature, should be sent to the Mail Room unsealed. For multiple pieces of unsealed letters, the letters should be grouped with flaps down and facing in the same direction. The Mail Room will seal and stamp all down flapped outgoing Letter Mail. However, all outgoing Flat Mail must be sealed prior to being sent to the Mail Room for processing.

The Departments will be charged for their postage expense on a monthly basis via a journal entry. The expense will be charged to object code 5142.

The fund and unit to be charged is shown on the Postage Code Number List (Attachment 1). The Postage Code Number List is mailed to the Departments at the end of each fiscal year for review and verification that the correct Fund and Unit is being charged. At any time during the fiscal year, a Department can change the unit being charged for postage by completing a Postage Code Change Form (Attachment 2). The Postage Code Change Form must be approved by an Appointing Authority or designee and sent to Financial Operations, Accounts Payable Compliance. Mail Stop DT-AB7-120.

If outgoing mail is delivered directly to the Mail Room, the Department should write the 2 or 3-digit code listed on the Postage Code Number List (Attachment 1) in the upper left-hand corner of the top envelope in the bundle or on a piece of paper wrapped around the bundle of outgoing mail.

2. Incoming US Mail

If incoming mail was delivered to an incorrect Department, it should be forwarded to the correct Department, if known, or returned to the Mail Room for identification and redistribution.

B. Express Mail

1. Outgoing

Express Mail is a class of mail that provides expedited delivery service. It may be used for sending mail to a street address or P.O. Box.

To send documents Express Mail, complete the following:

- a. Obtain an Express Mail envelope and mailing label. These can be obtained at the Mail Room or by contacting the Mail Room and requesting that they be delivered with the next regular mail delivery.
- b. Complete the address label, attach it to the sealed envelope and deliver it to the Mail Room. The Mail Room will process the Express Mail and charge the Department the prevailing rate.

2. Incoming

Non-USPS Express Mail carriers will deliver incoming express mail directly to the Departments. USPS Express Mail will be delivered to the Mail Room by USPS personnel. The Mail Room will sign for it and deliver it to the Department during the scheduled mail run. When the Mail Room delivers the incoming USPS Express Mail to the Department, a Department representative must sign the Mail Room's Express Mail form.

C. Certified Mail

Certified mail is a service that provides the sender with a pre-numbered mailing receipt and a record of delivery that is kept by the USPS. Certified mail service may be combined with a Return Receipt Requested service that provides the sender with

evidence of delivery. Certified mail must be mailed First Class and it can only be delivered within the United States, its territories and possessions. For each certified letter, the Department will be charged the prevailing rate.

1. **Outgoing Certified Mail**

Pima County Departments must prepare their outgoing Certified mail. The required form, a barcoded green Certified Mail Receipt PS Form 3800, can be obtained at the Mail Room or by contacting the Mail Room and requesting that it be delivered with the next regular mail delivery. Complete the Certified Mail Receipt PS Form 3800.

2. **Incoming Certified Mail**

The Mail Room personnel will sign the Return Receipt Requested Service cards when they pick up the mail at the US Post Office. When the Mail Room delivers the incoming Certified mail to the Departments, a Department representative must sign the Mail Room's Certified Mail form.

D. **Business Reply Mail**

Pima County's General Business Reply Mail Permit 108 may be used for distributing postage paid business reply cards and envelopes (Community Services use different permit numbers). The Mail Room can provide the Department with a copy of the required Business Reply Mail artwork that can be given to a card/envelope printer. If the Department uses an outside vendor to print the mailing addresses, an approved "Authorization to Utilize Outside Vendor" form must be obtained from the Finance & Risk Management Department prior to having the vendor print the cards/envelopes. This authorization form must be attached to the PR document in AMS Advantage for payment. The postage expense will only be incurred on returned Business Reply Mail. When Business Reply Mail is received by the USPS, the Department will be charged the prevailing rate by the Mail Room. When Business Reply Mail is received, it is sorted and delivered to the various County Departments with all other mail.

E. **Address Service Requested Mail**

If a sender endorses an envelope "Address Service Requested" and the recipient had a forwarding address, the USPS will forward the mail to the recipient and will send an "Address Service Requested" card to the sender listing the recipient's forwarding address. The prevailing rate will be charged to the Department whenever a "Address Service Requested" card is received. The card will be delivered to the Department so that they can update their mailing address information.

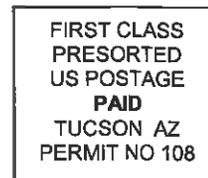
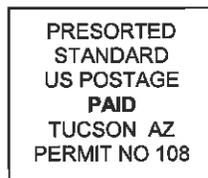
F. **Bulk Mail**

Bulk Mail is a method of mailing offered by the USPS which provides reduced postage rates for pre-sorting the mail and bundling it by ZIP code prior to delivery to the Post Office.

Bulk mail must be delivered to the Mail Room at least one day prior to the date that it is to be delivered to the Post Office. Depending on the volume of the mailings, additional time may be required. Automated Presort Services, Inc. picks up bulk mail at approximately 4:30 p.m. daily.

Bulk mail must be prepared according to the guidelines listed below. If bulk mail is not prepared properly, the Mail Room will notify the originating Department. The bulk mail will not be accepted by Automated Presort Services, Inc. until it meets the preparation requirements.

1. Letter size bulk mail must be a minimum of 5" in length, 3-1/2" in height and 7/100" in thickness. Flat bulk mail are envelopes 9" in length and 6" in height or larger.
2. A letter envelope cannot weigh more than 16 ounces.
3. A minimum of two hundred (200) pre-sorted letters or flats or five hundred (500) post cards must be delivered to the Mail Room. Flats, letters and post cards cannot be combined to meet the minimum requirements
4. Each envelope must be of identical content, size and weight.
5. The mailing addresses must be in the United States.
6. All bulk mail must include a complete address with a correct ZIP Code or ZIP+4.
7. The Department must have letter or flat envelopes printed with the standard bulk mailing permit 108 imprint stamp or the post cards imprinted with the first class bulk mailing permit 108 imprint stamp, as shown below. The permit imprint may not be typewritten or hand-drawn.



The preprinted envelopes or post cards can be obtained from the Finance & Risk Management Department, Print Shop Unit. The Print Shop requires a Requisition (RQS) document and blank envelopes or post cards. If requested, Graphic Services will print the return address on the envelopes or post cards.

8. The Department must insert the documents into the envelopes, seal the envelopes and face the envelopes or post cards in the same direction.
9. The total number of pieces of mail must be written on a piece of paper and placed on the top envelope of the first bundle.

10. The Department's name and the 2-digit or 3-digit Postage Code listed on the Postage Code Number List (Attachment 1) must be written on a piece of paper and placed on the top envelope of the first bundle. (Only the fund and unit listed on the Postage Code Number List may be used.)
11. If a Department has questions concerning bulk mail requirements, the Department should contact Automated Presort Services, Inc. at (520) 745-5582.

3. **INTER-OFFICE MAIL**

During the scheduled mail runs (Attachment 3), Inter-office mail will be collected from all Departments located at the addresses listed on Attachment 3. The Inter-office mail will be delivered to the recipients on the next business day's scheduled mail run.

Outgoing Inter-office mail should have the individual's name, Department and facility/site location clearly marked on the envelope.

4. **PERSONAL MAIL**

Any personal mail or packages will not be processed by the Mail Room. The USPS facilities or receptacles are to be used for all outgoing PERSONAL mail.

The Presiding Judge, Elected Official, or Department Director will be notified of any outgoing or incoming PERSONAL mail or packages addressed to or from a Pima County employee. The Mail Room will forward any personal mail with an attached memorandum (Attachment 4) to the Presiding Judge, Elected Official, or Department Director.

While a single piece of mail may seem insignificant, when multiplied by the number of County employees, there is an impact on delivery of official County mail.

Attachment 1

POSTAGE CODE NUMBER LIST				
POSTAGE CODE	DEPARTMENT/AREA	DEPT CODE	FUND	UNIT
00	Records-Mail Room	FN	1000	0412
01	Management-Administration-BOS	BOS	1000	0020
02	Supervisor, District 1	BOS	1000	0021
03	Supervisor, District 2	BOS	1000	0022
04	Supervisor, District 3	BOS	1000	0023
05	Supervisor, District 4	BOS	1000	0024
06	Supervisor, District 5	BOS	1000	0025
07	Management-Administration-Operation-Clerk	CL	1000	0027
09	Pima County Codes-Clerk of the Board	CL	1000	0028
10	Stadium Administration	KSC	2052	0675
12	Administration-Assessor	AS	1000	0009
13	Administration-Operations	CO	1000	0064
14	Criminal Litigation	PCA	1000	0167
15	County Attorney Bad Check Program	PCA	2008	0165
16	Victim Services	PCA	1000	0177
17	Misdemeanors	PCA	1000	0172
18	Criminal Litigation	PCA	1000	0167
19	88 Crime	PCA	1000	0158
20	Civil Litigation	PCA	1000	0162
21	Juvenile Litigation	PCA	1000	0171
22	Victim Services	PCA	1000	0177
23	Design & Construction	PO	1000	0916
24	County Administrator Division	CA	1000	0147
25	Elections Admin	EL	1000	0277
26	Vendor Relations & MWBE	PO	1000	0918
27	Administration-Facilities Management	FM	1000	0325
28	Educational Services	SS	1000	1263
29	Risk Management Administration	FN	6004	0480
30	Recruitment-Selection	HR	1000	0527
31	Compensation-Classification	HR	1000	0521
32	Compensation	HR	1000	1537
33	Management Training	HR	1000	0526
34	Employment Rights	HR	1000	0525
35	Reports And Records Center	HR	1000	0519
36	Executive Services	HR	1000	0523
37	OCAC Administration	CAC	1000	0821
38	LD Trials	ID	1000	0536
39	PD Juvenile	ID	1000	0545
40	PD Felony	ID	1000	0544
41	Administration	JCT	1000	1520

POSTAGE CODE NUMBER LIST				
POSTAGE CODE	DEPARTMENT/AREA	DEPT CODE	FUND	UNIT
42	Directors Office	PR	1000	0690
43	Misdemeanors	PCA	1000	0172
44	DS Administration	DSD	5004	0249
45	Administration	PF	1000	0921
46	Records-Mail Room	FN	1000	0412
47	FN Improvement Districts	FN	1000	0397
48	Technical Services	LIB	2051	0233
49	Accounting	SS	1000	1261
50	Administration	SS	1000	1262
51	Project Management Office	PW	4016	0996
52	Administration	SW	2047	1365
54	Materials And Services	PO	1000	0917
55	Department Staff	SD	1000	1313
56	Judicial Divisions	SC	1000	1414
57	Treasurer Operations	TO	1000	1509
58	Finance & Claims	PH	5000	0904
59	Flood Control Administration	FC	2005	1120
60	Directors Office	TR	2000	1461
61	Central Supply	HD	2002	0941
62	PACC Licensing	HD	2001	0973
63	Administration	ME	1000	0508
64	Administration	DE	2043	0293
65	Directors Office	WW	5008	1187
66	Fleet Management	FS	6002	0499
67	CAA-Emergency Services Network	CS	2042	0105
68	Community Projects	CD	2042	0065
69	Las Artes	CS	1000	0102
70	Vocational & Academic Instruction	CS	2042	0108
71	Vocational & Academic Instruction	CS	2042	0107
72	Housing	CD	1000	0072
73	Administrative Services	CS	1000	0086
74	Outside Agency	CD	1000	0075
75	CS - One Stop	CS	2042	0107
76	CS - Adult Services	CS	1000	0087
77	One Stop	CS	2042	0107
78	Administration Services Center	IT	1000	0552
79	Kino Teen Clinical Care	HD	2002	0964
80	Grand Jury	CC	1000	0048
81	Administration	CC	1000	0031
82	Finance	CC	1000	0047

POSTAGE CODE NUMBER LIST				
POSTAGE CODE	DEPARTMENT/AREA	DEPT CODE	FUND	UNIT
83	Civil	CC	1000	0035
84	Night Shift	CC	1000	0055
85	Family Support	CC	1000	0045
86	Archives	CC	1000	0033
87	Clerk Of Sup Crt - Juvenile	CC	1000	0036
88	Legal Records	CC	1000	0053
89	Criminal	CC	1000	0042
90	Probate	CC	1000	0056
91	Information Technology	CC	1000	0050
92	Exhibits	CC	1000	0044
93	Courtroom Clerks	CC	1000	0041
94	Appeals	CC	1000	0032
95	Admin Neighborhood Reinvestment	CD	1000	0076
96	Taxpayer Remedies - Appeals	AS	1000	0014
97	Collections	CC	1000	0040
98	EDCS Administration	CED	1000	0057
99	Economic Development & Tourism	ED	2009	0250
100	Bond Oversight	CA	1000	0142
101	CD Administration	CD	1000	0071
102	Special Projects	CA	1000	0146
103	PVHS Consultant	CS	1000	0103
104	Community Center	KSC	1000	0661
105	Calendar Services	JU	1000	0623
106	Improvement District Formation Fund	FN	2011	0403
107	EMHS - Emergency Management Ctr 10-11	OEM	2003	0836
108	FMLA- E verify	HR	1000	0524
109	Accounting	SS	1000	1261
110	Prior Year - Conversion	CAC	1000	1534
111	Rev Mgt Team 1	FN	1000	0413
112	Rev Mgt Team 2	FN	1000	0414
113	Rev Mgt Team 3	FN	1000	0415
114	Rev Mgt Team 4	FN	1000	0416
115	Administration	IH	1000	0608

Postage Code Change Form

Date:

Department Name:

Requestor's Name:

Requestor's Phone Number:

Postage Code:

Fund:

Unit:

Effective Date:

(The effective date must be the first day of a month. This form must be received by Financial Operations at least two weeks prior to the effect date.)

Authorized Signer

Date

* Forward completed form to the Department of Finance & Risk Management, Financial Operations, Accounts Payable Compliance,
MS: DT-AB7-120

130 W Congress,

Revised 05/14/11

Attachment 3

SCHEDULED MAIL RUNS

Downtown -- (A, B & C Walking Runs)

Floor	Building	Dept	RUN	Approximate Arrival Time
1st	130 W Congress (Admin East)	Mail Box Unit; Box # 101 - 130	A	10:45 AM
1st	110 W Congress	Jury Commissioner	A	11:00 AM
2nd	110 W Congress	Law Library	A	11:15 AM
8th	110 W Congress	Pre-trial	A	11:30 AM
8th	110 W Congress	Adult Probation	A	11:30 AM
9th	110 W Congress	Superior Court Admin	A	11:45 AM
6th	150 W Congress (Admin West)	MIS (I.T.)	A	12:00 PM
5th	150 W Congress (Admin West)	Facilities	A	12:15 PM
4th	150 W Congress (Admin West)	Human Resources	A	12:30 PM
1st	33 N Stone (B of A Bldg) 1st floor	Mail box unit; Boxes # 401 - 430; Assessor	B	11:30 AM
1st	32 N Stone (Legal Services Bldg)	Mail Box Unit; Box # 201 - 230	B	11:45 AM
3rd	97 E Congress	Flood Control	B	12:00 PM
Basement	97 E Congress	PVHS	B	12:00 PM
3rd	115 N Church	Assessor	C	11:00 AM
2nd	115 N Church	Justice Court	C	11:15 AM
1st	115 N Church	Treasurer's	C	11:30 AM
6th	201 N Stone (Public Works Bldg)	Mail Box Unit; Box # 301 - 320	C	11:45 AM
1st (in back)	101 N Stone	Main Library	C	12:00 PM

Outlying Areas (C Driving Run)

Floor	Building	Dept	RUN	Approximate Arrival Time
1st	1313 S Mission	Transportation	C	1:00 PM
1st	1301 S Mission	Fleet Services	C	1:05 PM
1st	1313 S Mission	Wireless Radio (I.T.) Building 27 "South"	C	1:15 PM
1st	1313 S Mission	Print Shop (Graphic Services)	C	1:15 PM
1st	1750 E Benson Hwy	Sheriff	C	1:30 PM
1st	2805 E Ajo Way	Recreation Dept (Pick up only, no Drop off) -- "Community Center Building" aka "Vet. Memorial Center"	C	1:45 PM
3rd	2797 E Ajo Way	Community Services (Kino Service Center Bldg)	C	1:50 PM
1st	2500 E Ajo Way	TEP Park - Stadium	C	2:00 PM
1st - diff bldg	3950 N Country Club	OME "Abrams Bldg" behind 3950 S Country Club	C	2:10 PM
Warehouse - Abrams	2980 E Ajo Way	Health - "Abrams Bldg" behind 3950 S Country Club	C	2:15 PM
3rd - Abrams	3950 N Country Club	DIH "Abrams Bldg" behind 3950 S Country Club	C	2:30 PM
1st	2225 E Ajo Way	Training Center (Superior Court)	C	2:45 PM
1st, 4th	La Placita Village	Justice Court (Small Claims)	C	3:00 PM

Attachment 4



MEMORANDUM

DEPARTMENT OF FINANCE & RISK MANAGEMENT

To: Department Director,
Elected Official, or
Presiding Judge

Date: January 11, 2012

From: Financial Operations

Subject: Personal Incoming/Outgoing Mail

Enclosed is personal mail for individuals employed by your Department. Per Administrative Procedure 22-30, Mail – Delivery, Pickup and Processing, any personal mail will not be processed by the Mail Room.

The USPS facilities or receptacles are to be used for all outgoing PERSONAL mail.

Please inform your employees about this Administrative Procedure.