

OUTFITTERS & GUIDES LICENSING BOARD	POLICY NUMBER: 1011	PAGE NUMBER: 1 of 2
	POLICY MANUAL	SUBJECT: Outgoing Mail – Regular and Certified Drafted: Adopted: 7/31/12 Revised: Reformatted: 10/26/15

1.00.00 POLICY OF THE AGENCY

It is the policy of the Outfitters and Guides Licensing Board that the Agency complies with applicable state statutes regarding the Office Procedures.

2.00.00 TABLE OF CONTENTS

1.01.00	Policy Of The Agency
2.00.00	Table Of Contents
3.00.00	References
4.00.00	Procedure
4.01.00	Regular and Certified Mail
4.02.00	Special Processing Fees

3.00.00 REFERENCES

4.00.00 PROCEDURE

An efficient and professional office environment and staff is required to service the outfitting industry, its clientele, and the general public. Thus, the policy of the Board, as regards office procedures, is to handle incoming and outgoing mail efficiently and effectively:

Outfitters are to keep the licensing board informed of their current contact information including mailing address.

4.01.00 REGULAR AND CERTIFIED MAIL:

All outgoing correspondence to outfitters will be sent certified mail, return receipt requested including:

- Deferral Letters
- Denial letters
- Formal Complaints
- Board Notices,
- Board Orders,
- Findings of Fact, Decision of Law; or,
- Other notifications of upcoming or potential Board Hearings, or Board actions regarding license application(s).

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POLICY MANUAL		

- Enforcement correspondence including illegal outfitting cease and desist letters, citations,
- Letters of reprimand
- Letters of concern.
- Outfitter Exams will be sent certified mail, return receipt requested.
- Correspondence generated by the Executive Director may be sent certified mail, return receipt as directed by the Executive Director or Office Supervisor.

Any other general correspondence, including response and instruction letters from Applicant Letters' of Intent (OG-21's) will be sent regular mail, standard rate to the applicant's permit managers and courtesy copies to any other necessary recipients. It can be sent via e-mail to permit managers, if email addresses are available.

4.02.00 SPECIAL PROCESSING FEE

Mail generated through the state mail system is not set up to be forwarded – if mail is sent to an address that has a forward order it is returned to sender with the forwarded address printed on the return label, if there is no forward order it is returned as return to sender, unable to forward, or unable to deliver and a reason provided. Certified mail usually has two or three delivery attempts before it is returned as unclaimed.

Mail returned to the Board that has to be resent, will be subject to a special processing fees to cover mailing and staff costs need to resend the information but not to exceed the special processing fees outlined in IDAPA 25.01.01.015.as follows:

Guides – Fifty (\$50.00) dollars

Designated Agents – Seventy-five (\$75.00) dollars

Outfitters – One hundred (\$100.00) dollars