

# INCOMING MAIL, COURIER & FAX

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## INCOMING APPLICATIONS

This policy addresses receiving and posting incoming mail concerning applications before the Board. It does not deal with mail related to administration.

Mail, in this policy includes Applications, Faxes, Fax Copies, Letters (hand delivered or mailed) and all documents relating to process files.

Staff must handle all mail in the same way. Anyone receiving mail must make sure, immediately, that they deliver it to the responsible person under this policy.

Staff are responsible for making sure that all mail is date-stamped, entered and routed to the proper person within 30 minutes of receipt. Posting mail is a first priority and must not sit on anyone's desk. Make sure urgent matters get to the proper person for action right away.

Immediately deliver all mail to the reception desk for time and date stamping. **The receptionist does not date stamp applications or Notices until an officer has reviewed them.**

### *In Edmonton*

The receptionist will sort the mail into two categories and direct as follows:

- **Hearing Coordinator:** Applications for certification, revocation and strike or lockout votes, and all incoming letters and documents on the above files.
- **Data Entry Clerk:** All other applications (e.g., GE files) and all incoming letters and documents relating to these files.

The Hearing Coordinator and Data Entry Clerk enter their own correspondence directly into the system. **All incoming documents related to files must be inputted into the database by the administrative staff before being passed on to an officer or management.** If mail requires immediate and urgent attention, make a photocopy and redirect it for attention. Do not pass letters/documents on to officers until entered and marked "Posted."

On applications the "For Board Use Only" section is used to record the process file number and requires the initial of the inputting clerk. For all other documents use the "Posted" stamp and record the process file number, date of input and your initials.

If the Hearing Coordinator or Data Entry Clerk require assistance with entering matters on the system, they consult with the Director of Settlement.

Once applications/documents are posted they are passed on to the responsible officer. An officer is responsible for documents on their files; any documents not marked posted should be given back to the Hearing Coordinator or Data Entry Clerk for posting.

Post fax copies as mail as soon as received. Post urgent faxes immediately and direct them to the responsible person. Do not grab faxes and use or deliver them. They are mail and need entering in the system like anything else.

***In Calgary***

After reviewing the documents, the reviewer routes these to appropriate clerical staff for immediate inputting. The Senior Clerk is responsible for setting up files and maintaining data input for all applications and correspondence.

After inputting the document, create a file or put the document in the appropriate existing file. Redirect it to the assigned officer to acknowledge, work with, etc.

Do not take or use documents until they have been entered. Photocopies may be made for interim use in emergency situations. Documents are to be inputted within 2 hours of receipt.