

INSTRUCTIONS FOR SORTING MAIL

REVISED
07/12/93

- 1) Upon arrival, open all mail unless it says "personal" or "confidential." If the correspondence says "personal" or "confidential," give it to the addressee unopened.

If there are red dots on any mail bring those to someone's attention. Red dots for Maggie, Evelyn, or Diane should be brought to Diane's attention immediately. (Red dots mean "urgent.")

- 2) All mail addressed to Maggie needs to be logged (get clipboard from Diane). Also, place small yellow "stickies" on her mail with a brief description. (See attachment entitled "Instructions for Sorting Maggie's Mail" for further instructions.
- 3) Correspondence related to Health Care should be sent to "Health Care Reform" room 410, OEOB.
- 4) Correspondence inquiring about positions with the "Health Care Reform" should be given to: Jeff Eller Room 160.
- 5) Correspondence inviting Mrs. Clinton to speak, appear, be honorary chairperson etc. should be given to: Patti Solis, (Director of Scheduling for Mrs. Clinton - 1851/2 OEOB)
- 6) Correspondence relating to requests for assistance regarding health problems of a personal nature (casework) should be sent to Jenny McCarthy Room 91 OEOB.
- 7) Correspondence from (media sources), i.e. newspapers, magazines, television stations, radio stations etc. should be given to: Lisa Caputo (Press Secretary), or one of her deputies (Neel Lattimore, Karen Finney).
- 8) When press releases come in, they will usually be on legal-sized paper. Give one copy to the Press Office and give the other copy to Diane (for Maggie).
- 9) Correspondence from members of Congress, state or local officials etc. should be sent to: Shirley Sagawa, (Special Assistant to the President for Domestic Policy, Second Floor West Wing).
- 10) Correspondence that includes biographical information from Members of Congress should be given to Kim Tilley, (Research/Briefing Book Coordinator, Room 197-OEOB).

- 11) Please bring mail with a **threatening tone** to attention of the Secret Service. Call X2443 and someone will come up to review it. Try not to leave your fingerprints on this mail. Touch the edges only.

If the mail is "wacky," but not necessarily threatening in nature, put it in an envelope and send it to: Mr. Mendoza - Room 49, OEOB.

- 12) Do not highlight any mail except correspondence relating to dates on invitations. Please note "time sensitive" as appropriate.
- 13) Mail for **Chelsea Clinton** is to be sent to Student Correspondence, Room 435, OEOB.
- 14) Newspapers, magazines, periodicals, etc., in general, should be given to the Press Office. However, please make sure Melanne gets a copy of: **the National Journal, Roll Call, the Congressional Quarterly, the Legal Times, Healthline and any other health care-related materials.**
- 15) When gifts come in, they need to be registered with the Gift Unit. Please check the schedule for the day and give it to whoever is assigned gifts.
- 16) Résumés relating to the First Lady's office including paid employees, internships and volunteers should be given to Diane Limo. Résumés related to other White House Offices should be sent to White House Personnel, Room 151, OEOB.
- 17) Correspondence for former President George Bush should be forwarded to 10000 Memorial Drive, 9th Floor, Houston, TX 77024.

Instructions for Sorting Maggie's Mail

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- 2) Pull out all "red dot" mail. Make sure that Diane or Evelyn sees it immediately.
- 3) Separate "interoffice" (mail from within the White House complex) and "general public" mail. Put the "interoffice" mail in a red folder and give to Diane immediately. The remaining mail should be clipped to the log sheet and given to Diane at the end of the day. If the nature of the letter is urgent, put it in the red folder with the "interoffice" mail so that it can be brought to Diane's attention.
- 4) Open each piece of mail (unless it indicates that it is personal or confidential) and put yellow "stickies", with a brief description, on each piece of correspondence.
- 5) Mail for Evelyn and Diane should be put on their chairs.
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Overview of Administrative Operations Division

The Administrative Operations Division (AOD) has four Branches which provide common services to the White House and agencies of the Executive Office of the President (EOP):

1. The Mail/Messenger Branch (x7005) handles interoffice mail and special hand deliveries within the White House complex and the Washington metropolitan area (including Maryland and northern Virginia). Mail staff also order and deliver daily newspapers and weekly newsmagazines to EOP staff. Mailrooms are located in the West Wing, East Wing, OEOB, and NEOB. There is a Courier Receiving Facility in the NEOB lobby which accepts and x-rays all incoming courier deliveries; the Courier Facility also processes incoming and outgoing overnight express packages. It should be noted, however, that outgoing White House postal mail is handled by US Postal Service staff who are stationed permanently in OEOB offices.
2. The Procurement Branch (x3314) handles contracting responsibilities valued at approximately \$25 million annually and supports most EOP agencies. An Electronic Requisition System is used for the submission of requisitions and the processing of purchase orders. However, most routine White House procurements are handled directly by staff in the White House Administrative Office. Larger procurement actions such as the lease of automobiles and purchase of computers and programming support are often delegated to the OA Procurement Branch on an ad hoc basis. Procurement staff assist EOP clients in planning procurements, drafting of requests for proposals (RFPs), statements of work, and other required documentation.
3. Publishing Branch (x4745) staff assist EOP clients in designing publications, documents, and visual aids. Work is performed on a Macintosh desktop publishing system; it is output to color or laser printers. The Branch is also equipped with a high-resolution typesetter to provide high-quality camera copy or negatives. One key responsibility of the Publishing Branch is to draft Presidential travel diagrams. The Branch also oversees the interagency agreement with the Defense Printing Service (x2294) for operation of two printshops in the EOP complex; these printshops are available for use by EOP staff to produce printed materials and to reproduce large quantities of existing documents.
4. The Property and Supply Management Branch is composed of three units:
 - Supply (x3532) staff operate two office supply stores, one in the OEOB and another in the NEOB. The OEOB store serves the needs of staff located in the West Wing and East Wing. Approximately 700 different items are stocked in the stores

(pens, paper, copier toner, et cetera). Special supplies can be procured by the staff as well.

- The Remote Delivery Site (484-1845) at the Washington Navy Yard operates with the assistance of the Secret Service. Incoming mail and nonperishable deliveries undergo x-ray inspection at this offsite location; the goods are then conveyed to the White House complex. A warehouse -- storing office supplies, furniture, carpet, and printed materials -- is maintained there also. Planning for a new Remote Delivery Site is underway; the new facility is scheduled for completion in the spring of 1994.
- Customer Services (x1573) staff act as a liaison to assist agencies in disposing of surplus furniture and equipment and in coordinating services from Supply and RDS. This unit also coordinates copier repairs and reservations for NEOB conference rooms.

Many AOD services are provided on a reimbursable basis; the cost of supplies, newspapers, printing, and postage are charged back to client EOP agencies.

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