

SECTION: 5.4

SUBJECT: Commission Headquarters' Mail Room Services

AUTHORITY: Executive Director

Policy:

The Mail Room in the Tallahassee Office provides distribution for incoming and outgoing Commission mail. Service also includes delivery to and pick up from the Capitol, where a central distribution point for all interagency mail is located.

- Contents:**
- 5.4.1 Internal Distribution
 - 5.4.2 Interagency and Interoffice Mail
 - 5.4.3 Unscheduled Pickups and Deliveries
 - 5.4.4 Mailing Permits/Bulk Mailings
 - 5.4.5 Certified Mail
 - 5.4.6 Express Mail

Procedure:

5.4.1 Internal Distribution

Mail will be picked up and distributed to offices in the Bryant Building between 9:30 a.m. and 10:30 a.m., and between 1:30 p.m. and 2:30 p.m. Incoming mail will be opened by mail room personnel except mail addressed to the Executive Director, the General Counsel's Office, the Inspector General's office, bids, mail identified as confidential on the package and other exceptions as specified by the Section Leader of Office Operations, Finance and Budget Office. Outgoing mail is picked up by the U.S. Postal Service once a day at 3:45 p.m. Outgoing mail should be delivered to the Mail Room no later than 3:30 for same day service. Unless otherwise noted, all intra-state mail will be sent presorted. To reduce mailing delays, out-of-state mail should be separated from in-state mail. A completed Mail Routing Form attached to individual mail pieces or groups will ensure prompt mail service.

5.4.2 Interagency and Interoffice Mail

Mail will be delivered and picked up from the Tallahassee satellite offices between 10:00 a.m. and 11:00 a.m. and 2:00 p.m. and 3:00 p.m.

Mail Room personnel will pick up and deliver mail to and from other state agencies via the Capital Complex, make bank deposits and pick up Headquarters' mail twice daily between 9:30 a.m. and 11:30 a.m., and 2:30 p.m. and 3:30 p.m. Interagency mail should be boldly labeled "Interagency Mail".

Example:

**Mr. John Doe
Division of Purchasing
Department of Management Services
Room 510, Building 4050
Capital Circle Office Complex
INTERAGENCY MAIL**

Mail going to Commission region, institute and field offices should be clearly marked with assigned Mail Code to facilitate consolidated or single-piece mailings.

Interoffice, region, institute and field office mail should be separated from large mail outs prior to pick up by mail room personnel.

5.4.3 Unscheduled Pickups and Deliveries

Approved, unscheduled mail transports are as follows:

- Payroll-related business with the Comptroller's Office
- Documents for the Executive Director's Office
- Legal documents with deadlines
- Emergencies approved by the Section Leader of Office Operations, Finance and Budget Office.

5.4.4 Mailing Permits/Bulk Mailings

The Commission has two permit number accounts, established with the Tallahassee Post Office, to be used by all division and office personnel in Tallahassee when bulk mailings are to be conducted. The U.S. Postal Service's bulk mailing form "Statement of Mailing with Permit Imprints" is to be acquired from the Office Services Section Leader and completed by the Division/Office (D/O) representative for bulk mailing authorization prior to mailing articles. This completed form is forwarded with the bulk mail items to the U.S. Postal Service.

When using the permit accounts, the envelope will be identified with the appropriate permit account number in accordance with postal requirements.

Permit numbers to be used are as follows:

- **Permit #20** - Outgoing First Class and Bulk Rate Third Class Mail
- **Permit #19** - Incoming Business Reply Mail

Regulations relating to permit use are lengthy and can be confusing. The Section Leader, Office Operations, Finance and Budget Office, should be contacted when plans for new mailings are being made. Errors in the preparation of permit mailings can result in wasted dollars and man-hours.

5.4.5 Certified Mail

Certified mail will be delivered to the Post Office on either the 9:30 a.m. to 11:30

a.m. or 2:30 p.m. to 3:30 p.m. delivery. A return-receipt form is to be completed and attached to the letter.

5.4.6 Express Mail

Express mail will be delivered to the mailroom for pick up by the courier service. This will eliminate courier confusion on the location of the package and aids in tracking if required. When an express mail package or overnight delivery etc. is received the mailroom will call the recipient for immediate pick-up if desired, or deliver on the regular schedule.

History: Est. 07/01/2000; Rev. 10/06/2003

APPROVED:

Victor J. Heller
Executive Director or Designee

October 6, 2003
Date