

MAIL PROCESSING

SUMMARY

The Internal Services Department (ISD) Mail Center is equipped to process the First-Class Mail, Certified, Priority, and Parcel Mail for the County. This procedure explains the mailing services available and processing lead times.

PROCEDURE

1. ISD operates a mail center on the 18th floor of the Stephen P. Clark Center to process outgoing U.S. mail.
2. All outbound mail is weighed to determine the applicable postage rates.
3. U.S. mail is delivered to the ISD Mail Center, via messengers from most County departments.
4. First Class Mail must be received by 2:30 p.m. in the ISD Mail Center for same day processing. First Class letter mail is stamped and barcoded for presort mail processing. Flat and Package/ Parcel mail is stamped at full First-Class U.S. Postal Service rates.
5. Mailings requiring special handling and processing, (i.e., Registered, Certified, Insured, and Express Mail) must be received by 1:30 p.m. in the Mail Center for same day processing and mailing services. The Mail Center staff will review and verify that the required postal forms have been properly prepared.
6. First Class Mail and standard mail are determined based on mailer content, as defined by the U.S. Postal Service, following material review.
7. The cost of U. S. postage is billed to the originating department monthly. A valid index code must be provided on all outgoing mail pieces to ensure correct billing.

Note:

- For general mail preparation questions, contact the ISD Mail Center Supervisor at (305) 375-1087.
- Need help with specialty mailings (mailings requiring variable data/personalized printed letters and statements, folding, tab sealing, and envelope stuffing) or print production questions, call the Graphics Section at (305) 592-3016 or 305 375-2024.
- Departments with large volumes of certified mail are encouraged to use E-Certified/E-Return Receipt services. The use of E-Certified/E-Return Receipt services eliminates the manually card preparation process and replaces the traditional cards with electronic delivery of return receipts. Electronic return receipts that can be imported into Electronic Document Management System (EDMS) files. For more information regarding the use of E-Certified/E-Return Receipt services, call the ISD Mail Center Supervisor at (305) 375-1087.

CONTACT(S):

Department/Division

Internal Services Department, Mail Center

Internal Services Department, Printshop