

Policy: CS-06-05
Policy Title: Procedure for Processing Mail
Policy Purpose: Set forth guidelines for opening the mail
Implementation Date: 03/17/2006
Revision Date: N/A

TOWN OF WESTFIELD
PUBLIC WORKS DEPARTMENT
Procedure for Processing Mail

Payments are to be opened and processed the day they are received.

Once the mail is opened the payments are to be divided into two stacks – north payments and south payments. North payments are determined at a glance by the WPW logo on the left hand side of the invoice. *Disconnect letters are sometimes mailed in with payments and these letters do not have the WPW logo in the left hand corner. North customer's account numbers begin with **0010** and up. South customer's account numbers begin with **5500** and up.

Compare the check amount and the invoice and circle or highlight the amount paid on the payment stub.

Banks pay the written (not numeric) amount on the check; make sure this amount is the amount the account is credited for.

Run separate duplicate calculator tapes on the checks and the stubs and compare the totals of both making sure the totals match. Write the date and your initials on both tapes and rubber band the calculator tapes to the checks and the stubs.

Before forwarding the batches to billing for processing stamp the back of every check with the *For deposit only* stamp.

Mixed payments (a check for both a north and south payment) are to be kept separate for special processing. Mark the batch as such.

Bank checks or checks from bill paying agencies typically do not have payment stubs. Reference the account number to determine if the payment is for north or south customer. If the account number does not appear on the face of the check write the account number on it. For checks to be applied to multiple accounts keep the check stub attached to the check to ensure the appropriate account is credited the designated amount. Run two tapes on these checks. The billing department will process the payments from the checks. Stamp the checks with the *For deposit only* stamp.

Bruce A. Hauk, Director