



# Pitney Bowes

## Mail Services Guide

### 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, US mail classifications, specialized delivery services** and other information basic to your everyday needs. 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 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 "mailing", we urge you to call Mail Services at extension 3279 – Lowell or 3742 – Bedford

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## **MAIL CENTER - GENERAL INFORMATION**

### **A. HOURS OF OPERATION**

The Bedford Mail Center is open from 6:30 A.M. to 3:00 P.M. each working day. The telephone extension for Bedford is 3742. The Lowell Mail Center is open from 7:30 A.M. to 3:30 P.M. each working day. The telephone extension for Lowell is 3279.

### **B. STAFF AND THEIR JOB ASSIGNMENTS**

<b>ASSIGNED AREAS</b>	<b>RESPONSIBLE INDIVIDUAL</b>	<b>PHONE EXTENSION</b>
<i>Address Services</i>	<i>Carmen Edwards</i>	<i>3279</i>
<i>Business Reply Mail</i>	<i>Carmen Edwards</i>	<i>3279</i>
<i>Certified/Registered Mail</i>	<i>Carmen Edwards</i>	<i>3279</i>
<i>Express Mail</i>	<i>Either Mail Center</i>	<i>3742 or 3279</i>
<i>Facsimile Services</i>	<i>-</i>	
<i>Folding and Inserting</i>	<i>Carmen Edwards</i>	<i>3279</i>
<i>In-bound Couriers</i>	<i>Shipping Depts.</i>	
<i>Internal Deliveries</i>	<i>Either Mail Center</i>	<i>3742 or 3279</i>
<i>Internal Distribution</i>	<i>Either Mail Center</i>	<i>3742 or 3279</i>
<i>Int'l Mail (any carrier)</i>	<i>Carmen Edwards</i>	<i>3279</i>
<i>Mail to Branch Locations</i>	<i>Either Mail Center</i>	<i>3742 or 3279</i>
<i>Overnight or 2<sup>nd</sup> Day Couriers</i>	<i>Express / Priority</i>	<i>Mail Only</i>
<i>Package Preparation</i>	<i>Either Mail Center</i>	<i>3742 or 3279</i>
<i>Parcels</i>	<i>Carmen Edwards</i>	<i>3279</i>
<i>Personal Requests</i>	<i>-</i>	
<i>Receiving (Motor Freight)</i>	<i>Shipping Depts.</i>	<i>3749 or 3276</i>
<i>Shipping (Motor Freight)</i>	<i>Shipping Depts.</i>	<i>3749 or 3276</i>
<i>Specialized Mailings</i>	<i>Carmen Edwards</i>	<i>3279</i>
<i>Statement or Invoice Mailings</i>	<i>Carmen Edwards</i>	<i>3279</i>
<i>U S Postal Service Mail</i>	<i>Carmen Edwards</i>	<i>3279</i>

### **C. SERVICES THAT ARE AVAILABLE**

The mail center offers folding, envelope stuffing (inserting), sealing, metering, packaging, collating and computer generated mail processing. **We also offer customized discount bulk mailing service for certain types of mail.**

**D. SCHEDULED DELIVERY AND PICKUP TIMES For Lowell Campus**

The following mail schedule is available Monday through Friday:

Internal Mail (this location) Delivery/pick up	7:45 A.M.
US Mail deliver/pickup	12:15 P.M.
Internal Mail (Middle St.)	12:30 A.M.
Internal Mail delivery/pick up (Bedford Mail)	2:30 P.M.
Certified, Registered & Express Mail	3:00 P.M. cutoff
Internal Late Mail - Pick-up Only (Lowell Only)	3:00 P.M.

**Note:** In order to meet the deadlines set by the U S Postal Service, mail must be delivered to Mail Services by 3:00 P.M. If you miss the cutoff time, your material will be sent out the next business day.

**REGULAR U. S. MAIL**

Outbound mail collected during the day is processed for delivery to the US Postal Service at 1:30 P.M. and 3:00 P.M. (Lowell Only) To receive prompt service, please try to meet these dispatch times.

**E. SCHEDULED DELIVERY AND PICKUP TIMES For Bedford Campus**

The following mail schedule is available Monday through Friday:

US Mail Pickup	10:00 A.M.
Internal Mail Delivery	12:00 – 1:00 P.M.
Internal Mail Delivery to Lowell Campus	1:30 P.M.
<i>“ This schedule is for the Summer session and is subject to change when school resumes in the fall”</i>	

**F. MAIL CENTER SECURITY**

The mail center needs to be a secure area with occupancy limited to mail center employees and company officers only. Mail Center personnel are part of the company command center team that helps make decisions concerning suspicious packages. If you have any questions about mail security or a suspected mail bomb, contact Carmen Edwards immediately @ Extension 3279 in Lowell or Manny Boateng @ 3742 in Bedford.

The following guidelines outline our policy for our work area and any work area where someone may suspect a dangerous mail piece or package.

Do not open the article  
Isolate the mailing and evacuate the immediate area

Do not put in water or a confined space such as a desk drawer or file cabinet  
Open windows to vent potential explosive gases  
Contact the local Police Department @ 978-937-3212 – Lowell  
781-275-1212 – Bedford

### **TELEPHONE PROCEDURES**

If anyone notifies you via phone that a bomb has been placed, remain calm and ask the caller for additional information.

What kind of bomb is it?

What does it look like:

Where is it located?

Can you give us the office and floor number?

What will cause it to detonate?

Many innocent people may be hurt. Why are you doing this?

What is your name and address?

If Caller – ID is available, make a note of it.

### **CLUES TO A SUSPICIOUS PACKAGE – WHAT TO LOOK FOR**

Oily Stains	Addressed to "Title" only
Protruding Wires	Excessive Potage
Ticking	Strange Return Address
Vibrating	Strange Shape
No Return Address	Strange Odor
Misspelled Words	Excessive Weight
Wrong Title	Hand Delivered
Wrong Title	Restrictive Markings i.e. Rush – Personal – Urgent

### **IF YOU FIND A SUSPICIOUS PACKAGE**

1. Write down the specific recognition points that caused the alert.
2. Alert the other employees that a suspicious package has been found, the points of recognition, and to remain clear of the isolation area.
3. Place suspect item in reinforced container and take it to the isolation area.
4. Record all information from the package, such as:
  - Name and address of sender
  - Postmark
  - Cancellation date
  - Types of stamps
  - Any other markings or labels
5. Contact management and security to inform that suspicious item has been detected in the screening process.
6. Inform the Police and Postal Inspectors (if mailed) and give them all information recorded from the suspect item.

NOTE! Before calling the police, find out if the addressee has any knowledge of the item or its contents.

### **QUESTIONS TO ASK THE ADDRESSEE OF A SUSPECTED MAIL PIECE**

1. Is the addressee familiar with the name and address of the sender?
2. Is the addressee expecting a package from the sender?
3. If sender is unknown, is the addressee expecting any business correspondence from the City, State, or Country of origin?
4. Is the addressee aware of any friends or relatives on vacation or business in the area of origin?
5. Has the addressee ordered any merchandise from any concern whose parent organization might be located in the city, state, or country of origin?



- **Internal Parcels**  
The addressing of parcels and packages for internal distribution is the same. Use full name and the building name or 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 stop, send a memo to Mail Services. Indicate the new and old mail stop locations and the telephone number.

## **B. ENCLOSURES**

- **Confidential Correspondence**  
**Confidential matter** should be clearly indicated on the Inter-Office envelope.
- **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 of 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.

## **D. INTER-COMPANY MAILING**

Because we take advantage of cost reduction programs, mail to Branch, District, and Regional Offices is consolidated into one envelope or pouch. It will be sent daily to these locations.

## **E. MAILING LIST**

The preparation of address lists for distribution of information is the responsibility of the mailer. Address records prepared on floppy disk computer media, either 3 1/2" diskettes or CD sizes, can be updated to include correct ZIP + 4 codes.

### U S 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 U S Postal Service.

#### DOMESTIC ADDRESS FORMAT

PITNEY BOWES POSTAL EDUCATION  
201 ABERDEEN PKY  
PEACHTREE CITY GA 30269-1422

MAUREEN ORNSTEIN  
ABC CO  
54 SOUTH PEARL ST  
NORTHEAST PA 16428-1288

#### INTERNATIONAL ADDRESS FORMAT

PITNEY BOWES POSTAL EDUCATION  
201 ABERDEEN PKY  
PEACHTREE CITY GA 30269-1422

PAR AVION

MARY JONES  
STATION 321  
OTTAWA ONTARIO K1A 0B1  
CANADA

#### EXHIBIT 3



***You will get the best possible service if you:***

- ☒ ***CAPITALIZE EVERYTHING IN THE ADDRESS***
- ☒ ***Use 2 letter state abbreviations (Exhibit 5) (See Page 10)***
- ☒ ***Eliminate all punctuation (except the hyphen between ZIP Code and plus four)***
- ☒ ***Use common abbreviations (Exhibit 6) (See Page 11)***
- ☒ ***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 mailpiece will be delivered to the P O Box.

- ***Address Placement***

**Envelopes**

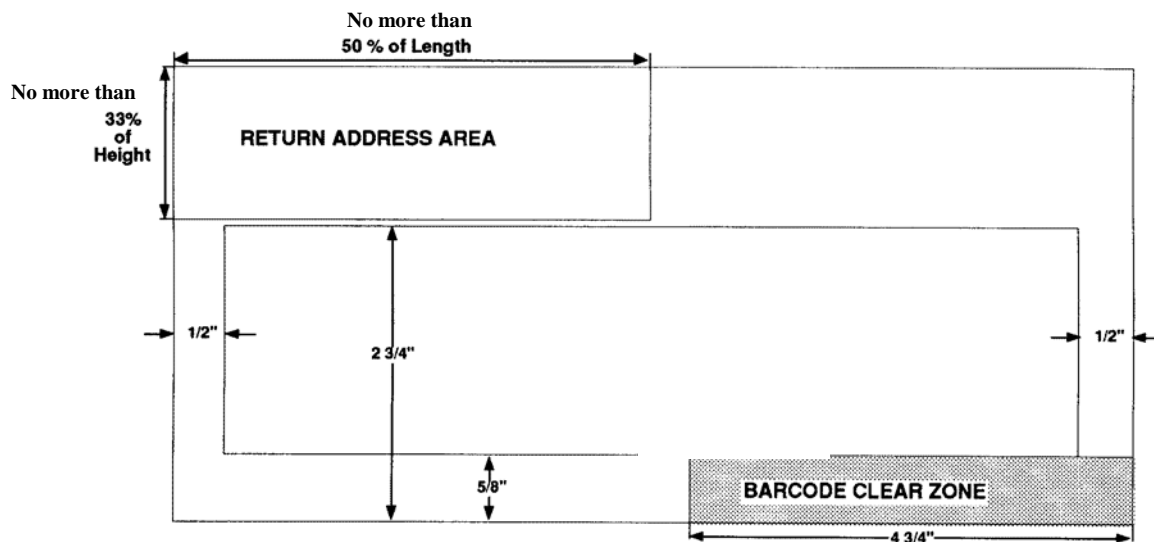
Placement of the address on the face of an envelope should conform to USPS specifications as shown on **Exhibit 4** (See Page 10).

**Labels**

Labels for use on parcels, packages or large envelopes must be addressed according to the recommended format in **Exhibit 3** (See Page 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 Optical Character Reader (OCR).

## EXHIBIT 4

### 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 samples of non-mailables 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 are also 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 U S or foreign destinations, the mailer should call Mail Services for assistance.

- **Window Envelope Enclosures**

Enclosures that are designed so that the address appears in a window should not be stapled this will prevent movement of the address from window view. **If the addressed enclosure does not properly fit the window, use an envelope without a window.**

## **STANDARD ADDRESS ABBREVIATIONS**

### **TWO-LETTER STATE AND POSSESSION**

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

<b>DIRECTIONAL ABBREVIATIONS</b>		<b>SECONDARY ADDRESS UNIT INDICATORS</b>	
North	N	Apartment	APT
East	E	Building	BLDG
South	S	Floor	FL
West	W	Suite	STE
Northeast	NE	Room	RM
Southeast	SE	Department	DEPT
Southwest	SW		
Northwest	NW		

**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.

**STANDARD ADDRESS ABBREVIATIONS / STREET DESIGNATORS (STREET SUFFIXES)**

Alley	<b>ALY</b>	Fall	<b>FALL</b>	Locks	<b>LCKS</b>	Rue	<b>RUE</b>
Annex	<b>ANX</b>	Falls	<b>FLS</b>	Lodge	<b>LDG</b>	Run	<b>RUN</b>
Arcade	<b>ARC</b>	Ferry	<b>FRY</b>	Loop	<b>LOOP</b>	Shoal	<b>SHL</b>
Avenue	<b>AVE</b>	Field	<b>FLD</b>	Mall	<b>MALL</b>	Shoals	<b>SHLS</b>
Bayou	<b>BYU</b>	Fields	<b>FLDS</b>	Manor	<b>MNR</b>	Shore	<b>SHR</b>
Beach	<b>BCH</b>	Flats	<b>FLT</b>	Meadows	<b>MDWS</b>	Shores	<b>SHRS</b>
Bend	<b>BND</b>	Ford	<b>FOR</b>	Mews	<b>MEWS</b>	Spring	<b>SPG</b>
Bluff	<b>BLF</b>	Forest	<b>FRST</b>	Mill	<b>ML</b>	Springs	<b>SPGS</b>
Bottom	<b>BTM</b>	Forge	<b>FGR</b>	Mills	<b>MLS</b>	Spur	<b>SPUR</b>
Boulevard	<b>BLVD</b>	Fork	<b>FRK</b>	Mission	<b>MSN</b>	Square	<b>SQ</b>
Branch	<b>BR</b>	Forks	<b>FRKS</b>	Motorway	<b>MTWY</b>	Station	<b>STA</b>
Bridge	<b>BRG</b>	Fort	<b>FT</b>	Mount	<b>MT</b>	Stravenue	<b>STRA</b>
Brook	<b>BRK</b>	Freeway	<b>FWY</b>	Mountain	<b>MTN</b>	Stream	<b>STRM</b>
Burg	<b>BG</b>	Gardens	<b>GDNS</b>	Neck	<b>NCK</b>	Street	<b>ST</b>
Bypass	<b>BYP</b>	Gateway	<b>GTWY</b>	Orchard	<b>ORCH</b>	Summitt	<b>SMT</b>
Camp	<b>CP</b>	Glen	<b>GLN</b>	Oval	<b>OVAL</b>	Terrace	<b>TER</b>
Canyon	<b>CYN</b>	Green	<b>GN</b>	Park	<b>PARK</b>	Trace	<b>TRCE</b>
Cape	<b>CPE</b>	Grove	<b>GRV</b>	Parkway	<b>PKWY</b>	Track	<b>TRAK</b>
Causeway	<b>CSWY</b>	Harbor	<b>HBR</b>	Pass	<b>PASS</b>	Trail	<b>TRL</b>
Center	<b>CTR</b>	Haven	<b>HVN</b>	Passage	<b>PSGE</b>	Trailer	<b>TRLR</b>
Circle	<b>CIR</b>	Heights	<b>HTS</b>	Path	<b>PATH</b>	Tunnel	<b>TUNL</b>
Cliffs	<b>CLFS</b>	Highway	<b>HWY</b>	Pike	<b>PIKE</b>	Turnpike	<b>TPKE</b>
Club	<b>CLB</b>	Hill	<b>HL</b>	Pines	<b>PNES</b>	Underpass	<b>UPAS</b>
Corner	<b>COR</b>	Hills	<b>HLS</b>	Place	<b>PL</b>	Union	<b>UN</b>
Corners	<b>CORS</b>	Hollow	<b>HOLW</b>	Plain	<b>PLN</b>	Valley	<b>VLY</b>
Course	<b>CRSE</b>	Inlet	<b>INLT</b>	Plains	<b>PLNS</b>	Viaduct	<b>VIA</b>
Court	<b>CT</b>	Island	<b>IS</b>	Plaza	<b>PLZ</b>	View	<b>VW</b>
Courts	<b>CTS</b>	Islands	<b>ISS</b>	Point	<b>PT</b>	Village	<b>VLG</b>
Cove	<b>CV</b>	Isle	<b>ISLE</b>	Port	<b>PRT</b>	Ville	<b>VL</b>
Creek	<b>CRK</b>	Junction	<b>JCT</b>	Prairie	<b>PR</b>	Vista	<b>VIS</b>
Crescent	<b>CRES</b>	Key	<b>CY</b>	Radial	<b>RADL</b>	Walk	<b>WALK</b>
Crossing	<b>XING</b>	Knolls	<b>KNLS</b>	Ranch	<b>RNCH</b>	Wall	<b>WAY</b>
Dale	<b>DL</b>	Lake	<b>LK</b>	Rapids	<b>RPDS</b>	Way	<b>WAY</b>
Dam	<b>DM</b>	Lakes	<b>LKS</b>	Rest	<b>RST</b>	Wells	<b>WLS</b>
Divide	<b>DV</b>	Land	<b>LAND</b>	Ridge	<b>RDG</b>		
Drive	<b>DR</b>	Landing	<b>LNDG</b>	River	<b>RIV</b>		
Estates	<b>EST</b>	Lane	<b>LN</b>	Road	<b>RD</b>		
Expressway	<b>EXPY</b>	Light	<b>LGT</b>	Route	<b>RTE</b>		
Extension	<b>EXT</b>	Loaf	<b>LF</b>	Row	<b>ROW</b>		

**EXHIBIT 6**
**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.

Letters, non-letters and barcoded flats are rated differently by the USPS. To assure the best rate, call Mail Services for size and rates before preparing the mailpiece. Use light colored envelopes for legibility and please avoid brilliant colors (Especially 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:*

Height	3 1/2" Min	6 1/8" Max
Length	5" Min	11 1/2" Max
Thickness*	.007 Min	1/4" Max

\* 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 3/4" long and 1 1/4" 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

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

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

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

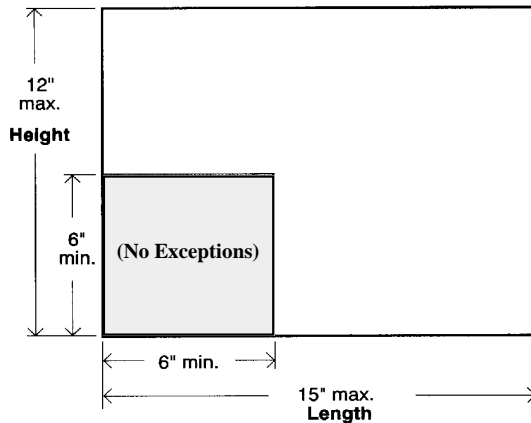
**Priority** - Should be used for First-Class mail weighing over 13 ounces and up to 70 pounds, or any other mail under 13 ounces requiring expedited delivery. Priority Mail provides two-day service between major metropolitan areas.

**Automation Compatible Flats** - The US Postal Service has established specific size requirements for flats. They are as follows:

## Flat Sorting Machine (FSM) 881

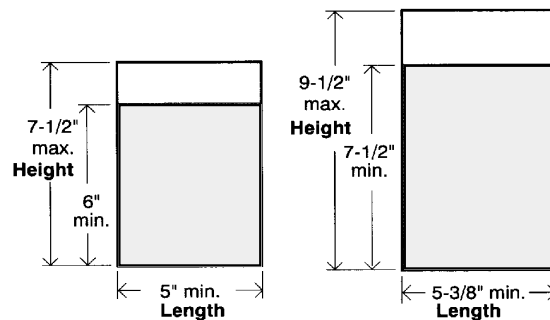
<b>Length</b>	Minimum: 5 inches long <i>if 6 to 7-1/2 inches high; or not less than 5-3/8 inches long if more than 7-1/2 inches high but no more than 9-1/2 inches high.</i> Maximum: 15 inches
<b>Height</b>	Minimum: 6 inches Maximum: 12 inches
<b>Thickness</b>	Minimum: 0.009 inch Maximum: 3/4 inch
<b>Polywrapped Pieces</b>	Must meet all seven properties in Exhibit C820.4.1a.  Polywrap marking: Effective October 4, 1999, "USPS [polywrap product name] FSM 881 Approved Automatable Polywrap" (on address side, preferably below postage area).
<b>Flexibility</b>	Must meet flexibility requirements in C820.7.

### Dimensions



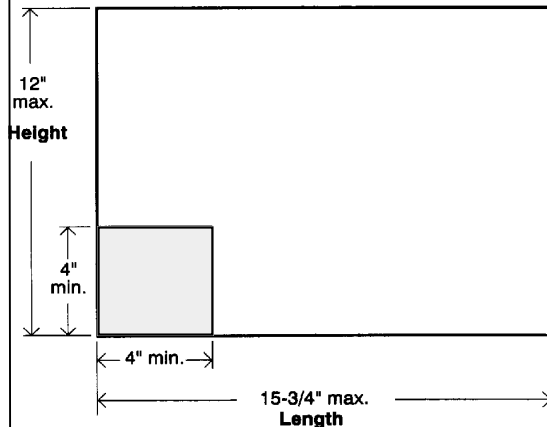
### Exceptions:

May be a minimum of 5" in length if height is 6" to 7-1/2." **OR** May be a minimum of 5-3/8" in length if height is more than 7-1/2" but no more than 9-1/2."



## Flat Sorting Machine (FSM) 1000

Minimum: 4 inches Maximum: 15-3/4 inches
Minimum: 4 inches Maximum: 12 inches
Minimum: Pieces at least 4 inches but less than 5 inches long, 1/4 inch. Pieces at least 5 inches long, 0.009 inch thick. Maximum: Pieces 13 inches long or less, 1-1/4 inches thick. Pieces longer than 13 inches up to and including 15-3/4 inches, 7/8 inch thick.
Must meet property number 2, haze, in Exhibit C820.4.1a (not required if address label is on the outside of polywrapped piece). Polywrap marking: Effective October 4, 1999, "USPS [polywrap product name] FSM 1000 Approved Automatable Polywrap" (on address side, preferably below postage area).
No requirement.



## **D. THE VARIOUS CLASSES OF MAIL AND USPS SPECIAL SERVICES**

The cost of mailing varies with each classification.

### **Oversize/Underweight Mail**

First-Class, Standard Mail and International Letter-Post Mail 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**  
**1/4" 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 which 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.
- f) A computer printout may or may not be First-Class matter. It depends on the content. Contact Mail Services for additional information.
- g) If you are not sure if it is First-Class, ask us!
- h) **Discounted rates are available for 500 or more pieces.**

### **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. There is a flat rate up to two pounds. There is a new one pound Priority Mail rate of \$3.50.

The U S Postal Service provides free Priority supplies (1-800-TheUSPS): cardboard and Tyvek envelopes, boxes, stickers and tape. The Postal Service will also pick up Priority, Parcel Post and Express Mail for a fee of \$10.25 per pick-up.

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

Use Flat Rate Priority Envelopes when possible if the mailpiece weighs more than 1 pound. These free envelopes allow any weight of material for the 2-pound rate.

**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.

- **Standard Mail**

The following is considered **Standard Mail Matter**:

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

To qualify for Standard Mail rates, you must mail at least 200 pieces or a mailing that weighs 50 pounds.

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

- **Package Services**

The following is considered **Package Services Matter**:

- 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.

There are four sub-categories of Package Service 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 internal company mail.

**Certified Mail** - provides you with a mailing receipt and a record of delivery is 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 mail services.

**Registered Mail** - 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 is the most secure mail 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 includes \$500.00 insurance at no extra charge. Bulk Insurance is available for Standard Mail pieces subject to the residual shape surcharge.

**Return Receipts** -A return receipt is your proof of delivery. It is available for insured mail, certified, registered 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.

## **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.

## THIS REFERENCE CHART SHOWS WHICH SPECIAL POSTAL SERVICES ARE COMPATIBLE WITH VARIOUS CLASSES OF MAIL

### SPECIAL SERVICES COMPATIBLE WITH CLASSES OF MAIL

<b>Special Service</b>	<b>Classes to Which Applicable</b>	<b>Evidence of Mailing</b>	<b>Proof of Delivery</b>	<b>Additional Security Against Loss</b>	<b>Insurance Against Loss</b>	<b>Travels Enroute with Other Mail</b>	<b>Cost</b>
<b>Certificate of Mailing</b>	First-Class Standard Mail Package Services	X				X	\$0.75****
<b>Certified</b>	First-Class Priority	Optional	X			X	\$2.10
<b>Registered*</b>	First-Class	X	X	X	Optional		Min. \$7.25 (w/o Postal Insurance)
<b>Insured ** ***</b>	First-Class Standard Mail Package Services	Optional	X		X	X	Min. \$1.10
<b>C.O.D.</b>	First-Class Standard Mail Package Services Express Priority	X	X	Only if Registered C.O.D.	X	X	Min. \$4.50
<b>Special Handling</b>	Standard Mail Package Services					X	Min. \$5.40
<b>Delivery Confirmation</b>	Priority Standard Mail (Parcels)*****  Package Services <sup>(1)</sup>		X		Optional	X	Free (electronic) priority 40¢ Priority Retail 12¢ Standard Mail Electronic) 12¢ Electronic Package Services 50¢ Retail Package Services
<b>Signature Confirmation</b>	Priority Mail   Package Services		X			X	\$1.25 Electronic \$1.75 Retail  \$1.25 Electronic \$1.75 Retail

(1) Signature confirmation is not available with Standard Mail

\* Postal insurance is optional for registered items.

\*\* Applies to First-Class/Priority Mail that contains merchandise.

\*\*\* Express Mail containing merchandise is insured at no cost to \$500.00.

\*\*\*\* 75¢ for one piece, 25¢ for 3 or more listed in firm mailing book, \$3.50 for up to 1,000 pieces and 40¢ for each additional 1,000 pieces.

\*\*\*\*\* Available with Standard Mail subject to residual shape surcharge

**a) Return receipt at time of mailing:**

\$1.50 (To whom delivered, date of delivery and delivery address if different from the address on the mailpiece).

Return Receipt Optional Service Available with Certified, Registered, Insured (Over \$50.00 Value)

C.O.D. And Express Mail

**b) Return receipt for merchandise**

\$2.35 (To Whom delivered, date of delivery and delivery address if different from the address on the mailpiece).

**c) Return receipt after mailing:** \$3.50 (Retained at destination post office.)

**d) Restricted delivery:** \$3.20 (Will be delivered only to addressee or persons authorized in writing to receive mail.)

## ANCILLARY SERVICE LEVELS AND USPS ACTION

Endorsement	If Forwarding Order on File		If No Order, Expired Order, or Bad Address	
	Forwarding	Separate Notification	Return	Notification
Address Service Requested	Yes	Yes, new address	Yes	New address or reason, attached
Forwarding Service Requested	Yes	No	Yes	New address or reason, attached
Return Service Requested	No	No	Yes	New address or reason, attached
Change Service Requested	No	Yes, new address or reason	No	New address or reason, separate
No endorsement: per class				
First-Class Mail	12 months	No	Yes	New address or reason, attached
Periodicals	60 days	No	No	New address or reason, separated*
Standard Mail	No	No	No	No
Package Services	12 months	No	Yes	New address or reason, attached

\* 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 (ACS). 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

The new ancillary service endorsements will be the same for all classes of mail. Treatment for each class and applicable charges generally remain unchanged with the exceptions described in the following paragraphs.

- **First-Class Mail. Under the new system**, handling will be the same with one addition: a **"Change Service Requested"** endorsement means UAA pieces will be discarded. The mailer will get a separate address correction and pay an address correction fee. This option will be available for the letter rate and card rate subclasses but not for the Priority Mail subclass. As an added security, participation in the electronic Address Change Service (ACS) will be required before a mailer may use the endorsement on First-Class Mail.
- **First-Class Mail: "Change Service Requested."** Within the First-Class Mail letter rate and card rate sub-classes, this endorsement will be restricted to mailers who take part in the electronic Address Change Service (ACS). 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.** 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.
- **Standard Mail.** Under the old system, if a UAA piece weighing 1 ounce or less was endorsed **"Address Correction Requested,"** the piece was returned to the mailer with the new address or the reason for non-delivery attached. The mailer paid the return postage. If the endorsed UAA piece weighed more than 1 ounce, it was discarded and the mailer received a separate notice of the new address or the reason for non-delivery. The mailer paid an address correction fee.

- **Under the new system**, weight will not matter. Any UAA piece **endorsed "Change Service Requested"** will be discarded. 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**  
Express Mail is handled the same as First-Class except the endorsement "change service required" is not available for Express Mail.

### F. EXPRESS MAIL SERVICE

Provides next day or second day service to all major markets in the United States and 84 countries. Express Mail can weigh up to 70 lbs., and is delivered 7 days a week at no extra charge.

**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 1:30 P.M. in Bedford and 3:00 P.M. in Lowell.**

Express mail offers a variety of service options to meet your mailing needs. The following are a list of these options. Contact the Mail Center for further details.

- Same Day Airport Delivery (Suspended Temporarily)
- Post Office to Addressee
- Post Office to Post Office
- Express Mail International Service

Domestic Overnight Delivery is **guaranteed** by the U S Postal Service (to most locations), and provides for a full postage **refund** if the item is not delivered on time. International deliveries vary by country of destination. **No guarantees** are offered by the U.S. Postal Service since they have no control over foreign delivery systems. There is no provision for a refund.

### 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.

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

### H. REPLY MAIL

- **BUSINESS REPLY MAIL** (available by calling Carmen Edwards @ extension 3279)  
BRM service enables mailers to receive First-Class mail by paying postage only on the mail which is returned. We guarantee payment of the appropriate First-Class postage plus a handling charge per piece.

**Your department name must appear in the address to ensure proper delivery.**

A special format is required for mailing in foreign countries.

- **METER REPLY MAIL-** This is not an available service at Middlesex Community College

**Note:** Business Reply Mail Handling Charges range from 35¢ per piece to 1¢ per piece plus postage. Contact Mail Services prior to designing or printing any Business Reply mail pieces to insure the most cost-effective method.

## **I. 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 500 or more pieces. This will allow us to utilize new equipment that allows the ability for substantial postage savings.

**48-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.**

## **J. 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. Our personnel will be glad to help you determine the proper amount of postage for you.**

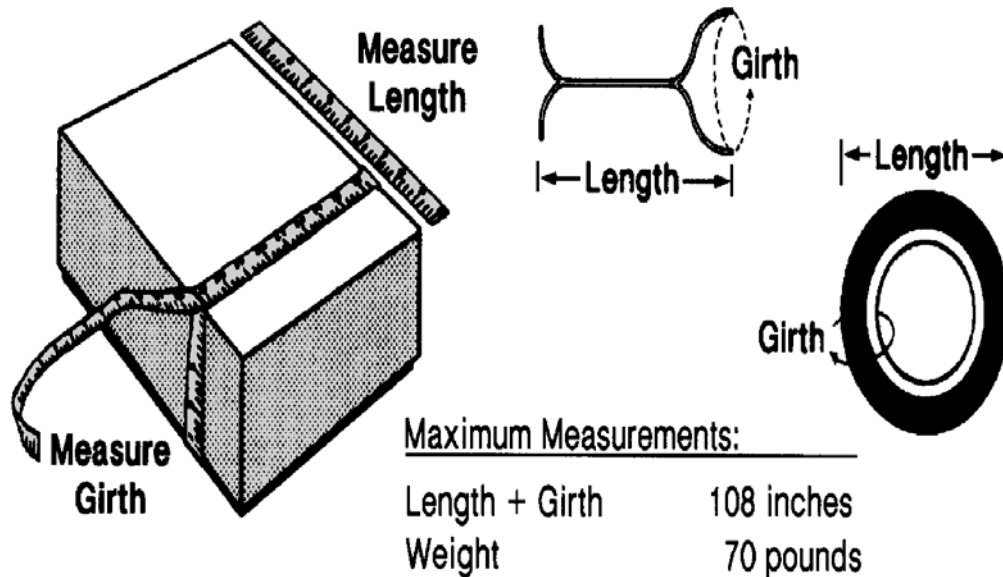
We cannot accept personal with without postage. These pieces will not be sent out, but will be returned to the person sending them.

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

## **COURIER SERVICES AVAILABLE**

Middlesex Community College uses only the U.S. Postal Service to send mail and packages. Using a different courier service must be done on an individual basis.

## How to Measure a Parcel



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

## MAILER'S SERVICES AVAILABLE

**Before** a large mailing gets too far into the planning stage, include the Mail Services Supervisor in your mailing arrangements. This person can be of assistance to ensure your mailing program is cost effective, efficient and timely.

### A. BULK AND PRESORT DISCOUNT PROGRAMS

We offer optional customized discounted bulk mailing programs for mailings consisting of 200 envelopes or more. Depending on your delivery needs and advance planning, these programs can reduce your postage costs considerably and, in many situations, even give you faster, more accurate delivery. Postage cost reductions can run as high as 50% less than individual piece rates.

These presort/bulk mailing programs are available to all parts of the United States and many foreign countries. Contact the Mail Services Supervisor at extension 3279 to discuss your options.

### B. FOLDING

There are several types of folds available. The request for folding copied or printed matter is forwarded to the Mail Services Coordinator, who is responsible for the automatic folding equipment located in Mail Services.

### C. INSERTION (ENVELOPE STUFFING)

Insertion of correspondence, reprints, and other printed matter into pre-addressed or window envelopes (in excess of 200 pieces) is available in Mail Services. A completed mailing Service Request Form is required.

**Note:** Before submitting a request for folding and/or inserting we will be glad to look at sample forms and envelopes to determine if the materials can be processed on our mail processing systems. We can also offer suggestions for size and shape requirements to keep your mailing costs as low as possible.

#### **D. SEALING**

Automatic sealing of standard size gummed envelopes for mailing is provided for by Mail Services. For ten or more envelopes requiring sealing, leave the flaps open, nest into each other and then secure the contents of the envelopes with an elastic band.

#### **E. PACKAGING**

Several sizes and types of corrugated boxes are stocked in the Mail Center in limited quantities. The Clerk will prepare, package, process and mail each item forwarded to Mail Services accompanied with an addressed label and a completed Mailing Service Request Form.

#### **F. COMPUTER GENERATED MAIL ADDRESSING**

The generation of address lists for distribution is the responsibility of the mailer. The Mail Center offers computer generated direct impression addressing. We can accept most floppy disk computer media or CD's.

#### **G. MAIL DISCREPANCY NOTICE**

The form on the next page 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.

### **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.

**MAIL DISCREPANCY NOTICE**

**Today's Date**

**Date Mail Received**

**Name** \_\_\_\_\_

**Department**

**Telephone Ext.**

**Email** \_\_\_\_\_

**The attached mailpiece is being returned for the following reason:**

- ☐ Insufficient Address
- ☐ Wrong Envelope Size
- ☐ No ZIP Code
- ☐ Handwritten Address
- ☐ Punctuation in Address Block (other than hyphen between zip code and zip+4)
- ☐ Envelope Flaps – Unflapped
- ☐ Incorrect State Abbreviation
- ☐ International Address (not in International Envelope)
- ☐ Too Thick for Automated Processing
- ☐ Mail was processed with the following problem:

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