This Mail Services Guide Has been prepared as a source for you to obtain the best available mail service. It covers topics such as **addressing, enclosures, envelopes, inter-office mail: US mail classifications, specialized delivery services** and other basic information to your everyday needs. We hope that this guide will serve as a useful desk companion for you. Use this information in any manner in which you feel is most applicable to your campus/department. Permission to extract and reproduce this publication is not required, as this is not copy write material. The more we know about your needs and concerns, the better we can fulfill them. Whether it is a special service you need, a large mailing coming up or you are sending or receiving something out of the ordinary please let us know your needs **IN ADVANCE**. Should you have a specific question regarding “Mail Service”, we urge you to contact the Mail Service Center at 972-925-3168.
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>MAIL CENTER – GENERAL INFORMATION</td>
<td>3</td>
</tr>
<tr>
<td>INTERNAL OR INTER-OFFICE MAIL</td>
<td>4</td>
</tr>
<tr>
<td>US POSTAL SERVICE MAIL</td>
<td>7</td>
</tr>
<tr>
<td>ALTERNATIVE DELIVERY SERVICES AVAILABLE</td>
<td>19</td>
</tr>
<tr>
<td>MAILER’S SERVICES AVAILABLE</td>
<td>21</td>
</tr>
<tr>
<td>MAIL CENTER SECURITY</td>
<td>23</td>
</tr>
<tr>
<td>USEFUL INTERNET LINKS</td>
<td>25</td>
</tr>
</tbody>
</table>
MAIL CENTER – GENERAL INFORMATION

A. HOURS OF OPERATION

The Mail Service Center is located at the Administration Building, Room 121, and is opened from 7:30 am to 5:00 pm Monday – Friday. To contact the Mail Service Staff call (972) 925-3168. To reach the Mail Services Supervisor directly call: (972) 925-3553.

B. SERVICES PROVIDED

The mail center offers sealing, metering, and packaging supplies. We also offer discount mailing service for certain types of mail.

C. SCHEDULED PICKUP TIMES

The US Postal Service and Presort pick up schedule are scheduled as follows:

US Mail Outgoing Mail ............... 1:30PM
Presort Outgoing Mail ............... 2:30PM

In order to meet the deadlines set by the US Postal Service, mail must be delivered to Mail Center by 12:00 Noon. If you miss this cutoff time, your mail will be sent out the next business day.

Letters & Packages using other carriers must be in the Mail Center no later than 3:00 PM.

D. PROCEDURES

The intent of these procedures is to establish criteria for the efficient distribution of inbound and outbound mail.

- The Inter-Departmental Sales Form must accompany all outgoing US Mail brought to the Mail Service Center.
- All outgoing US Mail will be metered and mailed within 24 hours after being received by the Mail Service Center.
- Incoming first class mail should be distributed the same day of its receipt.
- Incoming intra-mail should be distributed within 24 hours of its receipt.
- Mail from departments and schools outside the Administration Building should be placed in numerical order, and should all be facing the same direction prior to delivery to the Mail Service Center.
- All large volume mailings such as attendance, report cards, failure notices, progress reports and all bulk mail should be placed neatly in a container. Mail must be facing in the same direction with all addresses readable and in an upright position. These are NOT to be rubber banded.
- All magazines, catalogs, advertisements, etc. will be distributed within 48-72 hours after its receipt depending upon the magnitude of the mailers.
E. POTENTIAL FAILURES / PROGRESS REPORTS / FAILURE NOTICES / TRUANCY LETTERS / PAYROLL CHECKS

In order to insure consistency with large volume mail outs, the following procedures must be followed:

- All envelopes must be packed and sealed facing the same direction.
- Envelopes should be loosely packed in a box to prevent from sticking together.
- Notices should be brought directly to the Mail Service Center and placed in the US Mail trays available in the Mail Service Center. All notices should be facing in the same direction with all addresses readable and in an upright position. These are not to be rubber banded.
- Notices must be received in the Mail Service Center no later than 12:00 Noon. The deadline is critical in order to ensure that mailings are post-marked and processed as quickly as possible.
- Do not staple envelopes.

The above procedures will be maintained and enforced by the Mail Service Center Staff. Any problems that might hinder the implementation of the above guidelines should be communicated to the Mail Services supervisor.

INTERNAL OR INTER-OFFICE MAIL

This mail consists of enveloped correspondence for delivery within the district. To provide proper delivery, internal mail requires a full name and an exact mailbox number, and NOT an ORG or TEA number.

MAIL BOX NUMBERS

The term mailbox is used to identify a location internally. Each department or campus has been assigned a box number. If you don’t provide mailbox numbers for internal mail, it will delay its delivery. In other words....NO BOX NUMBER = DELAY!!

To obtain an updated box directory, see Mail Service Center on the intranet. Use mail box numbers as part of your return address for internal and external mail. It will expedite your replies. We recommend using your mail box number on business cards and your stationery.
A. ADDRESSING

- **Single Sheet (non-confidential) Correspondence**
  Single sheet, (non-confidential) correspondence such as postings, **does not have to be inserted into inter-office envelopes**. Simply address it at the top of the front page indicating the full name and an address, highlighting the full name and address with a color marker.

- **Plain Envelopes**
  The one line format is preferred when addressing inter-district mail on white envelopes. However the two-line format may be used if necessary. We request you to avoid three or more lines because such mail can be mistaken for US Mail pieces. **Address parallel to short side of the envelope** to avoid confusion. This will enable us to identify the envelope.

- **Inter-Office Envelopes (Exhibit 1) (See page 6)**
  These are envelopes used repeatedly for internal mailings. When using Inter-Office envelopes, make sure **all previous markings** have been **marked out** to ensure proper handling and direction to the intended recipient. The addressee should always appear on the last line. Do not address **between** previous markings. Inter-Office envelopes can be used for mail to other Company locations. For a list of locations serviced on a daily basis, see delivery schedule.

- **Internal Parcels**
  The addressing of parcels and packages for internal distribution is the same. Use full name and exact mail box number.

- **Change of Address**
  A change of your internal location must be acted upon **PROMPTLY!** As soon as you learn of your new location and mail box, send a fax to (972) 925-3535, or call the Mail Service Center at (972) 925-3168. Indicate the new and old mail box number and department.

B. ENCLOSURES

- **Confidential Correspondence**
  All Confidential matter should be inserted into a sealed envelope and marked confidential. This eliminates the potential for miss-direction: miss-handling, loss due to previous markings, or lack of proper security.

- **Multiple Page Items**
  Multiple page memos, letters, magazines, books and reprints are examples of what should be inserted into **inter-office envelopes**. This helps facilitate handling and will prevent single page correspondence or small pieces of mail from becoming trapped between the pages of multiple page items.
• **Non-Mailable Items**
  Items such as metal pieces, glass parts, product samples, chemicals, etc., CANNOT be mailed in envelopes. They require special packaging before mailing or shipping. The Mail Center will be able to determine the most appropriate handling method.

C. **ENVELOPES**

• **Appropriate Size and Strength**
  Envelopes should be the right size and strength to accommodate the enclosures.

  a) The size should properly accommodate the insert(s). Excessively large envelopes will not keep the inserts firm. The inserts in such envelopes slide creating an imbalance of the envelope, increasing the risk of ripping and loss of contents. A snug fit keeps the enclosure firm in the envelope.

  b) Conversely, when an envelope is overstuffed it can burst at the seams. The result can be a total loss of the mailing.

  c) The strength of the envelope should withstand the weight of its contents. If there is stress at the seams or sharp edges, the envelope is overloaded and can burst increasing the chance of contents being lost. Use a larger envelope.

![Exhibit 1](image)
D. MAILING LIST

The preparation of address lists for distribution of mail is the responsibility of the mailer. Addresses should be updated to include correct ZIP + 4 codes and be kept current to include moves.

US POSTAL SERVICE MAIL

A. ADDRESSING FOR SUCCESS

• Specific Format
  The following is recommended in the sequence and position indicated for addressing to insure efficient handling and delivery by the US Postal Service.

Domestic Address Format

Dallas Independent School District
3700 Ross Ave. Box #
Dallas, Tx 75204

Maureen Ornstein
ABC Company
54 South Pearl St
Northeast PA 16428-1288
You will get the best possible service if you:

- CAPITALIZE EVERYTHING IN THE ADDRESS
- Use 2 letter state abbreviations (Exhibit 4) (See Page 11)
- Eliminate all punctuation (except the hyphen between ZIP Code and plus four)
- Use common abbreviations (Exhibit 5) (See Page 12)
- Use ZIP + 4 Codes

Make sure the place where you want the mail delivered appears on the line immediately above the city, state and ZIP code line; i.e.,

123 W MAIN ST STE 400 or P O BOX 125

If both the street address and the P O Box are on the same line, the mail piece will be delivered to the P O Box.
• **Address Placement**

**Envelopes**
Placement of the address on the face of an envelope should conform to USPS specifications as shown on Exhibit 3 (see page 10). If return address is any lower the postal machine will read it as recipient address.

**Labels**
Labels for use on parcels, packages or large envelopes must be addressed according to the recommended format in Exhibit 2 (see page 7-8). Improperly prepared labels will be returned to you for correction and/or completion. Labels that are applied must be parallel to the bottom edge of the envelope to be processed by the USPS on automation equipment.

**ADDRESSING ‘BEST PRACTICES’ AND FORMAT**

- Type or machine-print all address information.
- Make sure print is clear and sharp.
- Ensure address characters don't touch or overlap.
- Black ink on a white background is best.
- Maintain a uniform left margin.
- Use upper-case letters
- Omit all punctuation
- Include floor, suite and apartment numbers whenever possible.
- Put the city, state and ZIP Code or ZIP + 4 code in that order on the last line. If there's not enough room, you can put the ZIP Code or ZIP + 4 code alone on the bottom line.
- Use standard two-letter state abbreviations.
- When using window envelopes, make sure the complete address is always visible, even when the insert moves.
- Leave one or two spaces between words and between the state abbreviation and ZIP Code or ZIP + 4 code.
1. **The Address Area.** The complete address should be located within the OCR read area (no return address information). Extraneous (non-address) printing or markings should appear as high on the mail piece and as far away from the address as possible.

2. **Barcode Read Area.** Please make sure that this area remains clear of all printing. It's reserved for the bar code that will be printed by the Multi-Line Optical Character Reader (MLQCR).

**EXHIBIT 3**
# STANDARD ADDRESS ABBREVIATIONS

## TWO-LETTER STATE AND POSSESSION

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## DIRECTIONAL ABBREVIATIONS

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## SECONDARY ADDRESS UNIT INDICATORS

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<tr>
<td>Room</td>
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<td>Department</td>
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## STANDARD ADDRESS ABBREVIATIONS

### STREET DESIGNATORS (STREET SUFFIXES)

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<td>Forge</td>
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<tr>
<td>Extension</td>
<td>EXT</td>
<td>Loaf</td>
<td>LGR</td>
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</table>

| Locks   | LCKS | Lodge | LDG  |
| Loop    | LOOP | Mall | MALL |
| Manor   | MNR  | Meadows | MDWS |
| Mews    | MEWS | Mile | ML   |
| Mills   | MLS  | Mission | MSN  |
| Motorway | MTWY | Mountain | MTN |
| Mount   | MT   | Neck | NCK  |
| Orchard | ORCH | Oval | OVAL |
| Park    | PARK | Passage | PSGE |
| Parkway | PKWY | Path | PATH |
| Pass    | PASS | Pike | PIKE |
| Pines   | PNES | Place | PL   |
| Place   | PLN  | Plain | PLNS |
| Plains  | PLN  | Point | PT   |
| Plaza   | PLZ  | Port | PRT  |
| Prairie | PR   | Ralad | RADL |
| Ranch   | RNCH | Rapids | RPDS |
| Rapids  | RPDS | Rest | RST  |
| Rest    | RST  | Ridge | RDG  |
| River   | RIV  | Road | RD   |
| Road    | RD   | Route | RTE  |
| Route   | RTE  | Row  | ROW  |
| Row     | ROW  |

### Exhibit 5
B. ENCLOSURES

- **Correspondence**
  Mail of any kind for transport by the US Postal Service should be enclosed in an appropriate envelope or parcel and sealed. The types of enclosures determine the mailing classification.

- **Non-mailables**
  The following are classified as non-mailables and may be returned to sender:
  
  **Envelopes and Cards if pieces are less than:**
  - 3 1/2" in height
  - Or
  - 5" in length
  - Or
  - .007" in thickness (thickness of a post card)
  
  All foreign countries also impose various restrictions depending on country and item(s) being mailed.

  It is recommended that when mailing questionable items to US or foreign destinations, the mailer should call Mail Services for assistance.

- **Window Envelope Enclosures**
  Enclosures must be designed so that the address appears in the window and should not be stapled to prevent movement of the address from window view. If the addressed enclosure does not properly fit the window, use an envelope without a window.

C. ENVELOPES

- **Sizes and Types**
  The size of the envelope should properly accommodate the contents. In the US Postal System there are two categories of envelopes: letter size and flats.

  The USPS rates letters, non-letters and bar-coded flats differently. To assure the best rate, call Mail Services for size and rates before preparing the mail piece. Use light colored envelopes for legibility and please avoid any red and dark colors due to ink of meter machine is red.

- **Letter Size**
  Letter size mail must be rectangular in shape for automated processing by USPS.

  To ensure prompt and efficient processing of First-Class mail, it is recommended that all envelopes and cards:
a) Have an aspect ratio (length divided by height) between 1 to 1.3 and 1 to 2.5 inclusive. See Mail Services for envelope template if you are not sure of sizing.

b) Be sealed or secured on all four edges so that they can be handled by machines.

c) Meet the following dimensions for automated processing by USPS:

<table>
<thead>
<tr>
<th></th>
<th>Height</th>
<th>Length</th>
<th>Thickness*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Min</td>
<td>3 1/2&quot;</td>
<td>5&quot;</td>
<td>.007 Min</td>
</tr>
<tr>
<td>Max</td>
<td>6 1/8&quot;</td>
<td>11 1/2&quot;</td>
<td>1/4&quot; Max</td>
</tr>
</tbody>
</table>

*Firmly compressed
Card Stock should not exceed .016"

**Note:** Maximum thickness for automated processing is 1/4". Mail that does not meet automated processing size may not qualify for discounted rates. Letter size envelopes (up to 6 1/8" x 11 1/2") over 1/4" thick will be returned to originator for re-enveloping.

- **Non-Letter (Flats)**
  Non-letter size envelopes are larger than the maximum letter size, but not larger than 12" high by 15 ¾" long and 1 ¼" thick.

- **International Letter Size Envelopes**
  Mail in letter size envelopes for delivery to foreign countries should be placed in “International” Envelopes. These envelopes have a red and blue border which assures proper posting of international rates and avoid return for insufficient postage. Since the red and blue-bordered envelope indicates airmail to a foreign country, these envelopes should not be used for mailings in the United States.

- **Green Bordered**
  Used only for First-Class Mail

- **Bar-coded Flats**
  The Postal Service allows discounts for bar-coded flats. Contact Mail services for details and current rates.

- **Priority**
  Should be used for First-Class mail weighing over 13 ounces and up to 70 pounds, or any other mail under 13 ounces requiring expedited delivery. Priority Mail provides two-day service between major metropolitan areas. Check the U.S.P.S. Website for “Service Standards” to see if your zip code destination receives 2 or 3 day delivery.
D. MAILING SERVICE FORM

An Inter Departmental Sales Form is available on the I-Net (under forms, mail service center, inter-departmental sales form). This form is required to expedite mailings. The form is completed by the mailer and must accompany the mailing to Mail Services.

E. THE VARIOUS CLASSES OF MAIL AND USPS SPECIAL SERVICES

The cost of mailing varies with each classification.

- **Oversize/Underweight Mail**
  First-Class, weighing one ounce or less is non-standard* if it exceeds any of the following size standard limits:

  6 1/8” in height
  Or
  11 1/2” in length
  Or
  ¼” in thickness
  Or

  Its aspect ratio (length divided by height) does not fall between 1 to 1.3 and 1 to 2.5 inclusive.

  There is an additional charge on each piece of mail that is found to be non-standard.

  In addition, pieces that are less than the following dimensions are non-mailable in the U S Postal Service and will be returned to you.

  3 1/2” in height
  Or
  5” in length
  Or
  .007” in thickness (thickness of a postcard)

- **First-Class Mail**
  Any mailable matter may be mailed as First-Class Mail. The following examples are considered First-Class matter and must carry postage at First-Class or Priority Mail rates.
a) Matter wholly or partially handwritten or typewritten (including identical copies prepared by automatic typewriter), originals or carbons, invoices, (except when accompanying the matter to which they relate), postal cards, post cards.

b) Matter sealed against postal inspection.

c) Bills and statements of account.

d) Price lists with written-in figures changing items or prices.

e) Blank printed forms filled out in writing, including canceled or un-canceled checks.

• **Priority Mail**
  All First-Class mail exceeding 13 ounces and not exceeding 70 pounds is considered priority mail and at the option of the mailer, any mail weighing 13 ounces or less. There is no minimum weight limitation.

  The US Postal Service and DISD Mail Services provides free Priority supplies, cardboard and Tyvek envelopes, boxes, stickers and tape.

  Use Priority Mail when 2 to 3 day service is desired.

  Use Flat Rate Priority Envelopes/boxes when possible especially if the mail piece weighs more than 1 pound.

  **Note:** Priority Mail is a 2-day service between 64 major markets i.e. Atlanta to Dallas or Chicago to New York. When using Priority Mail we recommend use of priority envelopes available at no charge from the Mail Center or your local Post Office.

• **Parcels**
  The following is considered **Parcels:**

  - Packages or Parcels
  - Library Materials
  - Bound Printed Matter
  - Sound Recordings
  - Merchandise
  - Computer Media
  - Books
  - Films
  - Video Tapes
Each Parcel must not exceed 70 pounds in weight and a maximum size of 130” in length and girth combined. All oversized pieces, regardless of actual weight, will be charged at an “oversized” rate based on zone or entry, which is a higher rate than the 70-pound rate. A number of quantity discounts are available for bulk mailings. Call Mail Services for information.

There are four sub-categories of Parcel Mail that might save postage. They are:

- Media Mail (known as “Book Rate”, but not just for books)
- Library Mail
- Bound Printed Matter
- Parcel Post

Call Mail Services for qualifying items and postage rates.

- **Special Services**

Accountable Mail includes all Certified, Registered, Insured, and Overnight Courier mail. Do not place critical mail for these categories in the intra-district mail.

a) **Certified Mail**

Provides you with a mailing receipt and a record of delivery are maintained at the recipient’s post office. A return receipt provides you with proof of delivery and can be obtained for an additional fee. Certified mail service is available only for First-Class Mail. No insurance coverage is provided. A numbered label and completed receipt must be affixed. These labels can be obtained from the mail services.

b) **Insured Mail**

You can obtain payment for domestic mail that has been lost, rifled or damaged by having it insured. You can buy insurance up to $5,000 for Package Services mail. It is also available for merchandise mailed at the Priority mail or First-Class mail rates. Express Mail includes $100.00 insurance at no extra charge. Bulk Insurance is available for Standard Mail pieces subject to the residual shape surcharge.

c) **Return Receipts**

A return receipt is your proof of delivery. It is available for insured mail, certified, and domestic Express mail shipments. The return receipt identifies the article number, who signed for it and the date it was delivered. It is not necessary to utilize a return receipt on all certified or registered mailings. Be certain to identify your mail stop, department or cost center on any return receipts so we can route them back to you.
d) **Courier Mail**

Accountable by air bill number. We track inbound and outbound courier mail by cost center and department name. We maintain internal delivery records for six months by individual’s name, department, cost center, transaction date, air bill or courier.

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**E. EXPRESS MAIL SERVICE**

Provides next day or second day service to all major markets in the United States and many foreign countries. Express mail can weigh up to 70 lbs., and is delivered 7 days a week at no extra charge.

Do not use intra-district delivery services. In order to make that day’s mailings, mail for this service must be delivered to Mail Services by 12:00 noon. A completed Inter Departmental Sales Form must accompany each mail out.

Domestic Overnight Delivery is guaranteed by the US Postal Service (to most locations), and provides for a full postage refund if the item is not delivered on time.

Check with the mail service center for Express Mail Service Standards.

**F. INTERNATIONAL MAIL**

Most items are mailable to foreign countries. However, there are certain restrictions. It is important that mailers contact US Post Office to determine the proper classification and documentation required.

If customs regulations are not followed and documentation is not exact, the item will be impounded by customs until the addressee makes arrangements for clearance and the payment of whatever duties required for the release of the item. Custom rules apply the same whether mail is sent by USPS or other couriers.

For letter size items, use the special Tyvek Red/Blue border envelopes. They will enhance service and help mail service separate them from Domestic mail. These Tyvek envelopes are lighter weight and may save postage.

The last line of any foreign address should be the country name spelled out in capital letters, in English.

**G. INTERNATIONAL EXPRESS**

“Global Express guaranteed” is an expedited, date certain, delivery option of the USPS. This service provides guaranteed delivery and refunds if delivery standards are not met.
H. LARGE MAILINGS

Before producing a large or specialized mailing, include the Mail Services Supervisor in your mailing arrangements to ensure your mailing program is timely and cost effective.

Advance notice is required to effectively handle and process large or specialized mailings. Large mailings are considered any mailing consisting of 5,000 or more pieces.

I. PERSONAL MAIL – INCOMING AND OUTGOING

Outgoing Personal Mail
You may deposit personal mail in the OUT basket located in the Mail Service Center at the customer service window.

Outgoing personal mail must be sealed and have the proper postage affixed prior to depositing in the Mail Basket. Our personnel will be glad to help you determine the proper amount of postage.

Personal mail will be picked up by the US Postal Service at their next scheduled trip.

Incoming Personal Mail
All mail addressed to our physical address without name, box # and or department/school is opened automatically by mail services to identify the recipient. All mail addressed to our physical address is the property of the school district.

ALTERNATIVE DELIVERY SERVICES AVAILABLE

A. COURIER SERVICES AVAILABLE

Our National or International couriers are FedEx and USPS. The mail services can provide you with the supplies you need to send your envelope/package.
B. ADDRESSING

Post Office box numbers or rural routes are unacceptable addresses for courier, messenger or specialized delivery service. Only the US Postal Service can deliver mail to Post Office Boxes.

C. ENVELOPES, PACKAGING AND COURIER SELECTION

Envelopes
The various couriers supply us with 9 x 12 envelopes sometimes called Overnight Letters and other trade names.

They also supply large 12 x 18 envelopes called Courier Paks and other trade names. Pricing of the courier services are often linked to size of envelopes, Mail Services will make packaging selections for you since we stock all sizes and will use the lowest price envelope.

Other Packaging
Couriers also supply us with mailing tubes (for odd size long items) and various size boxes, such as five-pound boxes. Our contact rates are linked to packaging, so Mail Services will provide the right box for you. We stock many sizes.

Courier Selection
Selection of couriers depends on several factors:

Delivery destination and time really needed. (65% of overnight mail doesn’t need to be at the destination at a specific time.)

Selection also depends on whether destination is local area, state area, regional area, national or international.

All Couriers (with few exceptions) offer:
- Next Morning
- By noon
- Afternoon (by 3:00 pm or 5:00 pm)
- Second Business Day

Each of these service levels has different price schedules and not all couriers go to all places within the same time frame.
D. HOW TO MEASURE A PARCEL

* Pieces exceeding 108" but not more than 130" in combined length and girth are mailable at Package Services oversized rate for the zone to which addressed.

MAILER’S SERVICES AVAILABLE

A. PACKAGING

Several sizes and types of corrugated boxes are stocked in the Mail Center in limited quantities.

B. PRESORT DISCOUNT PROGRAMS

We offer optional discounted mailing programs for mailings consisting of letters weighing 3 oz. or less. These programs can reduce postage costs considerably and, in many situations, even give you faster, more accurate delivery.

C. MAIL DISCREPANCY NOTICE

The following form will accompany any mail being returned to the originator for modification. The purpose of the form is to help insure that mail is properly prepared to reach the destination in good condition.

Note: Any outgoing mail that has any of the characteristics of a “suspicious mail piece” will be returned to the originator for correct packaging. Refer to the poster reprinted on page 24.
The attached mail piece is being returned for the following reason:

- Has one or more characteristics of a suspicious package
- Insufficient Address/No ZIP Code
- No Postage
- International Mail
- Return Address is too low
- Inserted/Folded incorrectly
- Flap is taped without envelope being sealed
- Mail sticking together
- Mail needs a inter Departmental Sales form to get processed

Mail was processed with the following problem:

________________________________________________________________________
________________________________________________________________________

Other:

________________________________________________________________________
________________________________________________________________________
MAIL CENTER SECURITY

This guide provides information and procedures to follow in case of the following situations:

- Mail Bombs
- Bomb Threats

A. Identifying a Suspicious Package

If package coming into the building have any of the following characteristics, they will be considered suspicious:

- Excessive postage
- Misspelled word
- Addressed to title only
- Rigid or bulky
- Badly typed or written
- Fictitious, unfamiliar or no return address
- Strange odor
- Lopsided
- Oily stains
- Wrong title with name
- Protruding wires
- Powdery substance on outside

The poster reprinted on Page 24 details the procedures we follow if a package is considered suspicious.
SUSPICIOUS MAIL ALERT

If you receive a suspicious letter or package:

1. Handle with care. Don’t shake or bump.
2. Isolate it immediately.
3. Don’t open, smell, touch or taste.
4. Treat it as suspect. Call local law enforcement authorities.

If a parcel is open and/or a threat is identified . . .

For a Bomb:
Evacuate immediately
Call Police
Contact Postal Inspectors
Call Local Fire Department/HAZMAT Unit

For Radiological:
Limit Exposure - Don’t Handle
Evacuate Area
Shield Yourself From Object
Call Police
Contact Postal Inspectors
Call Local Fire Department/HAZMAT Unit

For Biological or Chemical:
Isolate - Don’t Handle
Evacuate Immediate Area
Wash Your Hands With Soap and Warm Water
Call Police
Contact Postal Inspectors
Call Local Fire Department/HAZMAT Unit
B. Bomb Threats

The chances of receiving a mail bomb are remote. The chances are greater of receiving a telephoned bomb threat.

The following procedures are in place to deal with telephoned threats:

- Keep the caller on the line; ask him or her to repeat the message several times while gathering other information such as caller ID information, type the threat verbatim in the caller's exact words. Do not hang up on the caller.
- Ask the following questions of the caller:
  
  a) What kind of bomb is it?
  b) What does it look like?
  c) Where is it located?
  d) Can you give me the floor and office number?
  e) What will cause it to detonate?
  f) Many innocent people may get hurt. Why are you doing this?
  g) What is your name and address?

USEFUL INTERNET LINKS

INTERNET LINKS:

FBI: [www.fbi.gov](http://www.fbi.gov)
USPS: [www.usps.gov](http://www.usps.gov)
USPS Postal Inspection Service: [www.usps.com/postalinspectors](http://www.usps.com/postalinspectors)
GPO (Federal Register Notices): [www.gpo.gov/sv_docs/aces/aces140.html](http://www.gpo.gov/sv_docs/aces/aces140.html)
Education & Information: [www.postinsight.com](http://www.postinsight.com)
Centers for Disease Control (CDC): [www.bt.cdc.gov](http://www.bt.cdc.gov)
National Mail Order Association: [www.nmoa.org](http://www.nmoa.org)
Direct Marketing Association: [www.the-dma.org](http://www.the-dma.org)
Postal Rate Commission: [www.prc.gov](http://www.prc.gov)
National Postal Forum: [www.npf.org](http://www.npf.org)
Federal Express: [www.fedex.com](http://www.fedex.com)
Airborne: [www.airborne.com](http://www.airborne.com)
DHL Worldwide Express: [www.dhl.com](http://www.dhl.com)
USPS: [www.upss.com](http://www.upss.com)

25