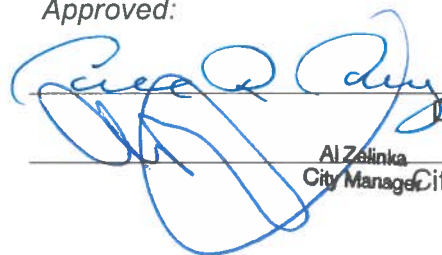




# City of Riverside Administrative Manual

Effective Date: 07/2003  
Latest Revision Date: 07/2018  
Next Review Date: 07/2020  
Policy Owner(s): General Services

Approved:   
\_\_\_\_\_  
ALZelinka  
City Manager  
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Department City Manager

**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 Publishing Division shall operate a Quick Copy Service. Orders for reproduction 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 is expressly forbidden.

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

**PROCEDURE:**

Responsibility	Action
Department	<ol style="list-style-type: none"> <li>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.</li> <li>2. If a reprint is required, a sample of the original will be submitted to Mail and Copy Services.</li> <li>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</li> </ol>

**PROCEDURE:**

Responsibility	Action
Mail and Copy Services	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 printing or duplicating 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 number authorized, forward to Mail and Copy Services for processing.
	8. Proofreads materials prior to forwarding to 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 department on 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 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.

## II. Central Mail Service and Routing Service

### PURPOSE:

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

### POLICY:

The General Services Department, Publishing Division shall operate a centralized mail and scheduled routing 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 and internal routing to City departments and/or to the Post Office in accordance with the attached 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:

<b>Responsibility</b>	<b>Action</b>
Originating Department	<ol style="list-style-type: none"><li>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.</li><li>2. Deposits article in mail chute or assigned outgoing mail section.</li><li>3. Contacts Mail and Copy Services when in doubt if the article to be mailed is in compliance with Post Office regulations, or when "rush" mailing is necessary.</li></ol>
Messenger	<ol style="list-style-type: none"><li>4. Picks up mail.</li><li>5. Sorts outgoing mail by department for postage metering.</li><li>6. Meters unstamped mail and prepares report of charges by department/division.</li></ol>

**PROCEDURE:**

<b>Responsibility</b>	<b>Action</b>
	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

### **Mail & Parcel Shipping Cut-Off Times**

City Hall staff may utilize the messenger service provided but they may also “drop off” mail or packages for outside delivery. To meet the same day departure times outlined below mail must be delivered to Publishing Services by the drop-time noted below. City Hall is equipped with a first class mail chute located on the block wall adjacent to the elevators. It may be used in lieu of the standard mail pick-up location.

<u>Drop Time</u>		<u>Departure Time</u>
9:30 am	United Parcel Service (UPS)	10:00 am
2:30 pm	Certified Mail US Postal Service (USPS)	3:00 pm
2:30 pm	Express Mail US Postal Service (USPS)	3:00 pm
3:15 pm	Federal Express (FedEX)	3:30 pm
4:15 pm	Last Pick-Up of Mail from internal chute	4:25

**Messenger Service is provided inside City Hall as well as the City Facilities listed below as “Outside” City Hall.**

### **Messenger Schedule Inside City Hall**

These times represent the starting time from the basement to the 7<sup>th</sup> floor and distribution to all floors of City Hall. Average time spent on each floor is between three and ten minutes depending on the amount of mail being delivered. Out-going mail is also picked up at these times for sorting and delivery on the next scheduled mail run.

First Run (Morning) begins at 8:30 am

Second Run (Afternoon) begins at 3:30 pm

### **Messenger Schedule Outside City Hall**

The initial starting time for the outside mail run shown is approximate depending on the amount of mail being delivered. The facility arrival times shown are approximate but represent the earliest time that the messenger will arrive at that particular city facility. (There may be a fluctuation of delivery/pick-up time of between five and ten minutes at each location depending on the weather and driving conditions.)

Initial Morning Mail Run Schedule:

Start of outside mail run 8:30 am

RPU Mission Square 8:35 am

GENERAL SERVICES DEPARTMENT – STANDARD OPERATING PROCEDURE – CITY HALL MAIL ROOM  
/MESSENGER SCHEDULES/OUTSIDE MAIL DELIVERY AND PICK-UP

RPU Field Forces-POE	8:40 am
RFD Downtown Station 1	8:45 am
Main/Central Library	8:50 am
RPU Orange Square	8:55 am
Return to City Hall	9:00 am

Secondary Mail Run Schedule:

Mail received from the outside sites on both the morning and afternoon runs is sorted and will be delivered to the facilities on the next outside run. The facility arrival times shown are approximate but represent the earliest time that the messenger will arrive at that particular city facility. (There may be a fluctuation of delivery/pick-up time of between five and ten minutes at each location depending on the weather and driving conditions.)

Morning:		Afternoon:	
Start of Outside Morning Mail Run	9:30 am	Start of Outside Afternoon Mail Run	1:00 pm
RPD Orange Street	9:35 am	RPU Orange Square	1:05 pm
RPU Gateway/Pwr Resources	9:40 am	RPD Orange	1:10 pm
Power Generation (RERC)	9:55 am	RPU Gateway/Pwr Resources	1:15 pm
Water Quality Control Plant	10:00 am	RPD Magnolia	1:30 pm
RPD Aviation	10:05 am	RPU Operations Center (UOC)	1:40 pm
Airport	10:15 am	RPD Lincoln	1:45 pm
RPD Magnolia	10:25 am	Corp Yard RPU Central Stores	1:55 pm
RPU Operations Center (UOC)	10:55 am	RPU CRC and Passports	2:05 pm
Corp Yard RPU Central Stores	11:00 am	Parks and Recreation Marcy	2:15 pm
Corp Yard Building Services	11:03 am	RPU Mission Square	2:25 pm
Corp Yard Parks & Recreation	11:07 am	Main/Central Library	2:35 pm
Corp Yard Public Works Streets	11:11 am	Museum	2:43 pm
Corp Yard Fleet Maintenance	11:15 am	Return to City Hall	2:50 pm

GENERAL SERVICES DEPARTMENT – STANDARD OPERATING PROCEDURE – CITY HALL MAIL ROOM  
/MESSENGER SCHEDULES/OUTSIDE MAIL DELIVERY AND PICK-UP

RPU CRC and Passports	11:25 am
Parks and Recreation Marcy	11:35 am
Return to City Hall	11:45 am

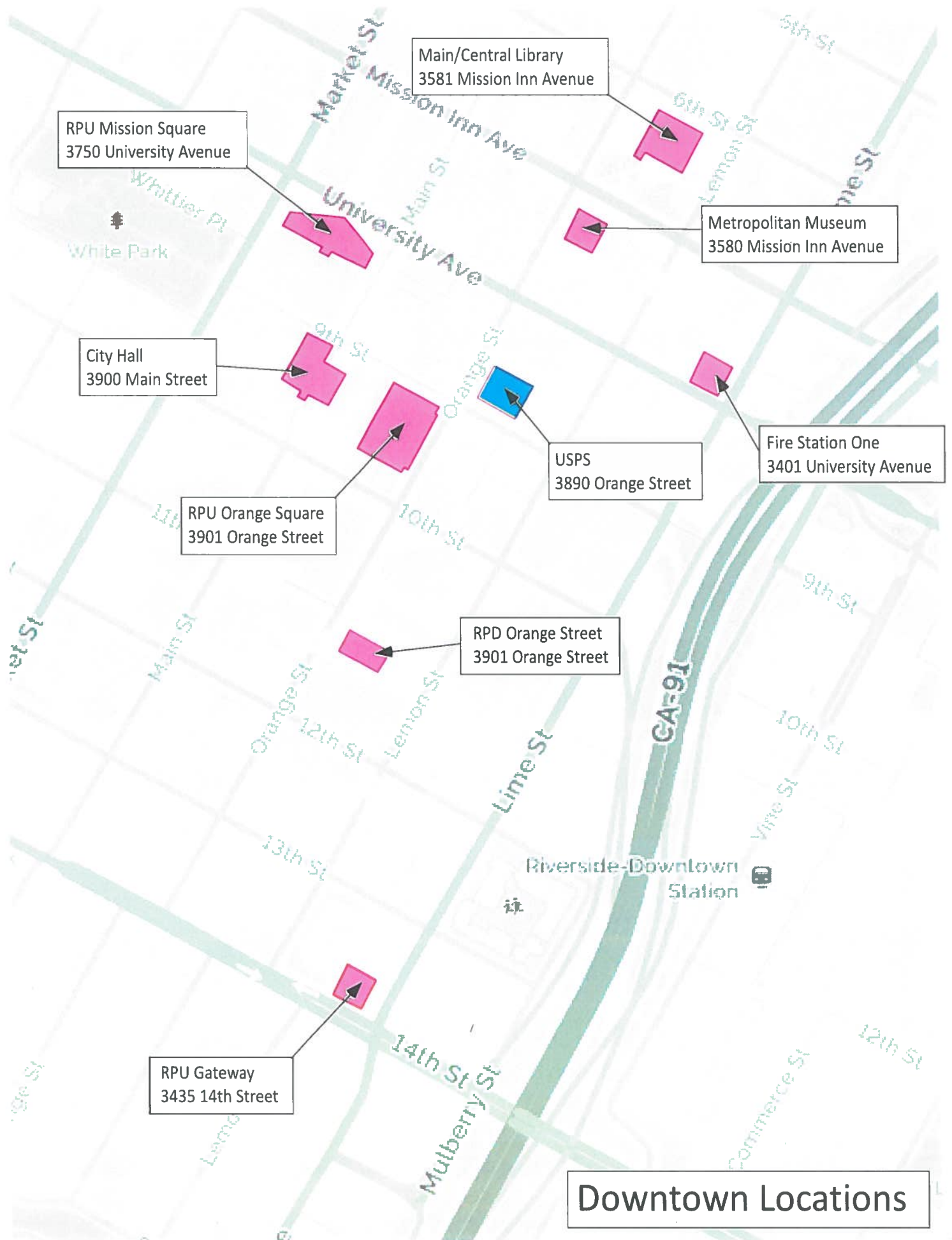
**IMPORTANT NOTE:**

*Mail is picked up at 4:30. If there are packages to mail they must arrive at the mail desk by no later than 4:15 pm to be processed and taken to the post offices drop box.*

The United States Post Office is located at 9<sup>th</sup> and Orange for a 5:30 pick-up.

The Federal Express (FedEx) Drop Box is located in the basement of the Mission Square Facility and is picked-up at 5:30 pm.

**Attachment: GIS Site map of the various City Facility Locations**



# Downtown Locations