



**STANDARD OPERATING PROCEDURE
TASK: DISTRICT MAIL CENTER GUIDELINES**

AUTHORITY: DCPS District Mail Center

PURPOSE: To establish a procedure for district mail processes.

SCOPE: This procedure applies to all school-district locations and employees who use the District Mail Center for official business.

POLICY: The District Mail Center will distribute all inbound and outbound mail and packages to ensure prompt delivery and in an efficient and cost-effective manner.

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SECTION A. BUSINESS MAIL

Business Mail provides a huge savings for Duval County Schools. Postal rates are 41 cents per piece to send first class mail but business mail will cost less than half of that, though there are some changes in Postal regulations that make the design of the piece very important. Mail that can be processed mechanically will receive the greatest discount. All mail is picked up from Building 3001 at 2:00 pm, Monday through Friday. Below are some of the things that you should consider when preparing to do a Business Mail mailing.

1. Determine if it is a letter. Letter size mail is no less than 5" long, 3 ½" high and .0007" thick or more than 11 ½" long or more than 6 1/8" high or greater than ¼" thick.
2. The piece must be rectangular, with four square corners and parallel opposite sides. Maximum weight limit for Standard Mail machineable letters is 3.3 ounces (0.2063 pound).
3. All pieces of Standard Mail machineable letters must bear a delivery address that includes the correct ZIP Code or ZIP+4 Code.
4. You must mail at least 200 pieces to claim Business Mailing rates.
5. Type all envelopes or labels: NO HANDWRITING
6. ALL MAIL MUST BE SEALED PRIOR TO PICKUP.
7. Stamp EVERY ENVELOPE IN THE TOP RIGHT CORNER with the Nonprofit Organization stamp
8. To fill out a postage statement just go on the internet to enter the website www.uspspostalone.com and using the user name and password provided to you, log on. Click on "Submit a Statement" and enter your information. Be sure to enter your "ghost number" in the "Mailing Sequence" field to identify your school. After submitting your postage statement you will be given a Mailing Group ID/Confirmation number. Print that page and bring it with your mailing.
9. Prepare your mail in mailing trays.
10. Bring your mailing to the Business Mail Entry Unit (BMEU). The BMEU is located at 3650 Southside Blvd. The hours of operation are from 8:00 am until 7:00 pm Monday thru Friday. If you have 3 trays or less than 3 trays of mail and you bring it before 3:00 pm, you may take your mailing to a station or branch closest to your school. To enter

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your mail at the station or branch closest to your school, you must use Postage Statement Wizard.

11. Departments are required to put their departmental name on outgoing mail. Additionally, departmental names or point of contacts should be on all incoming mail. If a departed employee name is on any business mail/parcel, it will be delivered to the department to which the former employee was assigned to. All efforts will be made to find the correct destination to include research of the purchase order (PO) if applicable by Consolidated Services. If the above is unsuccessful, the district mail staff will open the incoming mail/parcel to ascertain its contents to determine which department they might belong to (**this will be communicated to the department**), re-tape the mail/parcel, and contact the appropriate office to verify if they are expecting the mail/parcel. If the District Mail Center is unable to determine the appropriate routing of mail received from special mail couriers (UPS, FedEx, DHL, etc.), they will contact the sender and request they make arrangements to have the mail returned.

SECTION B. DEPARTMENTS/SCHOOLS RESPONSIBILITIES WHEN SENDING OUT OFFICIAL MAIL

All pieces of mail taken to the District Mail Center to be sent out must:

1. Be pre-sealed and ready to be stamped.
2. Have tabs taped over, if large gummed envelopes are used with metal tabs. (These tabs get stuck in the mail-reading machine and possibly might put our machine out of order causing a back-up. We prefer these envelopes not be used for mailing.)
3. Have a department name TYPED next to the return address, in case the mail must be returned, and also which department to charge for the recruiting.
4. Have TYPED labels, envelopes, and/or cards. (Handwritten mail takes longer to process at the post office, because it can not go through the mail-reading machine, therefore delaying your mail.)

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SECTION C. BULK MAIL

Bulk Mail is a huge savings for Duval County Public Schools; it costs 42 cents per piece to send first class mail, but bulk mail letters can cost as low as 11.8 cents per piece and as high as 16.2

cents per piece. The minimum volume amount of mail to send out as Bulk Mail is 200 pieces.

Communication with the District Mail Center is vital prior to schools/departments sending out bulk mail.

1. Count at least 200 pieces for Bulk Mailing.
2. Type ALL envelopes or label; NO HANDWRITING!
3. ALL MAIL MUST BE SEALED PRIOR TO PICKUP.
4. Stamp EVERY envelope in the top right corner with the Nonprofit Organization stamp. Each school is responsible for their own stamp.
5. Fill out two of the **3602-NZ (Revised May 2008) forms** if you take your mail to the BMEU (3650 Southside Blvd). The stamp that reads “25 Permit” must be in RED, so the form can not be a copy. Fill out this form and mark it under Section D and do the total. USPS can assist you in filing out your form.
6. Take the mail to the post office in 1 or 2 foot trays. If the trays are not full, the mail inside the trays must be banded or they won’t accept them.
7. Sort the mail by the **FIRST THREE NUMBERS** of the Zip Code (example – all 320 must be in one tray and all 322 in a separate tray). All other mail groups, less than 200 pieces, can be sent to the District Mail Center to be processed.
8. Deliver to the **REAR** of the Business Mail Entry Office located at 3650 Southside Blvd (drop –off hours are from 8 a.m. to 7 p.m.).

SECTION D. PRESORT MAIL: Report Cards

The post offices’ one exception to using Bulk Mail is that they will not accept anything of a personal nature, such as paychecks and report cards. **Communication with the District Mail**

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Center is vital prior to schools sending out report cards.

1. Items of a personal nature such as paychecks and report cards are considered First-Class Mail and must not be mailed using PS Form 3602NZ.
2. All business-related mail must go through T.C. Specialties, the company the school system uses for all PRESORT mail, to get a better rate than regular mail. Additionally, when there are not enough mail pieces to make a Bulk Mail run, T.C. Specialties makes their pick-up at the District Mail Center. Anything to be mailed out must be taken to the Mail Center before 2:00 p.m., after that time it may be the next day before going out.
3. If you are mailing something non-related to your work, please use your own home address on the return label not your work location address. This mail should also have your own postage for non-business-related mail.
4. The address labels should be placed horizontally instead of vertically on the brown envelopes used to mail report cards. Costs will decrease as this will result in the mail being charged as a "letter" instead of by "flat".
5. The District Mail Center is a full-service, in-house Post Office with staff ready to assist employees in mailing Priority, Express, Certified, and Return Receipt.

SECTION E. MAILING PACKAGES

1. The Mail Center can not send any package out that weighs over 40 pounds because our postage scale is limited. Please be responsible to take this to the post office yourself. If it is a 40 pound package that you can break down into smaller packages, it will be more manageable, can be sent as usual.
2. If ordering something on a PO and having it shipped, please make sure in the text of the PO that you write your name, location, and department, so when the Mail Center receives this package, they will know to whom and where to deliver it. If a package with no information on the label is received, it will be returned to sender.
3. A courtesy call (390-2692/2578) would be appreciated when you are expecting a package or anything that is going to be dropped off for you. This will reduce any confusion in the Mail Center.

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4. The Mail Center will not accept any personal packages. If they receive a package and it appears to be of personal nature, they will return it to the sender. Please have your personal matters sent to your home address or to a family member who can sign for them.

SECTION F. SPECIAL DELIVERY SERVICES (UPS, FEDERAL EXPRESS, AND DHL)

The following only applies to Administrative Buildings only, NOT SCHOOLS. Schools will follow their current process.

The District Mail Center will now carry mailing supplies and materials for special delivery services to include United Parcel Service (UPS), Federal Express (FedEx), and DHL. All administrative buildings can request these items to have the outgoing mail/parcel pre-packaged prior to the courier arrival for pickup. All departments are responsible for contacting the specific courier for pickup and payment(s).

Be aware of additional charges for Fuel Surcharge (which changes monthly), address corrections, and Saturday Delivery by UPS, FedEx, and DHL. Check with mailroom staff for additional charges.

SECTION G. MISCELLANEOUS

1. The starting cost of EXPRESS MAIL (overnight) has changed; please contact the District Mail Center for new prices.
- 2. Do not use Express Mail when sending mail within Jacksonville, FL. The delivery time for First-Class Mail addressed within the city is the next day, starting at .42 cents.**
3. If you need for someone to sign for the letter, you will need to use Certified Mail.
4. DELIVERY CONFIRMATION services are available which provides the date and time of delivery or attempted delivery, for First-Class Mail parcels. The retail cost for this DELIVERY CONFIRMATION option is .75 cents plus postage. Delivery Confirmation

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Services for Priority Mail are also available. Contact the District Mail Center for assistance.

5. SIGNATURE CONFIRMATION (First-Class Mail Parcels only), provides the date and time of delivery for attempted delivery and the name of the person who signs for the item, plus signature of proof of delivery upon request starting at \$2.20 plus postage
6. Signature Confirmation Services are also available for Priority Mail. Contact the District Mail Center for assistance.
7. The District Mail Center has alternative ways of sending out mail at cheaper rate for cost containment. If you have any questions, please call them at 390-2692/2578.
8. The Postal Reformation Act of 2008 allows USPS an annual adjustment in pricing each year on May 12. The amount of the increase will be made known early 2009.

APPROVAL: Director, Consolidated Services

REVIEW DATE: June 1, 2009