

STATE OF IOWA DEPARTMENT OF

Health <sup>AND</sup> Human

SERVICES

Employees' Manual

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# Mail and Printing Services

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	<u>Page</u>
<b>Overview .....</b>	<b>1</b>
Definitions.....	1
<b>Central Office Mail .....</b>	<b>1</b>
Mail Delivery and Collection.....	1
Local Mail .....	2
<b>USPS Mail.....</b>	<b>3</b>
Business Reply Mail.....	3
Priority Delivery Services .....	3
<b>Department Mail (Outside of Capitol Complex) .....</b>	<b>4</b>
Overnight Courier.....	4
Other Mail Services.....	4
Business Reply Mail.....	4
Confidentiality.....	4
Postage.....	5
Special Mailings .....	5
<b>Printing and Photocopying .....</b>	<b>5</b>

## **Overview**

The Bureau of Purchasing, Payments, and Receipts in the Department's Division of Fiscal Management works in collaboration with the General Services Enterprise (DAS-GSE) in the Department of Administrative Services to provide mail and printing services for the department. This chapter contains an explanation of these services and procedures for obtaining them.

### **Definitions**

**"Flat"** as used in the manual, means any envelope measuring at minimum 6-1/8" height x 11-1/2" length x 1/4" thick and at maximum 12" height x 15" length x 3/4" thick.

**"Mail ID barcode"** means a card prepared by the DAS-GSE that contains the name, organization code, DAS-GSE mail ID number, and the barcode used by the DAS-GSE Hoover Mail Room to charge postage properly.

**"Mail Clerk"** means the person assigned for assisting with the delivery and collection of the Department's mail in Central Office and is appointed by the Bureau Chief of Purchasing, Payments, and Receipts.

**"Printing Coordinator"** means the person assigned for assisting with all print jobs for the Department as appointed by the Bureau Chief of Purchasing, Payments, and Receipts.

## **Central Office Mail**

### **Mail Delivery and Collection**

Mail of all types is delivered and picked up twice per day in Central Office. The Mail Clerk is scheduled to make rounds at 10:00 am and 1:30 pm. All mail must be in the DAS-GSE Hoover Mail Room by 2:30 p.m. to be processed that day.

Please contact the Mail Clerk at (515) 281-6446 for time sensitive packages needing processed after the regular pickup time.

Mail stations are provided in several locations throughout the DHS central office. Separate baskets are provided for Local Mail and United States Postal Service (USPS) mail.

### **Local Mail**

DAS-GSE provides local mail service to deliver business mail between state departments in the Des Moines metro area, offices of the Department of Transportation in Ames, DHS Facilities, and the Department of Corrections correctional facilities statewide.

All mail for delivery outside the Hoover building **MUST** be enclosed in a Local Mail envelope. Address information shall include the department name, division or bureau, and location; when appropriate, the first and last name of the addressee may also be included. In addition, the return address of the sender shall be included.

Mail for routing within the Hoover building may be placed in a Local Mail envelope as described above or a *Transmittal Slip*, 470-0054 may be used. If using a transmittal slip, you must complete in full the "TO" and "FROM" information and attach the slip to the item(s).

## **USPS Mail**

All envelopes and flats requiring postage must have a DHS return address.

- Flats that are not marked “first class” will be sent by the most economical method of delivery. All other mail not marked will be mailed first class presort.
- Flats and any envelope that is “overstuffed” or bulky, must be fully sealed.
- The mailing address must be located on all envelopes to allow space for the postage in the upper right hand corner.

All mailings to be sent certified, registered, insured, Express Mail, UPS Next Day Delivery, etc., must be prepackaged and separated from the other mail and must be sealed. If a USPS return receipt is required, a return receipt card must be filled out and attached to the envelope. For #10 envelopes, the card must be on the back of the envelope. On flats or parcels, the card must be on the front and to the left of the mailing address.

For employee convenience, employees may place personal USPS mail in USPS baskets. **Full postage must be affixed.** The Mail Clerk will deliver personal mail to the DAS-GSE Hoover mailroom for processing.

### **Business Reply Mail**

Business Reply Mail (BRM) is a service provided by the USPS to facilitate the return of mail, e.g., an application for services or a premium payment. The department pays the applicable mailing charges for each piece of mail delivered. All BRM accounts for the state Capitol Complex are set up under Permit Number 781, which is administered by DAS-GSE. DAS-GSE bills the department for each item returned to the department via BRM.

### **Priority Delivery Services**

The Bureau of Purchasing, Payments and Receipts can assist with priority mailings (overnight or two-day delivery), handled through FedEx or UPS, when expedient mailing is required. All materials must be appropriately packaged with a prepaid shipping label attached. Division secretaries generally have access to accounts; PCards may also be used for this purpose. Packages can be dropped at mail stations or brought to DHS Supply (Level A) by 2 p.m. in order to go out that same day. You may contact the Mail Clerk at (515) 281-6446 with questions. Both delivery services have weight and size limitations, and Fed Ex and UPS delivery services will not take items without a street address. Post office box numbers are not accepted.

## **Department Mail (Outside of Capitol Complex)**

### **Overnight Courier**

The Department uses an overnight courier service between Central Office and the full time local field offices, CSRU offices, and the facilities. There is no overnight courier service to less-than-full-time (LTFT) field offices. If you are sending mail to a field office you may verify whether courier services are available by calling the Mail Clerk at 515-281-6446.

If there are items to ship, daily shipments can be sent from Central Office to locations served by the overnight courier. Return mail (to the central office) is picked up at each location on Tuesday. Empty courier bags shall also be sent with the Courier when return mail is picked up. Extra shipments may be arranged for increased volume or larger shipments by contacting the Mail Clerk at 515-281-6446. Additional charges apply.

### **Other Mail Services**

USPS mail services and priority delivery services are also available to department offices outside of the Capitol Complex. Local office processes should be followed when these mail/delivery services are needed.

### **Business Reply Mail**

If a BRM location is needed for return mail to a location outside of the Capital Complex, a pre-paid account must be set up with the local USPS under Permit 781. An optional annual accounting fee may be paid, which will reduce the per piece cost of each returned item. If a location receives 800 or more pieces of “return mail” each year, it will generally be beneficial to pay the accounting fee. If the local USPS needs documentation regarding the permit number, contact the Bureau of Purchasing, Payments, and Receipts.

### **Confidentiality**

Department staff should endeavor to maintain the confidentiality of materials regardless of the medium used to convey the information. Any material that identifies an applicant or recipient of Department services must be placed in a sealed envelope clearly marked “confidential” before sending it through local mail or the overnight courier system. A sealed envelope is one that closes with stickers, glue, etc. which gives a clear indication if the envelope has been opened. Do not use envelopes with a string closure because those can be opened and closed without it being apparent this happened.

When sending case records through the overnight courier system, keep in mind that couriers have the right to open and inspect packages as they deem necessary, while it takes a court order to open first class mail. The contract with the courier service includes a clause requiring confidentiality of materials.

## **Postage**

U.S. postage stamps and post cards, for state use only, may be ordered from the Bureau of Purchasing, Payments and Receipts by sending an e-mail to DHS, Supply.

Requests to fill postage meters should be submitted to the Bureau of Purchasing, Payments, and Receipts, using a GAX document. The receipt received from the post office once the meter has been filled, must be returned to the Bureau of Purchasing, Payments, and Receipts.

## **Special Mailings**

For non-routine, large mailings, please contact the Bureau of Communications for guidance.

## **Printing and Photocopying**

Several photocopiers are located throughout the Department and are available for use by all DHS employees for official state business. An access code is required to use these machines. Check with your supervisor for your access code.

For larger and complex print jobs, it may be more beneficial to have it completed by the OCIO Print Shop. In order to start the process with the OCIO Print Shop, a *Printing Request*, form 470-0975, needs to be completed. The Printing Request, detailing your requirements, and an original copy of the document to be printed, should be forwarded to the Printing Coordinator in the Bureau of Purchasing, Payments, and Receipts.

Smaller jobs can be completed in a day or two. Larger, more complicated jobs can take several weeks. Contact the Printing Coordinator at 281-6201 with questions.