

ADMINISTRATIVE PROCEDURES



Procedure Number: 22-30

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County Administrator

SUBJECT: **MAIL – DELIVERY, PICKUP, AND PROCESSING**

DEPARTMENT RESPONSIBLE: **All County Departments**

1. Statement

The Pima County Mailroom, located at 130 W. Congress on the B Level of the Administration – East Building, is where the incoming and outgoing US Mail, as well as Pima County interoffice mail, is processed. The Mailroom opens at 8:00 a.m. each County workday and the incoming mail is usually sorted by 11:15 a.m., followed by delivery to the various County offices. Mail stops may be added or deleted to this schedule depending on updated locations of County Departments.

Personal mail or packages, even if postage has been affixed, will not be processed by the Mailroom. Refer to Section 2.C. of this document for further detail. Personal mail delays the delivery of official County mail and adds to the overall cost of service.

2. Procedure

A. US Mail

1. First Class Letter Mail and Flat Mail

Letter Mail and Flat Mail are two categories of mail defined by the 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.

a. 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 Mailroom, unsealed. For multiple pieces of unsealed letters, the letters should be grouped with flaps down and facing in the same direction. The Mailroom will seal and stamp all down flapped outgoing Letter Mail. However, all outgoing Flat Mail must be sealed prior to being sent to the Mailroom 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, available on the intranet, Finance and Risk Management, Resource Docs tab, Admin Proc Docs sub-tab. The Postage Code Number List is emailed 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 charged for postage by completing a Postage Code Change Form, available on the intranet, Finance and Risk Management, Forms tab, Accounts Payable sub-tab. 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 Mailroom, the Department should write the 2-digit or 3-digit code as listed on the Postage Code Number List on the upper left-hand corner of the top envelope in the bundle. Additionally, the Department can write the code on a piece of paper wrapped around the entire bundle of outgoing mail.

b. Incoming Mail

The mailroom picks up the mail twice a day from the United States Postal Service (USPS). The delivery and pick-up schedule is available on the intranet, Finance and Risk Management, Resource Docs tab, Admin Proc Docs sub-tab, acting as a guideline.

c. Misdirected Mail

If incoming mail is delivered to an incorrect Department, it should be returned to the Mailroom for identification and redistribution.

2. Express Mail

a. 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:

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

prevailing rate.

b. Incoming

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

3. Certified Mail

Certified Mail is a service that provides the sender with a pre-numbered mailing receipt and a record of delivery that is stored 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.

a. Outgoing

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 Mailroom or by contacting the Mailroom and requesting that it be delivered with the next regular mail delivery. Complete the Certified Mail Receipt PS Form 3800.

b. Incoming

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

4. 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 uses different permit numbers). The Mailroom can provide the Department with a copy of the required Business Reply Mail graphics that can be shared with a card/envelope printer service. The postage expense will be incurred only on returned Business Reply Mail. When Business Reply Mail is received by the USPS, the Department will be charged the prevailing rate by the Mailroom. When Business Reply Mail is received, it is sorted and delivered to the various County Departments with all other mail.

5. 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 an "Address Service Requested" card is received. The card will be delivered to the Department so that they can update their mailing address information.

6. Bulk Mail

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

Bulk Mail must be delivered to the Mailroom at least one day prior to the date that it is to be delivered to the US Post Office. Depending on the volume of the mailings, additional time may be required. A third-party vendor picks up Bulk Mail at approximately 4:15 PM daily.

Bulk Mail must be prepared according to the guidelines listed below. If Bulk Mail is not prepared properly, the Mailroom will notify the originating Department. The contracted third-party vendor will not accept Bulk Mail until it satisfies the following requirements.

- a. 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.
- b. A letter envelope cannot weigh more than 16 ounces.
- c. A minimum of five hundred (500) presorted letters or flats, or five hundred (500) postcards must be delivered to the Mailroom. Flats, letters, and postcards cannot be combined to meet the minimum requirements.
- d. Each envelope must be of identical content, size, and weight.
- e. The mailing addresses must be in the United States.
- f. All Bulk Mail must include a complete address with a correct ZIP Code or ZIP+4.
- g. The Department must have letter or flat envelopes printed with the standard Bulk Mailing Permit 108 imprint stamp or the postcards imprinted with the First Class Bulk Mailing Permit 108 imprint stamp, as shown below. The permit imprint may not be typewritten or hand-drawn.

PRESORTED
STANDARD
US POSTAGE
PAID
TUCSON AZ
PERMIT NO 108

FIRST CLASS
PRESORTED
US POSTAGE
PAID
TUCSON AZ
PERMIT NO 108

The preprinted envelopes or postcards can be obtained from the Communications Department, Print Shop Unit. The Print Shop requires a Requisition (RQS) document and blank envelopes or postcards. If requested, the Print Shop will print the return address on the envelopes or postcards.

- h. The Department must insert the documents into the envelopes, seal the envelopes, and face the envelopes or postcards in the same direction.
- i. 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.
- j. The Department's name and the 2-digit or 3-digit Postage Code listed on the Postage Code Number List 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.
- k. If a Department has questions concerning Bulk Mail requirements, the Department should contact the USPS at (800) 275-8777.

B. Interoffice Mail

During the scheduled mail runs, interoffice mail will be collected from all Departments. The interoffice mail will be delivered to the recipients on the next business day's scheduled mail run.

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

C. Personal Mail

Any personal mail or packages will not be processed by the Mailroom. 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 Mailroom will forward any personal mail with a memorandum attached that references this Administrative Procedure 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.