

STATE OF UTAH DEPARTMENT OF COMMERCE	Division: All Commerce	Page: No. 1 of 1
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POLICIES & PROCEDURES	Authorized By: <i>Francine A. Giani</i> Francine A. Giani, Executive Director	
	Subject: RETURNED MAIL AND MAILING ADDRESSES ON FORMS	

PURPOSE

This policy governs:

- the proper handling and processing of mail that cannot be delivered by the U.S. Post Office, and
- the design of Department forms.

RETURNED MAIL

- When sending mail and handling returned mail, Department employees shall follow all applicable statutes and administrative rules relative to the specific record contained in the item of mail.
- Unless a statute or administrative rules provides differently for the record contained in an item of mail, Department employees shall:
 - make a reasonable attempt to send mail to a person's last known address;
 - follow the provisions of Division of Finance Accounting Policy, FIACCT 05-24.10, with regard to returned mail containing warrants of any type;
 - in cases where returned mail does not contain a warrant, keep, archive, and destroy returned mail in accordance with the retention schedule applicable to the specific record contained in the item of returned mail; and
 - in the event of returned mail with a forwarding address provided by the U.S. Postal Service:
 - re-send the mail to the forwarding address, and
 - update the appropriate database with the forwarding address.
- Unless a specific statute or administrative provides a different method for a person to notify the Department of an address change, a person may notify the Department of an address change in writing or by providing proof of address.

MAILING ADDRESSES ON FORMS

Any Department form that requires a physical address should be amended to conspicuously include a mailing address in addition to the physical address.