



Santa Clara County Office of Education

Charles Weis, Ph.D.
County Superintendent of Schools

URGENT BULLETIN

District Business & Advisory Services

Nimrat Johal: Director- DBAS: 408-453-6599

Cathy McKim, Manager-DBAS: 408-453-6588

Bulletin: 11-002

Date: June 1, 2011

To: District Fiscal Directors

From: Cathy McKim

Re: **Interruption to Mail & Customer Service**

On Friday, June 3rd, the District Business and Advisory Services (DBAS) mail desk for district mail drop off and pick up will be unavailable after 11:00 am. Mail service will resume on Tuesday, June 7th. See page two for information related to mail pickup on or after Tuesday, June 7th.

Please be advised that as part of the facilities master plan at the Santa Clara County Office of Education, construction activity will start in DBAS on June 3rd and conclude on June 6th. This construction will cause temporary disruption of services to our districts since most staff, with the exception of the Advisors, shall not have access to phones and computers for those two days. However, in our continued effort to provide indispensable quality services to our Districts, this construction will serve two major goals:

1. DBAS Service teams will be relocated to the same area as your District Advisors. This relocation will further add to the cohesive support and service that we continually strive to provide to our districts.
2. Mailboxes will be constructed to allow districts to pick up their warrants and reports without waiting for manual intervention. Districts will be issued unique mailbox keys that will authorize access to their documents without standing in line or waiting for an available staff member to assist them. ***Important Information regarding the distribution of the mailbox keys is detailed on page 2 of this bulletin.***

We apologize for any inconvenience this may cause but we are looking forward to the improved customer service this will provide.

Please share this information within your district, as deemed appropriate.

Approved by: Nimrat Johal- Director- District Business & Advisory Services

Mailbox keys will be distributed on Tuesday, June 7th when Mail Service resumes. Authorization from each district CBO is required before mail will be released.

Mailbox Information:

As discussed during an earlier District Roundtable meeting; mail distribution will shift to a mailbox platform starting on June 7th, 2011. The mailboxes will be situated in the same spot where the mail counter is currently located. Each District will be issued a mailbox. The size of this mailbox was determined by the volume of documents that have been routinely distributed to the Districts. The DBAS mail desk attendant will put all mail for the districts into their respective mailboxes. Designated district representatives that are authorized to pick up mail will use the issued mailbox key to operate the mailbox and retrieve mail. The mail desk attendant will still be available should help be needed.

Each mailbox will have two keys; one master key that will be used by DBAS to put mail in the mailboxes, and one key that will be issued to the District for mail retrieval. In order to obtain a key for your district, please complete the attached form and return to Cathy McKim before July 6th, 2011. The form must be approved by the District CBO.

When each District's authorized personnel arrive in DBAS to retrieve their documents, they will use each district's unique key to unlock the mailbox. If the district has no mail, the mailbox will contain a dated form stating that there was no mail for the district. For districts using a courier service, this will provide verification that there was nothing for the courier to retrieve.

Authorization for Mailbox Key Distribution

Date: _____

District Number: _____ District Name: _____

I authorize Santa Clara County Office of Education, District Business & Advisory Services to provide district's mailbox key to: _____.

Approved by:

Print Name

Signature

District CBO or Other Authorized Official Title: _____