

Mail Center

Standard Operating Procedures

OPENING

- Turn all the lights on.
- Tour mail center for any security issues.
- Report any issues to security at x1616.
- Open the roll up door.
- Organize newspapers on front counter for pick-up.
- Deliver “Code A” newspapers to “Suite 9F44”.
- Turn on postage meter #1.
- Log Ascending and Descending totals from meter display into yellow meter logbook.
- Log onto the metering system with this password (01MOS).
- Open metering system by clicking “Mail Manager” item on desktop.
- Select USPS to set in postal service mode.

INCOMIG USPS MAIL

- Accept mail from USPS on loading dock upon arrival.
- Sign for accountable mail.
- Take mail to Receiving and Inspection to be x-rayed
- Date stamp all boxes and small packages at x-ray machine.
- Take x-rayed mail to mail center for 1st sort.
- Sort mail (using the clear USPS mail bins) during 1st sort by these categories (Suspicious, Non-Suspicious, Wrong Address and Bulk).
- Take suspicious mail to mail screening area.
- Take non-suspicious mail to 2nd sort area.
- Place mail with the wrong address back into the large USPS mail bin.
- Place unacceptable bulk mail in front of 2nd sort table for disposal.
- Sort non-suspicious mail at 2nd sort table into floor bin or look-up bin.
- Mail clerks pull mail from their respective floor bins and do a 3rd sort at their work station.
- **DO NOT DELIVER SAME DAY MAIL UNTIL ALL MAIL IS CLEAR BY MAIL SCREENING SPECIALIST**
- Accountable Mail (Any mail with a tracking number) must be logged into the accountable mail log.
- Call recipient to notify them their package is here and has to be signed for in the mail center.
Place afternoon and next-day follow up calls if not picked-up same day.
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Mail Run Schedule

- See attached sheet “ HQ Mail Center Services” for all listed times.

INTEROFFICE MAIL

- Delivery and Pick-up during scheduled mail runs.
- Address with recipient name, mail suite, and return info.
- Hand deliver to mail center by scheduled time.

Outgoing Mail

- Pick-up during scheduled mail runs.
- Must be addressed with full sender and recipient info.
- Must be in mail center by scheduled time.
- No personal mail accepted. (Take to USPS sub-station in west lobby).

MAIL METERING

- Separate Mail by suite.
- Place mail on scale.
- Enter “F?” to determine appropriate postage class.
- Press Certified or Registered on the screen if needed.
- Enter mail suite from mail piece in account # field on the screen.
- Select dynamic weight option for differential weighing or manual for pieces weighing the same.
- Press enter.
- Press “F7” to run multiple pieces.
- Press “F12” to run one piece.

BURN BAGS

- Pick-up (2) burn bags per mail stop during scheduled mail runs.
- Make sure bag is closed with tape around any staples
- Call x1431 for moving services if more than (2) bags are at one stop.
- Lock in burn bag room upon return to mail center

OFFSITE LOCATIONS

- 1800 M ST
- 1940 DUKE ST
- MAIL DELIVERY AND PICK-UP ONE TIME DAILY BETWEEN 9:30AM AND NOON BY THE MAIL CENTER DRIVER AND ONE MAIL CLERK.
- MAIL DRIVER WILL ALSO DELIVERY URGENT REQUEST MADE TO THE MAIL CENTER.
- MAIL DRIVER IS A BACK-UP MAIL CLERK AND MAIL SCREENING SPECIALIST.

FEDEX POWERSHIP/NHQ FORM 241

- Check NHQ form 241(Request for Special Mail Service) for completeness.
- Click the ship tab on the power-ship to begin processing.
- Place package on the scale.
- If weight exceeds 150lbs call FedEx freight for pick-up services.
- Enter sender name (Name Field on 241).
- Enter recipient ID (Use last name on 241).
- Enter recipient country (Address field on 241).
- Enter contact name (Address field on 241).
- Enter address (Address field on 241).
- Enter zip code (Address field on 241).
- Enter state, city, telephone # (Address field on 241).
- Enter # of packages.
- Weight entered always on auto.
- Enter declared value (Declare Value field on 241)
- Enter Dept. Notes (Code field on 241).
- Enter customer reference (Code field on 241)
- Press f10 to process label.

FEDEX POWERSHIP/ POUCH MAIL

- LOG EACH CENTER POUCH MAIL INTO INCOMING/OUTGOING POUCH COUNT LOG.
- LOG INCOMING POUCH MAIL TRACKING NUMBERS INTO POUCH TRACKING LOG.
- OPEN AND DISTRIBUTE INCOMING POUCH MAIL INTO APPROPRIATE FLOOR BINS OR LOOK-UP BINS.
- PACK OUTGOING POUCH MAIL INTO FEDEX OR GENERAL POUCH BOXES.
- GIVE TO MAIL CLERK POWERSHIPING POUCH MAIL
- HIGHLIGHT MAIL CENTER IN SENDER NAME ON POWERSHIP.
- ENTER CENTER CODE(LOOK ON POWERSHIP PRINTER) IN RECIPIENT ID.
- PRESS ENTER FOR ADDRESS TO SHOW AUTOMATICALLY.
- PACKAGE WEIGHT FIELD IS ON AUTO.
- PRESS ENTER AND SKIP TO DEPT. NOTES
- ENTER CENTER CODE.
- PRESS ENTER FOR CUSTOMER REFERENCE.
- ENTER CENTER CODE.
- PRESS F10 TO PROCESS LABEL.

CLOSING

- Log in descending and ascending on meter display in the yellow meter log book for the close out numbers.
- Leave meter in sleep mode (shut down on Fridays for the weekend).
- Check counters to ensure all packages are properly put away or collected.
- Lock dock doors.
- Close roll up door.
- Turn off all lights.
- Lock main doors.