

## 02-13. Returned Mail

<b>Internal Policies and Procedures of the Utah State Board of Education</b>
<b>Policy # 02-13</b>
<b>Subject:</b> Returned Mail
<b>Effective Date:</b> 10/6/2010 <b>Revision Dates:</b> 9/25/2017
<b>Purpose:</b> To enhance efficiency and provide information on the proper handling and processing of returned mail pieces.
<b>Policy:</b> The USBE strives to ensure correct addresses, given the cost involved with processing returned mail.
<b>References:</b> Utah Division of Finance Accounting Policy, FIACCT 05-24.10, Undeliverable Warrants

### Procedures:

- The USBE mailroom receives returned mail and delivers it to the originator or originating USBE section.
  - The USBE mailroom determines this by the return address, an enclosed form, or other identifying feature of the mail piece.
- The USBE section that sent the returned mail shall remove that address from their records, and attempt to update the address, so as not to send additional mail to the incorrect address.
- If necessary, the USBE section shall shred the returned mail piece.
- If the returned mail piece is a check or warrant, there may be other policies or procedures at the Division of Finance, as described in Division of Finance Accounting Policy FIACCT 05-24.
  - If a USBE employee receives as returned mail a check, warrant, or other piece that relates to a payment in FINET, the employee shall notify USBE purchasing for possible action in FINET.
- The USBE mailroom does not maintain lists of addresses, other than those saved in the FedEx Shipping System, which are updated and corrected as necessary.