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CITY CLERK'S OFFICE
SPOKANE, WA

CITY OF SPOKANE ADMINISTRATIVE POLICY AND PROCEDURE	ADMIN 5300-07-01 LGL 2007-25
TITLE: MAIL AND INTEROFFICE CORRESPONDENCE EFFECTIVE DATE: June 13, 2007 REVISION EFFECTIVE DATE: N/A	

1.0 GENERAL

1.1 The City has a centralized mail room to handle incoming and outgoing City mail.

1.2 TABLE OF CONTENTS

- 1.0 GENERAL
- 2.0 DEPARTMENTS/DIVISIONS AFFECTED
- 3.0 REFERENCES
- 4.0 DEFINITIONS
- 5.0 POLICY
- 6.0 PROCEDURE
- 7.0 RESPONSIBILITIES
- 8.0 APPENDICES

2.0 DEPARTMENTS/DIVISIONS AFFECTED

This policy shall apply to all City divisions and departments.

3.0 REFERENCES

None

4.0 DEFINITIONS

None

5.0 POLICY

5.1 It is the policy of the City of Spokane to provide timely and efficient mail service to its departments.

6.0 PROCEDURE

6.1 General Information

6.1.1 The Mail Center Specialist processes all outgoing mail and provides interoffice correspondence pickup and delivery service. This position is under the direct supervision of the Management and Information Services Department (MIS).

6.1.2 The location of the Mail Center is on the Council Chamber Level (Lower Level) opposite the elevators, room B52 in City Hall.

6.1.3 The Mail Center hours of operation are from 7:30 a.m. to 5:00 p.m. Monday through Friday with the exception of the noon lunch hour.

6.1.4 Mail runs are done throughout the City Hall building at the following times:

10:00 a.m. – Outgoing mail and interoffice correspondence pickup and delivery;

1:30 p.m. – Outgoing mail and interoffice correspondence pickup and delivery

6.2 Processing Of Mail

6.2.1 Incoming U.S. Mail. The U.S. mail for each department will be delivered to an INDIVIDUAL locked mail box in the Municipal Building (located in the Mail Center, Lower Level). All mail addressed to the Municipal Building with the Zip Code 99201 will be delivered daily in the morning by the U.S. Postal Service and distributed by the Mail Center Specialist.

6.2.2 Outgoing U.S. Mail Processing. Each department will designate a convenient location of the pickup and delivery of interoffice correspondence and pickup of outgoing U.S. mail.

6.2.3 Recommended Schedule for Departmental Processing of Mail:

a. 3:30 p.m. – Express, certified, and registered mail must be received by the Mail Center to guarantee that the mail will go out the same day.

b. 3:30 p.m. – Pre-Sort mailing for the 4:15 p.m. mail pickup. Pieces of mail, which need to go out with this mailing, should

be ready for the 1:30 p.m. mail run or the mail will need to be delivered to the Mail Center. Large volumes (twenty five (25) pieces or more) of first class mail needs to be in the mail center to be processed the same day.

- c. 4:00 p.m. - First class mail must be in mailroom in order to make 4:15 p.m. mail pick-up.

6.3 Miscellaneous Departmental Responsibilities

- 6.3.1 Letter mail with zip codes starting with **992**— or **990**—should be sorted in zip code order by each department. This ensures the lowest Pre-Sort postage rate. Bundle all of these together, but do not bundle each individual zip code. Flaps can be sealed or left open and up. *If not sorted, these may go out at the First Class Rate.*
- 6.3.2 Letter mail with zip codes other than 992—or 990—and within the United States does not need to be sorted. This mail goes out at the First Class Postage Rate. Flaps can be sealed or left open and up.
- 6.3.3 Any mail being sent outside the United States should be flagged and kept separate from the rest of the mail. Flaps should be sealed.
- 6.3.4 Large manila envelopes (known as flats) do not need to be sorted by zip code. They go out as First Class mail. Flaps should be sealed.
- 6.3.5 Mail with postage affixed must be kept separate from mail that will be processed. Flaps should be sealed.
- 6.3.6 All departmental mail with no postage affixed must include the department's return address in order to be processed.
- 6.3.7 When flaps are left open and up, contents of the envelope must easily fit within the envelope (not overstuffed), and nothing can protrude above the crease for the flap.
- 6.3.8 Certified Mail - Supplies can be picked up in the Mail Center.

6.4 UPS, Federal Express, DHL and Express Mail Specifications.

- 6.4.1 Supplies for the above mail carriers are kept in the Mail Center. Each department is responsible for filling out the appropriate airbills. The Mail Center Specialists are always willing to answer any questions staff may have regarding these carriers.

6.4.2 The Mail Center Specialist will call for a DHL mail pickup. UPS and Federal Express are daily pickups. The package must be in the Mail Center as follows:

- a. UPS – before 2:30 p.m.
- b. Federal Express – before 3:00 p.m.
- c. DHL – before 3:00 p.m.

6.5 Standard Mail - Bulk.

6.5.1 Mailings of two hundred (200) or more addressed pieces may qualify for the lower standard mail rates if USPS specifications are met.

6.5.2 The Mail Center Specialists are available for mail preparation in compliance with United States Postal Service qualifications.

6.5.3 If the pieces are already addressed, a zip code count sheet must accompany the mailing.

6.5.4 When the mailing is ready, department staff should call the Mail Center and the Mail Center Specialists will fill out and sign the appropriate paperwork.

6.5.5 The Mail Center Specialist will ensure that funds are available at the United States Postal Service Business Mail Entry Unit (BMEU) for mailing.

6.5.6 The Mail Center Specialists have designated Monday, Wednesday and Friday for delivery of standard mailings to the BMEU. Departments need to call the Mail Center to schedule delivery of their mailings.

6.5.7 Departments will be billed for their postal charges with their regular monthly postage billings after the mailings have been sent.

6.5.8 Addressing Mailings

- a. The Mail Center has the equipment and software to address large quantities of envelopes, post cards, newsletters and flats.
- b. The mailing list needs to be in a form that is compatible with the City's Postalsoft software. The Mail Center can import from the following: Comma-delimited ASCII text or Tab-

delimited ASCII text. Departments will also need to provide the Mail Center with the order of the standard mailing addresses, i.e., first name, last name, company, address line 1, address line 2, city, state, zip code.

- c. Schedule the timing of the mailing with the mail center. Forty-eight (48) hour notice is necessary to be put on the schedule.
- d. The software and equipment will address the mail pieces and determine the lowest cost of the mailing. Departments will be charged accordingly.

6.6 Mailing Inserts in Utility Bills

6.6.1 Mailing inserts can be included in with the City's utility bills. Bills are mailed to approximately seventy eight thousand (78,000) customers. The billing process is throughout the entire month. The insert size and paper weight are critical so extra expense is not incurred. The following size and weight combinations are required:

- a. 8½" by 3 2/3" (unfolded) 24 lb. bond or 70 lb. book.
- b. 8½" by 11" – 14" (folded) 20 lb. bond or 60 lb. book.

6.6.2 Tentatively schedule a time for the insert by calling the Mail Center. The schedule is usually filled several months before mailing time.

6.6.3 Refer to City policy ADMIN 5200-07-02 "Utility Bill Inserts" for further information.

7.0 RESPONSIBILITIES

The Management Information Services Department shall administer this policy.

8.0 APPENDICES

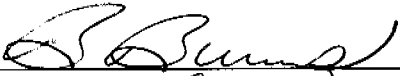
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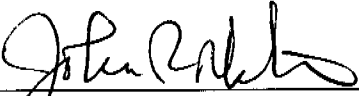
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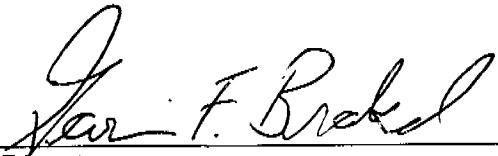


City Attorney (Asst)



Chief Operating Officer

BB 3-26-07



Director

5-29-07

Date