



State of Louisiana
Louisiana Department of Health
Office of Management and Finance

LDH ADMINISTRATIVE PROCEDURES
MEMORANDUM

ADMSVC – MR - 001

LDH MAILROOM PROCEDURES

Receiving Mail through the LDH Bienville Building Mailroom

Standard mail is picked up twice daily by Office of Technology Services/Production and Support Services (OTS/PSS) in a morning and afternoon from the United States Postal Service (USPS) located at:

750 Florida Blvd
Baton Rouge, LA 70820

All USPS mail picked up by OTS/PSS staff will include caller services, certified mail, priority mail, packages, and post office boxes. USPS delivers Express packages addressed to a P.O. Box directly to the Baton Rouge Main Post Office Branch. The USPS does not deliver street address mail or P.O. Box mail directly to the Bienville Building. All mail addressed to the physical address is required to be put with LDH caller service's mail and will be picked up by OTS/PSS and delivered to the Bienville Building.

The Administrative Services mail log sheet is prepared daily, the designated authorized user contact will be required to sign, and date for the receipt of caller services, certified mail, priority mail, and all packages.

Express Couriers (UPS & FedEx)

Couriers are instructed to deliver mail to the LDH Bienville Building mailroom Bienville Building Mailroom #526. Mail delivered by express couriers is routed and reserved from into the PelicanPost Smart Locker System using the Sclogic Program. An Administrative Services log sheet will be prepared, and a designated authorized user will be required to sign and date for the receipt of caller services, certified mail, priority mail, and packages. Large boxes/packages that are unable to fit into the PelicanPost Smart Locker System shall be secured in the LDH Bienville Building Mailroom for signature pick up by the authorized user.

Mail that is not routed through LDH Bienville Building Mailroom

There may be instances where an office will receive a delivery that is not routed through the LDH Bienville Building mailroom (i.e. serving of legal documents). These deliveries may be made directly to the individual addressed after signing in with the LDH Bienville Building Security Desk. These packages/mail are not the responsibility of the LDH

Administrative Services Section and are the direct responsibility of the individual receiving the package/mail.

Sorting the mail

Mail sorted and placed in the LDH Bienville Building Mail PelicanPost Smart Locker System are determined by P.O. Box numbers, address, bin number, or other identifying information. Improperly addressed mail/packages may be delayed if not addressed correctly.

1. The LDH Bienville Building mailroom staff does not personally deliver mail/packages within the Bienville Building.
2. If no identifying information is provided, LDH Bienville Building mailroom staff should utilize the state email system to identify recipients. It is the responsibility of all LDH employees to ensure their email contact information is accurate and up to date.
3. If the post office incorrectly sorts mail, it will be returned to OTS/PSS the next day to return to the Baton Rouge Main Post Office on Florida Blvd.
4. Non-deliverable mail shall be returned to the sender. If mail is for a former employee, the mail shall be placed in the appropriate former employee's agency bin. It shall be the former employee's bin authorities responsibility to make sure the mail gets to the correct section/agency
5. The LDH Bienville Building mailroom will not sign for any packages/mail that are determined to be personal in nature.
6. The LDH Bienville Building mailroom will not sign for large equipment deliveries (i.e. computer purchases, bulk laptop purchases, bulk printers, etc.) These large equipment deliveries shall be delivered to the Office of Technology Services for handling.
7. Mail/packages marked "personal" and/or "confidential" should be delivered directly to the addressee unopened by the Authorized Bin User/Authority designated authorized user picking up the mail from the LDH Bienville Building mailroom or the PelicanPost Smart Locker.

LDH Departmental Personnel Collecting Mail from the Mailroom or PelicanPost Smart Locker System

1. For safety and security reasons only those employees who are authorized bin users are permitted to pick up mail from the PelicanPost Smart Locker System and are permitted to enter the mailroom to sign for mail/packages that are not able to fit inside of a mail locker. Bin authorization is obtained by the designated authorized user who is designated by the agency appointing authority.

2. All mail in the bins should be picked up by the end of each business day, and not left in the bins overnight or on the weekends.
3. Any mail that has been incorrectly sorted by the LDH Bienville Building mailroom staff and picked up from the authorized user should be given directly to the mailroom clerk so corrections/notifications can be noted. Do not attempt delivery as this may circumvent log sheet requirements and possibly be in violation of other divisional specific policies.

Outgoing Mail

1. Interdepartmental messenger mail sent from one LDH bin to another LDH bin (within LDH Administrative Building) must be sent using a Messenger Mail envelope, identifying the correct section and/department to include a specific person (if applicable) on the outside of the Messenger Mail Envelope. A completed PelicanPost Mail Service Request Form must be included if you wish to track the Messenger Mail Envelope, and place it in the messenger mail slot located on the 5th floor.
2. USPS outgoing mail must adhere to OTS/PSS mailing standards:
 - All outgoing envelopes shall have a typed shipper and receiver address.
 - All envelopes that need to be sealed must face the same direction and the sealed (flap) portion of the envelope must be faced down or up, but must be uniform.
 - All envelopes shall be facing the same direction so when OTS/PSS applies postage it will be uniform.
3. LDH Administrative Services will sort and verify PelicanPost Mail Service Request Forms for OTS/PSS pickup only.
 - LDH Administrative Services will make one initial attempt to reach the sender for PelicanPost Mail Service Request Forms that are not completed in their entirety or incorrectly submitted.
 - Failure to respond, in a timely manner, will result in the mail being returned to the agencies authorized user, which will delay the mailing.
4. LDH will NOT apply any postage to any employee's personal mail.
5. Any mail going outside the U.S. needs to be flagged and given directly to the mailroom clerk.
6. LDH Administrative Services will sort and prepare mail for the OTS/PSS pickup.

Special Services

The recipient must sign Certified Mail if a return receipt was requested. The sender must fill out certified slips and return receipts in advance and a limited supply is available in the mailroom. Offices may also order their own supplies through the USPS or by visiting the post offices' direct location on Florida Boulevard or via the web.

- When sending certified mail, a completed PelicanPost Mail Service Request Form must be accompanied with the mailing when submitted to the LDH Bienville Building Mailroom.
- There is a FedEx box outside the front door of the Bienville Building that employees may utilize if they have a FedEx account.

Acquiring a Post Office Box

In order for an agency within the LDH Administration Building (Bienville Building) to open a post office box for the receipt of its mail, that agency (business unit) must obtain prior written authorization from the LDH Deputy Secretary/LDH Undersecretary and present that signed written authorization to the LDH Division of Administrative Services.

1. A post office box key must be provided to the LDH Bienville Building mailroom if mail is to be picked up by OTS/PSS staff.
2. Agency will be required to submit paperwork turning over PO Box responsibilities to the OTS/PSS after the PO Box has been acquired.
3. Notices for payment due for boxes are placed in the applicable bin when received and is the responsibility of the agency to renew the post office box and remit payment of any rent due directly to the USPS.
4. Once fees/dues are paid, submit a copy of the receipt with the PO Box number written on top to the mailroom clerk, who will maintain a record of payment.

Postage/Fees Due

OTS/PSS will bill each agency's cost center directly every month for actual postage utilized. It is the responsibility of the agency to pay their bills timely or all mail services will be suspended.

OTS/PSS will bill the LDH Office of the Secretary (LDH/OS) for monthly interagency mail services and those services will be paid by the LDH/OS and cost-allocated according to Bienville Building agency space/staffing percentage.

PelicanPost Mail Service Request Form

Instructions

Each section below identifies the information required to complete the PelicanPost Mail Service Request Form:

REQUESTOR INFORMATION

1. **Number of Pieces:** Place the total number of items mailed (letters/packages).
2. **Department:** Must be written on form as follows: LDH/ the section's name submitting the items mailed (MVA, OS, and OAAS etc.)
3. **Your Name:** The actual name of the person submitting the items mailed.
4. **Phone Number:** The actual phone number of person submitting the items mailed.
5. **Billing information:** The section's Sub Account number(ex 270-0007550)
6. **Date:** The date items are submitted to the LDH mailroom.

Email: The email address of the person submitting the items for mailing.



MAIL SERVICE REQUEST

DO NOT RE-USE OR PHOTOCOPY THIS REQUEST FORM



MSR 7246 2575 7536 1840 89

REQUESTOR INFORMATION

Number of Pieces:	#1	<small>Indicate the quantity of items on this request</small>	
Department:	#2	Date:	#6
Your Name:	#3	Email:	#7
Phone Number:	(#4)		
Billing Information:	#5		

SERVICE OPTIONS

INTEROFFICE MAIL SERVICES

- Messenger Mail
- PelicanPOST Courier Mail *Requires PelicanPOST envelope
- PelicanPOST Parcel *Requires agency subscription

DELIVER TO:

Dept / Agency Recipient:

Name of Recipient:

Location of Recipient:

OPTIONAL INTEROFFICE SERVICES:

- Delivery Alert Requested
- Full Tracking Requested
- Signature Required for Delivery *Delivery may be delayed if authorized signer is unavailable



225.342.4.PSS | 844.901.1216 | pelicanpost@la.gov

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:

PelicanPost Mail Service Request Form (Cont.)

SERVICE OPTIONS

Interoffice Mail Services: Select the type of mail you are submitting.

- a. **Messenger mail** – Mail that is sent from section to section or department to department.
- b. **PelicanPost Courier Mail** – Must be in a “PelicanPost envelope” provided by PSS.
- c. **PelicanPost Parcel:** Packages sent using a subscription to this delivery service offered by PelicanPost.

DELIVER TO:

1. **Dept/Agency Recipient:** The department/agency that will receive Interoffice Mail (Services).
2. **Name of Recipient:** The name of a specific person in the department/agency that will receive Interoffice Mail (Services).
3. **Location of Recipient:** The address (including the floor/building) of the department/agency/person that will receive this mail.

OPTIONAL INTEROFFICE SERVICES

1. **Delivery Alert Requested:** An option that provides the sender with notifications from PelicanPost (by email) indicating the items mailed has been picked up and delivered.
2. **Full Tracking Requested:** An option that provides the sender with notifications concerning the complete route the mail from pick up to delivery.
3. **Signature Required for Delivery:** An option that requires a signature prior to the delivery of mail (letter and/or parcel).

USPS MAIL SERVICES

1. **First Class Mail:** Delivery time in 1-3 business days for standard-sized, single piece envelopes weighing up to 3.5 oz, large envelopes and small packages weighing up to 13 oz.
2. **Priority Mail:** Delivery time in 1-3 business days which includes tracking and allows packages up to 70lbs to any state at the same price.
3. **Priority Mail Express:** Delivers overnight allowing shipping of packages up to 70lbs to any state at the same price. Service includes tracking, proof of delivery with signature record, Sunday and holiday delivery where available.
4. **Best Available:** An option that allows PSS to determine the best USPS mail service to use to process your mail. This includes domestic, international and extra services as needed.

OPTIONAL SERVICES

1. **Certified Mail:** Provides the sender with a mailing receipt and upon request electronic verification that an item was delivered or a delivery attempt was made.
2. **Return Receipt:** Provides the sender with a hard-copy (the "green card") evidence of a delivery. The Green card is mailed to the sender showing date of delivery, signature of recipient and recipient's delivery address.
3. **Certificate of Mailing:** Proof you mailed an item when you said you did. This is the considered the official record showing the date your mail was accepted for processing.

POST & COMMENTS

This section is available for you to make notes concerning the letters/packages being mailed.