

REQUEST FOR CHANGES TO THE STATE ADMINISTRATIVE MANUAL (SAM)

1. Reason/purpose for requested change:

- Reflect changes made by Senate Bill 422 of the 2021 Legislature that made Mail Services a stand-alone division within the Department of Administration
- Provide clarification on requesting an exemption for using Mail Services
- Update technical requirements
- Add complaint procedure
- Update method for obtaining further information on services offered by Mail Services

2. Explain how the recommended change(s) will benefit agencies or create consistencies or efficiencies, etc. (provide examples if applicable):

These recommended changes will align SAM with current statute and provide agencies usable information on how to interface with the Mail Services Division for various needs (requesting an exemption, understanding technical requirements for mail, how to file a complaint, and how to get more information about services offered by the division).

3. Will recommended change have a fiscal impact (if yes, explain):

No.

4. Existing and recommended language in SAM (*blue bold italics* is new language being proposed and ~~red strikethrough~~ is deleted language being proposed). (please provide requested change as an attachment):

Appointing Authority: _____

BOARD OF EXAMINERS APPROVAL DATE: _____

(for BOE use only)

1200 Mail Service

1202 General

The ~~Chief of the Buildings and Grounds Division~~ *Administrator of the Mail Services Division* supervises the ~~Mail Service~~ *mail service* for all State offices, departments and agencies located in Carson City, Las Vegas and Reno. All state agencies shall use the *services provided by the* Mail Services *Division* unless the Director of the Department of Administration provides specific exemption. *Requests for exemption must be submitted in writing to the Director of the Department of Administration and contain a business justification for the exemption. Exemptions are valid for the duration of a biennium and must be renewed as part of the budget building process.*

1204 Revenues to Department of Administration Communications Fund

The ~~State~~ Mail Services *Division* is supported from charges to the using agencies.

1206 U.S. Mail Service

The outgoing mail is picked up when mail is delivered, usually one pickup in the morning and one pickup in the early afternoon. The Mail Services *Division* will handle small mailings delayed beyond pickup time until 3:30 p.m. if delivered to the mail facility. There is no late afternoon pickup.

The Mail Services *Division* will ~~handle departments by stamping, apply only applicable postage to~~ each piece of mail. Such ~~marks markings~~ as “*bound printed matter,*” “*priority mail,*” “*parcel post,*” “*media mail,*” “*library mail,*” “~~bound printed matter,~~” “~~priority mail,~~” “~~parcel post,~~” “~~media mail,~~” “~~library mail,~~” etc.; must be applied before mail is picked up.

Certified mail, registered mail and return receipts are handled for departments, but the relevant postal sticker, identifying the specific type of mailing must be affixed on the mailing. Each mailing must have the ~~recipients~~ *recipient's* name and address, ~~senders~~ *sender's* return address and the applicable postal form completely filled out and affixed to the mailing.

Agencies must have a budget account number above the return address of each mail piece to ensure that postage is correctly charged to that account. Agencies that require a special computer breakdown within their budget should contact the Department of Administration, Administrative Services Division, for special account numbers.

The ~~State~~-Mail Services *Division* does not handle personal mail. Any personal mail sent through the mailroom will not be delivered.

The **mailroom Mail Service** hours in Carson City are 6 a.m. to 5 p.m. daily except Saturdays, Sundays or holidays. The **mailroom Mail Service** hours in Las Vegas are 7:30 a.m. to 5 p.m. daily except Saturdays, Sundays and holidays.

All printing orders for envelopes, mailers, or forms must be reviewed by the Mail Services **Division** before printing to ensure the order meets postal regulations.

State agencies using **services provided by** the Mail Services **Division** are billed each month with certain large accounts billed in advance for postage. Claims **for mail service** are expected to be submitted before the 10th of each month. Agency charges are made for postage, salaries of mailroom personnel and operating expenses. An agency's share of the latter expenses will be determined by the dollar volume of postage used. Any question on billings should be directed to Department of Administration, Administrative Services Division.

1208 Mailing Hints, Economies

1. Use standard fonts for letter-size mail (12 pt Courier recommended) to receive postage discounts.
2. Use Standard or Media Mail whenever possible for larger bulk mailings. Contact the **State-Mail Services Division** at (775) 684-1860 for more information.
3. In most cases, do not use priority mail or special delivery on Fridays or the day before a holiday. Regular mail will serve just as well to most destinations.
4. Use certified mail rather than registered mail whenever possible, unless sending **international** mail ~~international~~.
5. Do not use special delivery for parcel post when special handling will do just as well. The latter is very often just as fast.
6. All outgoing mail to be insured must have all proper forms filled out and attached to the mail piece(s).
7. Do not send books first class, if possible. They may be mailed at a media mail rate.
8. **Nine-digit or Five five**-digit ZIP codes must be used on every piece of mail.
9. Do not stack inter-office or stamped mail in with outgoing mail.
10. **International Foreign** letters should be kept separate (airmail and surface mail).
11. When sending large packages or boxes via commercial carrier (e.g., Fed Ex, UPS, etc), designate the type of service if sending other than regular ground. If the package(s) is to be insured, please designate the value.
12. To avoid delays in delivery **or potential return** of your **inter-departmental Inter-office** mail, be sure to address your mail pieces properly by including:
 - a. **The recipient's agency** ~~Agency name~~ fully written out, **versus** ~~(do not use an acronym)~~
 - b. The destination city (e.g., Carson City, Las Vegas, Reno)
 - c. The **recipient's** ~~person to whom it's going to by~~ first and last name
 - d. **The sending** ~~Sending agency's name~~ **should be on the mailing so if it is undeliverable, it can be returned.**
13. **All letters must not have any text appearing below the address block.**

1210 Inter-Departmental Mail

The ~~State~~ Mail Services *Division* offers inter-departmental mail service to all participating agencies in Carson City, Las Vegas, and Reno. Mail going to agencies outside our service area or to non-participating agencies must be mailed via the U.S. Postal Service. Further information regarding inter-departmental mail service can be found in the State Mail Guide or by calling the State Mail Service at 775-684-1860 in Carson City, or 702-486-2485 in Las Vegas.

Each agency must have incoming and outgoing mail baskets.

Inter-departmental and outgoing mail should be separated and labeled to facilitate pickups and deliveries. Further information regarding inter-departmental mail service, or any of the other types of services offered by State Mail Services, can be ~~found in the State Mail Guide~~ ~~or~~ *obtained* by calling the State Mail Service at 775-684-1860 in Carson City, or 702-486-2485 in Las Vegas *or emailing them at mailservices@admin.nv.gov*.

~~1018 Mail Service~~

~~See 1200 Mail Service~~

~~Department of Administration, Mail Service Division, operates under the direction of the Nevada State Library and Archives. This agency is funded entirely from service charges. Overhead expenses are apportioned to each agency in direct relation to the agency's postage use. The agencies are billed monthly for mail service.~~

~~Daily pickup and delivery of incoming and outgoing mail, including inter-office mail for all agencies in Carson City, Las Vegas and Reno, is provided. Letter folding and inserting service is also available at a minimal fee for agencies located in the Carson City and Reno areas. Other services may be available, contact Mail Services at (775) 684-1863 to discuss your specific needs.~~