MAIL SERVICES CUSTOMER

This Mail Services Guide has been prepared as a source for you to obtain the best available mail services.

It covers topics such as addressing, enclosures, envelopes, inter-office mail, USPS® mail classifications, specialized delivery services and other information basic to your mailstream needs and objectives. We hope that this Guide will be a useful desk companion for you.

The more we know about your needs and concerns, the better we can fulfill them. Whether you need a special service, have a large mailing planned, or you are sending or receiving something out of the ordinary, please let us know IN ADVANCE and it will be our pleasure to assist you.

Should you have a specific question regarding mailing, we encourage you to call Mail Services using the information found at http://postal.uncg.edu
MAIL CENTER - GENERAL INFORMATION

A. HOURS OF OPERATION

Our Mail Center is open from 8 AM to 5 PM each working day. All contact information is available on our website, http://postal.uncg.edu

B. SERVICES THAT ARE AVAILABLE

The mail center offers metering, packaging, and computer generated mail processing. We also offer customized discount bulk mailing service for certain types of mail.

C. SCHEDULED DELIVERY AND PICKUP TIMES

The following mail schedule is available Monday through Friday:

<table>
<thead>
<tr>
<th>Mail Type</th>
<th>Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal Mail (this location)</td>
<td>10 AM – 2 PM</td>
</tr>
<tr>
<td>Internal Mail (nearby locations)</td>
<td>10 AM – 2 PM</td>
</tr>
<tr>
<td>Internal Mail (off-site)</td>
<td>10 AM – 2 PM</td>
</tr>
<tr>
<td>Certified Mail™, Registered Mail™ &amp; Express Mail® services</td>
<td>3 PM cutoff</td>
</tr>
<tr>
<td>Residential Students</td>
<td>1 PM</td>
</tr>
</tbody>
</table>

Note: In order to meet the deadlines set by the US Postal Service®, mail must be delivered to Mail Services by 3 PM. If you miss the cutoff time, your material will be sent out the next business day.

INTERNAL OR INTER-OFFICE MAIL

This mail consists of loose or enveloped correspondence for delivery to the addressee. To provide proper delivery, internal mail requires a full name, room number, and building.

A. ADDRESSING

- Single Sheet (non-confidential) Correspondence
  Single sheet, (non-confidential) correspondence 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 in-house mail on white envelopes. However the two-line format may be used if necessary. We request you 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 3)
  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.

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

- 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 stop, send a memo or an email to Mail Services. Indicate the new and old mail address and the telephone number.

**B. ENCLOSURES**

- Confidential Correspondence
  *Confidential matter* is to be noted clearly near the address for delivery.

- 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.

- Nonmailable 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 of the right size and strength to accommodate the enclosures and reduce postage costs.

  a) Recent changes to USPS pricing and regulations require additional postage for flat-size mail pieces and parcels. Pricing for flats requires nearly twice the postage as letter-size pieces.

  b) Envelope size should properly accommodate the insert(s). Excessively large envelopes will not keep the inserts securely in place. 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 in place within the envelope.

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

  d) 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
D. MAILING LIST

The preparation of address lists is the responsibility of the mailer. In order to receive discounts, addresses should be updated to include correct ZIP+4® codes and be kept current to include moves.

U S POSTAL SERVICE® MAIL

A. ADDRESSING FOR SUCCESS

- Specific Format

The images below illustrate the recommended address format and position to insure efficient handling and delivery by the US Postal Service.

DOMESTIC ADDRESS FORMAT

<table>
<thead>
<tr>
<th>POSTAL EDUCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>201 ABERDEEN PKY</td>
</tr>
<tr>
<td>PEACHTREE CITY GA 30269-1422</td>
</tr>
<tr>
<td>JOHN DOE</td>
</tr>
<tr>
<td>ABC CO</td>
</tr>
<tr>
<td>54 SOUTH PEARL ST</td>
</tr>
<tr>
<td>NORTHEAST PA 16428-1288</td>
</tr>
</tbody>
</table>

INTERNATIONAL ADDRESS FORMAT

<table>
<thead>
<tr>
<th>POSTAL EDUCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>201 ABERDEEN PKY</td>
</tr>
<tr>
<td>PEACHTREE CITY GA 30269-1422</td>
</tr>
<tr>
<td>PAR AVION</td>
</tr>
<tr>
<td>MARY JONES</td>
</tr>
<tr>
<td>STATION 321</td>
</tr>
<tr>
<td>OTTAWA ONTARIO K1A 0B1</td>
</tr>
<tr>
<td>CANADA</td>
</tr>
</tbody>
</table>

EXHIBIT 3
Processing and delivery of your mail pieces is improved when you:

- CAPITALIZE THE FONTS WITHIN IN THE DELIVERY ADDRESS
- Use 2 letter state abbreviations (Exhibit 5)
- Eliminate all punctuation (except the hyphen between ZIP Code™ and plus four)
- Use common abbreviations (Exhibit 6)
- Use ZIP+4® Codes

Make sure the delivery address appears on the line immediately above the city, state and ZIP Code™ line; i.e.,

123 W MAIN ST STE 400 or PO 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 PO Box.

- Address Placement

**Envelopes**
Placement of the address on the face of an envelope should conform to USPS® specifications as shown on Exhibit 4.

**Labels**
Labels for use on parcels, packages or large envelopes must be addressed according to the recommended format in Exhibit 3. 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.

Illustration Source: Publication 25 Designing Letter and Reply Mail

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 (MLOCR).

EXHIBIT 4
## STANDARD ADDRESS ABBREVIATIONS

### TWO-LETTER STATE AND POSSESSION

<table>
<thead>
<tr>
<th>Alabama</th>
<th>AL</th>
<th>Kentucky</th>
<th>KY</th>
<th>Oklahoma</th>
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</thead>
<tbody>
<tr>
<td>Alaska</td>
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<td>Louisiana</td>
<td>LA</td>
<td>Oregon</td>
<td>OR</td>
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<tr>
<td>Arizona</td>
<td>AZ</td>
<td>Maine</td>
<td>ME</td>
<td>Palau</td>
<td>PW</td>
</tr>
<tr>
<td>Arkansas</td>
<td>AR</td>
<td>Marshall Islands</td>
<td>MH</td>
<td>Pennsylvania</td>
<td>PA</td>
</tr>
<tr>
<td>American Samoa</td>
<td>AS</td>
<td>Maryland</td>
<td>MD</td>
<td>Puerto Rico</td>
<td>PR</td>
</tr>
<tr>
<td>California</td>
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<td>Massachusetts</td>
<td>MA</td>
<td>Rhode Island</td>
<td>RI</td>
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<td>Colorado</td>
<td>CO</td>
<td>Michigan</td>
<td>MI</td>
<td>South Carolina</td>
<td>SC</td>
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<tr>
<td>Connecticut</td>
<td>CT</td>
<td>Minnesota</td>
<td>MN</td>
<td>South Dakota</td>
<td>SD</td>
</tr>
<tr>
<td>Delaware</td>
<td>DE</td>
<td>Mississippi</td>
<td>MS</td>
<td>Tennessee</td>
<td>TN</td>
</tr>
<tr>
<td>District of Columbia</td>
<td>DC</td>
<td>Missouri</td>
<td>MO</td>
<td>Texas</td>
<td>TX</td>
</tr>
<tr>
<td>Federal States of Micronesia</td>
<td>FM</td>
<td>Montana</td>
<td>MT</td>
<td>Utah</td>
<td>UT</td>
</tr>
<tr>
<td>Micronesia</td>
<td>FL</td>
<td>Nebraska</td>
<td>NE</td>
<td>Vermont</td>
<td>VT</td>
</tr>
<tr>
<td>Florida</td>
<td>GA</td>
<td>Nevada</td>
<td>NV</td>
<td>Virginia</td>
<td>VA</td>
</tr>
<tr>
<td>Georgia</td>
<td>GG</td>
<td>New Hampshire</td>
<td>NH</td>
<td>Virgin Islands</td>
<td>VI</td>
</tr>
<tr>
<td>Guam</td>
<td>GU</td>
<td>New Jersey</td>
<td>NJ</td>
<td>Washington</td>
<td>WA</td>
</tr>
<tr>
<td>Hawaii</td>
<td>HI</td>
<td>New Mexico</td>
<td>NM</td>
<td>West Virginia</td>
<td>WV</td>
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<tr>
<td>Idaho</td>
<td>ID</td>
<td>New York</td>
<td>NY</td>
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<td>IL</td>
<td>North Carolina</td>
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<td>Indiana</td>
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<td>ND</td>
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<td></td>
</tr>
<tr>
<td>Iowa</td>
<td>IA</td>
<td>Northern Marianas Is.</td>
<td>MP</td>
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<td></td>
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<tr>
<td>Kansas</td>
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<td>Ohio</td>
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</table>

### DIRECTIONAL ABBREVIATIONS

<table>
<thead>
<tr>
<th>North</th>
<th>N</th>
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</thead>
<tbody>
<tr>
<td>East</td>
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</tr>
<tr>
<td>South</td>
<td>S</td>
</tr>
<tr>
<td>West</td>
<td>W</td>
</tr>
<tr>
<td>Northeast</td>
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<tr>
<td>Southeast</td>
<td>SE</td>
</tr>
<tr>
<td>Southwest</td>
<td>SW</td>
</tr>
<tr>
<td>Northwest</td>
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</tbody>
</table>

### SECONDARY ADDRESS UNIT INDICATORS

<table>
<thead>
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<th>Apartment</th>
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<tbody>
<tr>
<td>Building</td>
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<tr>
<td>Floor</td>
<td>FL</td>
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<tr>
<td>Suite</td>
<td>STE</td>
</tr>
<tr>
<td>Room</td>
<td>RM</td>
</tr>
<tr>
<td>Department</td>
<td>DEPT</td>
</tr>
</tbody>
</table>

**Note:** For certain computerized addressing needs, the National Five-Digit ZIP Code™ & Post Office Directory contains two additional tables of official USPS abbreviations: (1) an Extended Suffix Table, containing suffix forms which appear in some address files, and the corresponding USPS suffixes as coded in the ZIP+4 National Directory File, and (2) abbreviations for postal names which cannot be reduced to 15 positions through use of standard abbreviations.

EXHIBIT 5
<table>
<thead>
<tr>
<th>STRETCH</th>
<th>DESIGNATOR</th>
<th>SHORTENED DESIGNATOR</th>
<th>STRETCH</th>
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<th>SHORTENED DESIGNATOR</th>
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</thead>
<tbody>
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<td>ALY</td>
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<td>Locks</td>
<td>LCKS</td>
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<tr>
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<td>Falls</td>
<td>Lodge</td>
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<td>Ferry</td>
<td>Loop</td>
<td>LOOP</td>
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</tr>
<tr>
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<td>Field</td>
<td>Mall</td>
<td>MALL</td>
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<td>Mill</td>
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<td>Forge</td>
<td>Mills</td>
<td>MLS</td>
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<td>Fork</td>
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<td>Forks</td>
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<td>Grove</td>
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<td>CLB</td>
<td>Hill</td>
<td>Pines</td>
<td>PNS</td>
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<td>PLN</td>
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<td>PLNS</td>
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<td>EXPY</td>
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<td>EXT</td>
<td>Loaf</td>
<td>Row</td>
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<td></td>
</tr>
</tbody>
</table>
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.

- Nonmailable Contents
The following are samples of nonmailable contents in envelopes:

- Paper Clips
- Metal Pieces
- Glass Chips
- Sand

In addition to jamming and/or damaging the mailing machines, these items can also cause serious injury to Mail Center employees.

The following dimensions are also classified as nonmailable and may be returned to sender:

Envelopes and Cards measuring less than:
3 1/2” in height
or
5” in length
or
.007” in thickness

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 (Size and Shape Standards)

- Sizes and Types
The physical dimensions and characteristics of a mail piece determine the processing category. There are two categories of envelopes: letter-size and flat-size.

The USPS rates cards, letters, flats and parcels 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 brilliant colors.

NOTE: For First-Class™ single-piece mail:
A one-ounce flat requires almost double the postage of a letter-size envelope. It is extremely important that size, flexibility/rigidity be considered prior to preparing.
Please familiarize yourself with the following diagrams to help determine the processing category.
Flexibility Test, Part 1

**FLEX TEST**
Length runs parallel to surface

For flats, length is the longest dimension.

1 inch minimum flexibility required
Test all flats for flexibility as follows:

With the length of the piece parallel to the square edge of a flat surface, extend the piece out half its height and press down at a point about 1 inch in from the outside edge, midway along the length. If the piece bends at least 1 vertical inch without damaging the mail piece AND does not have any rigid contents, it is considered flexible enough to be a flat, and no further testing is required.

If the piece passes this test but it DOES have a rigid content, then go to the next step, part 2.
If a piece passes the first test, but has rigid contents, then apply this second test for pieces 10 inches or longer. Extend the piece with the length perpendicular to a square edge of a flat surface; extend out 5 inches.

Press down at a point about 1 inch in from the outer edge in the center of the width. Turn the piece around 180 degrees and repeat this test.

If the piece bends at least 2 inches in both directions without being damaged, it is considered flexible enough to be a flat.

See the DMM® section 300 Physical Standards for details: [http://pe.usps.gov/cpim/ftp/manuals/dmm300/301.pdf](http://pe.usps.gov/cpim/ftp/manuals/dmm300/301.pdf)
If a piece passes the first test, but has a rigid content, then apply this second test for pieces less than 10 inches long.

Extend the piece with the length perpendicular to a square edge of a flat surface; extend out half the length.

Press down at a point about 1 inch in from the outer edge in the center of the width. Turn the piece around 180 degrees and repeat this test.

If the piece bends at least 1 inch in both directions without being damaged, it is considered flexible enough to be a flat.

See the DMM® section 300 Physical Standards for details: [http://pe.usps.gov/cpim/ftp/manuals/dmm300/301.pdf](http://pe.usps.gov/cpim/ftp/manuals/dmm300/301.pdf)
All flats must be flexible. In addition, most commercial (discounted) flat-size mail pieces must meet maximum deflection standards. Flat-size pieces mailed at high density or saturation prices, and flats mailed at basic carrier route prices entered by the mailer at destination delivery units (DDUs), are not required to meet these deflection standards.

For pieces 10” or longer, extend the piece out 5 inches. Let it droop on its own. Turn the piece around 180 degrees and repeat this process.

If the piece does not droop down more than 3 vertical inches when positioned in either direction, it passes this test for automation-compatibility.

See the DMM® section 300 Physical Standards for details: [http://pe.usps.gov/cpim/ftp/manuals/dmm300/301.pdf](http://pe.usps.gov/cpim/ftp/manuals/dmm300/301.pdf)
For pieces less than 10” long, extend the piece out half its length. Let it droop on its own. Turn the piece around 180 degrees and repeat this process.

If the piece does not droop down more than 2 vertical inches less than the extended length when positioned in either direction, it passes this test for automation-compatibility. (For example, a piece 8” long would be extended out 4 inches; it should not droop more than 2 inches)

See the DMM® section 300 Physical Standards for details: [http://pe.usps.gov/cpim/ftp/manuals/dmm300/301.pdf](http://pe.usps.gov/cpim/ftp/manuals/dmm300/301.pdf)
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® mail pieces, it is recommended that all envelopes and cards:

a) Have an aspect ratio (length divided by height) between 1.3 and 2.5 inclusive. See Mail Services for an 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>Min</th>
<th>Max</th>
</tr>
</thead>
<tbody>
<tr>
<td>Height</td>
<td>3 1/2”</td>
<td>6 1/8”</td>
</tr>
<tr>
<td>Length</td>
<td>5”</td>
<td>11 1/2”</td>
</tr>
<tr>
<td>Thickness</td>
<td>.007”</td>
<td>1/4”</td>
</tr>
</tbody>
</table>

Card Stock should not exceed .016"

Large envelopes (Flats) Envelopes
Flat-size envelopes are larger than the maximum letter-size, but not larger than 12” high, 15” long and ¾” 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 Envelopes - Used only for First-Class Mail® service

Barcoded Flats - The Postal Service allows discounts for qualifying barcoded flats. Contact Mail Services for details and current rates.
Mail Service Guide

Envelopes (con’t)

**Plain White or Manila Envelopes** - Can be used for all other classes of mail. These should be marked to show proper class of mail, i.e., First-Class Mail® or Standard Mail® service.

**Padded Envelopes** - These envelopes contain a cushioned lining to provide a degree of safety for mailing small and fragile merchandise. These are available from Mail Services by special request. We also stock computer diskette mailing envelopes.

**Priority Mail® Envelopes** - Should be used for First-Class Mail® mail pieces weighing over 13 ounces and up to and including 70 pounds, or any other mail under 13 ounces requiring expedited delivery. Priority Mail® service often provides next-day delivery for local areas and two- or three-day delivery between major metropolitan areas. Delivery date is not guaranteed. Check the mail center website for “Service Standards” to see if your zip code destination receives 2 or 3 day delivery.

D. **CLASSES OF MAIL AND USPS® EXTRA SERVICES**

Postage prices with each classification.

- Oversize/Underweight Mail
  First-Class™, Standard Mail® and international Letter-Post mail pieces are nonmachinable if they have an aspect ratio (length divided by height) that does not fall between 1.3 and 2.5 inclusive.

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

In addition, pieces measuring less than the following dimensions are nonmailable in the US Postal Service and will be returned to you.

3 1/2” in height
or
5" in length
or
.007” in thickness

- First-Class Mail® Service
  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® prices.
  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.
  f) A computer printout may or may not be required to be mailed as First-Class. It depends on the content. Contact Mail Services for additional information.
  g) If you are not sure if your mail piece is required to be mailed as First-Class, ask us!
  h) Commercial prices are available for 500 or more pieces of First-Class Mail of the same shape e.g., letters or flats meeting USPS® preparation requirements.
Priority Mail® Service
All First-Class Mail® mail pieces 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 provides free Priority Mail® supplies (1-800-TheUSPS): cardboard and Tyvek™ envelopes, boxes, stickers and tape. The Postal Service will also pick up Priority Mail, Parcel Post® and Express Mail® packages for a fee.

Use Priority Mail service when 1 to 3 day service is desired.

Use the Flat-Rate Priority Mail envelopes when possible - especially if the mail piece weighs more than 1 pound. These free envelopes allow any weight of material up to and including 70 pounds and postage will be the 1-pound rate.

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

Standard Mail® Service
The following nonpersonal mail may qualify for Standard Mail® service:

- Circulars
- Booklets
- Merchandise
- Photographs
- Catalogs
- Newsletters
- Product Samples
- Printed Matter
- Advertising

To qualify for Standard Mail pricing, you must mail at least 200 pieces, or the mailing must weigh at least 50 pounds and meet preparation requirements.

Each Standard Mail mail piece must weigh less than 16 ounces. Anything heavier must be mailed as Package Services or Priority Mail or Express Mail services.

Package Services
The following nonpersonal mail may qualify as Package Services mail:

- Packages or Parcels
- Library Materials
- Bound Printed Matter
- Sound Recordings
- Merchandise
- Computer Media
- Books
- Films
- Video Tapes

Each piece of Package Service mail 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.
Mail Service Guide

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

- Media Mail service (also referred to as "Book Rate", even though this subclass is not just for books)
- Library Mail
- Bound Printed Matter
- Parcel Post service

Call Mail Services for qualifying items and postage rates.

- Extra Services

Accountable Mail includes all mail pieces with Certified Mail™ service, Registered Mail™ service, insurance and overnight courier service. Do not place critical mail for these categories in the internal company mail.

Certified Mail™ service - provides you with a mailing receipt and a record of delivery is maintained at the recipient's Post Office. 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 mail services.

Electronically-filed Certified Mail - Our mailing system processes “e-Certified” pieces and prints the Form 3877 which is then round-stamped/dated by a postal clerk. Other than the Certified Mail™ fee, there is no extra fee for 3 or more pieces, when round-stamped by the Postal Service.

Registered Mail™ service - the Registered Mail system is designed to provide added protection for valuable mail. Postage insurance may be purchased to cover articles valued up to $25,000. Registered Mail service is the most secure delivery service the Postal Service offers. It incorporates a system of receipts to monitor registered articles from the point of acceptance to delivery. Return Receipt and Restricted Delivery services are available for additional fees. Added security may delay delivery by 24 - 48 hours.

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 Service® includes $100.00 insurance at no extra charge.

Return Receipts - A return receipt is your proof of delivery. It is available for insured mail, Certified Mail™, Registered Mail™ 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 Mail™ or Registered Mail™ mailings. Be certain to identify your mail stop, department or cost center on any return receipts so we can route them back to you.

Electronic Return Receipts - Our new electronic return receipt process eliminates the need to fill out the green card. Call Mail Services for further information

Courier Mail - Accountable by airbill 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, airbill or courier.
<table>
<thead>
<tr>
<th>USPS Extra Services</th>
<th>Applicable USPS® Classes of Mail</th>
<th>Processing Category (Shape) of Mailpiece Required</th>
<th>Evidence / Proof of Mailing</th>
<th>Delivery Information</th>
<th>Delivery Information with Signature</th>
<th>Additional Security or Indemnity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certificate of Mailing</td>
<td>First-Class Mail® service</td>
<td>Any Processing Category</td>
<td>YES</td>
<td>NO</td>
<td>NO</td>
<td>NO</td>
</tr>
<tr>
<td></td>
<td>Priority Mail® service</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Standard Mail® service</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Package Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Certified Mail™ Service</td>
<td>First-Class Mail®</td>
<td>Any Processing Category</td>
<td>Only if accepted @ Post Office</td>
<td>YES</td>
<td>Only if combined with Return Receipt</td>
<td>NO</td>
</tr>
<tr>
<td></td>
<td>Priority Mail®</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Return Receipt</td>
<td>Express Mail® service</td>
<td>Any Processing Category</td>
<td>NO</td>
<td>YES</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>Must be combined with another service</td>
<td>First-Class Mail®</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Priority Mail®</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Package Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delivery Confirmation™ Service</td>
<td>First-Class Mail®</td>
<td>MUST be a PARCEL</td>
<td>RETAIL option of Delivery Confirmation™ provides proof of mailing at no additional charge.</td>
<td>YES</td>
<td>NO</td>
<td>NO</td>
</tr>
<tr>
<td></td>
<td>Standard Mail® - electronic ONLY</td>
<td>MUST be a PARCEL</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Package Services</td>
<td>MUST be a PARCEL</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Priority Mail®</td>
<td>ANY</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Signature Confirmation™ Service</td>
<td>First-Class Mail®</td>
<td>MUST be a PARCEL</td>
<td>RETAIL option of Signature Confirmation™ provides proof of mailing at no additional charge.</td>
<td>YES</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td></td>
<td>Package Services</td>
<td>MUST be a PARCEL</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Priority Mail®</td>
<td>ANY</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Registered Mail™ Service</td>
<td>First-Class Mail®</td>
<td>Any Processing Category</td>
<td>YES</td>
<td>Upon request, provides electronic verification of delivery or attempted delivery</td>
<td>When combined with Return Receipt or Signature Confirmation™ (note, First-Class Mail® with Signature Confirmation™ must be a PARCEL), insurance not available for items valued up to a max. liability of $25,000. Handling charges apply for articles valued &gt;$25,000.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Priority Mail®</td>
<td>Must be accepted @ Post Office</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Insured Mail</td>
<td>Standard Mail®</td>
<td>MUST be a PARCEL</td>
<td>YES</td>
<td>If combined with Delivery Confirmation™, Merchandise Return Service, Parcel Select® (PAS), Signature Confirmation™, Special Handling, Return receipt and restricted delivery available for items insured for more than $200. Return receipt for merchandise available for items insured for $200 or less.</td>
<td>NO</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Package Services</td>
<td>Typically parcels, but could be merchandise that fits in letter or flat-size envelopes.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Parcel Select®</td>
<td>Must be accepted @ Post Office</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
E. ENDORSEMENTS

Recent changes to endorsement procedures by the USPS require all envelopes to be re-evaluated to insure proper handling. The following information will help determine the proper endorsement to meet our objective for undeliverable mail.

TYPE, SIZE AND PLACEMENT

Endorsements must be at least 8-point type and appear in one of the following locations:
- Immediately below the return address.
- Immediately above the delivery address.
- Immediately to the left of the postage area and below any rate marking.
- Immediately below the postage area and below any rate marking.

In addition, there must be at least 1/4" clear space around the endorsement.

ANCILLARY SERVICE LEVELS AND USPS ACTION

<table>
<thead>
<tr>
<th>Endorsement</th>
<th>If Forwarding Order on File</th>
<th>If No Order, Expired Order, or Bad Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address Service Requested</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Forwarding Service Requested</td>
<td>Yes</td>
<td>Yes, new address</td>
</tr>
<tr>
<td>Return Service Requested</td>
<td>No</td>
<td>Yes, new address</td>
</tr>
<tr>
<td>Change Service Requested</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

No endorsement: per class

- First-Class Mail®: 12 months
- Periodicals: 60 days
- Standard Mail®: No
- Package Services: 12 months

* Mailer is only notified after 60 days or if the piece is undeliverable as addressed (additional notification options are available via electronic Address Change Service (ACSTM). The periodical is disposed of if not forwarded.

For mail with an invalid endorsement that implies requested forwarding, the treatment for "Address Service Requested" will be provided. For an invalid endorsement that implies no requested forwarding, the treatment for "Return Service Requested" will be provided.
TREATMENT BY CLASS

- **First-Class Mail® service.** "Change Service Requested" endorsement means UAA pieces will be discarded. The mailer will get a separate address correction and pay an address correction fee. Participation in the electronic Address Change Service (ACSTM) will be required before a mailer may use the endorsement on First-Class Mail® mail pieces. This restriction limits the service to mailers who are most likely to know the consequences of this option - namely, that UAA pieces so endorsed will be discarded. The mailer will still get notice of an address change or the reason for non-delivery.

- **Standard Mail® service.** Standard Mail mailers who do not want forwarding service will have three options:
  1. **No endorsement.** An unendorsed UAA piece will be discarded and the mailer will not get a notice of address change or the reason for non-delivery.
  2. **"Return Service Requested" endorsement.** A UAA piece will be returned to the mailer with the new address or the reason for non-delivery attached. The mailer will pay the appropriate return postage.
  3. **"Change Service Requested" endorsement.** A UAA piece will be discarded and the mailer will get a separate notice of the new address or the reason for non-delivery. The mailer will pay an address correction fee.

- **Express Mail® service.** Express Mail is handled the same as First-Class™ except the endorsement "Change Service Requested" is not available for Express Mail Services®.
F. EXPRESS MAIL® SERVICE

Provides next day or second day service to all major markets in the United States and many foreign countries. Express Mail® mail pieces can weigh up to and including 70 lbs., and can be delivered 7 days a week. (There is an added fee for Sunday or holiday delivery.)

Do not place critical mail for this service in the internal mail system. In order to make that day's mailing, mail for this service must be delivered to Mail Services by 3:00 PM. A completed Mailing Service Request Form (Exhibit 7) (See Page 20) must accompany each piece.

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 (certain exceptions apply).

Check the mail center website for Express Mail® service standards.

G. INTERNATIONAL MAIL

Most items are mailable to foreign countries. However, there are certain restrictions. It is important that mailers contact Mail Services 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.

H. 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.
I. REPLY MAIL

All business reply postage and handling charges are billed back to using departments. When you decide to design any business reply envelope or card, please call mail services supervisor at extension _____ for proper format. Your department cost center number must appear in the address for billing.

- **BUSINESS REPLY MAIL® (BRM™) Service**
  BRM™ service enables mailers to receive return/reply mail with First-Class Mail® service by paying postage and handling charges only on the mail which is returned.

A special format is required for mailing in foreign countries.

- **METER REPLY MAIL**
  In some instances Meter Reply Mail is the most cost efficient method since there is no handling charge, but postage is prepaid. If you expect a high rate of return, consider meter reply mail. For information, contact Mail Services.

- **PERMIT REPLY MAIL**
  Permit reply mail (PRM) enables a permit imprint permit holder to receive First-Class Mail® and Priority Mail® back from customers by prepaying postage for reply pieces at the time of mailing. Mailers must distribute PRM pieces as part of a First-Class Mail® mailing using a permit imprint, and not through any other means.

- **MERCHANDISE RETURN**
  Specially designed labels can be printed to supply customers wishing to return packages. As with BRM™, a handling fee plus postage is charged.

- **COURTESY REPLY MAIL**
  Pre-printed envelopes with special formats are available. Mailers returning these to us must pay the postage.

- **ELECTRONIC MERCHANDISE RETURN**
  Our mail center website allows employees and customers to print return labels for merchandise return through the USPS application program interface.

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*Note:* Business Reply Mail handling fees vary in price. Contact Mail Services prior to designing or printing any Business Reply Mail™ pieces to insure the most cost-effective method. In addition, some reply mail methods offer discounted postage. Contact mail services for more information in creating Reply Mail cards or envelopes.
J. 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 2,500 or more pieces.

72-hour advance notice is needed to insure the following items are available:

- Appropriate size and quantity of enclosures (envelopes and/or corrugated boxes).
- Mail Center personnel and equipment to process the mailing.
- Sufficient postage on deposit.
- If you are not sure of anything concerning a mailing of 500 or more pieces, please call the Mail Services supervisor for assistance. We want to help.

K. PERSONAL MAIL - INCOMING AND OUTGOING

Outgoing Personal Mail

Outgoing personal mail is handled along with company mail. You may deposit your personal mail in an OUT basket located in your department or area.

Outgoing personal mail must be sealed and have the proper postage affixed prior to depositing in the Mail System. For your convenience, a stamp machine is located in the employee lounge. Our personnel will be glad to help you determine the proper amount of postage.

Personal mail will be delivered to the US Postal Service as received during our next scheduled trip.

Incoming Personal Mail

All mail addressed to our physical address is opened automatically by mail services to identify checks and payments. For this reason, you should not receive personal correspondence. All mail addressed to our physical address is the property of our company/agency.

Due to recent changes in the handling of incoming mail, we can no longer handle personal mail. Please change your address on all personal correspondence.
ALTERNATIVE DELIVERY SERVICES AVAILABLE

A. COURIER SERVICES AVAILABLE

Our National or International couriers are the USPS, and UPS, FedEx and DHL companies. You can easily access these carriers’ websites from the links on the mail center website.

B. LOCAL AND REGIONAL MESSENGER SERVICES

We use several city, state and regional couriers. Call Mail Services for current contractors.

These services are often less expensive and faster than overnight couriers.

C. ADDRESSING

Complete addresses with telephone numbers are very important.

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

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.
KEEPING UP TO DATE WITH NEW IDEAS

A. OUR PERIODIC MAIL SERVICES NEWSLETTER
Mail services publishes a newsletter that provides mailing tips, as well as other ideas that can help you obtain better mail service. If you have any ideas or suggested articles for our mail service newsletter, please forward them to the mail services manager (mail stop code).

B. MAIL SERVICES INDOCTRINATION PROGRAM
Once every 30 days we offer a mail service indoctrination program. It lasts one hour and is packed with ideas and methods to help you find better ways to improve your mail service. It reviews all our company mail policies and services in order to control or reduce your departmental mail charges. Newly employed persons should attend and others are welcome. Call mail services supervisor at extension ______ for time and location of the next program.

C. DIRECT MAIL PROGRAM
Another service we offer is helping you with your direct mail program (also known as Advertising Mail).

Direct mailings may be sent as First-Class™, Standard Mail® or Package Services. The class of mail used would depend on the number of pieces and how time-sensitive the mailing is.

Call Mail Services for additional information on creation/design of your mail piece and how best to mail it.

D. MAIL CENTER WEBSITE
For easy access to information on mailing and shipping, visit our website at ____________.

Our website provides links to several carrier websites and access to USPS® AP’Is (Application Program Interface).

The following API’s are just a click away:

- Delivery standards for First-Class Mail® service, Priority Mail® service, Standard Mail® service and Package Services.
- Track/Confirm
- Express Mail® service commitments
- Electronic Merchandise Return Service
MAIL CENTER SECURITY

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

1. Mail Bombs
2. Bomb Threats
3. Radiological Threats
4. Chemical or Biological Threats

Most explosive devices are placed, not mailed; therefore our corporate security plan provides procedures for both possibilities.

A. PHYSICAL SECURITY OF BUILDINGS

1. Have Security greet all visitors and examine personal belongings brought into the building
2. Restrict access to buildings through locked or guarded entry walkways.
3. Keep storage rooms, boiler rooms, telephone and utility closets locked and off-limits to visitors.
4. Visitors must be accompanied to and from facility entrance.
5. Require visitors to show identification to security upon signing in.
6. Keep detailed logs of arrival and departure times of all visitors

B. IDENTIFYING A SUSPICIOUS PACKAGE

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

1. Excessive postage
2. Misspelled word
3. Addressed to title only
4. Rigid or bulky
5. Badly typed or written
6. Fictitious, unfamiliar or no return address
7. Strange odor
8. Lopsided
9. Oily stains
10. Wrong Title with name
11. Protruding wires
12. Powdery substance on outside

The poster reprinted on Page 35 details the procedures we follow if a package is considered suspicious.

[Image of suspicious mail alert poster]
C. 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:

1. 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.
2. Ask the following questions of the caller:
   - What kind of bomb is it?
   - What does it look like?
   - Where is it located?
   - Can you give me the floor and office number?
   - What will cause it to detonate?
   - Many innocent people may get hurt. Why are you doing this?
   - What is your name and address?
3. Note the following …………… (back of yellow card)

USEFUL INTERNET LINKS AND USPS® PUBLICATIONS

A. LINKS FROM MAIL CENTER WEBSITE

FBI:  www.fbi.gov
USPS®:  www.usps.gov
USPS® Postal Inspection Service:  www.usps.com/postalinspectors
Homeland Security Q & A on Biological Attacks:  www.terrorismanswers.com/security
Education & Information:  www.postinsight.com
Centers for Disease Control (CDC):  www.bt.cdc.gov
National Mail Order Association:  www.nmoa.org
Direct Marketing Association:  www.the-dma.org
Alliance for Non-Profit Mailers:  www.nonprofitmailers.org/
Envelope Manufacturing Association:  www.papercom.org
Advertising Mail Marketing Association:  www.amma.org
Postal Rate Commission:  www.prc.gov
National Postal Forum:  www.npf.org
MAILCOM:  www.mailcom.org/
Federal Express®:  www.fedex.com
DHL® Worldwide Express:  www.dhl.com
UPS®:  www.ups.com
Pitney Bowes®:  www.pb.com
B. USPS® PUBLICATIONS

In addition to the list of useful mail center websites, we have a library containing the following publications:

USPS PUBLICATIONS

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See: [www.usps.com/publications](http://www.usps.com/publications) for all currently available publications, notices