Purpose
To ensure that a uniform protocol for mail handling is followed by the Utah Department of Transportation (Department).

Policy
It is the policy of the Department to devise and design methods to process incoming mail and to regulate outgoing mail.

State agencies will subscribe to the mail services of the Division of Purchasing and General Services according to State Statute 63A-2-103.

It is a violation of R477-9 (1) and (2) to use state resources for personal benefit. This includes receiving personal packages and parcels at work through the State Mail Distribution Services (SMDS). SMDS will hold any package or parcel that appears to be personal in nature and contact the recipient. Arrangements will be made for the retrieval of the package at the processing center if the package is determined to be personal.

Definitions
First-Class Mail – Receives expeditious handling and has a delivery standard of 2-4 business days and has a minimum size of 3½ x 5 inch.

Periodicals (Second-Class Mail) – Includes newspapers and magazines.

Standard Mail (Bulk) – This is mail that cannot contain any personal information and must be generic, such as advertising mail. It must be labeled “Standard Mail–U.S. Postage Paid, Salt Lake City, Utah, Permit #4621” and must include a minimum of 200 pieces. Endorsements under return address are not permitted except under certain conditions. State Mail sorts by zip code before delivery to the post office and the post office will not return to sender if items are not deliverable.

State Mail Authorization Card (SMAC) – A State Mail Services form is used to identify charges incurred for mailing United States Postal Service (USPS) mail by state agencies. This form must be attached to all unstamped envelopes or flats that require delivery to the post office via State Mail Services.
Responsibility: UDOT Mail Staff

Actions

1. All first and second-class mail delivered without Post Office (PO) box numbers will be looked up and coded by Department mail staff and returned to State Mail for sorting and delivery.

2. All bulk rate and pre-sorted standard mail such as junk mail without a PO box number will be discarded.
Responsibility: UDOT Mail Staff

Actions

1. The Department Mail staff is required to sign for all incoming certified mail.

2. Mail with a PO box number indicated will be delivered by State Mail. Mail without a PO box number or name will be researched by Department Mail staff. It will be given to State Mail for delivery when properly coded.

3. Overnight and second day delivery packages are received and signed for by Department Mail staff. Department Mail staff will notify recipients and their division contact by e-mail that package needs to be picked up.

4. Large overnight or certified packages will be delivered directly to the Warehouse/Shipping and Receiving.
Processing Outgoing Mail

Responsibility: All Complex Employees

Actions

Inter-Departmental Mail

1. Inter-departmental mail should be clearly marked with the recipient’s name and PO box number. Region mail should be addressed to UDOT and the region number such as UDOT/Region 2.

United States Postal Service (USPS) Mail

2. Prepare outgoing correspondence, documents, or materials according to U.S. Postal Service regulations.

3. Use division PO box number and four-digit zip code extension on all return addresses on outgoing mailings.

4. Notify senders to delete their name and address if they wish to be removed from a mailing list.

5. Attach a SMAC, available at each mail station when mailing letters, flats, or parcels through USPS.

Overnight/Certified Packages for Delivery

6. FedEx Overnight or Second Day Packages
   a. Use FedEx shipment supplies located at each mailing station.
   b. Fill out FedEx air bill completely and affix to package.
   c. Place package in the FedEx depository located next to the First Floor mail receptacle. Pick-up time is 4:00 p.m., Monday through Friday.

7. FedEx Ground Packages
   a. FedEx ground delivery packages are processed through State Mail Services.
   b. Address package as you would for USPS delivery. Place SMAC on package and write “FedEx Ground” in Special Instruction field.
c. Place package in regular mail station for pick-up by State Mail Services.

8. United Postal Service (UPS)
   a. Contact UPS directly to schedule a pickup for UPS prepaid services.

9. Certified Mail – USPS
   a. Use when proof of delivery is required. This service is available only when sending an item first class within the United States. A record of the delivery is maintained at the addressee’s post office for six months.
   b. Complete certified mail forms. Attach a SMAC and place item in mail station for pick-up by State Mail Services.

10. Express Mail – USPS
    a. This is a guaranteed overnight delivery service offered by USPS to any area listed on the locally designated “Next-Day Network.” Second-day delivery is made to those locations not listed in the Next-Day Network.
    b. Complete Express mailing label. Attach a SMAC and place package in mail station for pick-up by State Mail Services.
Responsibility:  UDOT Mail Staff

1. Code with the correct PO box number and return the mail item to State Mail for delivery to the originating division or office.