

DOC52PAPT1100029 – APPENDIX C
Summary of Cycle Time Requirements

Incoming Mail	
• Pick up Mail	
○ From Pickup Locations within Madison East	Twice Daily (10- 11 am and 2-3 pm)
○ Other	As Requested
• Deliver Sorted Mail	
○ General Mail	Twice Daily (10- 11 am and 2-3 pm) and within 2 days of receipt in the mailroom
○ Work Location Routing Sheets w/fees	Within 3 days of receipt in the mailroom
• USPS-Returned Mail	Within 1 day of receipt in the mailroom
• Internal Mail Inquiries	Within 4 hours of the request
• Mailing Applicant-Filed Postcards	Within 2 days of receipt in the mailroom
• Dispatching Outgoing Mail	Within 1 day of pickup from locations within Madison East and within 1 day of receipt for items delivered by others to the mailroom
• Special Handling Outgoing Mail	Within 1 day of notification of special handling needed
• Tracking Courier-Barcoded Mail	Within 4 hours of receipt in the mailroom
Initial Intake	
• Processing Rightfaxes	Within 1 day of receipt in the electronic folder
• Processing Unprocessable Mail	Within 2 days of receipt in the mailroom
• Process Internal Informalities Requests	Within 4 hours of the request.
Scanning	
• Paper Applications	Within 3 days of receipt in the mailroom must have completed all

	processing (scanning, fee processing, file assembly, final transactions)
• Incoming Paper Correspondence	Within 2 days of receipt in the mailroom
• Other	Within 2 days of the request
Email	
• Monitoring/Taking Action on all Email Boxes	Within 1 day of receipt in the email box
Fee Processing	
• Daily Reconciliations	By COB each day
• Fee Transactions on All Filings	Within 2 days of the receipt at the fee window or in the mailroom
• Internal Fee Inquiries	Within 4 hours of the inquiry
• Resolving Fee Problems	Within 4 hours of the inquiry
• Refund Processing	Within 1 day of the inquiry
Cashier Duties	
• Process Copishare debit card transactions	Immediate on request
• Process UPWS	Immediate on request
• Daily Reconciliations	By COB each day

Refers to “Business” hours and days.