

**COUNTY MAIL
SERVICES
TEAM**

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If you are interested in starting new mail pick-up and delivery services, or need information, please contact us at:

Phone: (323) 267-3988

E-mail:
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Mail Services Headquarters
1102 North Eastern Avenue
Los Angeles, CA 90063
Fax: (323) 780-8393

COUNTY MAIL SERVICES LINE

(323) 267-3988



County Mail Services



OUR SERVICES

We proudly provide the following superior services:

- **Mail Stop Scheduling** – The days and times of all Mail Stops are planned to meet the internal or legally required deadlines of our customers.
- **Internal and Court Pick-Up and Deliveries** – Service days and times as scheduled with customer departments. Delivery is next day. However, Same Day Service is also available upon request.
- **Receipted Internal Mail Tracking** – Special handling for any internal mail item is tracked with numbered receipt labels. On-line tracking of item delivery status is available!
- **Outbound Mail** – Direct, external mail needs are addressed with experience and technical expertise to ensure postmarked Same Day.
- **Post Office Box Pickup**- As required by customer departments to meet their needs.
- **Presort Mail Discount** – Pre-sorted mail reduces postage costs. Outbound mail which meets USPS pre-sort format requirements is commingled so it may be organized by zip code. OCR presorting equipment is used by our contractor to barcode and sort outbound mail. This allows all customers to capture discounted automated postal rates.
- **Mail Advisory Consulting** – Provided on an as needed basis together with our mail specialty contractor and/or USPS.

BENEFITS OF OUR SERVICES

- **Security and Confidentiality Ensured**
- **Customer Training and Mail Evaluation for Outbound USPS mail**
- **Website for On-line Receipted Mail Tracking and Label Creation**
- **Uniformed, Secure Drivers with County ID Badge**
- **Marked, Reliable County Vehicles with GPS tracking and two-way communication**
- **Fully Trained Staff**
- **Careful Handling**
- **Reliable Delivery**
- **Friendly Service**
- **Integrity**
- **Cost Effective**
- **Examples of internal mail pick-up and delivery service include: Case files, court documents, printed documents or correspondence, scrolls, negotiable documents, Payroll, and locked money bags.**

Mail Services has a key central support role for the County and Courts in providing pick-up and delivery services for both internal and external communications. We recognize and take pride in our customers need to rely on Mail Services to provide reliable and secure mail services.

With our centralized mail processing locations, spoke delivery system, use of technology, and dedicated expert staff, Mail Services is able to uphold our long-standing reputation among our customers for providing prompt, high quality, courteous service all in compliance with USPS and internal requirements.

As a result, customer departments can focus on their operations to meet the department's main mission.

OUR MISSION

Mail Services mission is to provide our customers with the highest level of time-sensitive pick-up and delivery mail service.

We seek to maintain our customer relationships as communications needs evolve while demonstrating our constant desire to provide exceptional customer service.

Our motto- We're here to help.



For more information about our services, please visit our website at

<http://isd.lacounty.gov/purchasing-and-contract-services/contract-admin/county-mail-services/>