

# PSS MAIL SERVICE

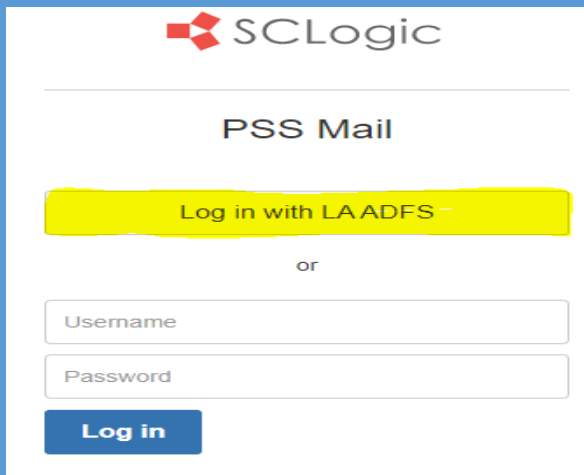
## REQUEST PORTAL

### TRAINING MANUAL



LDH has streamlined its mailing process and made it more efficient with the use of the online version of the “Mail Service Request Form” which is located on the PSS Web Portal at [la.sclintra.com](http://la.sclintra.com). To use the portal everyone will have to register for the site and wait for the confirmation email in order to access the forms. This site also allows its user the ability to order supplies and request printing services.

The first step is once you enter the portal you will click on the box that says “Log in with LA ADFS”.



The screenshot shows the SCLogic PSS Mail login interface. At the top left is the SCLogic logo. Below it, the text "PSS Mail" is centered. A prominent yellow button labeled "Log in with LA ADFS" is highlighted. Below this button, the word "or" is centered. There are two input fields: "Username" and "Password". At the bottom left is a blue "Log in" button.

The next screen is where you register for the portal.



It will then take you to a screen where you fill out your information which includes name, department, building, agency and address.

**User Registration**

**Your Information**

One of these fields must remain blank for a lookup to occur. If no or incorrect information appears in any field, please enter the information using your keyboard.

<p>Name (Last, First)</p> <input type="text" value="SanTina, Spears"/> <p>Begin typing a last name to filter the list</p>	<p>Department*</p> <input type="text" value="LDH"/> <p>Don't see your department? Email us at <a href="mailto: PelicanPOST@la.gov">PelicanPOST@la.gov</a></p>
<p>Location*</p> <input type="text" value="Bienville Building"/>	<p>Agency ID*</p> <input type="text" value="307"/> <p>Don't know your Agency ID? Select XXX</p>
<p>Street Address</p> <input type="text"/>	

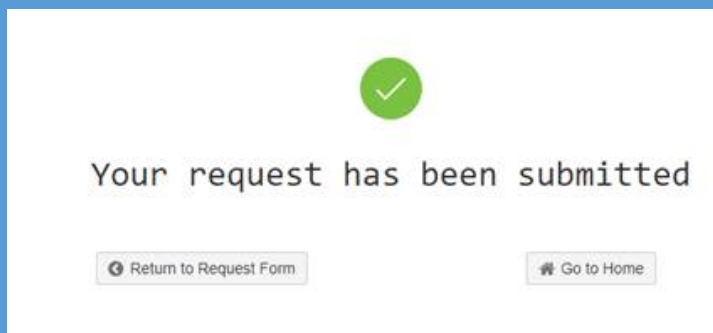
Please make sure that when you put your “Agency ID” in you put the correct one in the drop down list. If you work for the Department of Health you will select 305, 307, 320, 326, 327, 330, and 340 from the drop down menu that is below.

Agency ID\*

261
273
299
305
307
320
326
330
340
360
400
431

Once you have completed the registration you then press submit and your request has been submitted.



You will receive an email confirmation of your registration. Once received you will be able to log into the portal by clicking the box “Log in with LA ADFS”



SCLogic

PSS Mail

Log in with LAADFS

or

Username

Password

Log in

. The box allows you to enter the portal without typing in your user name or password. That will take you directly in and you will see the options screen where you will press “SEND MAIL”. Click send mail a fillable copy of the mail service form will appear.



Anything with a red \* has to be filled out including the Billing Information or Funding code.



Above “Your Information” is the section called “Service Type” and this is where you select the service type PelicanPOST Messenger Mail, USPS mail Services and/or FedEx Shipping. If you are sending messenger mail you simply click the PelicanPOST Messenger Mail option, put the number of pieces and complete the section under it which is “Request Details”. In that section you can look up co-workers by name, department and location.

## Mail Service Request

**Service Type**

Service Type \*      Number of Pieces \*

PelicanPOST Messenger Mail     

USPS Mail Services

FedEx Shipping

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**Your Information**

If your information does not automatically populate, search for your name in the "Name" field.  
If any populated information is missing or incorrect, fill in the information manually.

Name (Last, First) \*      Department

x     

Begin typing a last name to filter the list

Location \*      Agency ID

Billing Information

The “Location” section list all addresses that Messenger mail can be delivered.

Below the location section is the “Inter-Office Service” that provides the options for that service.

Inter-Office Service

- Messenger Mail
- PelicanPOST Courier Mail
- PelicanPOST Parcel


After selecting the service you can enter specifics about delivering your mailing in the “Notes & Comments” box.

Notes & Comments

Limit 255 characters

Reset Submit

Once you are finished you press submit and it will bring you to a screen where it ask you to download receipt, return to request form or go home.




Your request has been submitted

[↓ DOWNLOAD RECEIPT](#)

[↶ RETURN TO REQUEST FORM](#)


[🏠 HOME](#)

When you click “download receipt” it will download the PelicanPOST mail service request form completely filled out which you must print and attach to your mail/packages. You will then drop off the form and mail bundled together to the LDH mailroom to send off for processing. Using the online portal also allows you the ability to track your mail/package as it is being sent.




## MAIL SERVICE REQUEST

DO NOT RE-USE OR PHOTOCOPY THIS REQUEST FORM



PK105572

### REQUESTER INFORMATION

Number of Pieces:	<input type="text" value="1"/>		<i>Indicate the quantity of item(s) on this request</i>
Department:	LDH	Date:	12/13/2024 11:02:51 AM
Your Name:	Tanner, Carmen	Email:	Carmen.Tanner@LA.GOV
Phone Number:			
Billing Information:	OPH / Envir Epidemiology 0007540		

### SERVICE OPTIONS

#### USPS MAIL SERVICES

**SERVICE CLASS**

First Class Mail ®

Priority Mail ®

Priority Mail Express ®

Best Available

\*Domestic, International, and extra services as needed

**OPTIONAL SERVICES**

Certified Mail ®

Return Receipt

Certificate of Mailing

\*Requires USPS Postal Form PS 3817 or PS 3665

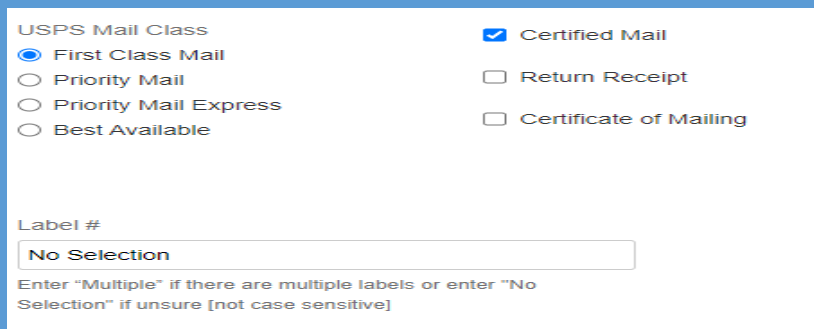
#### NOTES & COMMENTS:



USPS Mail Class

- First Class Mail
- Priority Mail
- Priority Mail Express
- Best Available

If you are sending a regular USPS piece of mail you are to fill out the information on the top which is your information, agency you work for, and billing information. Under the “Service Type” click “USPS Mail Services” and enter how many pieces of mail is being sent. Then under the “Requested Details” section select the “USPS Mail Class”. The options are First Class, Priority, Priority Mail Express, and Best available. If you click “First Class” it will then provide an option to select “Certified Mail”. If you chose that selection, then two other boxes under Certified comes up “Return Receipt and Certificate of mailing”. Below those options is a box titled “Label#” where you put the label number from the certified mail green card.



USPS Mail Class

- First Class Mail
- Priority Mail
- Priority Mail Express
- Best Available

Certified Mail

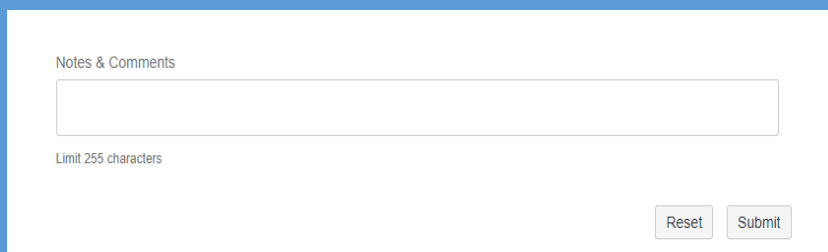
- Return Receipt
- Certificate of Mailing

Label #

No Selection

Enter "Multiple" if there are multiple labels or enter "No Selection" if unsure [not case sensitive]

After that you can put any notes and comments and click submit.



Notes & Comments

Limit 255 characters

Reset Submit

After you click submit it will take you back to the screen where you can download a copy of the Mail Service Request form to print out and attach to the mail.

**Please be mindful;**

- The Mail Service form does not take the place of the sender/ receiver's address. You must provide both the senders address and the receivers address on each letter/package you send out through the LDH mailroom.
- To make sure your messenger mail gets to the right department by including the person's full name and section/department on the messenger envelope.
- If you want to track your mail/package make sure to save a copy of the mail service form.
- Keep in mind that if you have multiple pieces of mail with different addresses as long as they are using the same mail class (certified, priority, regular) and under the same funding code all you need to fill out is one mail service form.



Any questions can be address to the attention of LDH mailroom staff. Contacts for the LDH mailroom staff can be found on the LDH site under “DSSAS Services/Program Contacts”, LDH Mail Operations.