

# Mail Clerk General Responsibilities

C300-031 | Revision Date: 12/28/2018

## Overview

This policy guide outlines the Clerical staff protocol and responsibilities for the processing of mail.

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## Version Summary

This Policy Guide was updated from the 03/30/1998 version to clarify the duties and responsibilities of Mail Clerks and Mail Clerk Supervisors. It includes new, standardized forms and the new Material Management Section's protocol for replenishing postage meter funds.

# POLICY

## Processing Mail

The Mail Clerk is responsible for processing incoming and outgoing mail and replenishment of postage meter funds. Replenishment requests must be submitted on the 15<sup>th</sup> of the month, two months in advance of the date the office will need it.

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# PROCEDURE

## Managing Incoming Mail

### Mail Clerk Responsibilities

1. Date stamp all incoming mail without opening.
  - DCFS Messenger
  - County Messenger
  - United State Postal Services (Domestic, Certified, Registered and International)
2. Sort and place all identified mail in appropriate mail slots.
  - a. Open unidentified mail, conduct CWS/CMS clearance, and place in appropriate mail slots.
    - i. If unable to clear via CWS/CMS, forward to designated staff for appropriate review and processing.
3. Follow all current [department procedures regarding suspicious mail](#).
4. Deliver mail to staff according to office specific procedures.
5. Upon receipt of USPS notification of mail that is overweight and payment is required in order to avoid the mail being returned to sender, the following options are available based on individual office protocol:
  - a. Submit a DCFS 250, Procurement Request per Attachment: [SAMPLE Procurement Request to Reload Funds at USPS for "Address Street Account"](#).
  - b. Prepare a meter tape in the amount of postage due and record on the [DCFS 6100, Daily Postage Tally](#). Give the meter tape to the Postal Carrier. Record on the [DCFS 6101, Monthly Postage Summary](#).

## **Mail Clerk Supervisor Responsibilities**

1. Monitor and ensure that the incoming mail is received and processed daily.

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## **Managing Outgoing Mail**

### **Mail Clerk Responsibilities**

1. Verify that the available funds listed on the postage meter match the last amount listed on the [DCFS 6102, Postage Meter Tape Log](#) from the previous day.
  - a. Print the “Start of Day Meter Tape” and affix to the DCFS 6102.
  - b. Record beginning balance onto the Daily Postage Tally.
2. Sort all outgoing mail as listed below:
  - DCFS Messenger
  - County Messenger
  - United State Postal Services (Domestic, Certified, Registered and International)
3. Ensure the proper names are posted on the envelopes.
4. Under the following circumstances take the piece of mail to the Clerical Supervisor or designee:
  - Mail that may contain negotiable items (e.g., bus passes, tokens, etc.)
  - Staff personal mail
5. Weigh and meter mail.
  - a. Every time mail is metered document the number of pieces on the [DCFS 6100, Daily Postage Tally](#).
6. Pre-Metered (self-addressed, stamped) envelopes.
  - a. Upon receipt of a completed: [DCFS 6103, Request for Pre-Metered Envelopes](#), complete the “Mail Room Use Only” section.
  - b. Enter the quantity of Pre-Metered envelopes onto the DCFS 6100.
  - c. Obtain verification from the Mail Clerk Supervisor on the DCFS 6103.
  - d. Deliver the verified and tallied Pre-Metered envelopes to the initial requestor and obtain his/her signature on the DCFS 6103.
  - e. Return the DCFS 6103, containing the requestor’s signature to the Mail Clerk Supervisor.
7. Have mail ready for pick-up by or delivery to the United States Post Office (USPO) by the required deadline.
8. Reconcile funds daily.

- a. Enter the ending balance from the postage meter onto the DCFS 6100. Print the End of Day Meter Tape and attach it to the DCFS 6102.
- b. At the end of the day, deliver the completed DCFS 6100, to the Clerk assigned to enter the data into the DCFS 6101.

### **Postage Data Entry Clerk Responsibilities**

1. On a daily basis, receive the completed DCFS 6100 from the Mail Clerk.
  - a. Transfer data from the DCFS 6100 to the DCFS 6101.
  - b. At the end of the month, deliver all documents to the Mail Clerk Supervisor.

### **Mail Clerk Supervisor Responsibilities**

1. Monitor that the outgoing mail is processed and sent daily.
2. Under the following circumstances take the piece of mail to the Clerical Administrator or designee:
  - Mail that may contain negotiable items (e.g. bus passes, tokens, etc.)
  - Staff personal mail
3. Review all requests for Pre-Metered Envelopes and verify accuracy.
  - a. When accurate sign the DCFS 6103 and return to the Mail Clerk with the Pre-Metered envelopes.
  - b. If not accurate return the DCFS 6103 and the Pre-Metered envelopes to the Mail Clerk for correction.
  - c. Retain the original DCFS 6103 containing the requestor's signature for five (5) years.
4. Receive and review the DCFS 6100, and DCFS 6101, for accuracy.
  - a. Retain all documents for five (5) years.

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## **Replenishing the Postage Meter**

### **Mail Clerk Responsibilities**

1. By the 10<sup>th</sup> of the month, provide a "Funds Summary Output" label to the Mail Clerk Supervisor.
  - Instructions: On the mail meter, go to Menu, select #6 (Reports), Select #2 (Funds Summary Output), select "Label" and "Print".
2. Upon receipt of e-mail notification from the [Materials Management Section \(MMS\)](#) indicating the postage funds are available take the following steps:
  - a. Download the postage funds through "Dataline".
    - i. Clear the previous amount (or will lock).

- ii. Load the new amount (correct amount or will lock).
- b. Send an email to MMS to inform them when the postage funds download is complete.
- c. Print a copy of the Replenished Funds Summary Tape.
  - i. Attach the Replenished Funds Summary Tape to the [DCFS 6102, Postage Meter Tape Log](#) and retain for five (5) years.

### **Mail Clerk Supervisor Responsibilities**

1. Upon receipt of the "Funds Summary Output Label" from the Mail Clerk, email the replenishment request on the 15<sup>th</sup> of the month, two months in advance of the date the office will need it. For example, to receive funds for January, submit the order in November.
  - a. In the email, attach a copy of the Funds Summary Output Label from the mail meter. Go to: Menu, select #6: Reports, select #2: Funds Summary, Output Label.
  - b. Use the following language and format in the email:

#### **POSTAGE REQUEST FOR: MONTH/MONTH 2018**

<b>OFFICE</b>	
<b>AMOUNT REQUESTED</b>	

- c. Email to: [gutiea@dcfs.lacounty.gov](mailto:gutiea@dcfs.lacounty.gov)

2. If an emergency arises and additional postage funds are necessary, then follow the same procedure as above, and indicate in the request email Subject Line: "Emergency Request" and explain the nature of the emergency in the body of the email. For example: *"These funds are urgently needed because the anticipated amount originally requested was not enough to cover the actual amount of mail."*
  - Emergency funds will be deducted from the next month's replenishment amount.

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## **Postage Meter Maintenance**

### **Mail Clerk Responsibilities**

1. When the Postage Meter requires repair, contact:
 

Neopost Southwest  
1843 Western Way  
Torrance, CA 90501  
310-533-9933

2. For any/all needed mail machine supplies, (these are not included in the lease agreement), notify the Mail Clerk Supervisor.

### **Mail Clerk Supervisor Responsibilities**

1. Instruct the Stock Room Clerk to order any/all needed mail machine supplies.

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## **APPROVALS**

### **Clerical Administrator**

Request for Postage Funds

### **Mail Clerk Supervisor**

Request for Pre-Metered Envelopes

## **HELPFUL LINKS**

### **Attachments**

[Case File and Document Archives Procedure Guide](#)

[Suspicious Mail, Package or Explosives Procedures](#)

[SAMPLE Procurement Request to Reload Funds at USPS for "Address Street Account"](#)

### **Forms**

LA Kids

[DCFS 6100](#), Daily Postage Tally

[DCFS 6101](#), Monthly Postage Summary

[DCFS 6102](#), Postage Meter Tape Log

[DCFS 6103](#), Request for Pre-Metered Envelopes

### **Statutes and Sources**

[Los Angeles County Fiscal Manual](#) Section 4.8.0 regarding Postage Meter and Postage.

[DCFS Director's Memo re: Procurement Guidelines – April 2018 \(04/11/18\) regarding Mail Meter Postage.](#)

[Materials Management NEW Postage Request Protocol Initiated 08/27/18](#)

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