

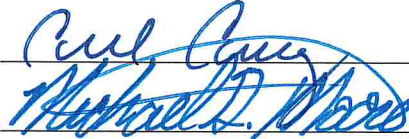


City of Arts & Innovation

# City of Riverside Administrative Manual

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Policy Owner(s): General Services

Approved:

  
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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.

**SOURCE OF AUTHORITY:** City Charter Section 601

**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 printing order emergency requests.

**PROCEDURE:**

Responsibility	Action
Department	1. Requests for copies (quick copying in 14 hours) and other services provided by Mail and Copy Services shall be submitted via online submission form. The online form is located on the City of Riverside Intranet, under Quick Links, Central Printing, Submit New Print Order. If any funds are to be encumbered by Mail and Copy Services for jobs that must be done by outside sources, an authorized account number shall be on the Printing Service Order when the order is submitted. Enter a specific realistic date required; do not use "RUSH" or "ASAP." When

**PROCEDURE:**

<b>Responsibility</b>	<b>Action</b>
Mail and Copy Services	information requested is in doubt, call Mail and Copy Services for assistance at 5993.
	2. If a reprint is required, a sample of the original will be submitted to Mail and Copy Services.
	3. When in doubt concerning layout preparation, contact Mail and Copy Services for advice. When requesting artwork, 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. Only use designated floor copier for small print jobs in the quantity authorized. Small print jobs are defined as 10 copies of less than 25 pages per original, not to exceed 250 sheets total.
	7. Proofreads materials prior to forwarding to Mail and Copy Services.
	8. 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.
	9. Submits a purchase requisition to the Purchasing Division using 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.
	10. Responsible for the overall completion of proofs on material sent to outside vendors and will coordinate with department on completion of the final project.
	11. 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.
	12. 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, Federal Express, and United Parcel Service received at City Hall.

Departments are to identify their outgoing mail by recording their department/division number in the upper righthand 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, United Parcel Service, or Federal Express regulations, or when "Rush" mailing is necessary.

Departments shall be responsible for packages being wrapped in accordance with U.S. mail, United Parcel Service, or Federal Express 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 2:30 p.m. daily. Mail received after 4:00 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), indicates department and name of sender on outer edge of forms when required. Federal Express Form No. 0215 shall include the department account number on line 2 of the form. United Parcel Service labels will be created by Mail and Copy Services staff using complete destination and originating address information in addition to a departmental account number.</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>

**PROCEDURE:**

<b>Responsibility</b>	<b>Action</b>
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> <li>7. Forwards "Return Receipt" forms to department when received from Post Office.</li> <li>8. Forwards postage tabulation to Accounting for allocation of cost to individual accounts at the end of the month.</li> </ol>

**Attachments:**

Messenger Service Schedule

<b>Department Review</b>			
<i>Required</i>	<i>Department</i>	<i>Signature</i>	<i>Printed Name</i>
<input type="checkbox"/>	City Attorney		
<input type="checkbox"/>	City Clerk		
<input type="checkbox"/>	CEDD		
<input type="checkbox"/>	Off. of Communications		
<input type="checkbox"/>	Finance		
<input type="checkbox"/>	Fire		
<input type="checkbox"/>	General Services		
<input type="checkbox"/>	Housing		
<input type="checkbox"/>	Human Resources		
<input type="checkbox"/>	IT		
<input type="checkbox"/>	Library		
<input type="checkbox"/>	Museum		
<input type="checkbox"/>	Off. of Homeless Solutions		
<input type="checkbox"/>	Parks, Rec & Comm Svcs		
<input type="checkbox"/>	Police		
<input type="checkbox"/>	Public Utilities		
<input type="checkbox"/>	Public Works		

### **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
3:55 pm	Last Pick-Up of Mail from internal chute	4:00 pm

**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 the morning run 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.)

Start of Outside Mail Run	9:00 am
RPD Orange Street	9:35 am
RPU Gateway/Pwr Resources	9:40 am
Power Generation (RERC)	9:55 am
Water Quality Control Plant	10:00 am
RPD Aviation	10:05 am
Airport	10:15 am
RPD Magnolia	10:25 am
RPU Operations Center (UOC)	10:55 am
RPD Lincoln	11:00 am
Corp Yard RPU Central Stores	11:05 am
Corp Yard Building Services	11:08 am
Corp Yard Parks & Recreation	11:10 am
Corp Yard Public Works Streets	11:12 am
Corp Yard Fleet Maintenance	11:15 am

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 4:00 pm. If there are packages to mail they must arrive at the mail desk by no later than 3:55 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.