

**State of Vermont  
Agency of Natural Resources  
Department of Environmental Conservation**

<b>AID Procedure:</b>	<b>DEC Incoming Mail SOP</b>	<b>Effective Date:</b>	<b>08/28/2023</b>
<b>Applicable To:</b>	<b>Department of Environmental Conservation</b>	<b>Revision Date:</b>	
<b>Prepared/ Revised by:</b>	<b>Marylee Woods</b>	<b>Approved By:</b>	<b>RA Team</b>

**Procedure Objective**

This document explains the four major components of managing all incoming mail here at the Department of Environmental Conservation (DEC). It also elaborates on multiple process adjustments that are relevant to any of the divisions scanning their own mail that have not been doing so until 2023. **This is a large document using the navigation pane will help you to find a particular section quickly.**

**Brief Overview**

The overall process of managing incoming mail is:

1. Pick-up the BGS mail and any USPS packages from the bin on Davis 2
2. Pick up any Fed Ex, UPS etc. packages addressed to DEC from National Life foyer.
3. Sort mail into batches by division, place a piece of paper on top of each batch with a date stamp indicating the date BGS delivered that batch of mail to DEC, and bundle everything together with rubber bands.
4. Responsible party will scan all enclosed documents and checks and save them there is a drop folder on the Y drive for this purpose and each division has a folder there it's located here Y:\\_Filedrop (files deleted after 30 days)\\_ScannedMail
5. AID will email scanned mail to each division based on contact list found later in this document, divisions scanning their own mail will deliver it based on their SOP.

**Impacted Departments or Divisions**

The below divisions will be responsible for scanning and delivering their own mail as mentioned in the above overview. For EC numbers and more information about divisions see job aid for mail & check handling

Y:\DEC\_AID\Procedures\Accounts Receivable\Job Aids

- Waste Management & Prevention Division (WMPD)
- Environmental Compliance Division (ECD).
- Watershed Management Division (WSMD)
- Drinking Water Groundwater Protection Division (DWGWP)

**Supported Departments or Divisions**

Aid will continue to support the following divisions by extracting, stamping, scanning and delivering scanned mail and checks by email to representatives named later in this document.

- Air Quality
- Commissioners Office
- Geology
- Water Investment Division
- Dam Registration
- AID

## **Required Resources for AID**

- Access to either the shared scanner on Davis 3 located in the quartz room #317, or the scanner/copier on Davis 1 in case the scanner on Davis 3 is not working properly or is in use by another division.
- Stamps
- Blue and Red refill ink
  - Generic 'Received Date' stamp
  - "Pay to the Order of..." check deposit stamp
- Key to access to the locked filing cabinet located on Davis 2 beside the "floater station"
- Key to locked filing cabinet beside Admin Assistant desk on Davis 1 for subscriber agreements.

## **BGS mail, Package Delivery – AID Pick Up will happen every Tuesday, Thursday, and Friday.**

- BGS sorts the mail based on the date it was received by BGS and to the best of their ability by division it's addressed to.
- They bundle mail and rubber band it together and place a scrap of paper with the date it was received on top.
- BGS does this for DEC, Fish & Wildlife (F&W), and Forest Parks & Recreation (FPR).
- BGS delivers mail for all departments on Davis 2 between 10 and noon each workday, Karen Robbins separates it by department.
- Karen places DEC's mail in a white bin directly across from the Davis 2 Copier Room.
- AID is responsible for picking up the mail and any USPS packages from the bin on Davis 2
- AID is also responsible for picking up packages that come via FedEx, UPS, etc found in the National Life foyer on Davis 2.
- There are two different tables designated for packages: one table houses FedEx packages, and the other table houses UPS & other packages.
- Both incoming and outgoing packages are placed on these tables, so be sure to only collect incoming DEC packages. And don't forget to check both tables.
- Occasionally, Karen Robbins is asked by Security to sign for packages, regardless of who they're for. When this happens, she'll either put them in the DEC mail bin, or she'll connect with the recipient herself.

## **Bundling for Impacted Divisions to pick up**

Once AID has collected from Davis 2, mail must be bundled by division and date as mentioned BGS does its best but AID always needs to double check mail is sorted properly.

- AID will add a note with a generic date stamp to each divisions mail bundle for each day that matches the date BGS indicated on the top paper they attached to that day's mail bundle for all of DEC and will write the divisions name on the note as well.
- AID will place each bundle into the bin for each division on the table to the left when you enter the quartz mail room #317 on Davis 3. The bins are labeled by division.
- if you are an impacted division you will need to retrieve your mail after it's been sorted and bundled then scan and/or physically deliver each item to the recipient. As mentioned above AID picks up and sorts BGS/USPS mail Tuesday, Thursday and Friday of each week.
- AID will retrieve packages delivered to floor 2 foyer daily and will reach out to recipient via email each afternoon.

## Stamping & Scanning for supported divisions

The steps to do so are as follows: **REMEMBER IF ANY ENVELOPE IS MARKED “CONFIDENTIAL” YOU CANNOT OPEN IT.** Please just email the person and ask them to come pick it up.

- Sort, stamp and scan the mail one day at a time.
- Adjust the generic date stamper (found in the quartz room next to the scanner) as needed; the date stamp must match the date that is written on the note BGS had on the top of the bundle for the day you are working on. Some divisions have their own date stamp but those we support including AID use the generic date stamp.
- Open the HP Scan application on the scanning computer in the quartz room & pick one of the divisions to begin scanning.
- As you open each envelope, date stamp the enclosed documents. Make sure again that the date stamp matches the date provided by BGS for that day's mail.
  - If a document is more than one page, only date stamp the first page.
  - If a document is accompanied by a check, date stamp the check's stub as well.
  - If a check does not have a stub or any accompanying documents, date stamp a sticky note and place on top of check not to cover amounts but so division can see both check and date stamp when scanning, sticky note will accompany check when placed in folder on floor 2 and can cover information when in folder.
- Verify that checks are filled out properly and signed. All checks must have
  - a date, however, we can call the sender to ask them for the date and their permission to add it
  - legible legal line
  - MICR line must not be damaged so bank scanner cannot read it.
  - signature
  - Legal line and dollar field must match.
  - Must be payable to state of VT, DEC etc.
- Checks that are filled out properly must be stamped on the back with the “Pay to the Order of State of Vermont” deposit stamp (found in the quartz room beside the scanner).
- Checks that are illegible or missing information must be returned to the sender (please see “Return to Sender” below).
- Once stamped, all contents of a single envelope must be scanned together as one file. Place all documents face-up in the loading tray of the scanner. If there are multiple pages, make sure the document is in chronological order. Small size checks and any odd size items are scanned using the flat bed glass and should be placed on the glass face down.
- Make note when scanning that the scanner will default to first scan anything in the loading tray but you need to make sure you see a small green light beside the loading tray because if not the scanner does not recognize there is a document in the tray. Sometimes you may need to move the paper in the tray or rest your hand on the tray to get the scanner to recognize the document is there and then the green light will light up.
- If nothing is in the scanner tray the scanner will try to scan what is on the glass tray
- When you have your documents set up on the HP Scan application, click “scan”.
- If you need to scan an additional item, or you want to use the glass to scan a small check but also the loading tray to scan a document that came with the check.
  - First step is to scan your first document remember if there is a check involved always scan the check first.
  - If you want the **glass** to scan **first, do not** put documents in the loading tray so the green light is on.
  - If you want to **glass** to scan **last, do** make sure the trays green light is on.
  - When your first document is ready click the “scan” button as usual
  - Set up the second document which will mean making sure the green light is on if you do want to use the loading tray or off if you want to use the glass.

- then click the “Add Scan” in the bottom left corner on your HP scan screen it will have a little plus sign.,
- When you are done scanning you will need to save your scan
- Click “Save” at the bottom of the HP Scanning application.
- A box to save your document will pop up,
  - open the (Y) Drive
  - Filedrop”
  - \_ScannedMail
  - Click on the appropriate division folder.
- Each file name should be written as *Year-Month-Day\_document name*, or **Year-Month-Day\_check# if a check is included**. No matter what is with the check if there is a check included ignore everything else and only use the title of check followed by the check number as your document name as shown in the example. Example: “2022-07-05\_MonthlyReport” or “2022-06-24\_check1234”
- **Mail that comes in from the Department of Defense is confidential and should not be opened** - Follow the same instructions we have set forth for packages when handling these letters. When you send the email to the addressee let them know that a piece of mail from the Department of Defense has come for them. Give them the same time frames as we do for packages for them to pick it up and keep a sticky note on the envelope with the dates as though it were a package.

### Delivering scanned mail to supported divisions

We Deliver the scanned mail to the divisions we support via email to specific contacts depending on which division the mail belongs to and what type of mail it is or if it’s got a check or not etc. Below lays out each division the contact(s) and the type of mail each of those contact(s) would receive.

#### *AID*

**AID** is responsible for mail such as bank statements, **most** invoices, Subscriber Agreements, Certificates of Liability Insurance (COI), all other insurance-related mail, reimbursement checks, and checks for AmeriCorps etc. The list below includes the contacts and which type of mail they receive. Everything received for AID

- **Most Invoices**

Generally invoices should be emailed to **Stephanie Lanphear** at [stephanie.lanphear@vermont.gov](mailto:stephanie.lanphear@vermont.gov), except for a few specific invoices mentioned directly below. If you get more than one invoice in an envelope, together make sure you date stamp each invoice separately before scanning them. When in doubt, you may send an invoice to Stephanie, and she will redirect it if need be.

- **Burlington Electric Invoices**

need to be emailed to Lisa Stewart at [lisa.stewart@vermont.gov](mailto:lisa.stewart@vermont.gov).

- **Consolidated Communications Invoices**

need to be emailed to Donna Viens at [donna.viens@vermont.gov](mailto:donna.viens@vermont.gov).

- **Subscriber Agreements**

need to be emailed to **Greg Lutchko** at [greg.lutchko@vermont.gov](mailto:greg.lutchko@vermont.gov). See storing mail section below for where to place these after scanning they are stored separately from other documents.

- **Cert of Liability Insurance or other insurance related mail**

needs to be placed in the filing cabinet on Davis 1 directly as you walk on the floor in the middle of the room. The drawer is labeled “deposit sheets” this is where we store the copies of check deposit sheets

as well. Place these documents in the folder marked "Received COIs" which will be the first folder on the left side of the drawer. Do not remove them David Pasco will review and decide when these are to be removed.

- **Bank Statements**

Need to be emailed to David Pasco at [david.pasco@vermont.gov](mailto:david.pasco@vermont.gov) and Tracy Lafrance at [tracy.lafrance@vermont.gov](mailto:tracy.lafrance@vermont.gov)

#### *Air Quality*

**Air Quality:** Will get mail generally for applications and payments with invoices indicating they are to do with an air quality application or fee. It's usually very obvious the mail is for Air and they don't receive a lot of mail.

- **Check with any type of document for Air Quality**

Need to be emailed to **Bennet Leon** at [bennet.leon@vermont.gov](mailto:bennet.leon@vermont.gov), and **Benjamin Dilauro** at [benjamin.dilauro@vermont.gov](mailto:benjamin.dilauro@vermont.gov)

- **Document with no Check for Air Quality**

Need to be emailed to **John Wakefield** at [john.wakefield@vermont.gov](mailto:john.wakefield@vermont.gov).

- **Document with no Check addressed to someone specific in Air Quality**

If a specific Air Quality staff member is mentioned on either the envelope or throughout its documents, email the scanned mail to that specified staff member

- **Large reports or bound documents for Air Quality**

Air will sometimes get large documents that may or may not be bound together. If bound the binding will need to be removed and the entire document will need to be scanned. You will save the document to the folder located here Y:\\_Filedrop (files deleted after 30 days)\\_ScannedMail\Air\Large Documents after saving you will need to email John Wakefield at [john.wakefield@vermont.gov](mailto:john.wakefield@vermont.gov) and James Gorham [james.gorham@vermont.gov](mailto:james.gorham@vermont.gov) to ask them to save a copy locally and remind them if they do not the copy on the Y drive will be deleted within 30 days.

#### *Commissioners Office*

**Commissioner's Office:** Will get mail generally to inform the Commissioner about something or to ask for information etc. The Commissioner should never receive checks so if there is a check we should ask someone about this. They won't receive a lot of mail.

- **All Commissioners mail**

Needs to be emailed to **John McKelvie** at [john.mckelvie@vermont.gov](mailto:john.mckelvie@vermont.gov)

#### *Geology*

**Geology:** Will generally get reports etc. and sometimes rarely will get a check but that is very rare. It's usually very obvious the mail is for Geology and they don't receive a lot of mail.

- **All Geology mail**

Needs to be emailed to **Benjamin DeJong** at [benjamin.dejong@vermont.gov](mailto:benjamin.dejong@vermont.gov)

Note if it's addressed to a specific geology staff member you may email the item to them instead but **if there is a check** cc Ben Dejong so Ben is aware.

## WID

**WID:** Will be obvious when the mail is for WID they get very little mail mostly the on site pre qual. Applications.

- **On site pre-qualification applications**

Need to be emailed to **Chris Rottler** at [chris.rottler@vermont.gov](mailto:chris.rottler@vermont.gov)

- **All other WID mail**

Needs to be emailed to the individual mentioned on the envelope. If it's not a pre-qualification but no one is mentioned on the documents or envelope please send to Chris Rottler and he can disburse mail.

## DAMS

**Dams:** Will generally get annual Dams registration applications and don't get a lot of mail but can be steady.

- **Annual Dam Reg with check**

Needs to be emailed to **Judy Thurlow** at [judith.thurlow@vermont.gov](mailto:judith.thurlow@vermont.gov).

- **Annual Dam Reg with no check**

Needs to be emailed to **Ben Green** at [benjamin.green@vermont.gov](mailto:benjamin.green@vermont.gov) and **Russ McGinnis** at [russell.mcginnis@vermont.gov](mailto:russell.mcginnis@vermont.gov)

## MISC

Sometimes misc. mail ends up in with DEC mail even though it's been sorted by BGS and Karen at ANR it's just an oversight and we should follow up with whoever it's addressed to or pink mail it to another state agency if it's not for DEC. There are certain things we see more often than others and we know what to do with them they are below

- **Bankruptcy Mail**

Mail addressed to the Bankruptcy Department (or anything that mentions bankruptcy throughout the document) should be placed on **Karen Robbin's desk** on Davis 2,

## Storing Mail and checks after scanning

**Subscriber Agreements** must be locked in the file cabinet next to the Admin Assistant Desk on Davis 1. They cannot be removed or destroyed until Greg Lutchko tells us to do this.

**Certificate of Liability Insurance and related** needs to be placed in the filing cabinet on Davis 1 directly as you walk on the floor in the middle of the room. The drawer is labeled "deposit sheets" this is where we store the copies of check deposit sheets as well. Place these documents in the folder marked "Received COIs" which will be the first folder on the left side of the drawer. Do not remove them David Pasco will review and decide when these are to be removed.

**All other mail for supported divisions** will be stored in the lateral file cabinet in the quartz mail room on Davis 3. There are 4 hanging folders in the lateral file cabinet bottom drawer, one for the current month we are scanning mail for, one for each of the 2 months prior. We must retain mail for 3 months and then shred it. The fourth hanging folder is for miscellaneous documents storage.

**Checks** Physical checks must be filed in folders based on division and received date and stored in the locked cabinet located on Davis 2 (more information regarding the location of this cabinet can be found in the DEC Incoming Mail Job Aid). Keep checks of the same division *and* received date paperclipped together and attach a label with the corresponding date and division (Example: "Air 8/12" or "Dams 8/19").

**Returning Checks with issues** If a check is not filled out properly, it must be returned to the sender with our form letter indicating the reason why. Before sending it back the check and all accompanying documents must be scanned and emailed to the appropriate division. Inform them when you send the scan that the check is being returned to the sender and why. See returned check SOP for more information on this process.

### **Incorrectly Distributed Mail & Checks**

Sometimes divisions are accidentally given mail that does not belong to them. Or mail comes to us in other ways besides through BGS. When this occurs, it is crucial that it be returned to AID in a timely manner for re-distribution. Per policy checks must be deposited within 14 days of arrival. Allowing mail to go unclaimed for extended periods of time interrupts this 14-day deposit policy. If you know where the mail should be re-distributed to, please put a sticky note on the envelope indicating the individual/division that it may belong to and follow the instructions below based on whether or not a check is present. Additionally, if you wish to notify AID of any mail that requires re-distribution, please contact us at [anr.aid@vermont.gov](mailto:anr.aid@vermont.gov) to correspond; this is not a requirement but always helpful to hear from folks with a courtesy heads up.

1. Mail containing **documents only** (no checks present) must be returned to the Quartz mail room and placed in the mail bin labeled “unclaimed mail.” This bin is checked regularly by AID, and from here mail will be re-distributed accordingly. Please be sure to indicate the date the mail was received since we stamp only the sticky note we add to the top of your bundle for each day. Thank you 😊
2. Mail **containing checks** must be placed in the locked deposit drawer located at the Davis 2 floater station. Please keep the checks and any corresponding documents together preferably in their envelopes but if you no longer have the envelope please staple everything together. Place the check with any documents in the manilla folder labeled “Unclaimed checks” in the locked drawer with all other checks. This folder is checked regularly by AID and from here the checks and documents will be re-distributed accordingly. Please be sure to indicate the date the mail was received since we stamp only the sticky note we add to the top of your bundle for each day. Thank you 😊

### **Pink Mail, Packages, and personal mail**

- The day the package/pink mail item/ personal mail item henceforth referred to as “package” is received we will email the individual letting them know we have the package and will ask them to pick it up from the Quartz room within 14 days. We will provide the date we expect them to pick up by in the email.
  - Add a sticky note to the package with the date we expect the individual will retrieve the package by. This should be the same date you gave to the individual when you sent them the email notification. Initial the note beside the date so folks know who to follow up with if they have any questions.
- If the package is not retrieved by the date on the sticky note we will.
  - respond to the last email message associated with our first email to the individual about the package so the individual sees the string and is reminded about the first email.
  - In this second email we should state that this is a friendly reminder and ask the individual to pick up the package within the next 14 working days. Give them the date we expect them to come get the package in the email.
  - Add the new date we anticipate the individual will retrieve the package to the sticky note that is already on the package. Write the new date underneath the first date we already wrote on the sticky note and draw a line through the original date.
- If the package is not retrieved by the second date we wrote on the sticky note on top of it (approx. 1 month since receipt of package) we will.

- Respond to the last email message associated with our second attempt to contact the individual about the package so they again see the entire string and are reminded about the prior email messages.
  - In this third and final email to the individual we should state that this is our third attempt to contact them and ask that they retrieve their package. within 14 workdays after the date you are writing the message, that if the package has still not been picked up we will reach out to our contact within their section to discuss alternate options for package pick up.
  - Add the date that you gave to the individual in the email to the bottom of the sticky note that is on the package and put a line through the second date you had previously entered.
- If by the third date on the sticky note (approx. 45 days after receipt) the package still has not been picked up,
    - forward all the email messages exchanged with the individual to David Pasco. Let him know that it's been 45± days since we got the package, and it still has not been picked up.
    - Include any items of interest he should know about including but not limited to anything different or special you or the other party have done to work together to resolve this before sending it on to him.
  - David will follow up with the individual's supervisor to set up alternate pick-up plan and will.
    - follow up with you to discuss next steps for us, or if we do not hear back from David, we will assume alternate pick up will occur within 14 days of the date of our email to David.
  - If the package has not been picked up in 14 days from the date you emailed David reach out to the RA team to discuss other options.

### **Standard Language for e-mailing divisions about, Packages, and personal mail**

**\*\*SPECIAL NOTE ABOUT STANDARD LANGUAGE-** Any of the highlighted text below must be changed each time you send the emails. Make sure you are following the procedure above when changing dates etc. If there is more than one package received for the individual you will need to tweak the language to express that information. If the package is large and/or heavy please warn the individual that they may need a dolly and/or co-lift assistance.

#### **First request for pick up standard language**

Good Afternoon,

We received a package addressed to you this morning. Please come to the Quartz room 317, on Davis 3 at the National Life Building to retrieve this package, or if appropriate you may have a colleague retrieve it for you.

The package will be on the small round table to your left as soon as you enter the Quartz room. If for any reason you do not believe you will be able to retrieve this item on or before **Month ##, 2023**, please respond to this email to discuss.

Thank you in advance for your attention to this matter.

Kind Regards,

**Your signature and contact information should go here**

#### **Second request for pick up standard language**

Good Afternoon,



I am following up on my message below with a friendly reminder. The package mentioned in my message has not yet been picked up in the time frame anticipated. The package is still in the quartz room. Please retrieve the package by **Month ##, 2023**.

Please respond to discuss if you feel like there is something that would prevent you from being able to pick up the package by the above-mentioned date.

Thank you in advance for your attention to this matter.

Kind Regards,

**Your signature and contact information should go here**

### **Third and final request for pick up standard language**

Good Afternoon,

I am writing to follow up on my prior email requests to contact you below. I am sending this third and final attempt to request that you or a colleague if appropriate come to the office to retrieve the package mentioned in my prior email messages below.

The package remains in the quartz room here at National Life. If you are unable to retrieve the package by **Month ##, 2023** we will reach out to our contact within your division to discuss an alternate plan for pick up.

Thank you in advance for your attention to this matter.

Kind Regards,

**Your signature and contact information should go here.**