

# ACCOUNTING & FINANCIAL SERVICES: MATERIEL MANAGEMENT – DISTRIBUTION SERVICES

University of California, Davis  
Accounting & Financial Services  
Avian Influenza Pandemic  
Business Continuity Plan

July 1, 2006  
(Revised November 9, 2006)

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## I. ORGANIZATION CHAIN OF COMMAND, PANDEMIC PLANNING WORKGROUP AND COMMUNICATIONS

1. A. The *organizational chain of command* consists of the following:

Name	Position	Work Location	Email	Office	Home	Cellular or other	Text capable?
Steve Frost	Materiel Mngmnt Director	205 Cousteau	safrost@ucdavis.edu	530.747.3889			No
Phill Lacey	Assistant Director, Distribution Services	Mail, Stores, Receiving	pllacey@ucdavis.edu	530.752.9181			Yes

Jennifer Lawrence	Manager	Mail Division and BMC	<a href="mailto:jdlawrence@ucdavis.edu">jdlawrence@ucdavis.edu</a>	530.752.6686			Yes
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Terry Chase	Supervisor	Receiving	<a href="mailto:tmchase@ucdavis.edu">tmchase@ucdavis.edu</a>	530.752.9309			
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Tom Casebeer	Supervisor	UCDHS Mail Services	<a href="mailto:stcasebeer@ucdavis.edu">stcasebeer@ucdavis.edu</a>	916.734.7225			No
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2. The *Pandemic Planning Workgroup* appointed for **A&FS** is as follows:

Name	Office	Cellular or other
Mike Allred (Department Head)	530. (private desk)	
Steve Frost	530.747.3889	
Eben Sutton	530.752.5873	
Kathy Hass	530.757.8525	
Andy Lamb	530.747.3885	
Cindy Jones	530.757.8542	
Cyndy Johnson	530.757.8936	
Luci Schmidl	530.757.8516	
Delanda Buchanan	530.757.8836	
Valerie Sjoldal (Coordinator)	530.754.9396	

3. A. The designated communication representatives from **A&FS: Materiel Management** are as follows:

Name	Office	Cellular or other
1. Sherrell Richmond	530.747.3887	
2. Karl Reinking	530.747.3888	
3. Katie Jaramillo	530.757-8707	

4. A. Communications to employees in these areas are distributed via the following method:

1. E-mail distribution list known as <i>A&amp;FS Distribution Services</i>
2. Central voice mail box
3. A&FS internal web site
4. Phone trees

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## II. OVERVIEW AND ASSUMPTIONS

### Assumptions:

- The United Postal Service (USPS) will continue to make deliveries to the campus and Medical Center.

### UNANSWERED QUESTIONS OR CONSIDERATIONS --

1. Due to health and safety concerns, would Center for Disease Control (CDC) allow USPS to distribute mail?
  2. Based on discussions with USPS officials (5/18), there is currently no public information regarding a USPS Pandemic Flu contingency plan.
  3. Could USPS notify Distribution Services when Certified, Registered, Priority etc is received? This would help when staffing levels (particularly UCDHS) does not allow for the daily pickup of mail from USPS (BMEU, Oak Park, Fort Sutter, and Davis).
- Common carriers, UPS, overnight shippers, and vendors will continue to make campus deliveries.
  - DaFIS will be accessible to Distribution Services staff.

### OTHER CONSIDERATIONS --

1. Would the UCDHS Stores/Transportation unit and UCD Repro Graphics be amenable to coordinating deliveries with Distribution Services? (Background checks may be required)
2. Would HR have an emergency reclassification contingency available for folks that may be required to work out of class in excess of 15-days?
3. Would HR (EL&R) allow the use of temporary contract services (i.e., Kelly Services) workers to augment staffing needs?
4. Would Fleet Services have contingencies for providing fuel?
5. Although costlier, would it be feasible for departments to utilize UCD Buy to send intradepartmental mailings (e.g., batch and send twice weekly) via FedEx, and have those drivers perform desktop delivery service? This would help augment Distribution Services staffing in the event of mass absences. (Investigate establishing a contract for this service as a contingency.)
6. At what point should we notify departments to utilize express couriers, such as FedEx and UPS, to deliver time sensitive mailings and shipments? This may be a contingency if USPS is unable to handle its demand due to limited staffing levels.

### IMPORTANT DATES AND/OR EVENTS --

Refer to Payroll Calendars <http://payroll.ucdavis.edu/calendars/>

Distribution of W2's-January 2007

UC Davis Quarterly Magazine (Editorial Design)

Dateline (News Services)

Campus Directives

Fall Commencement (December 2006/2007)

Spring Commencement (May/June 2007)

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## III. BUSINESS IMPACT ANALYSIS

1. a. What is the primary mission of the **Mail Division**?  
To centralize mail services and minimize the duplication of University resources needed to efficiently receive, process, dispatch, and deliver U.S. Postal Service and intercampus mail throughout the campus.
- b. What is the primary mission of **Central Receiving**?  
Central Receiving is the designated receiving point for most inbound campus freight deliveries. By having deliveries channeled through one centralized location, the campus is able to reduce the amount of vehicle traffic on campus and operate more efficiently by minimizing the duplication of receiving related services.
- c. What is the primary mission of the **Bulk Mail Center**?  
Bulk mail is mail rated for postage partly by weight (50 lbs minimum) and partly by number of pieces (minimum of 200) in the mailing. The Bulk Mail Center performs specific preparations, such as sorting the mail by zip code, which are required to achieve discounts offered by the US Postal Service. The Bulk Mail Center also processes campus directives, sure pay statements, and payroll checks.
- d. What is the primary mission of **UCDHS Mail Services**?  
To centralize mail services and minimize the duplication of University resources needed to efficiently receive, process, dispatch, and deliver U.S. Postal Service and intercampus mail throughout the UC Davis Medical Center.

**NOTE: In this context, “critical functions and processes” are defined as those acts (1) necessary to preserve lives (human or animal), (2) maintain the physical plant/infrastructure, or (3) continue essential business services until an emergency has abated. This would include (for example), care and feeding for animal facilities, maintaining the Data Center, keeping all utilities functionally and maintaining public safety.**

2. What are the critical processes and functions necessary during the four absenteeism scenarios?	3. Who performs these critical processes and functions and who are the backups (2-3 deep) to perform these?	4. And are there alternate methods of delivering these?	5. What other campus units are necessary to this critical process or function? What arrangements have been made with those other units?	6. What are the contract arrangements, essential inventory, resources, and equipment necessary to deliver these?
<p><b>Mail and Receiving:</b> Primarily the receipt and delivery of US, interoffice mail, inbound freight, and the metering of outbound mail. These services are provided on campus and at UC Health Systems in Sacramento.</p>	<p>On campus, one Stores Worker receives and routes inbound freight for campus delivery. Approximately 8-career fulltime employees (Mail Processors and Sr. Mail Processors) sort and meter the mail, and typically, 3-4 student employees assist with this process. Additionally, approximately 10 career fulltime employees (Sr. Auto Equipment Operators) and 3 student employees deliver mail and freight shipments to approximately 348 campus locations daily.</p>	<p>On campus we will collaborate with Reprographics delivery team to assist with mail and freight deliveries.</p>	<p>N/A</p>	<ul style="list-style-type: none"> <li>• Campus-9 mail vans, and one bobtail w 2000lb /lift gate capacity</li> <li>• UCDHS-Vans and vehicles (8 each) utilized for retrieving mail from the Oak Park Post Office and transporting it within UCDHS’s vicinity.</li> <li>• Vehicle w/2000 lbs lift gate capacity.</li> <li>• Computers (and tech support if needed)</li> <li>• Mail tubs, and existing material handling equipment</li> <li>• Disposal plastic gloves</li> <li>• Respirators</li> </ul>
<p><b>Mail and Receiving (Cont.)</b></p>	<p>At UCDHS, approximately 9 career fulltime employees (Mail processors and Sr. Mail Processor) sorts and</p>	<p>At UCDHS- Mail Services, with coordination, we will deliver mail via UCDHS’s Transportation Department, and distribute to central sites within a</p>	<p>N/A</p>	

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2. What are the critical processes and functions necessary during the four absenteeism scenarios?	3. Who performs these critical processes and functions and who are the backups (2-3 deep) to perform these?	4. And are there alternate methods of delivering these?	5. What other campus units are necessary to this critical process or function? What arrangements have been made with those other units?	6. What are the contract arrangements, essential inventory, resources, and equipment necessary to deliver these?
<p>.....</p> <p><b>The Bulk Mail Center (BMC)</b> processes campus directives, sure pay statements, and payroll checks.</p>	<p>delivers mail to approximately 300 locations within the Sacramento vicinity.</p> <p>.....</p> <p>The Bulk Mail Center is comprised of 8 FTE that receives work orders electronically and materials physically.</p>	<p>given location. This arrangement would bode well for areas within the hospital (i.e. wards, intensive care etc) and might help with “social distancing” efforts being discussed to reduce communicability.</p> <p>.....</p> <p>BMC- Other than processing payroll, sure pay statements, and directives, many of BMC’s services are offered by competitors, which could be used during an emergency.</p>	<p>.....</p> <p>BMC works closely with Reprographics for payroll and customer work orders. At this point, there has been no discussion about alternate arrangements.</p>	
<p><b>25% Absenteeism Scenario</b></p> <p>Campus Mail and Receiving: Provided the United Postal Service (USPS) is making deliveries, mail would be sorted and delivered; however, there would be delays due to the absence of potentially 6 FTE.</p> <p>.....</p> <p>UCDHS Mail: Similar to above, if inbound USPS mail service is not interrupted; it would be business as usual, but with the absence of potentially 3 FTE, unlike the campus, only 65% of inbound mail would be delivered and processed the same day.</p> <p>.....</p> <p>BMC: Business as usual</p>	<p>.....</p> <p>.....</p> <p>.....</p>	<p>If USPS requires the retrieval of mail from their West Sacramento Processing Facility, we would utilize 2 employees (Sr. Automotive Equipment Operators) to transport mail to campus and UCDHS mailrooms. To augment staffing we would contact Temp Services and or Kelly Services as well as look for staffing opportunities within Materiel Management (i.e. Special Services, Bargain Barn, Salvage, and Furniture Program etc.)</p> <p>.....</p> <p>To augment staffing we would contact Temp Services and or Kelly Services, as well as look for staffing opportunities within Materiel Management (Special Services, Bargain Barn, Salvage, Furniture Program, etc.)</p> <p>.....</p>	<p>N/A</p> <p>.....</p> <p>N/A</p> <p>.....</p> <p>N/A</p>	<ul style="list-style-type: none"> <li>• Campus-7 mail vans, and one bobtail w 2000lb /lift gate capacity</li> <li>• UCDHS-Vans and vehicles (5 each) utilized for retrieving mail from the Oak Park Post Office and transporting it with UCDHS’s vicinity.</li> <li>• Vehicle w/2000 lbs lift gate capacity.</li> <li>• Computers (and tech support if needed)</li> <li>• Mail tubs, and existing material handling equipment</li> <li>• Disposal plastic gloves</li> <li>• Respirators</li> </ul>
<p><b>50% Absenteeism Scenario</b></p>	<p>Campus: due to the absence of</p>	<p>To augment staffing we would contact</p>	<p>N/A</p>	<ul style="list-style-type: none"> <li>• Campus-7 mail vans, and</li> </ul>

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2. What are the critical processes and functions necessary during the four absenteeism scenarios?	3. Who performs these critical processes and functions and who are the backups (2-3 deep) to perform these?	4. And are there alternate methods of delivering these?	5. What other campus units are necessary to this critical process or function? What arrangements have been made with those other units?	6. What are the contract arrangements, essential inventory, resources, and equipment necessary to deliver these?
<p>Campus Mail and Receiving</p> <p>.....</p> <p>UCDHS Mail</p> <p>.....</p> <p>BMC: Priority would be to process paychecks, directives and sure pay statements. Other work orders would be prioritized (trim jobs with long lead times).</p>	<p>potentially 9 FTE, less than 50% of 1st class mail would be processed within the same day, and interdepartmental mail would be deemed a lower priority. Outbound US mail may experience delays.</p> <p>.....</p> <p>UCDHS: With the absence of potentially 4.5 FTE, the unit would only process 25% of the mail it receives, delivers, and dispatches within the same day.</p> <p>.....</p>	<p>Temp Services and or Kelly Services, as well as look for staffing opportunities within Materiel Management (Special Services, Bargain Barn, Salvage, and Furniture Program, etc.)</p> <p>.....</p> <p>To augment staffing we would contact Temp Services and or Kelly Services, as well as look for staffing opportunities within Materiel Management (Special Services, Bargain Barn, Salvage, and Furniture Program, etc.)</p> <p>.....</p> <p>Notify competitors of potential UCD workload and notify departments accordingly.</p>	<p>.....</p> <p>N/A</p> <p>.....</p> <p>N/A</p>	<p>one bobtail w 2000lb /lift gate capacity</p> <ul style="list-style-type: none"> <li>• UCDHS-Vans and vehicles (5 each) utilized for retrieving mail from the Oak Park Post Office and transporting it with UCDHS's vicinity.</li> <li>• Vehicle w/2000 lbs lift gate capacity.</li> <li>• Computers (and tech support if needed)</li> <li>• Mail tubs, and existing material handling equipment</li> <li>• Disposal plastic gloves</li> <li>• Respirators</li> </ul>
<p><b>75% Absenteeism Scenario</b></p> <p>Campus Mail and Receiving</p> <p>.....</p> <p>UCDHS Mail</p> <p>.....</p> <p>BMC</p>	<p>Campus: Provided the United Postal (USPS) Services is making deliveries, with the absence of approximately 75% FTE the priority would be to process urgent (Certified, Registered, Priority etc) and first class mail. Approximately 10% of inbound/outbound mail would be processed daily.</p> <p>.....</p> <p>UCDHS: With the absence of potentially 75% FTE, the unit would be hard pressed to process 25% of mail it receives, delivers, and dispatches within the same business day.</p> <p>.....</p> <p>BMC: Process paychecks, directives, and sure pay statements. Prioritize jobs; possibly divert staff to assist with mail sorting and deliveries.</p>	<p>To augment staffing we would contact Temp Services and or Kelly Services, as well as look for staffing opportunities within Materiel Management (Bargain Barn, Salvage, and Furniture Program, etc.)</p> <p>.....</p> <p>To augment staffing we would contact Temp Services and or Kelly Services, as well as look for staffing opportunities within Materiel Management (i.e. Special Services, Bargain Barn, Salvage, and Furniture Program etc.)</p> <p>.....</p> <p>Notify competitors of potential UCD workload and notify departments accordingly.</p>	<p>.....</p> <p>N/A</p> <p>.....</p> <p>N/A</p> <p>.....</p> <p>N/A</p>	<ul style="list-style-type: none"> <li>• Campus-6 mail vans, and one bobtail w 2000lb /lift gate capacity</li> <li>• UCDHS-Vans and vehicles (4 each) utilized for retrieving mail from the Oak Park Post Office and transporting it within UCDHS's vicinity.</li> <li>• Vehicle w/2000 lbs lift gate capacity.</li> <li>• Computers (and tech support if needed)</li> <li>• Mail tubs, and existing material handling equipment</li> <li>• Disposal plastic gloves</li> <li>• Respirators</li> </ul>

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## IV. Planning Scenarios

The pandemic event is serious enough that **the decision has been made to close the campus to all but the most critical functions for an unknown period of time.**

### 1. The functions and processes we must continue to provide, regardless of the situation are as follows:

#### MAIL DIVISION

- Receive and process urgent (Certified, Registered, Priority, etc) and 1<sup>st</sup> Class mail

#### CENTRAL RECEIVING

- Receive and process perishable shipments

#### BULK MAIL CENTER

- Process only paychecks, directives, and sure pay statements

#### UCDHS MAIL SERVICES

- Receive and process urgent (Certified, Registered, Priority, etc) and 1<sup>st</sup> Class mail

### 2. These are the functions and processes that could be delayed for up to one week – but no longer, how long they could be delayed and what resources we would need to maintain them.

#### MAIL DIVISION

- 2<sup>nd</sup> Class (i.e., Magazine and Periodicals) and 3<sup>rd</sup> Class (i.e., Junk Mail), non-profit, and non-urgent intercampus mail could be stored inside of the warehouse (Ungles Hall) for up to one week.
- Vendor direct mass distributions (hardbound) including Yellow/Yolo telephone directories. Vendor catalogs could also be suspended. Storage capacity would depend on the size of the circulation; however, such deliveries could be refused and returned to the vendor in order to free up valuable storage space.

#### CENTRAL RECEIVING

- Non-perishable shipments could be received and stored for up to 5-days inside of the warehouse and/or outdoors, weather permitting, in the corporate yard. However, most shipments arrive unscheduled so it is difficult to project the quantity, type, and size of impending freight deliveries.

#### BULK MAIL CENTER

- Materials for non-essential BMC work orders could be staged indoors and or outdoors (weather permitting) at the BMC facility.

#### UCDHS MAIL SERVICES

- 2<sup>nd</sup> Class (i.e., Magazine and Periodicals) and 3<sup>rd</sup> Class (i.e. Junk Mail), non-profit, and non-urgent intercampus mail could be stored inside of the 14<sup>th</sup> Ave Distribution Center (DC). **Note:** In anticipation of a potential pandemic, the DC is currently being stockpiled with emergency supplies; therefore, available space would be very limited.

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3. **These are the functions and processes that could be delayed for up to one month – but no longer, how long they could be delayed and what resources we would need to maintain them.**

### MAIL DIVISION and UCDHS MAIL SERVICES

- 3<sup>rd</sup> Class and Non-Profit Mail could be delayed for up to a month. Unlike 1<sup>st</sup> and 2<sup>nd</sup> Class Mail, this mail could be recycled, if necessary, since 3<sup>rd</sup> Class is deemed “unforwardable” by USPS Regulations.
- Mass distributions (hardbound), including Yellow/Yolo telephone directories etc, and vendor catalogs could be suspended. Storage capacity would depend on the size of the circulation; however, such deliveries could be refused and returned to the vendor in order to free up storage space.

### CENTRAL RECEIVING

- Non-perishable shipments could be received and stored inside of the warehouse and or outdoors. However, most shipments arrive unscheduled so it is difficult to project the quantity and size of impending freight deliveries. Additionally, weather conditions would dictate if and how long freight could be stored outside.

### BULK MAIL CENTER

- Non-essential work orders could be staged indoors and or outdoors at the BMC facility and similar to above, weather conditions would be a factor for outside storage.

4. **These are the functions and processes that could be delayed for longer than one month.**

### MAIL DIVISION

- 2<sup>nd</sup> and 3<sup>rd</sup> Class materials
- Mass distributions (hardbound) including Yellow/Yolo telephone directories, and vendor catalogs.

### CENTRAL RECEIVING

- Non-perishable shipments.

### BULK MAIL CENTER

- Non-essential BMC work orders

### UCDHS MAIL SERVICES

- 2<sup>nd</sup> and 3<sup>rd</sup> Class materials

### **Note:**

After a pandemic event, all of the above scenarios would require funding to acquire temporary workers to assist with the timely delivery of backlogged materials. Further, additional material and equipment handling (i.e. forklifts, pallet jacks, etc.) may be necessary. Funding is not available in Materiel Management’s current budgets to absorb the extra expenses. Without additional resources, it could take weeks—if not months—for Distribution Services staff to process the backlogged material created by such delays. Backlogs would need to be processed in conjunction with the unit’s daily mail and freight workload, which would resume—perhaps in greater volumes as the campus goes into recovery mode—after a pandemic.

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### V. Contact List

All functions within Distribution Services must be performed from the work location. However, all employees are cross-trained to cover for one another and in the event of a pandemic, remaining staff would provide coverage. Contact information is available through existing call lists developed by Materiel Management for each unit.

Name	Position	Work Location	Email	Office	Home	Cellular	Text capable?	Able to work from home?	Description of computer connectivity from home	If not able to work from home, why?
Steve Frost		N/A	N/A	N/A	N/A	N/A	N/A	Yes	PC w/DSL	N/A
Phillip Lacey	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Yes	AFS issued laptop with DSL	N/A

\* = Asterisk denotes that employee is required to leave the laptop at the office for connectivity purposes.