
1000.17 SUBJECT: CITY MAIL SERVICES

:1 **OBJECTIVE:**
State City policy consistent with United States Postal Service regulations for a Mailroom operation.

:2 **AUTHORITY:**
This procedure adopted by City Council September 15, 2003.

:3 **DIRECTION:**
The Director of Purchasing and Materials Management, as an appointed official, serves at the pleasure of, and receives direction from the Mayor through the General Administration Department Director, Director of Purchasing and Materials Management, Mail Services Supervisor.

:4 **POLICY:**

A. General

1. City Mail Services must adhere to USPS Regulations and the terms and conditions of the City's meter license.
2. The Mail center is the liaison with the Postal Service for the City. All requests for mail and related services must be coordinated through the Mail Services Supervisor.
3. City Mail Services provides Interoffice Mail service to most City Offices/Departments/Bureaus.
4. The Mail center meters all outgoing U.S. Mail for the City.
5. City Mail Services holds permits for First Class Pre-sort and Third Class Bulk Rate mail. Additionally, Mail Services holds a Business Reply Mail permit for use by the City.
6. The Mail center has accounts with Federal Express and UPS for the City's use.

B. Interoffice Mail

1. Interoffice mail routes and schedules have been established to serve the City as effectively as possible. A copy of the schedule in effect as of November 9, 1998, is attached. It may be amended from time to time as administrative changes dictate without requiring change in policy.
2. Interoffice mail service will be provided to offices outside of City Hall at a location convenient for Mail Services staff.
3. Mail service within City Hall is provided via the Vertical Conveyor System:
 - a. There shall be one person per floor assigned to process mail for that floor.
 - b. Outgoing mail should be placed in the delivery vehicles, grouped by program numbers, as follows:
 - (1) Interdepartmental mail.
 - (2) U. S. Domestic mail.
 - (3) International mail.

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4. Interoffice mail is defined as written communication between City Offices/ Departments/Bureaus. All Interoffice mail must be placed in Interoffice envelopes.
 5. The Interoffice mail system is to be used for City business only.
 6. City Mail Services is responsible for providing Interoffice envelopes for the City's use. Only City of Orlando Interoffice envelopes may be used. Excess envelopes should be returned to the Mail center for reuse. Caution should be used in addressing Interoffice mail. The first available line should be used. The use of labels to address Interoffice mail is prohibited.
 7. Interoffice mail is to be addressed to a Office/Department/Bureau in accordance with the City of Orlando Organization Chart. Abbreviations or an individual's name are not acceptable. Mail not properly prepared will be returned for correction.
 8. Employees transferring to a new office within the City must inform City Mail Services, in writing of their new location.

C. Incoming U.S. Mail

1. All incoming mail is considered "City" mail.
2. All incoming mail addressed to former employees shall be delivered to the office from which the employee terminated.
3. Due to the large volume of incoming mail received by the City, it is strongly suggested that personal mail and packages be received at the home.

D. Outgoing U.S. Mail

1. Letter size mail must be rectangular in shape for processing by the Postal Service. The following dimensions define letter mail:
 - Minimum height is 3 1/2"
 - Maximum height is 6 1/8"
 - Minimum length is 5"
 - Maximum length is 10 1/2"
2. Letter size mail may be presented for processing unsealed provided envelopes are nested, one over the other, with flaps open. Letter size mail thicker than 1/4" cannot be sealed by automation and therefore must be sealed prior to presentation.
3. Letter size mail should be prepared in accordance with current Postal Service guidelines for automation compatibility.
4. Flats must be sealed or clasped prior to presentation for processing.
5. All mail whether letter or flat must be faced the same direction to facilitate metering.
6. All mail that is to prepared for presentation to the USPS must have a "City" return address including Office/Department/Bureau.
7. The correct format for the return address is available from City Mail Services.
8. All mail received for metering must have a valid Program/Project number. Mail cannot be processed without a Program/Project number.
9. Accountable Mail:

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- a. Registered Mail should be used when mailing items of high value or a negotiable instrument.
 - b. Insured Mail is less secure than Registered Mail and should be used for items valued up to \$600.00 and are not negotiable.
 - c. Certified Mail should be used when a record of the mail is required.
 - d. Return Receipt service is available for each type of mail detailed above. This service provides a signature of person receiving. This mail. For an additional fee, the address of delivery may also be obtained.
 - e. Supplies to prepare accountable mail are available from City Mail Services.

10. Outgoing Postal Service mail deadlines are as follows

Automation compatible mail 12:30 p.m.

Special mail 3:00 p.m.

Time sensitive mail 4:00 p.m.

Mail received after these times will be considered next day's mail.

E. Miscellaneous Services

1. Bulk Rate Mail
2. Folding
3. Inserting
4. Labeling
5. Business Reply Mail
6. Courtesy Reply Mail

Specific instructions for these services may be obtained from Mail Services staff. It is imperative that Mail Services be contacted during the planning stage of a mailing. This will ensure that your mail will be handled in a cost effective, efficient and timely manner.

:5 FORMS:
Attachment - Interdepartmental Mail Schedule

:6 COMMITTEE RESPONSIBILITIES:
None.

:7 REFERENCE:
Procedure adopted by City Council July 18, 1988, Item 14, A-1; amended July 26, 1993; amended April 17, 2000, Item 3-D; amended October 14, 2002, Item B23; amended September 15, 2003; policy section # changed from 191.17, April 2004.

:8 EFFECTIVE DATE:
This procedure effective – September 15, 2003.

Attachment

INTERDEPARTMENTAL MAIL SCHEDULE

Effective -

A.M. MAIL DELIVERIES

Property Control	-1104 S. Woods Ave.
Streets & Drainage Bureau	-1010 S. Woods Ave.
Solid Waste Management Bureau	-1046 W. Gore St.
Vehicle Parts	-1000 W. Gore St.
Fleet/Facilities Management	-1010 Westmoreland Drive
Parks & Special Facilities	-1260 Columbia St.
City Stores	-1025 W. Grand St.
Jackson Community Ctr.	-1002 W. Carter St.
Smith Community Ctr.	-1723 Bruton Blvd.off LB McLeod Rd.
Env. Services/Wastewater Bureau	-5100 LB McLeod Rd.
Water Conserv II	-5420 LB McLeod Rd.
Community & Youth Services; Marketing Office/Inner-City Games	-1414 N. Orange Ave.
Harry P. Leu Gardens	-1730 N. Forest Ave.
Greenwood Cemetery	-1603 Greenwood St.
Neighborhood Services	-129 East Gore St.
Beardall Senior Ctr.	-800 S. Delaney Ave.
Dover Shore Community Ctr.	1400 Gaston Foster Rd.

MID-MORNING MAIL DELIVERIES

Post Office (pick up U.S. Mail) Downtown Branch	
Parking Systems/Code Enforcement	-53 W. Central Ave.
Downtown Development Board, ONIC. NTC Base Reuse	-100 S. Orange Ave. - 9 th Floor
Consulates & Trade Offices (9 th Fl.)	-400 S. Orange Ave. - City Hall

AFTERNOON MAIL DELIVERIES

Orange County. Library System (Thurs. Only)	-101 E. Central Blvd.
Orlando Centroplex	-600 W. Amelia St.
Community & Youth Services/Recreation Bureau	-649 W. Livingston St.
Streets & Drainage	-1010 S. Woods Ave.
Solid Waste Management Bureau	-1046 W. Gore St.
Fleet/Facilities Management	-1010 S. Westmoreland Drive
Parks & Special Facilities	-1260 Columbia St.
Orlando Federal Credit Union	-1117 S. Westmoreland Drive
Fire Training/EMS -911 S. Westmoreland Drive	
Fire Department (Staff & Line)	--1010 S. Westmoreland Drive
Orlando Police Department	-100 S. Hughey Ave.
Parking Systems/Code Enforcement	-53 W. Central Blvd.

LATE AFTERNOON MAIL RUN

3:20 P.M. - Depart City Hall for Post Office (Downtown Branch)

All Special mail, Registered, Insured, Certified, and Express is delivered to Post Office.

Pick up mail for Treasury Bureau from their Post Office Box