

City of Forest Park Mail Policy

1. Purpose

The purpose of this mail policy is to establish standardized procedures for the receipt, handling, and distribution of incoming and outgoing mail to ensure efficiency, security, and confidentiality within the City of Forest Park.

2. Scope

This policy applies to all employees, contractors, and third parties involved in receiving mail at the City of Forest Park.

3. Mail Processing Operations

3.1. Hours of Operation

Mail will be received at City Hall from 8:00am to 5:00pm Monday through Friday, excluding holidays.

3.2. Mail Staff

Staff receiving mail are responsible for the following:

- Receiving all incoming mail and packages delivered to City Hall.
- Sorting and distributing mail to the appropriate departments or individuals.
- Sending outgoing mail from City Hall.
- Ensuring the security and confidentiality of mail.

4. Incoming Mail

4.1. Receipt of Mail

- All incoming mail should be delivered to City Hall.
- Mail will be received by front office staff
- Front office staff will open, date stamp and sort mail as delivered.
 - Note: Mail identified as Confidential will NOT be opened. Staff will date stamp outer face of mail piece.

4.2. Sorting and Distribution

- Mail (Confidential or otherwise) will be sorted and delivered to the designated mailbox located at City Hall.

5. Outgoing Mail

5.1. Preparation

- All outgoing mail must be placed in the designated area (on top of City Hall mailboxes) by 10am for same-day dispatch.

5.2. Special Handling

- Packages and registered mail will be handled according to the carrier's requirements.

6. Security and Confidentiality

6.1 Confidential Mail

- Confidential mail must be sealed and marked appropriately.

7. Mail Equipment

- Postage meter/ Scale is located at City Hall.
 - Can be accessed by individual department code.
- Letter openers
- Mail bag

8. Monitoring

8.1 Monitoring

- Finance will monitor postage usage and bill department line items monthly.

9. Review and Updates

- This policy will be reviewed annually and updated as necessary to ensure its effectiveness.