



Date: November 3, 2003
To: All Employees
From: Todd Hileman, City Manager
Re: **Mail and Copy Center Administrative Policy AP-9**

Purpose

The purpose of this policy is to establish procedures for the copying of materials and the processing of mail. This policy addresses small copy jobs, large copy jobs, special request copy jobs, daily mail pick up, daily mail delivery, bulk mail out, personal mail, and package delivery and mailing.

Policy Procedures

1. Copying

- 1.1** The City Clerk's Department is responsible for operating the copy center located in City Hall and will provide copy services to all departments of the City of Avondale. To ensure that all staff and departments are treated fairly, a **Copy Request Form** is required with all requests for copy service.
- 1.2** Equipment in the copy room is available to all city staff on a self-service basis except when in use by the City Clerk Department. (Usually Tuesdays and Wednesdays prior to Council meetings or when completing copying jobs for other departments).
- 1.3** Each department will be issued a code so that copy costs can be charged back to the requesting department.
- 1.4** Copy services such as multiple copies of reports, informational flyers, etc. require a two-day notice. Additional time will be needed if the job requires special paper or other supplies not regularly stocked.
- 1.5** Please notify the Clerk's Department as soon as you know that you will have a large copy job.
- 1.6** Copy jobs will be completed on a first come, first serve basis. The only exceptions to this will be Council Packets and any other items for the City Council of the City of Avondale

2. Mail

The City Clerk's Department will provide mail services to all departments of the City of Avondale.

2.1 Outgoing mail should be at the mail room by 3:00 p.m. each day. Full address, including suite number, must be included in all correspondence and when ordering supplies in order to ensure that mail is sorted accurately by USPS, other delivery services and City Clerk staff

- a. City Clerk staff will process outgoing US mail starting at 3:00 pm each day. Any mail brought to the mail/copy room after 3:00 pm will be processed the following day.
- b. All personal mail must be stamped. At no time can postage be bought from the City Clerk's Department for personal mail use. The Administrative Clerk will take stamped mail to the post office, but will not buy postage or mail packages for personal reasons.
- c. The sender must complete all paperwork for Certified mail. Forms may be obtained from the City Clerk's Department.
- d. In order to ensure that the sufficient time and postage is allocated for bulk mailings, please notify the City Clerk's Department of such mailings in advance. Envelopes must be bundled together in bundles of 25 pieces. Bulk mailings include:
 - 100 pieces or more at \$.37 cents postage ~ will require at least one day notice.
 - 25 pieces or more of anything over \$.37 cents postage ~ will require at least one day notice.

2.2 Miscellaneous mail service

- a. Pick up for Fed-Ex, UPS, etc. Each department will prepare and call for pickup. Packages to be picked up should be delivered to the downstairs reception desk immediately after calling for pick up.
- b. Receiving for Fed-ex, UPS, etc. Incoming packages will be received at the downstairs reception desk and should be picked-up immediately upon notification of delivery.

2.3 Mail Delivery and Pick-up

- a. Each department must designate and label a mail pick-up/delivery location.

- b.** City Clerk staff will remove mail from cluster boxes after delivery by USPS and deliver to the designated locations throughout City Hall along with interoffice mail.
- c.** Outgoing mail (US or interoffice) located at the designated locations will be picked up at this time.
- d.** Any mail (US or interoffice) that needs processing that same day after morning pickup, will need to be taken to the mail/copy room and placed in the appropriate interoffice mail slot or US outgoing mail bin.
- e.** Departments may retrieve mail from their interoffice mail slot at any time during the day.