

STANDARD OPERATING PROCEDURES



ADMINISTRATION DIVISION

MAIL AND OFFICE SUPPLY DETAIL

City of Miami



DANIEL J. ALFONSO
City Manager

QUARTERMASTER/FLEET UNIT: MAIL AND OFFICE SUPPLY DETAIL

STANDARD OPERATING PROCEDURES:

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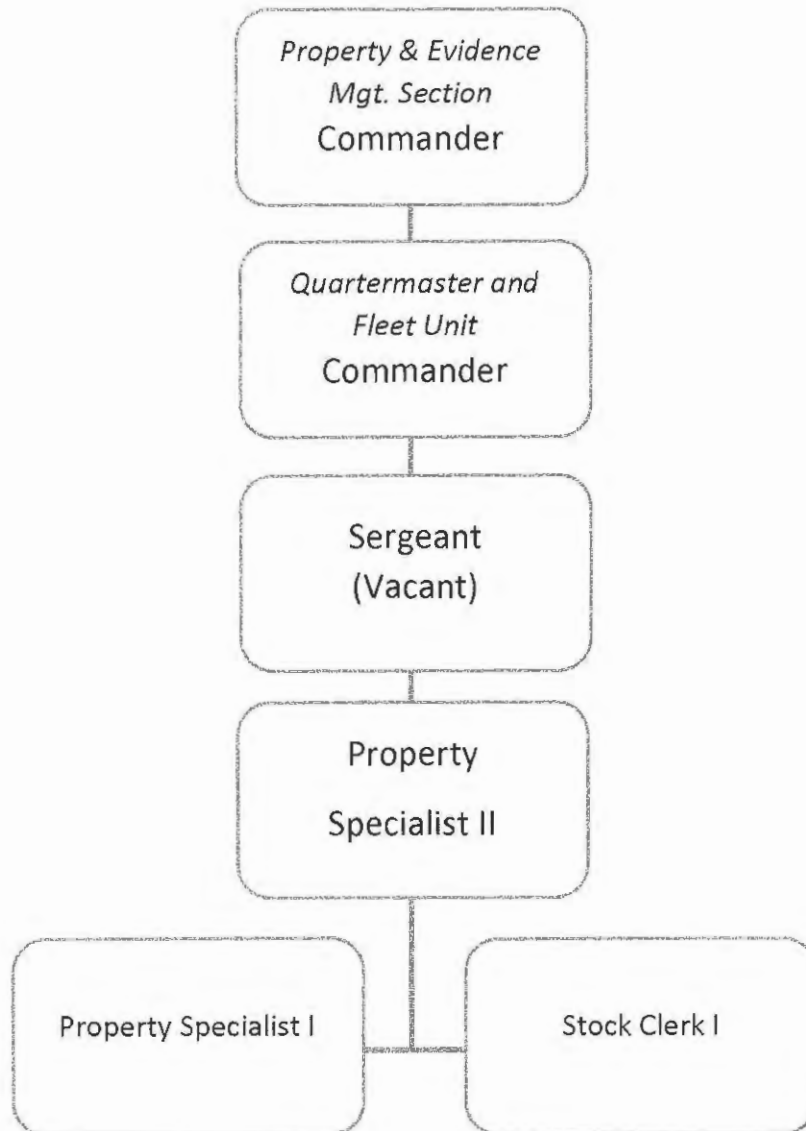
City of Miami Police Department
STANDARD OPERATING PROCEDURES



MAIL AND OFFICE
SUPPLY DETAIL

MAIL AND OFFICE SUPPLY DETAIL

ORGANIZATIONAL CHART



City of Miami



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MISSION, GOALS AND OBJECTIVES

MISSION

The mission of the Mail and Office Supply Detail is to provide efficient pick-up and delivery of all Miami Police mail and to ensure that necessary paperwork and office supplies are readily available at all times for personnel in the police department.

GOAL

To efficiently and effectively provide mail services in an organized and professional manner.

OBJECTIVES

- I. To ensure mail items are mailed and delivered in a prompt manner.
- II. Ensure ample supply of office supplies are readily available.

Zak 23006

Commander
Quartermaster/Fleet Unit

Effective Date 8/2/17



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DUTY HOURS AND DRESS

DUTY HOURS

Employees in the Mail and Office Supply Detail work eight hours a day, five days a week, with Saturdays and Sundays off. Duty hours may be changed at the discretion of the Property and Evidence Management Section Commander and in accordance with departmental needs.

Mail and Office Supply Duty Hours:

0700-1600 Hours (Monday - Friday)

DRESS OF PERSONNEL

All Property and Evidence Management Section Personnel must wear uniforms issued by the Miami Police Department. The normal working uniform is a short sleeve navy blue polo shirt with the City of Miami Police Department patch embroidered on the chest and black "BDU" cargo utility trousers. For special events, Property Specialists may wear their "Class A" or "Class B" uniform.

All uniforms must be worn as indicated in the Departmental Orders. The Property and Evidence Management Section's personnel dress requirements must be adhered to unless otherwise directed by the Section Commander.

ZK-2 3006

Commander
Quartermaster and Fleet Unit

Effective Date 8/2/17



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DUTIES AND RESPONSIBILITIES OF MEMBERS

The Quartermaster Detail consists of the following classifications:

- Property Specialist I
- Stock Clerk I

I. Property Specialist I

The Property Specialist I assigned to the Mail and Office Supply Detail reports to the Property Manager and Quartermaster and Fleet Unit Commander. The Property Specialist I works closely with the Stock Clerk I in the Mail and Office Supply Detail. All Property Specialists may be called when there is a shift shortage in any of the Counter shifts. The duties of the Property Specialist I in the Mail and Office Supply Detail are as follows:

- A. Delivers mail to various units throughout the police department
- B. Orders and delivers all necessary forms and office supplies from the City of Miami stock room

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Quartermaster/Fleet Unit

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- C. Distributes all certified and registered mail
- D. Handles the receiving and issuance of all packages delivered from outside vendors
- E. Handles all print shop requisitions and supplies from General Services Administration
- F. Maintains a filing system of all records regarding supplies
- G. Picks up mail from the U.S. Post Office
- H. Assists with the Counter Detail when required

II. Stock Clerk I

The Stock Clerk I assigned to the Mail and Office Supply Detail reports to the Property Manager and Quartermaster and Fleet Unit Commander. The Stock Clerk I works closely with the Property Specialist I in the Mail and Office Supply Detail. The duties of Stock Clerk I in the Mail and Office Supply Detail personnel are as follows:

- A. Picks up and sorts mail in the mornings in addition to any other mail that comes in throughout the day
- B. Assists the Mail and Supply Property Specialist I, with restocking the mailroom supplies and paperwork when they are low
- C. Picks up forms from G.S.A., county courthouses, and the S.O.S. building
- D. Accepts delivery shipments that come in and check them to ensure nothing is missing or damaged
- E. Sends out packages that brought down from various units to be shipped out
- F. Assists other details within the Property Section when necessary
- G. Assists M.P.D. employees with questions regarding office supplies
- H. Delivers packages; if delivery isn't possible, contacts recipient via email or telephone to notify them that their package is ready for pick up in the mail room

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QUARTERMASTER AND FLEET UNIT
STANDARD OPERATING PROCEDURES
MAIL & OFFICE SUPPLY DETAIL

S.O.P. 15-1

SUBJECT: MAIL PICK-UP AND DELIVERY

PURPOSE: To set forth guidelines for Property and Evidence Management Section personnel regarding the shipping and handling of all incoming/outgoing mail and property, including specific procedures to be followed when various agencies and/or the public are requesting that property be mailed to them.


SCOPE: I. Mail Distributed Outside the Department

All mail requiring stamps, or to be distributed outside the Department, is placed in designated containers in the Property Unit. This mail is picked up by the General Services Courier, twice a day (morning and afternoon).

II. Mail Distributed to Miami-Dade County Police Department:

A. Mail to be distributed to Miami-Dade is picked up daily by a Miami-Dade County Police Officer (morning and afternoon).

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Quartermaster/Fleet Unit S.O.P. # 15 Mail Pick-up and Delivery (Continued)

- B. Miami-Dade mail is delivered to MPD each morning. If delivered to the Counter function, it should be given to the person handling the mail.

III. Packages Returned to Vendors

- A. Packages being returned to vendors will be sent via the same method of original delivery (Federal Express, UPS, etc.).
- B. These packages will be labeled and packaged by the requesting unit. It is the responsibility of the requesting unit to contact the Police Budget Unit regarding any special insurance required on the shipment.

IV. Insurance Forms

The Mail and Office Supply Detail will provide any insurance forms required for mailing packages or special letters through the City of Miami Mail Room.

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S.O.P. 15-2

SUBJECT: CERTIFIED AND REGISTERED MAIL

PURPOSE: To maintain records for registered and certified mail.

SCOPE: I. Certified Mail

A. Mail clerks maintain a log book for certified mail with:

1. The certified number.
2. The name of the person the mail is sent to.
3. The section that sent it out (or received it).
4. The date the mail was sent out (or received).

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ZK C 2001
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Quartermaster/Fleet Unit S.O.P. # 15 Certified and Registered Mail (Continued)

- B. The mail clerks prepare the letters for certification by:
 - 1. Attaching the green return receipt on the back of the envelope. Written on the back of the return receipt is:
 - a. The addressee's name.
 - b. The certified number.
 - c. The section that sent it out.
 - 2. A certified number is stamped on the lower left hand front of the letter.

II. Registered Mail

- A. Since mail sent out of the country cannot be certified, it has to be registered. The registered mail is handled by the General Services Administration (GSA). GSA clerks return the receipt to the Quartermaster/Fleet Unit and the MPD mail clerks take the receipt to the Unit that sent out the registered mail.

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S.O.P. 15-3

SUBJECT: MAIL AND PARCEL DISTRIBUTION

PURPOSE: To expedite the moving of packages and provide accountability.

SCOPE: I. Mail Distribution

- A. Mail is sorted by the Mail Room personnel into Sections.
- B. Mail is delivered to the Sections by the Mail Room personnel in the morning and afternoon.
- C. Section personnel are required to sort the mail into the individual Units under their command.
- D. Outgoing mail will be picked up by the Mail Room personnel from the Section areas only.

II. Personnel Deliveries

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ZK 2 7001

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Quartermaster/Fleet Unit S.O.P. # 15 Mail and Parcel Distribution (Continued)

- A. When a parcel is delivered to the Property Section, personnel will inspect the parcel and, if the item meets their specifications, will sign the packing slip, or invoice, and forward to the Budget Unit.

III. Receiving Packages for Shipment

- A. For packages to be shipped by carriers other than the U.S. Mail:
 - 1. The Property and Evidence Management Section will accept items for shipping that have been packaged, sealed, and addressed (only after the sending unit has made the necessary arrangements for pick-up).

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MAIL & OFFICE SUPPLY DETAIL

S.O.P. 15-4

SUBJECT: STOCKING OF FORMS AND OFFICE SUPPLIES

PURPOSE: To outline the methods that are utilized in stocking forms and office supplies.

- SCOPE:
- I. Supply Room Requirements
 - A. To pick up supplies requisitioned from the Procurement Stockroom when ready. A check of the supplies against the duplicate copy of the original requisition form will take place to assure accuracy prior to acceptance.
 - B. Transport the supplies to the Police Department Stockroom (Room 114).
 - C. Print Shop requisitions and supplies are picked up from the General Services Administration Section. When an order is complete, the pink copy is signed and forwarded to the Budget Unit for appropriate action.

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ZK 23096

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Quartermaster/Fleet Unit S.O.P. # 15 Stocking of Forms and Office Supplies (Continued)

- D. It is the responsibility of the assigned Property Specialist I to maintain an adequate supply of forms from outside agencies. The re-order level is based upon quantities available from the outside supplier.
 - E. Ordering and receiving Photocopy Machine Paper (Xerox).
 - 1. Paper will be ordered by the Supply room, through channels, to the Budget Unit.
 - 2. Paper will be received by the Police Department via direct delivery (if the order is large enough).
 - 3. The Supply room will contact the individual Units to pick up their paper supplies.
- II. Supply Room Procedures for Receiving, Filling, Ordering, and Picking up of Orders.
- A. Receiving and filling:
 - 1. Receive requisitions for stockroom supplies from all Units. These requisitions will be logged in with a control number.
 - 2. Fill orders from supplies on hand in stockroom.
 - 3. File completed "request for stockroom supplies" form in the Filled Order file.
 - 4. Non-standard stock items are approved by the Budget Unit prior to ordering by the Property Unit Supply room.
 - 5. Deliver orders to the various units.
 - B. Ordering:
 - 1. Check the "shelf order cards" and the items on the shelves to determine what is to be ordered.
 - 2. Make entries on the "shelf order cards" as to the amount, date and item.
 - 3. Type (in duplicate) the form for "Request for Expendable Office Supplies." A different form must be used for each account number for on-hand stock items and outside items. Note next to the item which Unit should receive it.
 - 4. The first copy is sent or taken to the Dinner Key Stockroom.
 - 5. The second copy of the "Request for Expendable Office Supplies" is put in the "on order" log-book.
 - 6. Use the appropriate account and master request number when ordering.

Quartermaster/Fleet Unit S.O.P. # 15 Stocking of Forms and Office Supplies (Continued)

- C. Pick-up of orders:
 - 1. Call the G.S.A. Purchasing Procurement Manager at ex. 6780 and ascertain if any stock is ready for pick-up.
 - 2. Pick up supplies at the G.S.A. stockroom and transport them back to the Property Unit stockroom.
 - 3. Check off items received.
 - 4. Place a red "X" in the stock price column of the "Request for Expendable Office Supplies" form if order is complete. If a partial order is received, indicate the number of items back ordered.
 - 5. Indicate appropriate information on "shelf order cards."

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S.O.P. 15-5

SUBJECT: PRINTED FORMS

PURPOSE: To establish guidelines for stocking printed forms.

SCOPE: I. Ordering Printed Forms

A. Print Shop forms:

1. Complete a "Print Shop Supply Requisition" form in duplicate.
2. Send the requisition (blue) with a sample of each requested form to the Police Budget Unit.
3. Place one photocopy in the open order file.

B. Police Department Print Shop Forms:

1. Complete a printing request form (R.F. 57/89).

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J. K. [Signature] 23006

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STANDARD OPERATING PROCEDURES
MAIL & OFFICE SUPPLY DETAIL

S.O.P. 15-6

SUBJECT: DELIVERY OF FORMS AND OFFICE SUPPLIES

PURPOSE: To outline the methods that is utilized in distributing forms and supplies.

SCOPE: I. Supply Room Requirements

- A. Distribute office supplies to the Units as listed on the original requisition for stock (R.F. 328).
- B. The Court Liaison Unit will pick up their office supplies at the Mail and Office Supply room.
- C. One employee assigned to each function will be designated to prepare the respective function's requisition.
- D. The requisition will then be signed by the Unit Commander.
- E. No supplies are issued without a requisition request.



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Quartermaster/Fleet Unit S.O.P. # 15 Printed Forms (Continued)

2. Attach a copy of the requested form ordered.
3. Send R.F. 57/89 form to the Business Management Section.

II. Pick-Up of Printed Forms

- A. From the City Print Shop, pick up any orders that are ready. Sign both Print Shop slips.
- B. From the Police Print Shop:
 1. Call the Police Print Shop to determine if any orders are ready for pick up.
 2. Pick up orders (usually ready in 1-2 days).
 3. Stock shelves.

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STANDARD OPERATING PROCEDURES
MAIL & OFFICE SUPPLY DETAIL

S.O.P. 15-7

SUBJECT: PROCEDURE FOR ACCEPTING DELIVERIES

PURPOSE: To set forth guidelines for the Mail and Office Supply Detail to follow regarding the acceptance of deliveries during the hours of 0800-1600.

SCOPE: I. Procedures

- A. All shipments of packages received from outside vendors will be verified by the Budget Unit for approval, prior to acceptance, and to determine the function for which the shipment was ordered for.
- B. The shipment received will be logged into a composition book as follows:
 - 1. The name of the vendor.
 - 2. The person who received the package.
 - 3. The number of packages.

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[Handwritten Signature]
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Quartermaster/ Fleet Unit

Effective Date 6 Jun 17



Quartermaster/Fleet Unit S.O.P. # 15 Procedure for Accepting Deliveries (Continued)

4. Received by, whom and date.
 5. Picked up by, whom and date.
- C. The book is kept in the Mail and Office Supply room for the purpose of logging deliveries after 1600 hours, weekends, and holidays.
- D. Copies of requisitions for ordered items for the Property Section:
1. A copy of each open requisition will be maintained in the Quartermaster function until the order is completed by the Property Manager.
 2. If an order is received and is completed, the bill copy and requisition will be signed off (to indicate approval for payment). They will then be forwarded to the Budget Unit for processing.
 3. If a partial order is received, make a copy of the requisition and retain this duplicate for future deliveries. Check off each item and indicate the date received, approve for payment, and forward the copy to the Budget Unit.
- E. Parcels that show signs of tampering:
1. When any delivery item shows signs of being tampered with, the Mail Clerk is responsible for contacting the intended receiving unit, informing them of the incident, and having them respond prior to taking custody of and signing for the delivery.
 2. If a member of the unit to whom the item is addressed cannot respond to complete an inventory, the Mail Clerk receiving the delivery will notify the Property Manager and/or Quartermaster/Fleet Commander and await instructions prior to signing and accepting the delivery.
 3. If none of the above individuals can be reached, it is the responsibility of the Mail Clerk to inventory the items in the presence of the delivery person. This must be conducted in an area where security cameras can record the inventory process.
 4. If any items are found to be damaged or missing, the entire order will be rejected and returned to the delivery person.
 5. Under no circumstances will firearms be kept overnight in the mailroom. They are to be stored in a secure area (i.e. Narcotic Bin).