

Outgoing and Incoming Mail Policy

1.0 Policy Statement

The City of Mount Pearl recognizes the importance of properly handling mail and has developed a policy to ensure the effective and secure handling of mail. City employees responsible for handling City's incoming and outgoing correspondence shall follow the procedure established by this policy.

2.0 Scope

This policy applies to the City of Mount Pearl's outgoing and incoming mail and to City employees responsible for handling of the City's correspondence.

3.0 Purpose

To establish a policy to outline a procedure for the effective handling of City's outgoing and incoming correspondence.

4.0 Outgoing Mail

1. Outgoing mail is placed in one of three areas – 2nd floor photocopier room, 1st floor photocopier room.
2. The Corporate Services Department Executive Assistant collects the mail approximately 2:00 p.m. from the three areas.
3. The Corporate Services Department Executive Assistant sorts the mail into 4 categories – regular envelopes; large envelopes; registered and certified mail; fold, insert and mail.
4. The Corporate Services Department Executive Assistant counts each category and records the number in the appropriate columns on the Mail Pick-up Receipt sheet. Prepaid envelopes do not get recorded.
5. The Mail Pick-up Receipt sheet is kept on a clipboard and is kept in the mail box at the Community Development Department delivery counter.

6. Once the Corporate Services Department Executive Assistant has the mail counted and recorded it is put in one pile with an elastic band around it and placed in the mail box inside the delivery counter (Community Development counter).
7. The Corporate Services Department Executive Assistant is responsible for the mail until it is turned over to the Community Development Office Assistant who is then responsible for safe guarding the mail until picked up by the courier.
8. The courier picks up the mail anytime between 2:15 p.m. and 3:00 p.m.
9. When the courier arrives to pick up the mail, the Community Development Office Assistant gives the mail and the Mail Pick-up Receipt Sheet clipboard to the courier and the courier will sign for the mail on the Mail Pick-up Receipt sheet.
10. After the mail is picked up the Community Development Office Assistant will put the clipboard in the outgoing mail box for the next day's mail pick up.

5.0 Incoming Mail

1. The incoming mail is dropped off at the Department of Community Development delivery counter by a Canada Post employee or by a customer.
2. The Community Development Office Assistant places the mail in the mail box that is situated behind the counter and is responsible for its safe keeping until picked up by the Corporate Services Department Executive Assistant.
3. The Community Development Office Assistant will advise the Corporate Services Executive Assistant when the mail arrives.
4. The Corporate Services Executive Assistant picks up the mail from the mail box and opens the mail in her office.
5. The Corporate Services Executive Assistant separates the bulk mail (magazine, flyers, etc.) and distributes it in the mail slots located on the 2nd floor photocopier room.
6. The Corporate Services Executive Assistant opens each envelope and the correspondence is stamped with a "Received" stamp.
7. The correspondence to be distributed to Mayor, Council, CAO or Director will be stamped with a "Distribution" stamp. The Corporate Services Executive Assistant selects the person responsible for action and those who are to be copied. The correspondence is sent electronically to those individuals selected. The original correspondence is filed.
8. Mail that is marked "Private and Confidential" is not opened.
9. Mail that comes in anonymously is to be put back in its envelope and forwarded to the Chief Administrative Officer. This mail is not for distribution.
10. The Corporate Services Executive Assistant stamps each cheque "For Deposit Only" and the attachments are stamped with the "Received" stamp.

11. Periodically the Director of Corporate Services will request a daily list of all the cheques that are received through the mail. The Corporate Services Executive Assistant will prepare this list as requested.
12. Cheques along with their attachments are to be kept together and placed in an interoffice envelope. The Corporate Services Executive Assistant hand delivers the envelope to the Residential Taxation Administrator at the front counter.
13. Invoices are to be kept together and placed in an interoffice envelope and the Corporate Services Executive Assistant delivers them to Accounts Payable.
14. The Corporate Services Executive Assistant will place all other correspondence in the appropriate mail slots located in the 2nd Floor Photocopier room.



Steve Kent, Chief Administrative Officer

March 25, 2019

Date