



POLICY AND PROCEDURE MANUAL

SUBJECT Mail Handling	ACCOUNTABILITY	Effective Date: March 27, 2019	Pages: 1
REQUIRED BY	BBA Section: PIHP Contract Section: Other:	Last Review Date:	Past Review Date:
Policy: <input checked="" type="checkbox"/> Procedure: <input type="checkbox"/>	Review Cycle: Annual Author:	Responsible Department: Administration	Reviewers: NMRE Board of Directors

Definitions

Interdepartmental Mail – written communication originating from one NMRE staff and addressed to another NMRE staff on the same premises.

Mail – written communication that passes through the United States post office or courier delivery service (e.g., Federal Express).

Personal Mail – Mail addressed to NMRE staff of a non-work-related nature. Though NMRE mail is for business purposes only, it is acceptable for staff to receive a personal package at the NMRE premises on an occasional basis. NMRE Staff is prohibited from using the NMRE’s postage meter for personal mail.

Purpose

The purpose is to identify a planned and consistent system for handling NMRE mail.

Policy

The NMRE will ensure prompt, efficient, and safe handling of incoming, outgoing, and interdepartmental mail.

Approval Signature

NMRE Chief Executive Officer

3/27/19

Date

SUBJECT Mail Handling	ACCOUNTABILITY	Effective Date: March 27, 2019	Pages: 2
REQUIRED BY	BBA Section: PIHP Contract Section: Other:	Last Review Date:	Past Review Date:
Policy <input type="checkbox"/>	Review Cycle: Annual	Responsible Department:	Reviewers: NMRE Leadership
Procedure <input checked="" type="checkbox"/>	Author:	Administration	

Procedure

The NMRE will have a designated staff (mail designee) responsible for handling incoming and outgoing mail. A back-up staff will be named in the event the mail designee is not able to process mail on a standard United States postal service operating day.

A. Incoming Mail

1. The mail designee will collect the mail from the outside mailbox daily.
2. The mail designee will date stamp the outer envelope of every piece of mail received.
3. The mail designee will open each envelope with a letter opener and date stamp the first page of the envelope's contents.
4. The mail designee will deliver received mail to the office of the recipient. If the mail designee is unsure to whom the mail should be delivered, he/she will consult with the NMRE Executive Assistant.
5. The mail designee will appropriately dispose of advertisements and other "junk" mail.

B. Outgoing Mail

1. NMRE staff will place outgoing mail in the assigned mail tray.
2. The mail designee will weigh outgoing mail and apply the appropriate postage.
3. Stamped, outgoing mail will either be placed in the outside mailbox for pick up the following day or taken to the post office daily.
4. In the event mail requires expedited delivery time, the mail designee will work with the sender to either utilize USPS or courier delivery services.

C. Interoffice Mail

1. Interoffice mail will be delivered to the recipient by the staff sending the communication.

D. Suspicious Looking Mail

1. The mail designee will alert the NMRE Executive Assistant and/or Chief Executive Officer of any suspicious looking mail prior to opening. Some indicators of suspicious looking mail are:
 - a. Lack of a return address
 - b. Cancellation or postmark and return address mismatched
 - c. Foreign mail, if unexpected
 - d. Distorted handwriting or "cut & paste" lettering
 - e. Unusual size or shape or uneven weight distribution
 - f. Unprofessional or sloppy wrapping

- g. Package is discolored, sticky, or chalky
- h. Peculiar odor
- i. Package is buzzing, ticking, or sloshing

Approval Signature

A handwritten signature in black ink, appearing to read "Eric Rupp", written over a horizontal line.

NMRE Chief Executive Officer

3/27/19

Date