



MAIL SERVICES DEPARTMENT SPECIFIC GUIDELINES & PROCEDURES

Attendance & Punctuality

Dependable attendance is an essential function of every staff position at the University. The efficiency of the entire work group is impaired if every individual is not present when expected.

Vacation & Personal Days

- Notify Mail Supervisor of any planned absences via request form or email.
- All approved pre-scheduled absences are to be written in on the calendar located in the mail center. If it is not written in on the calendar, your absence has not been approved.
- If you see an “X” inside one of the spaces, this is a date/timeframe that will be critical to the department to have as many people available as possible. Please schedule around these days if at all possible.
- Planned absences with or without pay should be requested at least one week in advance.
- No more than one person at a time will be allowed to take the same day off.

See UM Policy [HR-402 Vacations](#) and [HR-403 Personal Days](#) for more information.

Sick Leave

Contact the Mail Supervisor at 235-6245 as soon as possible when unable to report to work due to illness or medical emergency. If the hour of the call is outside of regular business hours, call Mail Supervisors mobile phone to report the absence.

- Medical appointments and scheduled surgeries must also be approved by the supervisor.
- A doctor’s excuse may be requested at supervisor’s discretion.
- On the third consecutive day of absence, FMLA paperwork will be requested and sent to the employee.

See UM Policy [HR-404 Sick Leave](#) for more information.

Unscheduled Absences and Tardiness

Unscheduled absences and tardiness are particularly disruptive and can be very detrimental to workplace efficiency.

Unscheduled absences occur whenever an employee is unable to report to work as scheduled.

- In the case of sudden illness or other unexpected circumstances, an employee should notify his/her supervisor immediately via phone, at least 1 hour before start of shift.
- If it is not possible, a family member should notify his/her supervisor to explain the situation and indicate the expected time of arrival or return.



MAIL SERVICES DEPARTMENT SPECIFIC GUIDELINES & PROCEDURES

Four or more unscheduled absences within a 6-month rolling period will result in disciplinary action up to and including termination.

- All employees are expected to report to work on time.
- Employees will be allowed a 3-minute grace period for lateness; however, **if an employee is more than 3 minutes late four or more times within a 1- month period, disciplinary action up to and including termination may result.**
- Vacation time can be used to compensate for late arrivals to work with supervisor approval.

Breaks

Each staff member is provided one 15 minute break in the morning and one 15 minute break in the afternoon. Employees are not required to take these breaks, but breaks cannot be used to make up lost time or to allow for clocking out early.

Breakroom

The mailroom breakroom is available for scheduled break periods. There are appliances and furniture which makes the area serviceable. Employees are encouraged to use it as their primary area for breaks and lunches if remaining in the building.

Lunch Periods

Each staff member is provided one 30 minute lunch break during their shift. Lunch periods should be recorded on your time sheet. Lunch periods can be skipped in order to leave work early; however, these occurrences must be approved in advance by the Mail Supervisor.

Payroll/Time Sheets

Time worked is to be entered on a daily basis. It is the responsibility of the employee to submit a **current and complete timesheet** on the last day worked in the pay period. Unfinished timesheets will be allowed only if the employee is unavailable due to illness or some other unplanned absence. Timesheets must be approved by the Mail Supervisor.

Overtime

Overtime may be necessary on occasion to cover staff shortages or when there is a large volume of mail to be processed. All overtime worked is to be approved in advance by the Mail Supervisor.



MAIL SERVICES DEPARTMENT SPECIFIC GUIDELINES & PROCEDURES

Dress Code

Mail carriers have been provided uniforms and wearing them is mandatory.

- Only company approved and paid for shorts are permissible to wear during the summer months when the temperature is above 85 degrees.
- Shirts are to be tucked in at all times.
- No athletic wear such as sports jerseys or t-shirts is permissible.
- No open toe shoes are to be worn at any time for safety precautions.

Office staff will wear clothing that is in good taste, no clothing with advertisements or “statements” printed on them. Clothes should be clean and pressed. For safety reasons, no open toe shoes are to be worn at any time.

Cell Phone Usage

University Provided Cell Phone

The courier driver is provided with a University issued cell phone. This phone is to be used only in an emergency or when contacting the University (or associated businesses) regarding University business. It is not to be used for incoming and/or outgoing personal phone calls, which includes calls from University employees when not directly related to the business of the UMKC Mail Services department. Personal usage of the University cell phone may result in reimbursement by the person using the cell phone. Failure to comply with this rule will result in disciplinary action up to and including termination.

See UM [Acceptable Use Policy 110.005](#) for more information.

Personal Cell Phone

Use of personal cell phones is prohibited while working. Personal cell phone usage is allowed within designated break areas during specified break periods. Family members and friends should be directed to use general business phone line for emergencies. Failure to comply with this rule will result in disciplinary action up to and including termination.

University Property

Keys to the office, desk and file cabinets; vehicle credit cards and your employee ID must be kept secure at all times. Should those items be lost or stolen, they must be reported immediately to the Mail Supervisor.

Failure to maintain security of these items may result in disciplinary action up to and including termination.



MAIL SERVICES DEPARTMENT SPECIFIC GUIDELINES & PROCEDURES

Workplace Conduct

No harassment of any kind or the creation of a hostile work environment will be tolerated. This may include but is not limited to taunting, teasing, name calling and so forth. Failure to do so may result in disciplinary action up to and including termination.

See UM Policy [HR-517 Violence in the Workplace](#) and [HR-505 Personal Conduct](#) for more information.

Employee Privacy

An employee's rights to privacy should be maintained at all times. Knowledge of a fellow-employee's medical conditions, financial problems, employment issues, workers compensation issues and so forth should not be discussed with anyone. Do not disclose personal information about co-workers to anyone but rather refer that individual to Human Resources.

Records Retention Schedule

Records Retention Authorization # 77-120 (for "like departments") specifies that signature records such as those that document customer's signatures for incoming Registered, Certified and Express pieces of mail should be retained for one (1) year and then destroyed. (Copy of authorization can be found in Records Management file.)

On The Job Injuries

In the event that an employee is injured during the course of the work day, he/she is required to immediately report this injury to the Mail Supervisor. The proper form will be filled out and forwarded to Risk Management. An employee may decline medical treatment at the time of the incident but, reserves the right to seek treatment in the future if the condition warrants it.

It is the responsibility of the employee to report injuries immediately. If the employee is unable to report the injury to the Mail Supervisor. If the supervisor is unavailable to take the report, contact Andrea DiRaimo (ext. 1357) and she will advise you as to any further steps that need to be taken.

Campus Mail:

- Campus mail is defined as mail picked up from one department and addressed to someone in another department within the campus community including satellite offices.
- Campus Mail is picked up, sort and delivered to "addressee" on the next scheduled delivery.



MAIL SERVICES DEPARTMENT SPECIFIC GUIDELINES & PROCEDURES

Incoming USPS Mail

- All incoming USPS mail is sort and delivered according to delivery schedule.
- USPS First class and Express and certified mail takes priority over bulk and/or “junk” mail.
- All mail that is signed for by mail carriers must be delivered directly to recipient and the item must be accompanied by a delivery slip. Additionally, delivery slip must be signed by recipient.
- All mail received on a given morning is to be delivered same day, unless in case of exception.
- Afternoon mail picked up from the post office is delivered next day.

Research Mail

- Mail carriers will search the UMKC database in an attempt to locate the addressee if the name is not recognized by mail carriers.
- First class mail where the addressee cannot be located will be returned to the post office and marked “Return to Sender”.
- Any first class mail addressed to 5100 Rockhill Road without the name of an addressee, will be handled by either the Mail Supervisor or the Senior Mail Carrier in an attempt to determine ownership. If ownership is determined, it will be indicated on the envelope and the envelope placed in the proper mailbox.

Outgoing USPS Mail

- Sort and prep mail for metering and pick up by USPS, or courier.
- Process outgoing USPS mail per standard operating procedures.
- Process nonprofit mail per standard operating procedures.

Junk Mail

- Junk Mail that cannot be delivered will be placed in the recycle bin.
- If a piece of mail or a package is suspicious, contact the UMKC police for further instruction. Do not handle it more than absolutely necessary.

Incoming UPS and Fed-Ex Shipments

- Sign courier manifest and log each item for delivery
- If an owner is not found, the packages will be returned to the carrier (USPS; Fed Ex; UPS and DHL) for return to the shipper.



MAIL SERVICES DEPARTMENT SPECIFIC GUIDELINES & PROCEDURES

Courier

- Driver departs at 7 a.m. Monday-Friday and returns usually between 12:30-1:30 p.m.
- Driver sorts mail from Columbia.
- The courier takes a 30 minute lunch break.
- Delivery is made to the Administrative Center (Cashier's Office; Human Resources & Payroll; Financial Services and Financial Aid)
- During staffing shortages, the courier driver will also pick up and deliver mail on Hospital Hill.
- The courier driver will make pickups and deliveries for Western Historic Manuscript Society as necessary.
- The courier will also be responsible for carrying research animals for delivery to the courier drop in Columbia.
- Items needing microfilm services will be brought back to Kansas City and returned upon completion to the courier drop. When these items arrive in KC, the Mail Supervisor or Senior Mail Carrier will contact the microfilm company for pickup.
- Check mail boxes located at building locations on Volker campus
- Courier may perform additional duties as assigned.

University Vehicles

Under no circumstances, is a University vehicle to be used for personal business. Usage of this nature may result in disciplinary action up to and including termination. Each individual is responsible for the upkeep of the university vehicle assigned. Keep record of all maintenance for year-end reporting.

Vehicle Accidents

All vehicle accidents are to be reported as soon as possible to the Mail Supervisor. Each of the mail vehicles is equipped with information on what to do in an accident. If your vehicle does not have that information, please contact the Manager of CSM Operations, Matthew Bunch, at (816)235-6192. Regardless of the amount of damage you may think there is, you must report the accident and call the police (campus or city, depending on your location).