

# Georgia Arts Organization Mail Services & Procedures Policy

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## U. S. Mail Procedures

### **OFFICE DESIGNEE**

A person shall be designated in the arts agency office to deliver the mail to the U.S. Post Office, a U.S. Postal Service Deposit Box, or to the U.S. Postal Carrier servicing the arts agency's route, to sort the mail, check addresses, weigh the mail and affix adequate postage, and complete appropriate forms used by the agency each day according to the procedures outlined below. The person or staff designated shall be appropriately trained and their duties will ensure maximum efficiency in mail processing services.

## U. S. POSTAL SERVICE MAIL

**Outgoing** – Staff should ensure that all mail is received by the Office Manager or at the designated U.S. Mail postal pickup location in the agency's office daily prior to the arrival of the U.S. Mail postal carrier. If the mail is not delivered to the mail pickup location by that time, it should be delivered to the U.S. Post Office, U. S. Mail Deposit Box, or retained until the following day. In order to assure expedient service, the office designee or assigned staff will check addresses, sort the mail (postal vs. hand mail, and U.S. vs. other countries), weigh the mail, determine and affix adequate postage and deposit mail in the authorized pickup location for the postal carrier. The office mail location will have appropriate and visible signage to indicate its purpose and its designation for incoming and outgoing U. S. Mail. Envelopes may be typed, computer printed, handwritten, and addresses must be legible and complete. Postage must be affixed to outgoing mail before it is deposited for pick up in the mail pick up location. Arts Agency stationery, envelopes and postage are to be used solely for conducting official business and should never be used for personal matters.

**Incoming** – Mail will be delivered by the U.S. Postal Service and distributed each day by the office designee or designated staff. There will be one delivery daily. The Executive Director, Office Manager, or office designee will pick up and distribute any mail held by the U. S. Post Office facility and will be responsible for any mail requiring special handling.

### **EXPRESS OR PRIORITY MAIL / UPS and FedEx**

Mail or Packages being shipped via U.S. Express Mail or U. S. Priority Mail, UPS or Federal Express should be received by 3:00 p.m. daily. If Express Mail, Priority Mail or packages are not delivered by that time, they should be retained in the offices until the following day. Staff will weigh the packages and complete the required U.S. Postal Service, UPS or FedEx forms for these shipments. Locations of U.S. Postal Service offices are attached. Telephone numbers for UPS or FedEx pick up, and locations of USPS, UPS or FedEx deposit boxes are attached.

### **HAND MAIL**

Interoffice hand mail must be marked interoffice mail and distributed in the manner proscribed.

## **SPECIAL NEEDS**

If you have special mailing needs such as a large mail out, it would be beneficial to all parties involved to inform the Executive Director, Office Manager or designated mail designee ahead of time so that the needs of your mailing can be met in a timely manner. Request for pre stamped envelopes should be made in advance.

## **MAILING ADDRESSES**

**Postal Mail** – To help ensure that postal mail is received at the proper location, it is imperative that the proper address be used.

**Express Mail** – Express Mail, UPS and Federal Express deliveries will be made only to the street address. Staff will be available to provide training on the established mail procedures as requested.

## **Mail Out Step by Step**

### **WHITE ENVELOPES:**

1. Weigh and clearly mark each piece. If you have a stack of envelopes weighing the same and requiring the same amount of postage, you may mark only the top piece of each bound stack. If you do not bind it, you will need to clearly mark each piece.
2. Seal all standard white envelopes or leave flaps up.
3. Fill in the appropriate area of the "Mailing Request" form.

If you have a large mail out, place a question mark in the "No. Pieces" column and write "please count" in the "Type of Mail" column to alert the mailroom personnel that a count is requested.

### **BROWN ENVELOPES:**

1. Weigh and clearly mark each piece. If you have a stack of envelopes weighing the same and requiring the same amount of postage, you may mark only the top piece of each bound stack. If you do not bind it, you will need to clearly mark each piece.
2. Seal all brown envelopes. Do not leave flaps up.
3. Make sure clasps on the brown envelopes are closed properly.
4. Fill in the appropriate area of the "Mailing Request" form.
5. If you have a large mail out, place a question mark in the "No. Pieces" column and write "please count" in the "Type of Mail" column to alert the mailroom personnel that a count is requested.

**Important Note:** If the use of paper clips or binder clips is necessary make sure the clip is placed in the lower left hand corner of the envelope. If the item mailed is a bound book, make sure the bound edge is placed at the bottom of the envelope.

## **Mailing Check List**

Make sure the following information appears on the "Mailing Check List" form (adapt or revise for your arts organization's use as needed):

- Date of Mailing
- Type of Mailing e.g. Priority, 1<sup>ST</sup> Class, Tracking No.
- Amount of Postage
- Addressee Name and Address
- Program Description
- Staff name
- Budget Year if required
- Budget Category if required

## **Guidelines for Handling Hazardous Mail**

Recent news events have caused increased concern about the threat of terrorism in the workplace and some employees may ask about the threat of anthrax or other biological agents. We want to assure you that we are taking all reasonable protective measures for your safety. In addition, we would like staff to follow these guidelines about what you can do. All personnel should be aware of the following guidelines for screening mail.

### **Screen mail for:**

Excessive postage,  
Incorrect titles, Titles but no names,  
Misspellings of common words,  
Oil stains or discoloration, Lopsided or uneven envelopes,  
Foreign mail, air mail, or special delivery,  
Restrictive markings, such as confidential, personal, etc.,  
Hand written or poorly typed addresses, No return address,  
Excessive securing material, such as masking tape, string, etc.,  
Return address does not match postmark where mailed, or  
Any unusual contents, such as powdery substances.

### **If you receive a suspicious letter or package, use the following procedures:**

Remain calm because in order for Anthrax to cause infection it must be rubbed into abraded skin, swallowed, or inhaled. Anthrax can cause skin infection, gastrointestinal infection, or pulmonary infection. Symptoms usually occur within 7 days and all forms of infection are generally treatable with antibiotics.

Do not shake or empty the contents of any suspicious envelope or package. Cover the envelope or package with anything available, (e.g., clothing, paper, etc.) and do not remove this cover.

Leave the area, close the door and do not allow others into the area. Wash your hands with soap and water to prevent the spreading of any powder to your face. Do not brush off your clothes to avoid spreading the material. Report the incident to your Executive Director or any supervisor. Make a list of all people who were in the area. For all employees and staff in the Arts Agency offices or facilities: If you have any questions about security, or hazardous mail, please contact the Executive Director or local police or sheriff's office.

Many federal and public news agencies are offering detailed up-to-the-minute advice on anthrax and bioterrorism. You can obtain additional information about these topics at:

<http://www.CDC.gov>

<http://www.gsa.gov>

<http://www.bt.cdc.gov/DocumentsApp/Anthrax/10122001Handle/10122001Handle.asp>

[http://www.usps.com/news/2001/press/pr01\\_1010tips\\_print.htm](http://www.usps.com/news/2001/press/pr01_1010tips_print.htm)

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## Mail Services & Procedures

### Special Procedures

**Special Procedures provides detailed guidelines and procedures that an Arts Agency can implement to prevent claims of Lost, Undelivered, or Non Receipt of U. S. Mail.**

These special procedures supplement the standard practice where mail - if properly addressed, stamped and deposited in the U.S. Mail - creates a presumption of receipt of mail to Addressee.

These special procedures even supplement the adoption by an Arts Agency of a Model Mail Services and Procedure Manual to strengthen the presumption of receipt of your agency's outgoing mail to an Addressee. These special procedures require reasonable and minimum effort in compliance with the guidelines and action steps set out below to protect important, confidential or time sensitive mail.

These special procedures will require some extra expense to confirm or track delivery of mail.

#### Criteria for Use:

- Use when the mail in question has a deadline for a specific time and date.
- Use when mailing Applications for Grants or related notices and reports.
- Use when mailing financial, privileged, or confidential information.
- Use when mailing board member information or employee records.
- Use when mailing sales tax reports, employee tax reports or annual tax returns.
- Use when mailing insurance forms or premium payments.
- Use when Addressee has a history of lost mail or internal problems with receipt of mail.

#### Action Steps:

- Use either a Certificate of Mailing or Certified Mail form to obtain a post office postmark on your receipt to establish time, date and proof of delivery of mail to the U.S. Postal Service. Use a Return Receipt Requested form for return of a post card notice of the date of receipt and the name of the person at Addressee signing for the mail. Maintain these records with your files.
  - Use Registered Mail when sending mail to a specific person for record of delivery to Addressee and for process of signature by each carrier and individual handling the mail until it is delivered.
  - Use Priority Mail or Express Mail with delivery confirmation for fast service, ability to track on the internet, and to confirm via the U.S.P.S website when and to whom mail was delivered.
  - Use the additional procedure of calling (a cellphone call will create a record of your call), emailing or faxing a notice to the Addressee that confirms with such alternative method that mail was properly posted on time to an Addressee. A summary or copy of the information mailed can be included or attached to an email or include a copy when sending via fax; both will create a record of the essential information as to the date and time completed confirming mail was sent.
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## Definitions

- **Certified Mail** – provides receipt to Sender and a record of delivery at the office of Addressee.
- **Returned Receipt** – provides proof of delivery with signature of recipient.
- **Certificate of Mailing** – A certificate of mailing provides evidence that mail has been presented to USPS for mailing. It's a postmark you can carry home, and it's the most inexpensive way to prove when an item was mailed and to whom.
- **Priority Mail** – guarantees delivery and delivery tracking at [www.usps.com](http://www.usps.com) .
- **Express Mail** – guarantees next day delivery and can be tracked via internet.
  
- **First Class** – any type of mail weighing 13 ounces or less.
- **Third Class** – printed material weighing less than 16 ounces.
- **Fourth Class** – printed material weighing more than 16 ounces.
  
- **Media Mail** – books, magazines, brochures consisting of reading material (other examples are 16 mm films or narrower widths, educational reference charts, sound recordings, etc.).
  
- **Library Rate** – Specific items loaned or exchanged between schools and colleges or public libraries, (examples are books and sound recordings).
  
- **UPS** – provides the following services: Ground (this is the most common method used).
  
- **Fed Ex** – provides the following services: Ground (this is the most common method used).
  
- **Express package services** – packages under 150 lb.
  - Standard overnight (next business afternoon)
  - Two day (second business day)
  - Express saver (third business day)