City of Riverside
Administrative Manual

Effective Date: 06/2014
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Approved:

Department

City Manager

Prepared by: General Services

SUBJECT:

I. Mail and Copy Services

PURPOSE:

To establish guidelines for an orderly and efficient use of Mail and Copy Services.

POLICY:

The General Services Department Mail and Copy Services Division shall operate a Quick Copy Service. Orders for copies shall be sent to Mail and Copy Services. If photographs are sent, they must be in .jpg or PDF format. Printed documents need to be originals or clean copies in order to obtain good results. The services requested will be done in-house when possible. If available staffing or equipment does not allow for completion by the required time or date, Mail and Copy Services staff shall coordinate with Purchasing for service from an outside vendor.

Only material relating directly to City business shall be copied by Mail and Copy Services. Copies of personal items are expressly forbidden.

It is the responsibility of each department to plan its work so as to avoid emergencies.

PROCEDURE:

Responsibility	Action
Department	1. Requests for copies (quick copying in 1-4 hours) and other services provided by Mail and Copy Services shall be submitted via online submission form. If any funds are to be encumbered by Mail and Copy Services for jobs that must be done by outside sources, an authorized signature shall be on the Copy Services Order Form when the order is submitted. Enter a specific realistic date required; do not use "RUSH" or "ASAP". When information requested is in doubt, call Mail and Copy Services for assistance.
	2. If a reprint is required, a sample of the original will be submitted to Mail and Copy Services.

PROCEDURE:

Responsibility	Action
	3. When in doubt concerning layout preparation, contact Mail and Copy Services for advice. When requesting art work, layout, typesetting and paste-up service for posters, brochures, flyers or booklets, a mock-up preparation is to be submitted. (Sufficient time shall be allotted for said document preparations. Documents that must be substantially prepared may not be considered for quick copy services.)
	4. Provides the electronic original document using PDF as the preferred format or sends the best available copy for use as the "master" by Mail and Copy Services.
	5. Determines when a printing order is an emergency. Calls Mail and Copy Services and gives reasonable advance notice of the emergency.
	6. Completes a "Sequence Sheet", Form Number 921-4 (see attached sample), when requesting the copy of a book. Consecutive sheets of paper, whether typed on one side or both sides, or in the form of duplicate materials, are the same as original masters. These originals, which will be used in the copy process, will require a "Sequence Sheet." Mail and Copy Services recommends that all book pages be numbered, or have some kind of identification on each page for production purposes. Attaches the sequence sheet to the completed copy service order, retaining the canary copy. (Three complete "samples" of the book may be submitted in lieu of the sequencing sheet. The "samples" shall be utilized as the "proof set" when submitting the request for service from an outside vendor.)
	7. Only use designated floor copiers for small print jobs* in the quantity authorized (*small print jobs i.e.10 copies of less than 25 pages per original not to exceed 250 sheets total). For copies in excess of the number authorized, forward to Mail and Copy Services for processing.
	8. Proofreads materials prior to forwarding to Mail and Copy Services.
Mail and Copy Services	9. Reviews order and determines the best method of reproduction. Notifies the department and negotiates a new date when department's required date or time cannot be met. Time estimates on most jobs can be given only upon reviewing the material to be processed.
	10. Submits a purchase requisition to the Purchasing Division using the submitting Department's account number along with the job specification if a job or portion of a job cannot be done in-house because of equipment limitations or time requirements.
	11. Responsible for the overall completion of proofs on material sent to outside vendors, and will coordinate with departments about completion of the final project.
	12. Assigns a control number to the order upon receipt according to the date and time stamped in. Except for emergencies, all services will be on a "first-come, first-served" basis. Most copying orders are completed within

PROCEDURE:

Responsibility	Action
	24 hours. More complex printing orders are completed within 5 working days (NCR forms and letterhead are examples of these orders).
	13. Returns to the department any printing service order that is not properly completed.

SUBJECT:

II. Central Mail and Messenger Service

PURPOSE:

To establish guidelines for an orderly and efficient use of the U.S. mail, United Parcel and messenger service to City locations.

POLICY:

The General Services Department, Mail and Copy Services Division shall operate a centralized mail and scheduled messenger service to all major City locations for expediting interdepartmental mail, U.S. mail and United Parcel Service received at City Hall.

Departments are to identify their outgoing mail by recording their department/division number in the upper right hand corner of envelopes and on special post office forms. Departments shall affix the necessary form if it is desired that mail be certified or registered.

The messenger picks up mail, sorts outgoing mail by department, and delivers mail to City departments and/or to the Post Office in accordance with the attached Messenger Service Schedule (attachment 1).

Departments are to contact the Mail and Copy Services office or the mailroom when in doubt if the article to be mailed is in compliance with Post Office or United Parcel Service regulations, or when "Rush" mailing is necessary.

Departments shall be responsible for packages being wrapped in accordance with U.S. mail or United Parcel Service regulations. Each package must have the department or division identification, account number(s) and the person's name requesting the service. Items must be properly identified to Mail and Copy Services because of the insurance coverage.

Departments are responsible for submitting “rush” mail and “express” mail to Mail and Copy Services no later than 2:45 p.m. daily. Mail received after 4:15 p.m. may not go out until the next working day.

PROCEDURE:

Responsibility	Action
Originating Department	1. Completes Post Office forms: "Receipt for Certified Mail" (Form No. 3800) and "Return Receipt Request, Insured and Certified Mail" (Form No. 3811), indicate department and name of sender on outer edge of forms when required.
	2. Deposits article in mail chute or assigned outgoing mail section.
	3. Contacts Mail and Copy Services when in doubt about if the article to be mailed is in compliance with Post Office regulations, or when "rush" mailing is necessary.
Messenger	4. Picks up mail.
	5. Sorts outgoing mail by department for postage metering.
	6. Meters unstamped mail and prepares report of charges by department/division.
	7. Forwards "Return Receipt" forms to department when received from Post Office.
	8. Forwards postage tabulation to Accounting for allocation of cost to individual accounts at the end of each month.

Attachments:

1. Messenger Service Schedule Inside City Hall
2. Messenger Service Schedule Outside City Hall

Distribution: Regular

MESSENGER SERVICE SCHEDULE
INSIDE CITY HALL

The messengers will pick up and deliver inter-departmental mail, packages, express mail and U.S. Mail with the following schedule.*

MORNING SERVICE			
ARRIVE	**LEAVE**	**LOCATION**	**LOCATION DETAIL**
8:30 AM	8:35 AM	Basement	Innovation & Technology (ACS)
8:35 AM	8:40 AM	7th Floor	Mayor, City Manager, City Council, City Clerk, Administrative Services, Communications Officer.
8:40 AM	8:50 AM	6th Floor	Finance, Payroll, Accounts Payable, Purchasing, Risk Management, Office of CPRC, Business Tax, Revenue Treasure
8:50 AM	8:55 AM	5th Floor	Office of the City Attorney, Human Resources
8:55 AM	9:00 AM	4th Floor	Public Works, Parking Services, Traffic Services
9:00 AM	9:10 AM	3rd Floor	Planning, Building, Code Compliance, Fire Prevention
9:10 AM	9:15 AM	2nd Floor	General Services Administration, Innovation & Technology Administration
9:15 AM	9:25 AM	1st Floor	Treasury
9:25 AM	9:30 AM		Sort mail for inside and outside run.
LATE AFTERNOON SERVICE			
3:00 PM	3:15 PM	Break	
3:25 PM	3:30 PM	7th Floor	Mayor, City Manager, City Council, City Clerk, Administrative Services, Communications Officer
3:35 PM	3:45 PM	6th Floor	Finance Administration, Payroll, Accounts Payable, Purchasing, Risk Management, CPRC, Business Tax
3:45 PM	3:50 PM	5th Floor	Office of the City Attorney, Human Resources
3:50 PM	4:00 PM	4th Floor	Public Works, Parking Services, Traffic Services
4:00 PM	4:10 PM	3rd Floor	Planning, Building, Code Compliance, Fire Prevention
4:10 PM	4:15 PM	2nd Floor	General Services Administration, Innovation & Technology Administration
4:15 PM	4:30 PM	1st Floor	Sort and meter mail

*Times are approximate and may vary.

MESSENGER SERVICE SCHEDULE
Outside City Hall

Start Time	End Time	Task
7:30 am	7:45 am	Pick Up Mail
7:50 am	8:30 am	Sort Mail
8:30 am	9:15 am	• Public Utility Market • Museum (Closed on Mondays) • Library • Public Utility Plaza • POE Building • Police Department Fairmont • City Hall
9:15 am	9:30 am	Break
9:30 am	11:45 am	• Police Department Orange • Gateway Building • RERC • Public Works Sewer • Police Department Aviation • Airport • Magnolia Police Department • Internal Affairs Police Department • Utilities Operation Center • Lincoln Police Department • Corporation Yard • Casa Blanca (CRC) • Parks, Recreation and Community Services • City Hall
11:45 pm	12:00 pm	Sort Mail
12:00 pm	1:00 pm	Lunch
1:00 pm	3:00 pm	• Public Utilities Orange Square • Orange Police Department • Gateway Building Public Utilities • Magnolia Police Department • Internal Affairs Police Department • Utilities Operations Center • Lincoln Police Department • Corporation Yard • Casa Blanca(CRC) • Parks, Recreation and Community Services • Museum • Library • Public Utilities Plaza • City Hall
3:15 pm	3:30 pm	Break
3:30 pm	4:30 pm	Sort Mail