

**STATE OF
CONNECTICUT**

DEPARTMENT OF

**SOCIAL
SERVICES**

DOCUMENT PRODUCTION

AUTOMATED INSERTING

MAIL/ARCHIVES & COURIER SERVICES

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MISSION STATEMENT

TO OUR CUSTOMERS:

It is the responsibility of the Document & Inserting, Mail & Courier Services to provide the Dept. of Social Services with the quickest and most cost effective way to complete projects. Good customer service is our goal.

The information in this booklet is to provide you with helpful tips and guidelines on the services that we offer. We have a section that lists the various cost for these services below. You can use them to determine your cost/budgeting when planning any of your printing and mailing projects. When planning your projects we hope we can be successful in helping you to meet your goals.

YOU ARE THE CUSTOMER WE WANT TO SERVE YOU

SERVICES

- **ELECTRONIC NETWORK PRINTING**
- **PLASTIC COVER BIND**
- **MAIL PREPARATION**
- **AUTOMATED MAIL INSERTING SERVICES**
- **COURIER SERVICES/LOCAL & STATEWIDE**
- **UPS GROUND & OVERNIGHT DELIVERIES**
- **TRACKING SYSTEM (ARRIVAL)**
- **ARCHIVES/RECORD STORAGE**

Effective Aug. 2008

DOCUMENT CENTER & AUTOMATED INSERTING

GENERAL INFORMATION

The Document Center at the Connecticut Department of Social Services thanks you for taking time to read this guide of the services we offer to our customers. Good customer service is our goal. We would like to serve you.

POLICY

The Document Center / Automated Insert Operation serves as the departments' primary contact for printing and mail insertion services that pertain to Department of Social Services (DSS) business.

The Document Center unit produces and supplies all DSS forms and publications for Regional Office locations, providers, City/Towns, and clients of DSS. Forms and publications are numbered for easy user access. Forms and publications may be requested by mail or fax (860-424-4954) from the Document Center. Form number, quantity needed, and return address with a contact person should be included on all requests. Please note that a P.O. box number should not be used for return mailing addresses when ordering forms and publications. We will not ship to a P.O. Box.

Our daily responsibilities include processing all large outgoing mailings for the department. We capture substantial postage savings by automation and following all USPS postal procedures. Mailings can be coordinated and produced with the combined services of the DSS Information Technology Services Division and the Document Center. Our mailings are produced in zip code order and are automated with mailing barcodes. We can supply different outgoing envelopes and also produce most kinds of inserts for a particular mailing. The staff of the Document Center has been trained to understand federal HIPAA regulations and all mailings are subject to HIPAA protections. Records of completed mailings are kept for 2 years.

MISCELLANEOUS HELPFUL TIPS

The Document Centers' goal is to initiate cost saving techniques when doing all of our tasks pertaining to print. We suggest cost savings techniques such as:

- 1) Two – sided printing, which will reduce paper costs.
- 2) Stapling is much more cost effective vs. the use of binding materials.
- 3) Use white paper instead of color paper.
- 4) Avoid color printing if possible.
- 5) Reduce printing quantities, when possible.
- 6) Update distribution lists for possible reductions.
- 7) Utilize complete paper sheet with text. This reduces paper usage and impression costs.
- 8) Make sure all materials are thoroughly proof read to avoid paper and printing waste (impression charges).
- 9) We encourage you, when possible, to utilize the electronic routing lists to distribute information to Regional Administrators, Directors, and Managers.



- 10) Place misc. reports on the DSS internet or intra net web-site when possible.

ELECTRONIC RECEIPT & TRANSMISSION OF DOCUMENTS

The Document Center is now receiving PDF files via our E-mail system. We have an exclusive E-mail address (*See procedure page on page 5 for sending print jobs electronically*) which is ready to receive PDF files with a job order (W-99-E) to print jobs in the format the requester may need. We can scan and create PDF files for distribution through E-publishing. We are constantly upgrading our equipment to facilitate less paper usage. The Document Center continues to focus on automation and E-publishing for the future. An electronic file maintains print assignments for 1 year. Customer service is an important continuing goal for the DSS Document Center. We look forward to good communication with our customers to complete their print or mailing tasks in a timely and cost effective manner.

AUTOMATED INSERTING & MAILING

We have automated inserting equipment that can process multi-page documents with special inserts and/or a business reply envelope. This process will allow you to prepare documents with a mailing address to a variety of clients provided you have coordinated mailings with the proper read marks for optical mark recognition [OMR], these marks will communicate to the machine for proper set page arrangement. We would like to encourage you to plan and discuss any mailing in advance (allow 3 weeks) so we can complete your project in a timely manner, on schedule and with substantial cost savings. When you take the time to plan and coordinate inserting projects, these assignments can be done efficiently and will save money, labor costs, and postal fees. We should always be aware of the hours it takes to manually have staff inserting letters into envelopes and then putting labels on them. This type of processing is very labor intensive and a waste of time and money. Our automated inserting equipment can process 2,000 – 4,000 items per hour and can affix the proper discounted postage rate all in one process.

MAILING PROCESSES/PREPARATION

When mailings are processed with the correct zip + 4 mailing barcodes and are certified through a Cass Report that is required by the USPS to claim mailing discounts, we are then able to capture a USPS automated mailing rate with substantial postage savings. You should consult with us before any mailing is produced to avoid issues that could conflict with USPS regulations and would disqualify the mailing from capturing the lower postage rates. We will discuss mailing requirements at your request. The unit's goal is to always provide cost savings techniques before preparing projects. When mailings can not be automated we may be able to process and capture a USPS non-automated rate. This type of mailing should be printed in a (060 – 069) Connecticut zip code sortation.

Emergency type mailings may require us to work overtime and an overtime rate would have to be applied to the total charges.

**PROCEDURE FOR SENDING PRINT JOBS ELECTRONICALLY TO THE
DOCUMENT CENTER**

The Document Center is able to accept print requests via EMAIL as well as by the standard walk-in service. In order to make use of these capabilities please follow the procedure below:

STEP 1 COMPLETE THE W-99-E "Request for Document Services (electronic version)":

- Open Microsoft WORD and hit "FILE", "OPEN".
- Type O:\COFORMS\W-99-E.DOC and bring the form to your screen.
- Update the W-99-E with your information and printing instructions and save it in one of your directories as: **YOUR NAME99-E** (e.g. BJONES99-E)

STEP 2 E-MAIL MEMO WITH FILES ATTACHED

- Send an Outlook memo to: DSS-DuplPrint with 2 (or more) attachments:
 - 1 - W-99-E
You must send a separate W-99-E for each file to be printed. If sending more than one W-99-E, name them a little differently (e.g. BJONES99-E, BJONES299-E).
 - 2 - Your file(s) to be duplicated

Note: The Document Center can **not** print any files, including internet URL's, that do **not** come as stand alone documents. These files must be saved first as documents.

Some print jobs require a signature of a Director or a Commissioner/Deputy Commissioner. If one of these signatures is required (see W-99-E red section), send your transmittal memo and attachments to the respective Director or Commissioner/Deputy Commissioner. They will forward your documents with their authorization to the Duplprint address above.

If you have any problems or questions about these procedures, please call Bill Mangini at 860-424-5605 or Dave Arena at 860-424-5608. For assistance in using your PC, call the Help Desk at 860-424-4949 option 1. For problems accessing the W-99-E form, call Pam Thomas at 860-424-5503.

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COPYING OR DIGITAL PRINTING COST

BLACK PRINTING

	1-999 Impressions.		1,000 - 5,000 Impress.		OVER 5,000 Impress.	
	SINGLE	DOUBLE	SINGLE	DOUBLE	SINGLE	DOUBLE
81/2 X 11						
20# BOND, WHITE OR COLOR	.05	.075	.04	.06	.035	.0525
70# TEXTOR NCR	.08	.12	.07	.105	.06	.096
65# COVER	.10	.15	.09	.135	.08	.12
110# INDEX	.08	.12	.07	.105	.05	.075
60# BRIGHTS, OFFSET, OR 24#	.06	.09	.05	.075	.045	.675
28# LASER PRINT	.09	.12	.08	.105	.075	.0975

	1-999 Impressions		1,000 - 5,000 Impress.		OVER 5,000 Impress.	
	SINGLE	DOUBLE	SINGLE	DOUBLE	SINGLE	DOUBLE
11 X 17 or 81/2 X 14						
20# BOND, WHITE OR COLOR	.10	.15	.07	.105	.065	.0975
70# TEXT OR NCR	.16	.24	.14	.21	.13	.195
65# COVER	.19	.285	.16	.24	.15	.225
110# INDEX	.13	.195	.11	.165	.10	.15
60# BRIGHTS, OFFSET, OR 24#	.12	.18	.10	.15	.09	.135
(LASER PRESENTATION)						
28# LASER PRINT	.17/.19	.21/25	.13/.17	.18/.20	.12/.16	.165/.205

FULL COLOR PRINTING

	81/2 X11		11 X 17 & 8.5 X 14	
	SINGLE SIDED	DOUBLE SIDED	SINGLE SIDED	DOUBLE SIDED
24# TEXT	.78	.95	\$1.00	\$1.25
28# COVER	.80	.97	\$1.25	\$1.50
110# INDEX	.85	\$1.02	\$1.30	\$1.55

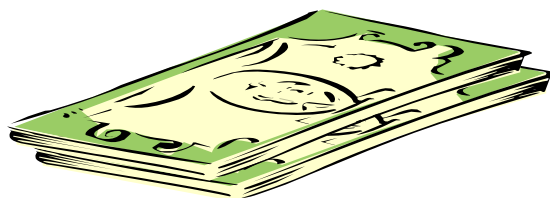
\$.20 Discount on each copy for runs over 1,000 impressions.

FINISHING AND BINDING

ONLINE COLLATING	\$4.30 PER 1,000
FOLDING	\$.02 EACH SHEET/SET-UP \$5.00
HAND FOLD/COLLATE/STUFF	\$.10 EACH SHEET
ON LINE STAPLING (UP TO 60 PGS.)	NO CHARGE
OFF LINE STAPLING (OVER 60 PGS.)	\$.05 EACH
CUTTING/TRIMMING	\$.01 EACH SHEET (MIN. \$5.00 SET UP CHARGE)
DRILLING HOLES	\$.01 PER SHEET
PADDING	\$.50 PER PAD
ADDRESSING OR LABELING	CALL FOR QUOTE (MIN. CHARGE \$15.00)
TRANSPARENCIES	FULL COLOR \$.78 BLACK \$.58
PLASTIC COVER BINDING	\$1.00 PER BOOK
	1/16 1-15 PGS \$1.19
	1/8 16-30 PGS \$1.11
	1/4 31-60 PGS \$1.03
	3/8 61-90 PGS \$0.92
	1/2 91/120 PGS \$0.87

NOTE: COST OF PAPER IS SUBJECT TO MARKET CHANGES; SOME PAPER MAY NOT BE AVAILABLE AT CONTRACT PRICES AND WILL REQUIRE A SPECIAL ORDER.

When planning various printing assignments, you can use the above data/cost to plan or budget any of your printing projects.



INSERTING FEE CHARGES/GUIDELINES

(Information provided for planning purposes only)

Mailings should be a minimum of 500 pieces of mail per mailing.

One page (insert) \$35.00 per thousand
Two pages (inserts) \$45.00 per thousand
Three pages (inserts) \$55.00 per thousand
Four pages (inserts) \$65.00 per thousand
Five pages (inserts) \$75.00 per thousand
Six pages (inserts) \$85.00 per thousand
Seven pages (inserts) \$95.00 per thousand

NOTE: Each job will require us to price out the cost for envelopes, special inserts and various USPS mailing rates. A set-up charge is required for different mailing applications which is a minimum charge of \$50.00 [per set-up].

USPS PRESORT RATE CLASSIFICATIONS

WEIGHT	AUTOMATED	NON-AUTOMATED	SAVINGS	
	<u>RATE</u>	<u>RATE</u>	<u>AUTOMATED</u>	<u>NON-AUTOMATED</u>
1oz	.308	.371	.082	.019
2 oz	.545	.608	.085	.022
3 oz	.739	.802	.131	.068

Mail consisting of up to 8 sheets of 20 lbs. 8 1/2 x 11 papers, can be inserted and mailed in an oversize outgoing #10 envelope.

Note: See page 4 for Mailing Process/Preparation for mailing process to capture USPS discounted rates.

Other types of mailings and rate classification can be discussed.

MAIL & COURIER SERVICES
ARCHIVES/RECORD STORAGE

GENERAL INFORMATION

The Mail Operations at the Connecticut Department of Social Services thanks you for taking a moment to familiarize yourself with this guide to mail communications. We have tried to put ourselves in the position of the user while explaining our services.



MAIL SERVICES POLICIES

The DSS Mail Services unit serves as the primary contact with the USPS for processing all types of mail. We are subject to USPS regulations regarding the handling of US mail. The use of Mail Services is limited to DSS business. USPS mail or packages that can be determined to be personal will not be delivered. *Personal mail* should not be sent out in a corner marked DSS envelope. The Mail Services unit is meant to be use to conduct state business only. Undeliverable internal mail may be opened by the Mail Room Supervisor to determine disposition. Outgoing USPS mail presented for postage and displaying a non-DSS return address will be opened by the Mail Room Supervisor to be identified and returned to the sender or department.

- The handling of mail within a department may be without regard for the named recipient unless marked “*confidential*”.
- Accountable Mail [ex. Certified, Registered, Overnight, etc.] is released to the Mail Room upon signing the USPS firm sheet, recording such items, and the authorized agent also signs for any *Return Receipts* attached. Although a USPS option, the DSS Mail Services does not sign for “*Restricted Delivery*”.
- The Accountable Mail is then placed on the table and signed for when picked up. In the event the actual recipient, indicated by either name or by title, chooses to refuse any accountable mail, such accountable mail **must not be opened**. The refused piece must be marked “**Refused**”, placed in a new container and have new postage applied and it is strongly recommended that the refused mail be sent Certified mail, or Signature confirmation if leaving the United States.
- The Mail Room is a Restricted Area/Authorized Personnel only.

Federal Archive guidelines require DSS Mail Services to maintain records as follows:

- a) Incoming accounting records are kept for 5 years
- b) Outgoing Certified, Restricted Delivery, Signature Confirmation or Overnight mail records are kept for 5 years.

Note: All projects should be discussed with us for proper design and to schedule a completion date.

DAILY SERVICES PROVIDED & REQUIREMENTS

THE FOLLOWING SERVICES ARE PROVIDED EACH DAY

Hours of operation: Monday through Friday, 8:00 am to 4:30 PM.

Mail Room staff sorts and distributes daily a variety of mail from USPS, Statewide Couriers, DSS couriers that travels around to the local State Agencies. Mail is prepared and sorted for distribution to all the DSS and State Agencies.

Freight, supplies, etc. are handled by Operations and may be reached at 860-424-4955 or 5775.

USPS in-bound mail and internally generated mail is sorted and then is picked up by departments between approximately 8:00 am and 2:30 PM.

USPS out-bound mail requiring postage should be in the Mail Room for processing each day by 3:00 PM to meet the deadline for pick-up by the USPS at 5:00 PM. All large mailings should be pre-scheduled for processing.

Arrival System is a new way of keeping track of Certified, Overnight Deliveries, UPS Ground, Signature and Delivery Confirmation mail. Mail is scanned, signed for, and is stored in the computer.

Delivery & Signature Confirmation is a USPS system for tracking any piece of mail or package delivered with proof of signature and can be tracked in your computer by going to USPS.com.

Local Courier Services is provided by the DSS Mail Room staff daily to the Greater Hartford area. [Banks, Comptrollers Office, Governor's Office and several other state locations are included. A list of stops is available. The courier leaves at 8:30 am. When you need Courier Service, you must go to the Mail Room and fill out a Courier Request Form. Every effort will be made to expedite and accommodate your requests. This mail is sorted and delivered by the DSS courier.

The Statewide Courier Services is provided by The Department of Administrative Services (DAS) staff in Hartford. This mail is sorted, prepared for pick-up each morning, and delivered to 16 DSS locations by the five (5) DAS couriers. Mail going to the Regional Offices should be in the Mail Room by 3:30 PM for next day delivery.

Archiving Services/Iron Mountain Records Management is a service that we can provide you when documents need to be stored. When requesting any archiving services for retrieval, refile, supplies, and pick-up of new boxes, you should fax the [Archival Services Request form] to 860-424-4954. If you need the archival fax request form please call 860-424-5610 . We can assist you in making the necessary arrangements for any storage needs.

Interdepartmental mail is sorted daily in our Mail Room and sent to the Central Mail Services (DAS) for distribution to the various state agencies.

MISCELLANEOUS HELPFUL TIPS

PROPER ADDRESSING FORMAT

When preparing your daily mailings, you should always consider the proper mailing format. It is extremely important that the unit and person's name appears in your return address correspondence. If your mailing items are returned, we can properly return them to the correct location in a timely manner.

Example:	To: Any Hospital John Doe Forms Dept. 444 High St. - 11 th Fl. Any Town, Ct. 06110-0000	From: State of Connecticut Dept. Of social Services John Doe, Document Center 25 Sigourney St. - 8 th Fl. Hartford, CT. 06106-5033
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Returned addresses are a must on each piece of outgoing mail.

FIRST CLASS MAIL COST & PROCEDURE

Outgoing mail to be metered should be kept in Connecticut zip code sortation 060-069 and bundled with elastic bands. It is recommended that you call us before sending a large volume of mail to us for the different options that are available when processing mail, the proper size of envelopes can produce different costs that will provide substantial savings. Letter mail must either be flapped or sealed and bundled in the same direction.

- Use # 10 white envelopes vs. 9 x 12 size flat type, etc.
- Up to 4 pages (1 oz) inserted into #10 envelope can be presorted for .394 vs. .42.
- Printing documents 2 sided reduces number of pages going into the outgoing envelope.

CERTIFIED MAIL vs. SIGNATURE CONFIRMATION SERVICES

The benefits of Signature Confirmation gives you an added level of security by requiring a signature from the person who accepts your package. We would like to encourage you to use this USPS automated service. If you are sending something important, you may want to be sure that it reaches not just the right address, but the right hands as well. With Signature Confirmation, you can get confirmation of delivery-including date, time and location- and you can request to have a letter faxed or mailed to you with a copy of the recipient's signature.

- Certified Mail with return receipt + postage = \$5.32 up to 4 pgs.
- Signature Confirmation would be \$1.80 + postage.

Note: In most cases the Signature Confirmation is an acceptable method of documenting your item to be mailed. See page 14 for mailing cost.

CONTINUE / MISCELLANEOUS HELPFUL TIPS

PRIORITY MAIL vs. UPS

We have established an account with UPS to provide ground service for processing packages weighing over 14 oz. When using UPS Service you should always provide a complete mailing address and the return address. UPS will not deliver to P. O. Boxes or P. O Zip codes.

- UPS package weighing up to 1 lb. will cost \$3.62
- USPS (Priority) package weighing up to 1 lb. will cost \$4.80

INTER-DEPARTMENT MAIL

When using the Inter-department mail service envelopes, it is extremely important that you always provide a complete mailing address with agency name, unit, contact, and location. Envelopes must be sealed or flaps tucked in. If manila or white letter envelopes are used, they must be clearly marked inter-department. You should keep the inter-department envelopes separate from 1st class outgoing mail, and elastic bands should be used to bundle letter mail.

OVERNIGHT MAIL OR PACKAGES

Overnight mail processed and sent out should arrive the next day before 12:00 pm to the destination. When possible, please request to use next day afternoon or 2nd day delivery, to reduce the cost and create a savings.

PROCESSING MAILING LIST

To reduce distribution mailing list it is encourage to:

- Send 2 or more contents in the same envelope.
- Check for duplicates that have the same mailing address.
- Keep envelopes in Connecticut zip code sortation [060-069].
- Keep inter-dept, district and out of state mail at the beginning or at the end of the mailing list.
- Make the necessary corrections ***immediately*** to your outgoing mailing list(s). Undeliverable mail (incorrect address, etc.) will be returned to us from the Post Office.

MAIL PROCESSED COST

FIRST CLASS #10 WHITE ENV. 9X12 ENVELOPE 10X13 ENVELOPE.

1 oz	\$.43 ea			
2 oz	\$.60 ea			
3 oz	\$.77 ea			
3.5 oz +	\$.94 ea	\$1.34	+	\$1.34 +

Note: If your mailing is properly designed and set up to be process at the automated USPS classification procedures, the above rates for 1st class mail will reflect a substantial savings. If mailing requires us to provide material/ labor (envelopes, inserts, folding, etc.), this will require some additional charges.

SIGNATURE CONFIRMATION

	<u>SMALL BOX</u>		<u>LARGE BOX</u>		<u>CERTIFIED MAIL</u>
1 oz	\$1.85			vs.	\$5.37
2 oz	\$2.44			vs.	\$5.54
3 oz	\$2.61			vs.	\$5.71
3.5 oz	\$2.78			vs.	\$5.88

Note: See pages 12 & 13 **Misc. Helpful Tips** for explanation of this service.

The USPS requirements are to process the Signature Confirmation with the appropriate containers. Envelopes and small packages weighing 13 oz or less will apply only to boxes or envelopes measuring at least 3/4 inches at the thickest point.

PRIORITY MAIL

Up to one (1) **pound** & Flat Rate Env. \$4.85 +

OVERNIGHT MAIL

LETTER SIZE 1 oz \$7.80 +

GROUND SERVICES

ONE POUND 16 oz \$3.70 +

The following is the minimum-processing fees.

1-100 pieces	\$10.00	101-200 pieces	- \$20.00
201-300 pieces	\$30.00	301-400 pieces	- \$40.00
401-500 pieces +	\$50.00 +		

Other types of mailing classifications can be discussed.

The services on page 12 are available if you need our input or have any questions regarding them. Please do not hesitate to call us for assistance. (See page 15).

Courier Service minimum charge will be \$25.00 per hour around the Greater Hartford area. Scheduled deliveries will be discounted at 50% at the above rate.

Mailing address: State of Connecticut
Department of Social Services
25 Sigourney St. 8th Floor
Hartford, CT. 06106-5033

YOUR CONTACT FOR SERVICES

Mr. David F Arena
Document Center
Telephone #860.424.5608
E-mail address – david.arena@ct.gov

Mr. Phil Pion
Mail Services
Telephone #860.424.5610 or 860.424.5603
E-mail address phil.pion@ct.gov

Our well-trained, courteous, dependable staffs are looking forward to providing you the highest service that you may need.

For ordering bulk w-forms and publications, go to <http://www.ct.gov/dss> and click on the forms link.

Commissioner Mr. Roderick L. Bremby
Deputy Commissioner Ms. Claudette Beaulieu

Director, Information Technology Services Mr. Louis V. Polzella

Note: The information contained in this guide is available on the DSS intranet (DSSWEB). Click on **Highlights & Agency** then go to **Operations**, click on **Document Mail Services Booklet**, the booklet is also available on the Internet at www.ct.gov/dss . Click on **Publications** and go to brochures.