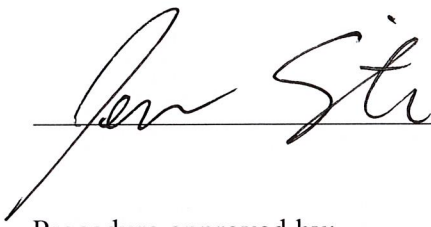


Prepare Outgoing Certified Mail
BSB 0104-24 R2

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Prepared by:



Jeremy Smith Date: 06/30/2020

Procedure approved by:



Don Kinney Date: 06/30/2020

BOILER SAFETY BUREAU
STANDARD OPERATING PROCEDURE MANUAL

Prepare Outgoing Certified Mail BSB 0104-24 R2

1.0 PURPOSE

This instruction provides a systematic method for preparing and sending certified mail.

2.0 SCOPE

This instruction applies to all outgoing certified letters addressed by the Bureau Chief and the Assistant Bureau Chief.

3.0 RESPONSIBILITIES

3.1 The Bureau Chief has the overall responsibility for implementation of this instruction.

3.2 The Assistant Bureau Chief is responsible in the absence of the Bureau Chief.

4.0 HEALTH and SAFETY ISSUES

The receipt and verification of receipt may be the most expedient way to ensure that the use of an unsafe boiler or pressure vessel is stopped.

5.0 PROCEDURE

5.1 Prepare the letter.

5.1.1 Verify the date of the outgoing certified letter.

5.1.1.1 ***The date line will be line 9 or 10 when using preprinted paper letterhead.***

5.1.1.2 The date will be left justified.

5.1.2 Assign a correspondence number from the letter log.

5.1.2.1 Refer to Outgoing Letter Log BSB-0104-14.

5.1.2.2 The correspondence number will be right justified.

5.1.3 Three lines below the date, type

VIA CERTIFIED MAIL/

RETURN RECEIPT REQUESTED

5.1.4 On the following line, type purpose of letter.

5.1.4.1 Right justified.

5.1.4.2 Bold, all capitalized and underlined.

5.1.4.3 Examples:

- IMMINENT DANGER/CEASE OPERATION
- ORDER TO CEASE OPERATION OF BOILER

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- 5.1.5 Two lines below, type the inside address.
- 5.1.6 Review the letter for errors.
- 5.1.7 Page header of subsequent pages.
 - 5.1.7.1 Last name of addressee.
 - 5.1.7.2 Business name.
 - 5.1.7.3 Page ? of ?.
 - 5.1.7.4 All left justified.
- 5.1.8 Print the letter.
 - 5.1.8.1 Page one is printed on letterhead.
 - 5.1.8.2 Subsequent pages are printed on plain paper.
- 5.1.9 Have author review and sign the letter.
- 5.2 Distribute the letter.
 - 5.2.1 Scan to all in-house parties.
 - 5.2.2 Make a hard copy for the files.
- 5.3 Prepare the envelope.
 - 5.3.1 Address the envelope.
 - 5.3.2 Place letter and all attachments in the envelope.
 - 5.3.3 Seal the envelope.
 - 5.3.4 Fill out the green return receipt card.
 - 5.3.4.1 Delivery address in section one.
 - 5.3.4.2 Fill out section D appropriately.
 - 5.3.4.3 Fill out section three.
 - 5.3.4.3.1 Certified Mail
 - 5.3.4.3.2 Return Receipt Requested
 - 5.3.4.4 Place tracking number from certified mail slip in section two.
 - 5.3.4.5 Attach a return address label to the green return receipt card.
 - 5.3.4.6 Attach the green return receipt card to the back of the envelope.
 - 5.3.5 Fill out the certified mail receipt slip.

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- 5.3.6 Tear off the barcode piece of the certified mail receipt slip.
- 5.3.7 Attach the barcode piece to the right side of the return address on the front of the envelope.

5.3.7.1 The dotted line will fold across the top of the envelope.

- 5.4 Fill out the 'Sent To' section of the certified mail receipt slip.
- 5.5 Attach the certified mail receipt slip to the hard copy of the letter.
- 5.6 File the hard copy of the letter.

5.6.1 File cabinet D.

5.6.2 Drawer two.

5.6.3 Certified mail folder.

6.0 CUSTOMER SERVICE REQUIREMENTS

The purpose of following this procedure is to provide the customer, be it the public, employees of the Bureau, or other state agencies, with the most efficient service, information, training and assistance possible.

7.0 DATA and RECORD MANAGEMENT

Record retention and destruction shall follow the most current Fictional Schedule from the Department of Natural and Cultural Resources, Division of Archives and Records-Government Records Section.