

<b>POLICY OF STATE OF DELAWARE DEPARTMENT OF CORRECTION</b>	<b>POLICY NUMBER</b> 12.19	<b>PAGE NUMBER</b> 1 of 1
	<b>RELATED ACA STANDARDS:</b> NONE	
<b>CHAPTER: 12 CENTRAL BUSINESS OFFICE</b>	<b>SUBJECT: MAIL SERVICES AND DELIVERY</b>	
<b>APPROVED BY THE COMMISSIONER AND EFFECTIVE THIS DATE:</b>		
		
<b>APPROVED FOR PUBLIC RELEASE</b>		

**I. AUTHORITY:** 29 Del. C. §8903 (4)(5)(7)

**II. PURPOSE:** To ensure delivery and retrieval of mail, files and records between Department facilities and external locations.

**III. APPLICABILITY:** All Department employees, volunteers, persons or organizations conducting business with the Department.

**IV. DEFINITIONS:**

**Messenger Services:** Section with the Government Support Services Division of the Delaware Office of Management and Budget.

**V. POLICY:** The Department of Correction will utilize Messenger Services to send internal and external mail, files and records between Department of Correction (DOC) facilities. In addition, DOC has the option to send United State Postal Service (USPS) mail through Messenger Services. Packages will be mailed using the statewide Package Delivery Services contract, located on the Government Support Services website: <http://contracts.delaware.gov/>.

**VI. PROCEDURES:**

Department employees will utilize Messenger Services policies and procedures (<http://gss.omb.delaware.gov/messenger/index.shtml>) as well as DOC guidelines and procedures (<http://extranet.doc.state.de.us/services/messenger.shtml>) to prepare and submit mail for delivery. Packages must be sent in accordance with the vendor requirements on the statewide Package Services contract (<http://contracts.delaware.gov/>).

Questions or concerns with Messenger Services or Package Delivery Services should be directed to the Controller (Messenger Services) or Purchasing Services Administrator (Package Delivery Services).

