



POLICY AND PROCEDURE MEMO

SUBJECT: CITY HALL MAIL PROCESSING

NO. 1.004

DATE: 4-1-13 Approved

D. W. Fritzsche
CITY MANAGER

I. STATEMENT

- A. The Business Office/Finance group is responsible for the distribution and receipt of both incoming and outgoing mail for the City of Rochester municipal operations.
- B. This policy is intended to establish a uniform procedure for processing both incoming and outgoing mail.

II. DEFINITIONS

Regular Mail – letters and post cards related to official business of the City. “Special Mail” would be packages, certified mail or other mail, and are the responsibility of the individual departments.

III. PROCEDURE

A. Incoming mail

- 1. Daily incoming mail is generally received in the lower level business office before noon each day.
- 2. The A/P clerk is responsible for processing all incoming mail and distributing to appropriate departments via the mail slots in the City Hall Mail Room.
- 3. All incoming mail must be processed within one hour of receipt by the Post Office delivery person. Extenuating circumstances such as office closure due to storms or other causes may necessitate adjusting this schedule from time to time and should be done so to provide optimal mail service to departments.

B. Outgoing Mail

- 1. Daily outgoing mail is collected in the mail room in the lower level of City Hall.



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2. The P/R clerk is responsible for processing all outgoing mail and delivering to the closest mailbox, currently located at the front of City Hall.
3. All outgoing mail must be processed and mailed by 3:45 pm each business day. Extenuating circumstances such as office closure due to storms or other causes may necessitate adjusting this schedule from time to time and should be done so to provide optimal mail service to departments.
4. Official City correspondence only. No personal items are to be included in mail processing.

C. Scheduled Absences Outgoing Mail

1. Whenever the P/R Clerk has a scheduled absence, it is the responsibility of the P/R Clerk to secure coverage for all days absent to have the outgoing mail properly processed and the coverage should occur in the manner set forth below.
 - a. The A/P clerk is the first backup for all outgoing mail.
 - b. The HR Coordinator is the second backup for all outgoing mail.
 - c. If all three people are scheduled to be out for a particular day, it is the P/R Clerk's responsibility to secure alternative coverage for the mail for that particular day(s).

D. Scheduled Absences Incoming Mail

1. Whenever the A/P Clerk has a scheduled absence, it is the responsibility of the A/P Clerk to secure coverage for all days absent to have the incoming mail properly processed and the coverage should occur in the manner set forth below.
 - a. The P/R Clerk is the first backup for all incoming mail.



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b. The Finance Secretary is the second backup for all incoming mail.

c. If all three people are scheduled to be out for a particular day, it is the A/P Clerks responsibility to secure alternative coverage for the mail for that particular day(s).

E. Unscheduled or Emergency Absence

From time to time it is understood that an unscheduled or emergency absence will occur. When this happens the following procedure shall be followed.

1. Whenever the P/R Clerk is out with an unscheduled absence, the HR coordinator will notify the A/P clerk of the absence and that they will need to process the outgoing mail for that day. If the A/P Clerk is also absent, the next in line should be notified, etc.
2. Whenever the A/P Clerk is out with an unscheduled absence, the P/R Clerk upon notification of the A/P Clerk's absence will need to process the incoming mail for that day. If the P/R Clerk is also absent, the next in line should be notified, etc.
3. Other – Please keep in mind that processing of mail is a service to all departments of the City and their responsibility. Ensuring that both incoming and outgoing mail is properly processed every day is a responsibility of the entire Business/Finance group and friendly reminders to be sure something is not overlooked will be greatly appreciated.

-END OF PROCEDURE-