

Office Procedures

Chapter 9 Handling Mail & Reprographics

Domestic Postal Services



- Lettermail: regular letters, postcards, etc
- Incentive Lettermail
 - Large volume of letter-size business mail
 - Postage at a discounted cost
- Admail: targeted mail service to specific neighbourhoods
 - May be addressed or unaddressed

Domestic Postal Services...

- Business Reply Mail
 - Postage-paid reply envelopes
- Xpresspost
 - Next-business-day delivery (local or regional)
 - Two-day service (major Canadian destinations)
 - Size/weight conditions apply
- Registered Mail
 - Recipient's signature required as proof of delivery

U.S. and International Mail

- U.S./International Letterpost
 - "Air mail" to the U.S. or other foreign countries
- Xpresspost USA or Xpresspost International
 - Fast, guaranteed on-time delivery at a cost less than courier

Private Mail/Courier Services



Who are the big names in private mail/courier services?

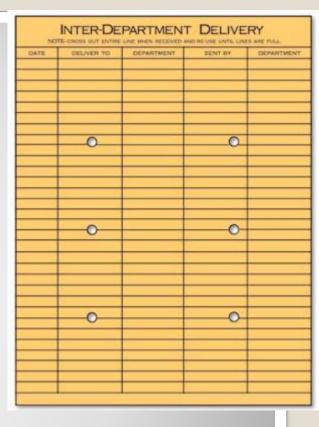






Sorting Mail

- Personal and confidential
- Xpress post, Registered, or Priority
- Regular Business Mail
- Interoffice Communications
- Ads, Newspaper, Magazines, etc.
- Opening Mail
- Reading & Annotating



Incoming Mail

- Organizing & Presenting
- Routing
- Handling E-mail
- Handling mail during executives absence

Incoming Mail

- Preparing Correspondence for mailing
- Adhering to automation requirements
- Sealing and stamping
- Maintaining mail lists

Outgoing Mail

Photocopiers

 Available in different sizes and ranges of capabilities



Features of Photocopiers

- Reduction & enlargement
- Automatic document feeding
- Duplexing copying on both sides
- Editing border erasing, centring, colour adjusting, etc.

- Features of Photocopiers...
 - Collating arranging multi-page copies in sets
 - Stapling
 - Automatic folding

What to look for when buying a photocopier...

- Copy volume: how many copies per month
- Copy speed: how many copies per minute
- Network capability: can it be shared
- After-sale support: repairs/maintenance

Price



Ethical and Legal Considerations

It is improper to do the following on the company copier:

- Copy documents for personal use
- Copy cartoons, jokes, etc., to circulate to friends
- Copy documents for outside organizations (service clubs, volunteer organizations) unless your company supports them
- Copy materials that are copyrighted



