Los Alamos Site Office
Receptionist Procedures

NATIONAL NUCLEAR SECURITY ADMINISTRATION · Los Alamos Site Office

C. Dittmer 6/04

This Page is Intentionally

Left Blank

RECEPTIONIST PROCEDURES
TABLE OF CONTENTS

1.0   INTRODUCTION

1.1   RECEPTIONIST DESCRIPTION

The Receptionist works in the mailroom at Los Alamos Site Office (LASO). This is the place where all mail and packages are delivered and sent out, where temporary badges are given to visitors, and where people call to reserve conference rooms and to ask for information. LASO consists of employees from the Department of Energy (DOE) and National Nuclear Security Administration (NNSA), as well as government contractor employees.

The mailroom telephone number (667-5491) is the central number for LASO. The Receptionist answers the telephone and reroutes calls to the proper employees. The Receptionist also answers the telephones for the LASO Manager and Assistant Managers when their assistants are absent, and takes messages or transfers calls.

The mailroom is the first place people visit when they are new to the building, and the Receptionist must be able to take care of things as they come up.

1.2   CUSTOMER SERVICE

One of the most important parts of being a good Receptionist is providing exceptional customer service. Customer service means giving the best service you can give to your customers, and exceeding their expectations. The customers are DOE/NNSA Federal employees, contractor employees, and the general public who visit or call the mailroom for assistance. It is important to present a professional image whether on the telephone or in person. Examples of good customer service are as follows:
- Calling a visitor's DOE/NNSA contact person for them (rather than sending them across the hall to call themselves);
- Looking up a phone number or address for a person who needs it; and
- Getting up to assist someone who comes to the door (instead of talking to them from the Receptionist's desk).

1.3   MAILROOM POLICIES

1.3.1   Mailroom Hours of Operation
The hours of operation are 7:30 a.m. to 5:00 p.m. These hours are set by DOE/NNSA, and not by the contractor (Fiore).

1.3.2   Personnel Permitted in the Mailroom
It is the responsibility of the Receptionist to protect the mailroom (which contains the mail, the postage meter, the mail supplies, etc.). Therefore, only mailroom personnel and certain others are permitted in the Mail Room. All other persons must conduct their business with you at the door.

Examples of personnel permitted in the mailroom are:
- Alternate mailroom personnel
- Mail or delivery person's delivering/picking up large packages (with Receptionist in attendance)
- LANL mail person delivering/picking up mail (with Receptionist in attendance)
- Procurement Technician (Yolanda Alarid) with Receptionist in attendance
- Contractor supervisor

1.3.3 Leaving Mailroom Unattended

Leaving the Mailroom unattended should be minimized as much as possible. When the Receptionist leaves the Mailroom for more than five minutes (restroom, drink of water, etc.), the following things must be done:

a. Preferred method -
Call someone to fill in for you (a designated alternate person)

OR, if there is no alternate,

b. Secondary method -
- Lock both Mailroom doors.
- Place a sign on the main Mailroom door (the one with the bell) that states where you are, when you will come back, and whom to notify for assistance. An example of a sign might read:

"LASO Receptionist is out to deliver Federal Express mail – will return in 10 minutes. Please contact Imelda Tainter, Manager's Office, at 7-5105 for assistance."

1.3.4 Telephone Use

Local telephone calls from DOE/NNSA phones are allowed (Dial 8 + the phone number). Long distance calls are also allowed as long as they are billed to your home phone or to a prepaid calling card. Long distance calls to the Contractor Corporate office (your employer), or to other DOE/NNSA sites are permitted for business purposes. Following are some special rules:
- No personal long distance calls should be billed to DOE/NNSA phones. However, mistakes happen. If you make a long distance personal call by mistake, just contact our DOE/NNSA telephone representative and explain the situation.
- Cellular phones are allowed in the DOE/NNSA building, but in the Limited Areas, the battery MUST be taken out for security reasons.

1.3.5 Dress

The Receptionist is the first person people see when they enter the building, so it is important she/he be dressed in appropriate business office attire. An example of appropriate attire would be nice slacks, shirts, skirts, blouses, sweaters, and sensible shoes (Examples of inappropriate attire would be sneakers, baseball caps, old jeans, and ill-fitting tee-shirts and blouses.)

1.3.6 Music

Music may be played in the Mailroom if it is played low so customers cannot hear it. Not everyone likes the same music.

1.3.7 Computer Use

The DOE/NNSA computers are for doing day-to-day work for DOE/NNSA and are monitored for inappropriate uses. Examples of inappropriate uses of computers are: conducting all-day conversations via internet chat rooms, excessive web surfing, playing games during work time, and entering internet porn sites. E-mailing friends using the regular e-mail system for personal reasons

are acceptable, as long as it is not excessive. Remember that e-mails are not secure communications and that Mailroom work has priority over anything else.

1.3.8 Personal Visitors
Short visits to the Mailroom from a family member are allowed within reason. Babysitting a child is not allowed because of safety issues. It would also be difficult for the Receptionist to concentrate on his/her work with a child present.

1.3.9 Work Priority
The primary duty of the Receptionist is to tend to Mailroom/Receptionist tasks. The mail must be distributed or sent out by certain times of the day and the customer, DOE/NNSA, expects to be able to pick up their mail at certain times. When the Receptionist is asked to do other work, such as copying or typing, the Mailroom tasks take priority. Other types of work may be performed in the afternoon after the regular Mailroom work for the day is completed.

2.0 MAILROOM RECEPTIONIST RESPONSIBILITIES

2.1 DAILY RESPONSIBILITIES
Following are the tasks that the Receptionist (or alternate) needs to perform on a daily basis.

2.1.1 Opening and Closing the Mailroom/Reception Area
The keys to the doors are found in the right-hand drawer under the postage machine.

2.1.1.1 Unlocking Doors
7:30 a.m., open the two Mailroom doors, and swing back the top halve, then at 5:00 p.m., close and lock them.

2.1.1.2 Lobby (Left) Door
Use the DOE -34 key to unlock the door in the morning and to lock it at night, placing the key in the keyhole right side up (cut edges down) and turning the key to the left to unlock it and to the right to lock it.

2.1.1.3 Middle Door
To unlock the middle door, push in the middle, gold colored bar, stick the short odd-shaped key (silver) in the hole and turn it to the left until the bar locks in place. Do this in reverse at night.

2.1.1.4 Right (Handicapped) Door
Use the DOE-34 key to unlock the door in the morning and to lock it at night, placing the key in the keyhole right side up (cut edges down) and turning the key to the left to unlock it and to the right to lock it.

Note:
The keys to the doors are found in the right-hand drawer under the postage machine, They are the only keys the mailroom has, so we must not lose them or put them anywhere else but this drawer. Always unlock and lock the doors in the same order, so no door is forgotten (i.e., left, middle, right, and then do the lights.)

2.1.1.5 Conference Rooms

Lights – turn all lights off – unless someone is occupying the rooms.
Doors – make sure all outside doors are shut and secure.

2.1.1.6 Lights

In the morning, turn off the outside lights (bottom switch) and turn on the lobby lights (top two switches). In the evening, do the reverse, turning off the lobby lights and turning on the outside lights

2.1.2 Newspapers

Newspapers arrive early in the morning or over the weekend and end up in various places in the lobby or outside the doors. Pick up the newspapers, rearrange them neatly, and place them in the Manager's Office mailbox in the Mail Room.

The following newspapers are delivered:
Santa Fe New Mexican   Daily (a.m.)
Albuquerque Journal   Daily (a.m.)
Los Alamos Monitor   Daily (p.m.) except Saturday and Monday

2.1.3 Telephones

Receiving telephone calls is a very important part of the job, and the following special rules should be followed:

2.1.3.1 Telephone-Answering

Answer the Receptionist Line (667-5491) with the following message:

"Los Alamos Site Office, this is (your name), may I help you?"
Watch for the second line lighting up. If it rings once, it goes on "ringing" even if it cannot be heard. So, politely put the other person on hold, and answer the second line. To put someone on hold, say something like the following:

"Oh, excuse me, would you please hold a moment? I have another call coming in."

When asked to answer the phones for one of the DOE/NNSA Administrative Assistants, always inquire of the assistant who is in/out, who is acting, etc. so you know what to tell people when they call.

Keep a copy of the RAP sheet handy. The RAP sheet is a listing of which managers are out of the office on a given day and is provided

to key personnel (Administrative Assistants, Mailroom Personnel, Managers) by e-mail every Friday by the Manager's Assistant. In addition, the RAP Sheet is located on the J:/Public Drive under the folder: RAP Sheet.

2.1.3.2 Telephone-Answering Manager's Office

When the Manager's Office (667-5105) has not been answered by the third ring or the line has been temporarily transferred to the Mailroom, please answer for the Manager's Office like the following:

"Los Alamos Site Office, Manager's Office, this is (your name), may I help you?"

When the line is temporarily transferred, someone in the Manager's Office will let you know that is being transferred and for how long. They should let you know briefly whether or not Ed and Dennis are available, etc. Then they will check when they return for any telephone messages. Please use the duplicate message pad so we have written record of the message.

When not answered because too many lines were ringing at once, take a message and try to reach Imelda (intercom 00) to relay the message. Messages from high-ranking individuals should be relayed immediately. If you are unable to reach someone in the Manager's Office, use the text pagers of Ed or Dennis to relay the message.

2.1.3.3 Sending a Text Page

To send a text page, create an new email - then on the TO: line

1900104@pagemart.net	(Text pager code – Gerry Schlapper)
1813798@pagemart.net	(Text pager code – Dennis Martinez)
1810702@pagemart.net	(Text pager code – Ed Wilmot)

Tab to the body of the message type in the name and phone number of the individual they need to contact or a brief message as well and hit the send button.

Examples of high-ranking individuals:

- Linton Brooks
- Everet Beckner
- Tyler Przybylek
- Pete Nanos
- Jim Hirahara
- Anson Franklin
- Jim Holt
- Don Cobb

2.1.3.4 Taking Messages

When taking messages, use the special message pad that makes a carbon copy. DOE/NNSA requires that we use this pad so they have a written record of calls received. Always get the important information: time, date, person, company, and subject. It is important to have a complete message so the person the message is for will not need to ask you for more information (which you may already have forgotten).

2.1.3.5 Delivering Messages

When you answer the phones for the LASO Administrative Assistants, they will tell you when they expect to return to their desks. When they call for their messages, accurately relay the messages (including the time the calls were received), and then discard the original messages, leaving behind the carbon for the record.

If one of the Administrative Assistants fails to call for messages, call them at the time indicated that they would be returning and relay the messages. If they are still not in, keep the messages until they call for them.

Only relay messages by e-mail or voice mail if you are told to do so by persons for whom you are answering the telephone. Not everyone looks at their e-mail or checks their voice mail constantly, so they may miss important calls.

2.1.3.6 Transferring Calls

When transferring a call, always wait for an answer, and then tell the person, "I have (John Smith) on the line for you, would you like to take the call?" Sometimes they would rather have you take a message.
(See Appendix A, Telephone Referral Process, for more information)

2.1.3.7 Checking Voice Mail

The Reception desk telephone, being one that the public often calls for information, has a special message similar to the following:

"You have reached the Los Alamos Site Office. Our hours of operation are 7:30 a.m. to 5:00 p.m. If you need to speak to someone right away, please call the Manager's Office at 667-5105. If you would like to leave a message, please do so after the tone."

[DOE/NNSA management decided what should be said in the message, so check with them (i.e., Anthony Lovato) before changing it.]

In the morning, and any time you have been away from the office, check your voice mail messages upon your return. Occasionally people will call to reserve a conference room and leave a message for you to call them back. If you have messages, the message light on your phone will be lit.

To retrieve your voice mail messages, call 7-5286 and enter the Receptionists password. This password should be shared with the alternate Receptionist in order for her to pick up messages in your absence.

2.1.4 Incoming Mail

Mail is delivered throughout the day, but most mail is delivered in the morning as follows (approximate times):

8:00 a.m.   LANL Mail
11:00 a.m.   U. S. Mail

Mail and package deliveries are received from UPS and FedEx, normally in the morning, but sometimes in the afternoon as well. Packages from office suppliers (i.e., Boise Cascade) are delivered mainly in the late morning or afternoon. Most deliveries are complete by 3:00 p.m.

2.1.4.1 Mail Opening Policies

Much of the mail DOE/NNSA receives has government deadlines, so it is important that the date be entered on the documents.
As a general rule:

Use a letter opener to open sealed mail. (Avoid tearing open the mail with your hands.)

Date stamp flat correspondence with the electronic date stamp and larger correspondence and packages with the hand date-stamp.

For all mail to be date-stamped, remove the contents, date stamp it, and return it to the envelope in the same way as you found it. Retie the envelope if it has a string tie.

Not all the mail is date stamped. Some mail we open and date stamp on the inside, some we date stamp only on the outside, and some we do not date stamp at all. It is important to know the difference between the different types of mail.

Observe the following rules:

a.   **Mail to Open and Date Stamp**
U. S. mail, LANL mail, and NNSA-SC (Albuquerque Service Center) and DOE/HQ mail must be opened, and date stamped, with some exceptions (see Exceptions below). The date-stamp is entered on the bottom of the reverse side of the first page of a piece of correspondence (lift the bottom of the first page up and stick it in the stamp), or on the inside cover of a report. Occasionally a DOE/NNSA employee will request that the date stamp appear right on the front of the first page for evidence of when the letter or report was received. (Example: Mail from New Mexico Environment Department [NMED]).

b.   **Mail to Leave Unopened (Date-Stamp on Outside of Package)**
As a general rule, we do not open the following types of mail:

Mail that is marked "In Confidence," "Personal," and "Employee Only;" Office of Counsel mail; invoices (give all invoices to the procurement specialist, Yolanda Alarid, BA); Security Management mail; and some members of Business Administration who receive financial and/or contract-related mail, such as Ray Ortiz, Anthony Lovato and Vicki Estes. This mail should be date stamped on the outside only. *(See Appendix G, Mail Not to Open)*

c.   **Mail to Leave Unopened (Date-Stamp on Outside of Package)**
Exceptions to the mail opening policy are shown in Appendix G, Mail Not to Open Listing, but as a general rule, leave the following mail unopened and non-dated-stamped. Internal mail within the building; Office of the Inspector General Mail; obvious junk mail (catalogs, credit card offers, computer Advertising, etc.); mail to Contractors at LASO (e.g., Fiore, PWT); and mail from NNSA-SC (Albuquerque Service Center) and DOE/HQ directed to LANL mail stops.

2.1.4.2 LANL Mail

A LANL mail employee delivers and picks up mail at 8:00 a.m. He/she knows where the LANL mailbox is and lets him/herself in and out (except when the door is locked). If we do not have the Mailroom open at 8:00 a.m., he/she generally drops the mail off at the Mailroom door and comes back later to pick up our outgoing LANL mail.

All LANL mail must be opened and date stamped (with exceptions noted above) and placed in the mailboxes.

2.1.4.3 U. S. Mail

The U.S. Mail is delivered sometime after 11:00 a.m. (rarely before) and the mail person normally stops at the Mailroom door and waits for entry. He/she brings a basket of mail and picks up our basket of mail, so we always have a basket to put our outgoing mail in. U. S. Mail is opened and date-stamped (with exceptions noted above) and placed in the mailboxes.

2.1.4.4 Federal Express Mail

Do not open FedEx Mail (with one exception, noted below). Federal Express Mail must be signed for and entered into the "Incoming Mail Log." *(See Appendix C, Incoming Mail Delivery Log Sample).* After logging the Federal Express package in, call the recipient to let them know they have a package to pick up in the Mail Room. When they come for the package, have the person sign for it on the line provided in the log.

Exception:
NNSA-SC (Albuquerque Service Center) and DOE/HQ send their mail to us by Federal Express, normally addressed to "Mail Room." At least one of these packages is received daily, and the Receptionist, opened, and the mail inside date-stamped and placed in the appropriate boxes must sign it in. Sometimes HQ or NNSA-SC will send mail addressed to LANL. This mail should be placed in the LANL mailbox unopened with NO DATE STAMP.

2.1.4.5 Certified Mail

Do not open Certified Mail - Certified U. S. Mail comes at the same time as the other U.S. Mail and it requires a signature to receive it. Certified Mail must be entered into the Incoming Mail Log. After logging it in, call the recipient and have him/her come sign for it in the log. Leave a message on voice mail if the recipient is not in.

2.1.4.6 Registered Mail

Do not open Registered Mail. Registered U. S. Mail comes at the same time as the other U.S. Mail and it requires a signature to receive it. Registered Mail must be entered into the Incoming Mail Log.

Registered Mail
If Registered Mail is addressed to Document Custodian, call one of the following persons in Security to come collect the package: Karen Burkheimer, the SM Assistant, at 5-6193; Pamela Valdez, 7-5118; Frank Ward, 5-4940; or Diane Menapace, 5-3229.
DOCUMENT CUSTODIAN MAIL MUST BE PROTECTED! If someone in Security cannot be reached right away and you need to use the restroom, take the package with you, or give it to someone in WPU – room 114.
IMPORTANT: 1. If an alternate Receptionist takes over before the Registered package is picked up, notify her/him of the presence of the package. 2. Place the package in a place where you can watch it (like on your desk in front of you). 3. If no Security person listed above comes for the package, keep trying various members of the Security Management Team until you reach someone to come for it. 4. If no one is available to come for the package before the end of the day, call Station 100 at LANL (7-4409) for a security guard to come collect the package to hold overnight.

2.1.4.7 Packages (UPS, Federal Express, Boise Cascade)

United Parcel Service, Federal Express, and other deliveries normally occur in the early afternoon. Have the delivery persons place the packages inside the Mailroom in front of the Receptionist's desk so as not to impede traffic in and out of the Mail Room. Larger items, like furniture and copy paper, can be left in the hallway along the walls away from traffic so no one trips over them.

All packages must be logged into and signed for in the Incoming Mail Log. Look for the UPS, FedEx, and Boise Cascade tracking numbers on the packages. Some packages have a peel off number that you can place in the log. Call the recipient(s) for pickup. Leave a message on the recipient's voice mail if they are not in, or send them an email message.

Notes:
- Before signing for the packages, be sure to verify the number of packages delivered. (When you sign, you are verifying that a certain number of packages were received.)
- If furniture is being delivered, be sure to call Yolanda Alarid to find out where it should be placed.
- Boise Cascade requires that we sign their form and then make a copy for DOE/NNSA records. Make the copy on the Mailroom copier and place the copy in Yolanda Alarid's box.

2.1.4.8 Hand-Delivered Mail

**Date Stamp the memo/letter before they deliver it.
Use the date stamp machine to stamp incoming mail.**

When someone delivers something by hand, it usually means they are in a hurry for the DOE/NNSA or contract person to receive it. Often they will ask to go to the person's office to deliver it.

1. If the delivery person has a badge, you can simply tell the person what the addressee's room number is and send them there.

2. If the delivery person does not have a badge, then do the following:

   - Ask the delivery person if the DOE/NNSA or contract person is expecting the package and needs to receive it right away.

   - If they need to receive it right away, call the DOE/NNSA or contract person on the phone and tell them they have a delivery. The DOE/NNSA or contract person will often come down to the Mailroom to receive the package.

   - If the DOE/NNSA or contract person is not in, then tell the delivery person that you will date stamp it and hold it for him/her to pick up upon his/her return.

   - Date stamp the correspondence/package.

   - Call the DOE/NNSA or contract person to leave a message that they have a package to pick up in the Mailroom.

   - Place the package in the special mail pickup spot on the countertop by the Receptionist's desk. Stick a note to it that reads: "Hand Delivered (date) at (time). To be picked up by (person's name)."

▪ If the delivery person says it is OK to put the package in the person's mail box, date stamp it, put a sticker on it that says "Hand Delivered (date) at (time), and place it in the appropriate group Mail Box.

2.1.4.9 Sorting U.S., LANL, and FedEx Mail

Sorting the mail and placing it in the appropriate boxes should be done as soon as possible after delivery. One way to sort the mail is to make two piles, one for mail that is opened, and one for mail that remains sealed.

1. Take the mail that remains sealed and process it - this will be the largest pile. Set aside any mail that has an unfamiliar addressee to look up later.
2. Next, take the pile that needs to be opened and then date stamp it and place it in the appropriate box.
3. Place the mail face up in the mailboxes.

Notes:
Every effort should be made to sort the mail into the correct mailboxes in order to avoid delay in people receiving their mail.

2.1.4.10 Rerouting Mail

Mail delivered to DOE/NNSA LASO must often be redirected to people at LANL, NNSA-SC (Albuquerque Service Center), or other DOE/NNSA sites.

DOE/NNSA Addresses. Addresses can be looked up online for DOE/NNSA sites by logging onto http://phonebook.doe.gov/ Internet site. Normally, mail sent to us in error can be simply placed in the NNSA-SC or DOE/HQ mail pouches.

Notes:
▪ *Before rerouting the mail, first determine if the mail should really stay here at DOE/NNSA. Many former DOE/NNSA LASO people still receive mail here. For instance, a piece of mail addressed to a name unfamiliar to you, with the title Manager or Area Manager, should be directed to the LASO Manager's Office. Likewise for other titles, like Counsel. Mail that contains a group name should be placed in the appropriate group's mailbox, and that group's assistant can determine whether a different group member should receive the mail or whether it should be forwarded to that particular individual.*
▪ *The Los Alamos Fire Department mail often comes to MS-A316 because the Fire Department was once part of DOE. Reroute any Fire Department mail to MS-M994.*
▪ *Be sure to mark out our address (with a heavy marker pen) and mark on the front of the letter either NNSA-SC or DOE/HQ so the mail does not come back to us.*

2.1.4.11 LANL Addresses

The LANL mail stops can be found in one of two ways:

1. Look on the LANL webpage: https://int.lanl.gov/tools/phonebook/ you will need a cryptocard. If you do not have one, please see your manager.
2. Call the LANL Locator number at 7-5061 and say you are at LASO and you need a mail stop number. They will give you up to three mail stops.

Notes:

▪ *Be sure to mark out LASO's address (with a heavy marker pen) and mark on the front of the envelope the correct LANL Mail Stop. Otherwise, the mail will just come back to us.*

▪ *Every effort should be made to find another address, especially if it is First Class mail.*

▪ *Junk mail (advertisements) for people who are not here at LASO may be tossed out or sent to MS-A1000, the LANL recycle office.*

2.1.5 Outgoing Mail

Pouches to Albuquerque Service Center (NNSA-SC) and Washington DC (HQ)

1. Have pouches ready for mailing by 10:30 a.m.
2. Check the mail before inserting it into the envelope to be sure NNSA-SC mail does not go to HQ and vice versa.
3. Use Priority envelopes or boxes for the following mail:
   a. NNSA-SC pouch mail - send it Priority
   b. HQ pouch mail - send it Priority
4. Use a LASO return address label and the appropriate DOE/NNSA address on the envelopes in the appropriate spots.
5. Weigh each pouch, prepare a postage sticker, and apply it to the upper right corner of the pouch on the same side as the address. Smooth it down with the palm of your hand so that it adheres well to the envelope. (See Postage Meter Operation in a later section.)
6. Log the number of envelopes and dollar amounts in the Outgoing Mail Log.
7. Drop metered envelopes in the U.S. Mail tub (on the floor under the mailboxes).

Note:

▪ *An entry into the Outgoing Mail Log must be made each time a piece of U. S. Mail (including Certified and Registered letters) is metered.*

▪ *The Outgoing Mail Log is a DOE/NNSA official record and is used to prepare the Mailroom Weekly Report (See Appendix D, Outgoing Mail Log Sample)*

2.1.5.1 Regular U.S. Mail

1. Use small white (#10) envelopes for letters
2. Use brown clasp envelopes (9 x 12 or 10 x 13) for letters with enclosures

3. Create and affix a mailing label and LASO return address label

Note:
If a mailing label did not come with the correspondence, then create one. There are some label templates in the J:/WPU1/Labels folder.

4. Secure the flap well with tape or moistener
5. Stamp the return address on the upper left corner and apply postage to the upper right corner
6. Log the number of envelopes and the dollar amounts on the daily mail log
7. Place the envelopes in the USPS mail tub

2.1.5.2 Priority Mail

Priority Mail is slightly faster than regular U.S. Mail and costs more. Currently, Priority Mail costs $3.85 for an envelope that weighs from one ounce to one pound. Packages of U.S. Mail that weigh over one pound can qualify for Priority status.

Priority Mail goes with the regular U.S. Mail and requires no receipt. Priority mail must be logged in the Outgoing Mail Log along with the dollar amount in the appropriate spot.

Priority envelops and boxes look very similar to FedEx envelopes and boxes, as they are red, white, and blue. They should be kept apart from the FedEx envelopes/boxes so they are not mixed up. (When you are in a hurry, you do not want to pick up the wrong one.) Priority envelopes are in the lateral file under the copier and the Priority boxes are located under the mailbox counter.

Any box or envelope can be used for "Priority" mail simply by attaching a Priority sticker on the front of it (i.e., between the return address and the metered stamp). These stickers are located in one of the top right mailboxes. Remove the backing before applying the sticker.

2.1.5.3 International Mail

Contact Yolanda Alarid for assistance in sending out International Mail. Occasionally DOE/NNSA sends letters out overseas, and they require special handling. As a rule, International Mail needs to have more postage, and a notation as to what's in it (i.e., Printed Matter) marked on the outside of the envelope. The postage scale has an "International" button to calculate the postage amount. Hold any International Mail until Yolanda Alarid can assist you with it. If it is done wrong, the package will be returned by the Postal Service.

2.1.5.4 Certified Mail

Certified Mail must be taken to the Post Office directly and is not given to the U.S. Postal Carrier

Note:

Use a government car to take mail to the Post Office or Federal Express. (See Section 11, U. S. Government Car Use)

Certified Mail is used primarily for proof of receipt, not for speed.

Forms for Certified Mail are listed below. (These supplies are kept in the right-hand drawer of the cabinet under the postage machine.)

1. Large white sheet (Form 3877) that lists all the certified envelopes
2. Green return receipt card (Form 3811)
3. Tracking number sticker. The address part of the sticker can be discarded, since the big white sheet (Form 3877) takes its place

(See Appendix E, Certified Mail Forms Sample)

Weigh and affix postage to each envelope. There are three amounts to be figured in the postage for certified mail:

     1. First class postage amount
     2. Certified Mail fee
     3. Return Receipt fee

Log the number of envelopes and the dollar amounts on the daily mail log.

Bring the certified mail and the Form 3877 to the U.S. Post Office in mid-afternoon (around 3:00 p.m.) when there are fewer customers. The Postal person will verify the postage and date stamp Form 3877, which you will bring back to the Mailroom to file.

Note:
Before heading to the Post Office, be sure the postage amount on the certified mail envelope is correct.

File Form 3877 in the Certified Mail binder (latest one on top).

2.1.5.5 Registered Mail

Registered Mail must be taken to the Post Office directly (by someone on the Security Management Team) and is not given to the U.S. Carrier.

Security Management Team personnel have their own Form 3877s (big white sheets), which are kept in their office.

Weigh the package(s), affix the correct postage, and log the amounts into the Outgoing Mail Log. There are two amounts to be figured in the postage for registered mail:

     1. First class postage amount
     2. Registered Mail fee (w/o insurance)

A Security Management Team representative will wait for the Receptionist to weigh, stamp, and log the package and then will take it him/herself to the U.S. Post Office.

Note:
There is no return receipt card with a registered package.

2.1.5.6 Federal Express Mail

Federal Express mail is used primarily for speed as it can be delivered overnight.

Federal Express mail is delivered to the UPEX - Federal Express box downtown by the Receptionist. (Currently UPEX is next to the REMAX Reality Office).

Federal Express forms consist of the following:

1. Preprinted FedEx forms with DOE/NNSA's account number listed at the top.

2. Plastic see-through pouch for larger packages.

   (See Appendix F, Federal Express Form Sample)

Fill out the FedEx form per sample FedEx form in Appendix F.

Note:
Be sure to fill in all appropriate information, including the date, sender's name, and the sender and receiver's phone numbers. These items are often forgotten, but are very important.

Remove the top copy of the form for DOE/NNSA record purposes

Slip the rest of the copies of the form into the plastic see-through pouch on the FedEx Letter (8-1/2 x 11 envelope)

  Or, if the envelope is a larger one or a box -

1. Affix the plastic see-through pouch to the front of the package. The trick is to pull off the backing on the larger portion of the pouch. Then, with two hands, affix the pouch onto the front of the package, letting the bottom of the pouch drop first and then the rest. Smooth it down with your palms

2. Leave the top-backing strip affixed to the pouch. The FedEx person(s) removes that after they take their copy

3. File the DOE/NNSA copy of the FedEx form in the Federal Express binder (latest one on top)

4. If the box is a big one (such as one that supplies come in), you can call the Federal Express for pickup using the 1-800 phone number on the first page of the NCR form. There is a charge for this service, so we do not do it very often

5. If your FedEx package is ready when the FedEx person comes to deliver, he/she will take the package at no charge

6. Deliver the FedEx package by 3:30 p.m. to the UPEX office downtown using a government car

Notes:
▪ *Make every effort to get a FedEx package ready by the 3:00 p.m. deadline for delivery of FedEx packages to UPEX office downtown.*

- ***Notify the sender if it looks like you will not be able to make the FedEx delivery deadline. The sender may elect to take it to a place that takes a later delivery in Santa Fe or Albuquerque on his/her way home.***
- ***Use a government car to take mail to the Post Office or Federal Express. (See Section 11, U. S. Government Car Use)***

2.1.6 Postage Scale and Meter Operation

Notify Yolanda Alarid when postage meter is low and when we sent out mass mailings. This can be done via email, or a phone call 5-5034

2.1.6.1 Postage Scale Operation

Weighing Regular Letters and Packages

1. Place letter or package on the flat surface of the scale.
2. Notice the weight and dollar amount in the top line of the lighted window.

Or, if nothing shows up,

3. Press the Clear button (sometimes necessary if no dollar amount shows up in the lighted window)
4. Press the First Class Mail button (not always necessary if the weight and dollar amount show up in the top row of the lighted window.
5. Read the dollar amount in the upper right corner of the lighted window.
6. Read the weight in the upper left corner of the lighted window (not necessary, but nice to know if needed).

Enter the dollar amount in the Postage Meter and produce a metered stamp.

2.1.6.2 Weighing Boxes

Place the box on the flat surface of the scale.

Perform steps b, c, and d (in 6.a.1 above) if necessary.

Enter on the number pad the addressee's zip code. (If the box is heavy, "Enter Zip Code" will appear in the lighted window.)

Press enter the correct weight and postage dollar amount shows up in the top line of the lighted window.

Enter the dollar amount in the Postage Meter and produce a metered stamp. (See Postage Meter Operation in 6.b below.)

2.1.6.3 Weighing Certified and Registered Mail

Place the certified letter or package on the flat surface of the scale.

Perform steps b, c, and d (in 6.a.1 above) if necessary.

Press the Certified or Registered Mail button located left of the lighted window.

Press the Return Receipt button located left of the lighted window (that is, if the envelope has a return receipt card)

Read the dollar amounts next to each selected item.

Record the dollar amounts on the Form 3877 (large white sheet) in the proper places, and enter the total in the far right column on the same line as the other figures.

Enter the dollar amount in the Postage Meter and produce a metered stamp.

2.1.6.4 Envelopes

Select the postage amount, i.e. .37, in the numbers part of the meter (see box at top right of postage machine)

Press Enter. Press the green START button once when ready to run envelopes through. The START button is located on the right of the postage machine

Place the envelope in the letter slot below. (The letter slot is located on the left front of the postage meter)

Allow the wheels to take the envelope, and the envelope will then appear in the catcher on the table to the right of the machine

Note:
For metering several letters, the same size, fan the envelopes, and arrange them so that the bottom envelope protrudes the furthest. Hold the letters in the air with your left hand while the envelopes flow through the meter.

Press the red STOP button to turn the metering belt off

For more information - see Pitney Bowes Mailing Machine Operations Manual located on the right side of machine)

2.1.6.5 Packages

a. Select the postage amount, i.e., $3.85, in the lighted numbers part of the meter (see box at top right of postage machine).
b. Press enter once, verify that the postage dollar amount is correct.
c. Press BLUE button on the right side of the machine, which causes the postage tape to appear.
d. Pull the tape out and apply it to the top right corner of the package.
e. Flatten and smooth out the sticker with the palm of your hand to make sure it sticks properly.

2.1.7 Changing Date Stamper Dates and Time
Automatic (Electric) Date and Time Stamper - Changing the date when entering a new month or year is important in order not to have it read something like March 32. The date stamp does not know that there are only 31 days in March, so it needs to be changed. Sticking a note on the computer to remind you to change the date.

There are two places to change the time on the automatic date stamp, one for the time that shows up on the lighted window and one for the time that appears on the printed date stamp.

1. Date Stamp Time and Date
    a. Turn the key, which is located on the rear right side of the date stamp to the left (toward you).
    b. Flip the date stamp head up (front to back) so that you can see the date and time (the hinge will keep the stamp in the up position).
    c. Use a pen to change the date and time (the date and time will appear backward).
    d. Replace the date stamp to its original position (down)
    e. Turn the key to the right to lock it in place.
    f. Leave the key in the lock.
    g. Try the new date and time out on a scrap of paper to be sure it is correct. Make sure the A.M. or P.M. is correct.

Note:
If the date stamp ink gets light, roll some black ink onto the ink rollers located inside the date stamp. A plastic bottle of ink is located near the rubber stamps on the left side of the mailboxes.

2. Light - Window Time
    a. Turn the date stamp up on end (the whole thing)
    b. Press the red buttons until the correct time shows in the lighted window. The lighted window time is not connected to the date stamp time - it needs to be set separately.

Note:
During thunderstorm weather when the electricity goes off, the date stamp will often need to be reset to the correct time. You can tell if it needs to be reset because the time will flash.

2.1.8   Process Outgoing Correspondence

2.1.8.1 How Correspondence Originates
Processing Outgoing Correspondence is a skill learned by repeatedly doing it. Following is a history of what happens to correspondence before it reaches the Mail Room:

1. The requestor (a DOE/NNSA or contract person) sends a memo or letter to Word Processing for typing/formatting/editing.
2. Word Processing processes (types, formats, edits, etc.) the correspondence and returns it to the requestor.
3. The requestor signs it in the proper spot(s) and passes it on to others for "concurrence," a process that could take awhile (i.e., a day, several days, or even weeks).
4. Once all people have signed off on the document, the requestor or whoever signed it last will bring or send it to the Mailroom for processing.

Note:

The requestors often do their own correspondence. The correspondence that is received in the Mailroom may not have gone through Word Processing.

2.1.8.2 Things to Check For

The Receptionist does the following upon receiving a piece of correspondence to process:

- Check to see if the document is signed by the individual listed in the signature block (or by his/her designee). If it is not signed yet, place the correspondence in the mailbox of the next person who needs to sign it. Check the concurrence box on the right side of the memo or letter to determine the next person on the list who hasn't signed it yet.
- Check to see if the document is already date stamped. Also, check to see if it is been date stamped on all pages of the correspondence in the appropriate places.
- If the requestor is the person delivering the correspondence to the Mail Room, ask when the package needs to go out. For instance, if the correspondence needs to go Federal Express that day, then it should be processed right away. On the other hand, if the correspondence will go out with the mail the next day, then you can probably take care of it later in the day.

2.1.8.3 Processing Memos

Memos are sent to people inside DOE/NNSA and the Laboratory, whereas letters are sent to people outside DOE/NNSA and the Lab.

Letters and memos are processed similarly, with a few differences.
See Processing Letters in Section A.8.d below. Following are the things that are similar (i.e., process memos and letters the same way as follows):

1. Date stamp each page of the document in the appropriate spots using black ink. *(See Appendix H, Correspondence Stamping Sample)*
    Note:
    Date stamping is a skill and it should be done as neatly and evenly as possible. Following are some tips:
    a.   Place the correspondence on a flat surface.
    b.   Hold the date stamp in one hand and steady it with the other.
    c.   Change the date, if necessary, and align all the parts so they are even.
    d.   Test the date stamp first on a scrap piece of paper.
    e.   Add fresh ink to the pad if it gets light. (Stamp pad ink is located in the corner left of the mailboxes near the rubber stamps.)

2. Set the file copies aside, if desired, to process later.

3. Make copies of the correspondence as indicated by the notation, "cc:" or "bcc" on the bottom of the correspondence (after the signature).

   Note:
   Historically, cc = carbon copy, and bcc = blind carbon copy. Today we make photocopies on the copy machine.

4. Note if there are any enclosures/attachments. If there are enclosures/attachments, check to see if there are enough copies for the distribution. If there are not enough copies of the enclosure/attachment, and it is a large enclosure/attachment that would take you away from the Mailroom for an extended period of time to copy, do the following:
   a. Check with the requestor if he/she has more copies. You can tell who the requestor is by looking at the first entry of the concurrence block, or by looking for the name of the contact listed in the last paragraph of the correspondence, just before the signature block.)
   b. Check to see if Word Processing would be willing to make the copies.

5. Make the copies on a copier that will collate and staple.
   (Tip: It is easier to put the cc or bcc page on top of the stack before copying. Then you do not have to fold the first page(s) back to highlight the names.)

6. Highlight the name of the addressee(s) if a memo has more than one addressee, make a separate copy of the correspondence and attachments for each addressee.

7. Highlight the copies (cc's and bcc's) with a yellow or other color highlighter (one highlighted name per copy).

8. Clamp or staple the attachment/enclosure to the correspondence so it won't come lose in transit, especially copies going to LANL.

9. Memo instruction only: Put the original memo (addressee) copy in an envelope, along with any attachment/enclosure. Handwrite the complete address on the front of the envelope. Interoffice envelopes can be used for this purpose if it is internal mail. Be sure to mark out the previous address so there is no confusion in the LANL or DOE/NNSA mailroom.

> *Note:* *Examples of complete internal addresses follow. Note that they*
> *follow the same form (Name, Group or Division, Mail Stop):*
> *Edwin L. Wilmot, OOM, LASO*
> *George P. Nanos, DIR, MS-A100*
> *General John Gordon, NA-1, HQ/FORS*

10. If it is a big enclosure, place the correspondence with the attachment in a large envelope, even if it is going within DOE/NNSA or LANL.

Note:
LANL and DOE/NNSA interoffice mail may be placed in an Interoffice
Envelope (or "Holy Joe") instead of using new envelopes.

11. Process outgoing mail as described earlier in Section A.5.

12. Process the File Copies

File copies are the ones with the file copy notations at the bottom. There are four file copies and they go in this order:
    OFFICIAL FILE COPY
    LASO READER FILE COPY
    AAM READER FILE COPY
    PERSONAL FILE COPY

    a.   Date stamp all pages of the file copies (if not already stamped).

    b.   Stamp "Original signed by..." in the signature block of all file copies. If no stamp is available, write /S/ in the middle of the blank signature block to indicate that the person listed in the signature block actually signed it.
    Note:
    If someone signed the correspondence other than the person listed in the signature block, then handwrite or stamp in that block "Original Signed by (the other person's full name)"

    c.   Staple the sets together (i.e., all pages of the Original File Copy = one set)

    d.   Take the LASO Reader File Copy and file it among the others in the drawer in the corner by the door to be assembled monthly. (See Section B.3, Prepare Monthly Reading File Folder).

    e.   Arrange the other File Copies in the following order:

        OFFICIAL FILE COPY (for the official file)

        AAM READER FILE COPY (for the Assistant Manager's file)

        PERSONAL FILE COPY (for the requestor's file)

    f.   Attach these three file copies together with a paperclip or binder clip and put them in the requestor's group mailbox.
    Note:
    The requestor is the first person listed in the concurrence block on the right side of each piece of correspondence

2.1.8.4 Processing Letters
Follow section A.8.c. Processing Memos, for general outgoing correspondence processing.

Processing letters is different in the following ways:
1. They are sent to people outside of DOE/NNSA or LANL
2. They are always sent in new envelopes (not internal envelopes)
3. They are sent by U. S. Mail (Regular or Certified) or FedEx
4. They are more formal
5. They are often sent in mass mailings (NEPA). A separate section is provided below devoted to NEPA mass mailings

2.1.8.5   Processing NEPA Mass Mailings

Follow section A.8.c, Processing Memos, for general outgoing correspondence processing.

NEPA mass mailings:
▪ Always need to be sent out immediately because they are date sensitive
▪ Come in batches of about 75 letters each
▪ Originate from our NEPA (National Environmental Protection Agency) Compliance Officer (Elizabeth Withers)
▪ Are sent out whenever there is correspondence about an environmental assessment (EA)
▪ Are usually sent to the same people.
▪ The addressees are called stakeholders, and are people in our area who are interested in environmental issues.

Following are some special procedures dealing with NEPA Mass Mailings.

1. Make sure all the letters are signed. If not, call the requestor and let him/her know that one or more letters are unsigned. Set them aside.
2. Make sure all the letters are date stamped. If they aren't, then date stamp the originals and all copies.
3. There are three different letters per batch, which are handled differently, as follows:
   a. Ron Curry (New Mexico Environment Department)
   b. Neil Weber (Public--with enclosure)
   c. Langdon Toland (Reading Room)
   e. Dorelen Bunting (Public--without enclosure)
   These letters are handled differently because they have bcc copies and a list of addressees to attach to the bcc copies.
4. Set the three letters listed above to the side until the other 50 letters are processed.
5. Make sure there are labels and/or envelopes for the batch of letters when they are delivered to the Mail Room. If the labels and/or envelopes are not present, ask the originator or the word processor for them. These labels/envelopes are already on disk and just need to be printed out.
6. Get the envelopes ready for mailing, keeping them in the same order as the letters. Each envelope should have an address label (in the center) and a return address stamp or label (upper left corner).
7. Make sure there are enough enclosures for the mailing. If not, ask the originator for more (i.e., Elizabeth Withers). Enclosures are usually booklets that need a large manila envelope.

8. With the letters and envelopes in the same order, place the original letter on top of the booklet enclosure and insert them into the envelope.

9. Use the palm of your hand to make sure the envelopes are securely glued down. Folding a letter so that it looks professional is important in the business world, so following are some steps to take to properly fold a letter:

   a. Place the letter on a flat surface.
   b. Fold the letter up from the bottom about one third of the way.
   c. Fold the letter down from the top the other third of the way.
   d. Make firm creases on both folds by pressing down with fingers or thumbs along the creases.
   e. Place the letter (facing forward) in the envelope so that the person receiving it can hold it in one hand and unfold it down with the other.
   f. If the letter contains more than one page, you may staple it in the upper left corner. Then, after folding it, place the stapled side down in the envelope so that the postage meter does not catch it (making a bump) when it is metered.

11. Use the automatic feeder on the postage meter for the white envelopes, and the postage meter tapes for the larger envelopes.

12. Make sure there is a list of addressees to send to the bccs. Each of the three different letters listed above has a bcc list (the same list), so a copy of the addressees needs to be attached to the bcc copies of each letter. (Since there are three letters to each bcc person, just send them one list.)
    Note:
    The list of addressees may be in the form of a table with the name of the EA listed at the top.

13. When making copies of the letters for the bccs, place the bcc page on top of the original letter to make the collated and stapled copies (usually 6 copies).

14. Throw away the original bcc page after copying it, since it will not be going with the original letter (bcc means blind carbon copy and the addressee does not see it).

2.1.9 Badging Visitors

One of the most important functions of the Receptionist is to badge and assist visitors. All visitors to LASO must have a badge to visit people within the building. All visitors MUST sign in.

2.1.9.1 LANL Badge Holders

People who have Los Alamos National Laboratory badges can go anywhere in the building that is an open area. However, people with LANL badges often stop to ask directions and/or to deliver envelopes to DOE/NNSA residents

Ask whom they have come to see and direct them to the resident's office by providing the room number and method of getting there.

2.1.9.2 No Badge

People, who come to LASO without a badge, even if they have one but left it elsewhere, need to be signed in and badged. LASO personnel do not like to see someone wandering around in the halls without evidence that they have signed in. This applies to Los Alamos National Laboratory personnel who have forgotten their badges, delivery people who will be around the building for a while, LASO residents who have forgotten or do not yet have a badge, and miscellaneous workers.

2.1.9.3 Badging Procedure

1. Have the visitor print and sign his/her name in the spot provided on the sign-in sheet (attached to the clip board with the pen). *(See Appendix B, Visitor Log Sample)*
2. Give the visitor who is a LASO resident an ORANGE badge
3. Give all other visitors a LIGHT BLUE badge.
4. Note the badge number on the sign-in sheet if the visitor has not done so.
5. Note the date and time the visitor arrived if the visitor has not done so.
6. Ask the visitor(s) whom they have come to see in the building.
7. Ask the visitor if the DOE/NNSA resident is expecting them.
8. Call the DOE/NNSA resident to let him/her know they have a visitor (this is helpful, particularly if the DOE/NNSA resident is not in).
9. Direct the visitor(s) to the person's office or ask them to wait for the DOE/NNSA resident to come get them (depending on what the DOE/NNSA resident said when you spoke with him/her over the telephone).

2.1.10 Assisting Visitors

People who come to the Mailroom often do not know the name of the person they need to see. For instance, they often need to speak with the "Personnel person" or perhaps the "Real Estate person." The Mailroom Receptionist, in time, will learn who all these people are and can tell the visitors who they need to see for certain things.

2.1.11 Reserving Conference Rooms

Reserving conference rooms is another very important part of the Receptionist's job. DOE/NNSA residents must reserve the conference rooms ahead of time and will ask the Receptionist to do it for them. The following conference rooms are available for scheduling:

- Room 100: Main conference room on the first floor of the LASO building
- Room 129: The room directly behind Room 100
- Room 216: A secure conference room. People need to have a clearance to use it, since it is in the second floor secure area
- Videoconferencing Room (or "Penthouse"): This conference room has special equipment for videoconferencing, which is located on the 4th floor. Open the room only for scheduled times, which can be verified by looking at the daily calendar.

Note:
The keys to the doors are found in the right-hand drawer under the postage machine, They are the only keys we have, so we must not lose them or put them anywhere else but this drawer

2.1.11.1 General Rules for Scheduling Conference Rooms

1. Have the Computer Technician give you authorization to use and show you how to work the Conference Room Schedule.
2. Select the room where you want to make the reservation.
3. Select the date requested.
4. If the room is already scheduled, tell the requestor.
5. If the room is available, then, as the person tells you, write down all the information on a piece of paper so you can refer back to it later if needed to complete the reservation.
6. Enter the following information in the large box in the reservation screen: (See sample entry in 11.b.2 below)
   - Room number (i.e., Room 100)
   - Times (i.e., 8:30-10:00)
   - Requestor (i.e., Dennis Martinez)
   - Meeting Name (i.e., Citizens Advisory Board Meeting)
7. In the top box, change the times of the room reservation by pressing the up or down arrows next to the hours at the top of the reservation screen.
8. Press OK (at the bottom of screen)
9. Look at the reservation screen to make sure that the reservation is on the correct date, in the correct room, and at the right times before exiting the screen.

2.1.11.2 Special Conference Room Scheduling Rules

Do not schedule back-to-back meetings. Leave at least one-half hour between the time one meeting ends and the next one begins.

Ask the requestor if there is any special equipment needed. Note special equipment needs (i.e., overhead projector, telephone, etc.) in the conference

room reservation box below the last line of text in CAPITAL LETTERS so it can be readily seen.

A sample conference room schedule might read:

Room 100, 8:00-10:00 a.m., Imelda Tainter 7-5105, All Hands EQUIPMENT REQUIRED: TV, VCR, and Phone

2.1.11.3 LASO Conference Rooms Equipment Naming Conventions

NAME TO USE	OTHER NAMES
Computer Projector	Proxima, Laptop Projector, Desktop projector, or PowerPoint Projector
Laptop**	
Desktop**	Workstation & CPU
Overhead	Viewgraph & Transparency Projector
Flip Chard	
White Board	
TV/VCR	
Conference Phone	Speaker Phone
Microphone	PA System & Audio System

***Computer Projector: ask if they need a Laptop or Desktop setup*

2.1.11.4 Outside people who Schedule a Conference Room

If the outside person has no DOE/NNSA contact (even if it is a public official), then do not schedule the room. Explain that the room is available to only those persons who have a DOE/NNSA contact.

If the outside person is a public official, say a Pueblo Governor or a Congressman, contact Donna Vigil, Community Affairs Specialist, at 7-0451; and/or the Manager's Office at 7-5015, to tell them of the situation

If the outside person has a DOE/NNSA contact, transfer that person to the DOE/NNSA contact in order to make arrangements. The DOE/NNSA contact should call the Mailroom to reserve the room.

Persons may reserve both Rooms 100 and 129 for meetings. This should be noted on the schedule (IN CAPITAL LETTERS), since the dividing wall will need to be removed and special seating arrangements made. (This happens with All Hands Meetings)

2.1.12 Using a Government Vehicle to Make Mail Deliveries
Signing out a Government Car

- Sign out a government car with one of the LASO administrative assistants to make U.S. Mail and Federal Express deliveries. If you know you will need a car at 2:00 p.m., sign it out ahead of time so no one else takes it

Government Car Use Requirements
- You must have a valid driver's license
- You must not make other non-government stops (Not going to McDonald's)

2.1.13 Assist with Word Processing

2.1.13.1 Word Processing

The Receptionist needs to know how to prepare simple word processing documents, such as mailing labels, lists, and signs when needed. If the Receptionist needs assistance with these skills, then she/he should ask someone to teach them. Using the typewriter for these tasks is also permissible.

2.1.13.2 Copying

Small jobs - use the Mailroom copier for small jobs

Larger jobs - use the larger copier down the hall near the Project Management Office. Be sure to use the stapling and collating features

If the copier is not functioning properly, call Yolanda Alarid

Exceptions:
- If the job is a large one (i.e., a memo with lots of attachments), request help from Word Processing
- If you are at the same time answering one or more of the Manager's phones, hold the job for later when you are no longer on phone duty
- When you go to do the copies, put the sign that says "Receptionist is down the hall making copies, will return soon," on the door before leaving the office
- If you expect to be away from the office for more than five (5) minutes, put the sign up and then lock up the Mailroom

2.1.14 Spare-Time Jobs

It is best to look busy when people see you, and doing some spare-time jobs is one way of doing that. Following are some suggestions for fill-in jobs in spare moments:

a. Print labels with the DOE/NNSA return address
b. Study up on word processing skills
c. Put the visitor and resident badges in order
d. Print out some new visitor sign-in forms or other frequently used forms
e. Throw out old "Holy Joe" (Interoffice Mail) envelopes
f. Replace fluid in the postage machine
g. Check the amount of postage left in the postage machine, and alert Yolanda Alarid if it gets below $100
h. Tidy up the Mail Room
i. Reorder supplies that are getting low (contact someone in Word Processing for a Boise Catalog, the orders are placed monthly)

2.2 WEEKLY/MONTHLY RESPONSIBILITIES

2.2.1 Prepare Weekly Mailroom Report

The weekly Mailroom Report is used by DOE/NNSA for bookkeeping purposes, and is required by our contractor (Fiore) for its monthly production report to DOE/NNSA. The report includes the amount of money spent during a week on postage, the kinds of postage, number of envelopes, and what deliveries were received. *(See Appendix I, Weekly Mailroom Report)*

To generate a Weekly Mailroom Report you will need the following:
- A copy of the Incoming Mail Log (copy the pages for the week)
- A copy of the Weekly Outgoing Mail Log
- The Outgoing Certified and FedEx Records (just to be sure you logged them on the Outgoing Mail Log)

Following are procedures for generating the Weekly Mailroom Report:

a. Enter the Mailroom Report Template (an Excel document) on your computer, and immediately save it as another document, i.e. "6.7.02" (6.7.02 = Friday's date) so you do not destroy the template. Find the template on your C Drive under the folder Mailroom, then a sub-folder Mailroom Reports.
b. Print out a copy of the new, blank Mailroom Report (6.7.02) to use as a worksheet to complete in pen or pencil before entering figures into the computer.
c. Add and multiply the columns, as appropriate, on the Outgoing Mail Log (copy), and then transfer them to the blank paper copy of the new Mailroom Report (6.7.02).
d. When the paper copy of the new Mailroom Report is completed, transfer the figures to the Excel worksheet on the computer. The Excel program will total the columns and rows automatically.
e. When completed entering your figures into the computer, SAVE it and PRINT out a copy to proofread against your worksheet.
f. Make any final adjustments.
g. Print out a copy for your file.
h. E-mail the report to the following people:
   1. Les Purvis (Contractor Supervisor)
   2. Yolanda Alarid (Procurement Specialist)
   3. Jerald King (Contractor Corporate Manager)
i. File your report on the J Drive using the following example:

   J:/WPU1/Mailroom/Reports/2004/6.7.04

(Your document name is 6.7.04, which corresponds with the last day of the week)

Note:
Prepare the report weekly, so it does not become a big job at the end of the month

2.2.2 Update the LASO Building Directory Board

The Building Directory Board in the LASO Lobby is updated whenever a new Manager comes on board or leaves. To update this board:

a. The key to get into the board is the long, pointed, silver key on the same key ring that opens the lobby doors.
b. The letters for the board is located in a large, flat box in the mailroom, and is about the size of a shirt box.
c. Use the same system for putting up names as done previously, unless you want to change all the names. The current system has worked for many years.
d. When asked to change the names on the board, do so as soon as possible, since the Managers want people to know what their room numbers are.

2.2.3   Maintain the Postage Meter

Following are some important things to know about maintaining the postage meter. These things are explained very well in the Quick Reference Guide located in a pocket on the right; rear side of the meter or for detailed instructions, the main Manuel is located in the second drawer on the right side under the Mailing Machine.
a. Installing a Roll of Tape
b. Renewing the Ink Supply
c. Refilling the E-Zeal Sealing Solution Bottle

2.3   SECURITY AWARENESS

Since LASO is a Federal Building, the Mailroom Receptionist must be aware of certain security concerns:

2.3.1   Bomb Threats

To date we have never had a bomb threat at LASO, but one could happen, and we have a procedure for dealing with it. See the pink "Bomb Threat Checklist" card located on the right side of the receptionist desk and study up on what to do in the event of a real Bomb Threat. *(See Appendix K, Bomb Threat Checklist)*

2.3.2   Suspicious Incoming Packages

Do not open mail that looks strange (i.e., mail that resembles any of the following: has funny writing, excessive postage, oily marks, wires hanging out, or is from a foreign country, etc.). Call Security Management immediately to report it - Frank Ward, 5-4940; Pam Valdez, 7-5118; Diane Menapace, 5-3229; or Cindy Murdock, 5-7121. *(See Appendix J, Suspicious Package Information)*

2.3.3   Unattended Unmarked Briefcases/Boxes

All DOE/NNSA and LANL people must place a tag (with their name and address) on all their belongings, such as briefcases and boxes that they leave out in the open in the LASO lobby or elsewhere in the building. If you notice an unattended briefcase, bag, or box in the lobby, call Security Management immediately to report it - Frank Ward, 5-4940; Pam Valdez, 7-5118; Diane Menapace, 5-3229; or Cindy Murdock, 5-7121.

***If the bag or box is ticking, call 911 first**

2.3.4 Loitering/Vending

Loitering and vending in the LASO lobby or outside property (parking lot, lawn, doorstep) is prohibited. If you notice anyone in the area who does not seem to belong and who has not signed in, call Security Management immediately to report it - Frank Ward, 5-4940; Pam Valdez, 7-5118; Diane Menapace, 5-3229; or Cindy Murdock, 5-7121.

2.3.5 UCNI and OUO Packaging

Occasionally mail (incoming and/or outgoing) will be marked **"UCNI"** (Unclassified Critical Nuclear Information) or **"Official Use Only."** This mail is Unclassified, but sensitive, and is handled differently.

- Mail marked with these stamps (usually on the top and/or bottom center) must go in an envelope when sending it through the mail (interoffice or U.S. Mail).
- This mail also must not be placed in the open mailboxes in the hallway. Instead, keep them in the Mailroom for pickup by the addressee.
- If you are given copying to do that has these markings, do not throw away any bad copies in the wastebasket. It should be shredded.
- Be particularly careful when sending out correspondence from the SABT group, which has been known to send out attachments with these markings.

3.0   APPENDICES

The following pages contain the Appendices as listed in the Table of Contents and throughout the text