



North Central State College

MAIL SERVICES GUIDE



March 2012

TO THE USERS OF MAIL SERVICES

This Mail User's Guide has been prepared as a source of basic information to help you obtain the best use of the available mail services with regards to efficiency and economics.

It briefly touches on topics such as addressing, enclosures, envelopes, interoffice mail, U.S. mail classifications, specialized delivery services, and other information basic to your everyday needs. We hope that the Guide will be a useful desk companion for you.

Excluded from this publication are postage rates, fees, and regulations. The primary source for such information is Mail Services.

Should you have a specific question regarding "mailing" we urge you to call Mail Services.

Mail Services Supervisor: Dean Schaad
Ext. 4855

Mail Services Personnel: Becky Stallard
Ext. 4748

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PREPARATION OF OUTGOING MAIL AND PACKAGES:

All outgoing Mail Services will need to have the department number located on all outgoing envelopes and packages. All envelopes will need the department number written on the bottom left-hand corner in pencil. You may rubber band a stack of letters together with the same department number and put the number on the top envelope. For all packages (regardless of size) a Return Job Order form must be completed. Return Job Order form is located on page 21 and on "f" drive. The Return Job Order form will ensure that the package is tracked appropriately. A Return Job Order form is to be completed on all packages which include Next Day Air, UPS Ground shipment, U.S. Mail, Federal Express or any other carrier that may be used to ship packages. The mail room will be able to track the amount of postage and packages sent by each department. It is very important that all departments follow these guidelines to insure that the mail room has accurate tracking data.

MAIL CENTER - GENERAL

- A. Hours of Operation
The Mail Center is staffed between the hours of 7:30 a.m. and 4:00 p.m. each working day.

- B. Staff and Responsibilities
Mail Service personnel are assigned specific tasks in order to better service the mailer's requirements.

INTEROFFICE MAIL

- A. **Addressing**
 - 1. *Interoffice Envelopes*
These are envelopes used repeatedly for internal mailings. Extreme caution is to be exercised when using the interoffice envelope, taking care that all previous markings have been masked out to ensure proper handling and direction to the intended recipient. To provide proper delivery, envelope requires addressing of full name and zip code destination. Request interoffice envelopes through Mail Services.

 - 2. *Internal Parcels*
The addressing of parcels and packages for internal distribution is of no less importance than envelope mail and is to be treated with the same diligence; that is - use full name and exact location code.

 - 3. *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 note or memo to Mail Services.

- B. **Enclosures**
 - 1. *Confidential Correspondence*
Confidential matter is to be inserted into a clean, plain envelope, free of any previous markings, and then sealed. This ensures against misdirection, mishandling, or loss due to previous markings or lack of proper security. To protect sensitive information, you mark the envelope, "Personal & Confidential" or "To be opened by

Addressee Only". Be aware that such indications on the envelope may highlight the value of its contents to the curious. Tape is not a deterrent to opening classified envelopes.

2. *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.

B. Envelopes

1. *Appropriate Size and Strength*

Enclosures will determine the appropriate envelope to be used meaning the envelope will be one of the right size and strength.

2. The size should properly accommodate the insert(s). Excessively large envelopes will not keep the inserts firm. The inserts in such envelopes slide about, create an imbalance of the envelope, risking rippling and loss of contents. A snug fit keeps the enclosure firm in the envelope providing for effective mail handling.

3. Conversely, when an envelope is overstuffed, it can burst at the seams upon impact with other mail. The result can be a total loss of the mailing.

4. The strength of the envelope should be such to withstand the weight of its contents. If there is stress at the seams or sharp edges, the envelope is in the overload condition where it can burst or tear apart and lose its contents.

D. Mail Delivery Schedule

Times and Frequency

Incoming U.S. Postal Services (USPS) mail is picked up at the Post Office by Mail Services according to the following schedule:

USPS mail picked up at Post Office and ready for sorting	7:00 a.m.
UPS pickup	2:00 p.m.

All UPS or USPS outgoing packages must have a Job Return order accompanying the package. Only Next Day Air Packages will be sent out the same day of receipt of packages. All other packages will be sent out within 24 hours of receipt of package.

REGULAR MAIL

Outbound mail collected during the day is processed for delivery until 4:00 p.m. This includes regular mail and certified mail.

MAIL RUN SCHEDULE (APPROXIMATE TIMES)

Kee Hall	8:00
Fallerius	11:45
Health Sciences	12:15
Riedl	12:25
Ovalwood	12:30
CRC	12:35
Maintenance	12:40
CDC	12:45
Bromfield (4 stops)	12:50
Eisenhower	1:00
Bookstore	1:10
Shelby / Kehoe Ctr.	1:25
Kee Hall	2:15
Riedl (outgoing pick up only)	2:55
Fallerius	3:00

Mailroom closes at 4:00 p.m.

Please give notice as soon as possible ahead of time of any mailing consisting of more than 200 pieces. Let the Mailroom or Receiving know as soon as possible if you will need to send a letter or package next day air. -Please contact the Mailroom with questions - extension is 4748 or 4855.

U.S. POSTAL SERVICE MAIL REQUIREMENTS

A. Classes of Mail

The Postal Service divides mail into different services, called "classes." Each class of mail has different features, service levels, postage prices, and presort requirements.

For most of your mailings, the content of the material and postage will determine the class of mail you select.

If you are unsure about what class your mailpiece will—or should—be, contact the mailroom for advice.

Express Mail: Anythingailable, letters, merchandise.

First-Class Mail (including Priority Mail): Anythingailable, bills, invoices, personal correspondence, merchandise.

Periodicals: Newsletters, magazines.

Standard Mail: Advertisements, circulars, newsletters, small parcels, merchandise.

Package Services: Merchandise, catalogs, printed material, computer media.

Class of Mail	Speed	Low Cost	Free Forwarding & Return	Extra Services	Incentives
Express Mail	Yes	No	Yes	Yes	Yes
Priority Mail	Yes	Maybe	Yes	Yes	Yes
First-Class Mail	Yes	Yes	Yes	Yes	Yes
Standard Mail	No	Yes	No	Only for parcels	Yes
Periodicals	Yes	Maybe	Yes	No	Yes
Package Services	No	Yes	No	Yes	Yes

Tips on Mailpiece Shape

- Use these tips when designing your mailpiece:
- Avoid square pieces. They are mailable, but they don't fit well into mail processing equipment and you may have to pay extra postage.
- Always place the delivery address parallel to the longest side.
- You may be able to redesign your piece as a flat or qualify it as an automation flat.
- First-Class Mail and Standard Mail parcels pay higher prices than letters or flats to cover the extra costs of processing parcels.
- For any bulk mailing, each one of the hundreds (or thousands) of pieces in your mailing could be charged the nonmachinable price. That could add up to a lot of money.
- There is no nonmachinable surcharge on Priority Mail. In many cases, it's cheapest to mail your nonmachinable parcel at Priority Mail prices (and your mailpiece gets there faster!).
- Oversized prices for Parcel Post are not determined by weight, but by the size of the parcel. You'll pay the same postage for a 1-pound oversized parcel as a 70-pound oversized parcel to the same destination.
- No matter what your parcel measures in inches (up to the maximum allowed), it can NEVER be heavier than 70 pounds.

Minimum and Maximum Sizes

- **Minimum Size**
If a mailpiece is 1/4 inch thick or less, it MUST be rectangular and at least 3-1/2 inches high by 5 inches long.

All mailpieces MUST be at least 0.007 inches thick.
- **Maximum Size**
The maximum size for most mailpieces is 108 inches in combined length and girth. Parcel Post pieces may measure up to 130 inches in combined length and girth (but will be charged oversized prices).

Regardless of the size of the mailpiece, the maximum mailable weight of any mailpiece is 70 pounds.
- **Folding and Tabbing a Mailpiece**
Unenveloped letter-size mailpieces prepared for automation mailings must be secured (tabbed) to prevent an open edge from jamming high-speed processing equipment. Standards for tabbing are based on basis weight of paper stock used and the location of the folded or bound edge. As

an alternative to tabs or wafer seals, the open edge of the length of the mailpiece may be continuously glued or spot glued. Continuous glue or spot glue is permissible with single-sheet self-mailers and postcards, and specific booklet designs.

Number and location of tabs or wafer seals are specified for particular types of letter-size mail. In all cases, additional tabs may be used. Tabs, wafer seals, cellophane tape, or permanent glue (continuous or spot) must not interfere with recognition of the barcode, rate marking, postage identification, or required address information. In all cases additional tabs or seals may be used. Cellophane tape is not acceptable within the barcode clear zone. Tabs or wafer seals placed in the barcode clear zone must contain a paper face meeting the standards for background reflectance and, if the barcode is not preprinted by the mailer, the standards for water-based ink. Adequate adhesion is required. Basis weight: the minimum basis weight standards vary, depending on the construction of the mailpiece.

B. Addressing

1. Specific Format

All mail needs a delivery address and should also have a return address. The following information is recommended in the sequence and position indicated for addressing:

Return Address:

Sender's Name

Sender's Address

Sender's City, State, & Zip + 4 Code

Destination Address:

Recipient's Name

Recipient's Address

Recipient's City, State, & Zip + 4 Code

You will get the best possible service if you:

Capitalize Everything in the Address

Use Common Abbreviations

Eliminate All Punctuation

Use 2 Letter State Abbreviations

Use Zip + 4 Codes

Make sure the place you want to mail delivered appears on the line immediately above the city, state, and zip code line.

Do not abbreviate international addresses, use the complete spelling of a foreign city, province, or country, with the full name of country spelled out, in English, all capital letters on the last line. Use Air Mail envelopes.

2. Address Placement

Envelopes

Placement of the address on the face of an envelope should conform to USPS specifications as shown in back of this booklet.

Labels

Labels for use on parcels, packages, or large envelopes must be addressed according to the recommended format as shown in back of this booklet. The address must be complete. Improperly prepared labels will be returned to the mailer for correction and/or completion.

C. Enclosures

1. Correspondence

Mail of any kind for transport by the U.S. Postal Service must be enclosed in an appropriate envelope or parcel and sealed. The types of enclosures determine the mailing classification.

2. Non-mailables

3. The following are samples of non-mailables in envelopes:

- Paper Clips
- Metal Pieces
- Glass Chips
- Sand

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 envelope must not be stapled to prevent slippage of the address from window view. If the addressed enclosure does not properly fit the window, use an envelope without a window; refrain from stapling.

D. Envelopes & Postcards - Sizes and Types

The size of the envelope should properly accommodate the contents. For use in the U.S. Postal System there are basically two categories of envelopes: letter size and "flats", as referred to by the U.S. Postal Service.

a. Sizes for Postcards

Postcards are an inexpensive way to get an immediate message to customers. When they arrive in the mail, there's the message -- no envelope to open! First-Class Mail postcards are a great value, too. With First-Class Mail postcards, you pay a low price and get all of the benefits, like forwarding and return that come with First-Class Mail. And, if you mail at single-piece First-Class Mail postage, there is no extra work involved -- simply drop the postcards in a collection box.

You may think that your mailpiece is a "postcard," because it is a single sheet of paper. But to qualify for mailing at the First-Class Mail postcard price, it must be:

- Rectangular
- At least 3-1/2 inches high x 5 inches long x 0.007 inch thick
- No more than 4-1/4 inches high x 6 inches long x 0.016 inches thick

If your mail piece does not meet the dimensions above, then the Postal Service considers it a letter (and charges letter-size postage). With Standard Mail, there is a little more flexibility -- there is no separate (lower) price for postcards, so you don't have to worry about your postcard being too big -- because you're paying letter prices anyway. But make sure that your postcard is no larger than 6-1/8" x 11-1/2" x 1/4" thick. Mailpieces larger than any of those dimensions and you'll have to pay flats (large envelope) postage prices.

Some mailers want to attach stickers, magnets, or other items to their postcards. However, an attachment may disqualify the mailpiece for mailing at the First-Class Mail postcard price—or even make it nonmailable. The rules about attachments to postcards are restrictive, so check with your local mailpiece design analyst (MDA) or business mail entry staff, who can tell you if your mailpiece design will be mailable.

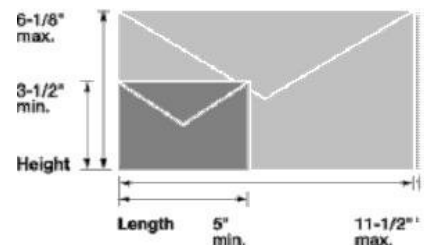
TIPS

- If you're planning to mail a postcard, First-Class Mail gives you the best value for your postage dollars. There is no lower postcard price in Standard Mail.
- 0.007 inches? How do I measure that? As a guide, an index card is thick enough. If in doubt, contact a mailpiece design analyst (MDA) at the Post Office near you. MDAs have tools for precisely measuring thickness and can tell you if your mailpiece is thick enough.
- Make sure your mailpiece meets the minimum thickness requirement. Thin, flimsy pieces tend to get caught in mail processing equipment. If your mailpiece gets damaged in the equipment, then your message doesn't reach your customers.
- What is high? What is long? Length is the side parallel to the address. Height is the side that is perpendicular to the length.
- What is high? What is long? Length is the side parallel to the address. Height is the side that is perpendicular to the length.

b. Size of Letters

You probably have a picture in your mind of what a "letter" is. Possibly you're using a standard No. 10 envelope for your letter, so that's easy to picture. However, if you decide to create a mailpiece with its own special envelope or if you are designing a piece that will be folded to letter-size, be sure to keep in mind the following size requirements for letters:

Dimension	Minimum	Maximum
Height	3-1/2 inches	6-1/8 inches
Length	5 inches	11-1/2 inches
Thickness	0.007 inch	1/4 inch



To be eligible for mailing at the price for letters, a piece must be:

- Rectangular
- At least 3-1/2 inches high x 5 inches long x 0.007 inch thick.
- No more than 6-1/8 inches high x 11-1/2 inches long x 1/4 inch thick.

First-Class Mail letters that have one or more nonmachinable characteristics will pay a nonmachinable surcharge. Customers can be unpleasantly surprised that they must pay extra postage when, for example, they mail a square greeting card. The Postal Service charges extra postage because mailpieces that are rigid, square, or unusually shaped, often jam postal equipment and are difficult to process. This costs the Postal Service time and money—and may ruin your mailpiece.

Many mailers fold sheets of paper to form letter-size pieces or newsletters. Folded pieces, or folded self-mailers, can save time and money because you're not paying for or stuffing envelopes. Folded self-mailers must be sealed or they will be subject to the nonmachinable surcharge. We recommend that you use wafer seals or tabs to close the open sides of folded mailpieces.

Here's some good advice on tabbing: Put the fold on the bottom (the side below the address) and secure the opening at the top with a piece of tape, a tab or a wafer seal.

TIPS

- 0.007 inches? How do I measure that? As a guide, an index card is thick enough. If in doubt, contact a mailpiece design analyst (MDA) at the Post Office near you. MDAs have tools for precisely measuring thickness and can tell you if your mailpiece is thick enough.
- What is high? What is long? Length is the side parallel to the address. Height is the side that is perpendicular to the length.

Strength

The strength of the envelope must be such to protect and retain the contents. The use of oversized envelopes or overstuffed envelopes can damage or cause the loss of the contents.

c. Envelopes

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.

Flats

Flats are envelopes larger than the maximum letter size, but not larger than 15" long by 12" high.

Green Bordered - Used only for First Class Mail.

Red and Blue Bordered - Used only for Airmail to foreign countries. Since there is no airmail class for U.S. mail, these should not be used for mailings in the U.S.

Plain white or manila can be used for all other classes of mail. These must be endorsed to show proper class of mail.

Padded 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.

Priority mail envelopes should be used for 1st Class mail weighing over 11 ounces and other mail under 11 ounces requiring expedited delivery. (These envelopes are red, white, and blue and available from USPS free).

E. Mail Classifications and Standards

The cost of mailing varies with each classification.

1. Oversize/Underweight Mail

First Class, Third Class, and International Letter Class Mail weighing one ounce or less is nonstandard if it exceeds any of the following size limits:

- 11 ½" in length, or
- 6 1/8" in height, 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 nonstandard.

In addition, pieces which are less than:

- 3 ½" in height, or
- 5" in length, or
- .007" in thickness (thickness of a postcard)

are non-mailable in the U.S. Postal Service and are subject to return.

2. First Class Mail

Any mailable matter may be mailed as First Class Mail. The following materials 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 and closed against postal inspection.
- c. Bills and statement of accounts, regardless of method of preparation or quantity of identical pieces mailed, except authorized enclosures in or attachments to second, third, or fourth class mail.

- d. Price lists with written-in figures changing items or prices.
- e. Any business reply mail.
- f. Blank printed forms filled out in writing, including canceled or uncanceled checks.
- g. The product of a computer may or may not be First Class matter. It depends on the content. Contact your post office mailing requirements section for additional information.

3. Priority Mail

Priority Mail is First Class Mail weighing more than 11 ounces. The maximum weight is 70 pounds, and the maximum size is 108 inches in length and girth combined.

4. Third Class Mail

The following is considered Third Class Matter:

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

Each piece of third class mail must be less than 16 ounces. Anything heavier must be mailed as fourth class or first class priority mail.

The standards for size and surcharge assessment for single piece third class matter weighing one ounce or less are the same as for first class.

5. Fourth Class Mail/Parcel Post

If your mailpiece isn't a postcard, letter, or a flat (large envelope), then it's a parcel. You may be surprised to find out that "parcels" are not just big boxes. Many mailers send small parcels in all classes of mail. Parcels offer some of the best value for your postage dollars.

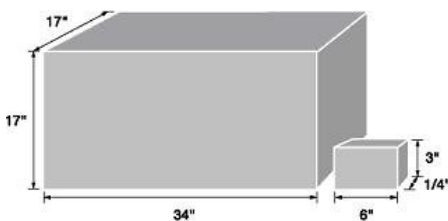
The following is considered Fourth Class Matter:

- | | |
|----------------------|------------------|
| Packages or Parcels | Sound Recordings |
| Library Materials | Merchandise |
| Books | Films |
| Bound Printed Matter | |

Parcel Dimensions

Generally, commercial parcels must measure:

- At least 3 inches high x 6 inches long x 1/4 inch thick, and at least 6 ounces.
- Except for Parcel Post and Parcel Select, no mailpiece may measure more than 108 inches in length and girth combined. Length is the measurement of the longest dimension and girth is the distance around the thickest part (perpendicular to the length). Maximum weight is 70 pounds.



Machinable Parcels

If you prepare your parcels so that they can be processed on Postal Service equipment, your parcel is considered "machinable." Machinable parcels are easier to process and deliver, so they are less expensive to mail. Machinable parcels must measure:

- No more than 17 inches high x 34 inches long x 17 inches thick.
- No more than 35 pounds (25 pounds for books or other printed matter).

6. Accountable Mail

Referred to as such by the U.S. Postal Service and Mail Services. Accountable Mail will include all Certified, Registered, and Insured 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 to provide the sender with proof of delivery 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.

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.

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 \$500 for third and fourth class mail. It is also available for merchandise mailed at the priority mail or First Class mail rates.

Return Receipts - a return receipt is your proof of delivery. It is available for insured mail and on certified, registered, and domestic Express mail shipments. The return receipt identifies the article number, who signed for it, and the date it was delivered. Be sure to put your name on the return receipt so that it is directed to you by Mail Service.

7. Express Mail

This is a high premium service and requests for the use of Express Mail are to be made only when there is a real need for it.

8. International Mail

Most items are mailable to foreign countries. However, there are certain restrictions. It is, therefore, of the utmost importance that mailers contact Mail Services to determine the proper classification and documentation that may be required for customs declarations.

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.

9. Courier Service

- a. These are HIGH PREMIUM SERVICES, and requests for their use are to be made ONLY when there is a REAL NEED for immediate delivery.
- b. As the customer, you are expected to provide a label for each piece showing the complete and correct street address for delivery by the courier. A P.O. Box number cannot be used in the address. Couriers deliver directly to the addressee and will not deliver to a U.S. Post Office box number or Rural Route.
- c. Courier services are available for the delivery of a wide range of items, such as:

Documents	Samples
Correspondence	Travel Documents
Printed Matter	Blueprints
- d. Mail Services can prepare and package the material being sent via the courier.
- e. Contact the Mail Services Supervisor for a cost-effective and efficient use of this service, as well as information regarding the name of the courier company and approximate time of delivery.

10. Personal Mail

Personal mail is currently being handled in conjunction with company mail. You may deposit your personal mail in an OUT basket located in your department or area.

- Outbound personal mail must be sealed and must have the proper postage affixed prior to depositing in the Mail System.
- The Mail Center cannot apply metered postage to personal mail.
- Personal mail will be delivered to the U.S. Postal Service as received in the Mail Center. Please seal your envelopes.
- The college does not accept any incoming personal mail of any type from any couriers. Any personal mail such as boxes may be refused by the receiving department.

11. Large Mailings

- Before a large or specialized mailing gets too far into the planning stage, include the Mail Services Supervisor in your mailing arrangements. This person can be of assistance to you to ensure your mailing program is cost effective, efficient, and timely.
- Advance notice is required to effectively handle and process large or specialized mailings.

Sufficient advance notice is needed to insure the following items are available:

- a. Appropriate size and quantity of enclosures (envelopes and/or corrugated boxes).
- b. Mail Center personnel and equipment to process the mailing.
- c. Sufficient postage on deposit.

12. Reply Mailing

a. Business Reply Mail (BRM)

BRM service enables mailers to receive First Class mail by paying postage on the mail which is returned. The permit holder guarantees payment of the appropriate First Class postage, plus a handling charge per piece.

BRM cannot be sent to any foreign countries.

b. Meter Reply Mail

In some instances Meter Reply Mail is the most cost efficient method since there is no service charge, but postage is prepaid. For information, contact Mail Services.

NOTE: The Postal Service has strict preparation requirements for Business Reply Mail. Contact the Mail Services Manager for proper format before printing or reprinting Business Reply envelopes or cards.

F. How to Prepare Basic Rate Standard Mail

Minimum Qualifications:

Minimum Weight: None.

Maximum Weight: less than 16 ounces.

Minimum Quantity: 200 pieces or 50 pounds of mail.

Mailers use Standard Mail to send:

- Printed matter, flyers, circulars, advertising.
- Newsletters, bulletins, and catalogs.
- Small parcels.

All Standard Mail prices are bulk prices, and each mailing must meet a minimum quantity of 200 pieces or 50 pounds of mail. There is no single-piece Standard Mail postage. In Standard Mail, there are prices for letters, flats/large envelopes, and parcels. Unlike First-Class Mail, there is no separate Standard Mail postcard price (postcards are mailed as letters or flats).

All pieces in the mailing must belong to the same processing category. For example, all letters, all flats.

All pieces in the mailing must be identical in weight.

1. Packaging
2. Basic Rate Packaging Requirements
3. Method of Payment
 - Permit Imprint (must be placed on envelope) check required to process using permit imprint. Requires 5-day advance notice to Mail Services Supervisor.
 - Postage Meter (advise Mail Services in advance as far as possible so that enough postage is on the meter and to better schedule workload).

What is Bulk Mail? Is it Right for You?

The term "bulk mail" refers to larger quantities of mail prepared for mailing at reduced postage. First-Class Mail and advertising mail (called "Standard Mail" by the Postal Service). Commercial prices are available for other classes of mail, too. The Postal Service uses the terms "bulk" and "presorted" interchangeably.

Bulk prices are lower than "single-piece". "Single-piece" means that you pay the full postage price; when you put a stamp on a letter, you're paying the single-piece postage. Many mailers pay single-piece postage even though they are doing large mailings. Why? Because they don't want to do any extra preparation work—they don't have the time, or it's just not cost effective for their business. Business Mail 101 will help you make smart choices about your own mail to determine if commercial prices are right for you.

What Are Commercial Prices?

The Postal Service offers lower prices for bulk mailings because you do some of the work that otherwise would have to be done by the Postal Service (for example, sorting the mail by ZIP Code or transporting the mail to a different postal facility). Everyone benefits from this "work-sharing." Mailers make an investment in time and technology, the Postal Service's costs are reduced and you pay less postage.

In order to mail at commercial prices, you need to:

- Get a mailing permit (permission to mail) and pay an annual mailing fee.
- Pay postage using one of several convenient methods: precanceled stamps, postage meter, or permit imprint.
- Make smart choices about the size, shape, and weight of your mailpiece.
- Ensure that your addresses are accurate.
- Presort the mailpieces (separate or sort your mail by ZIP Code).
- Take your mail to the Post Office where you hold your mailing permit.

The choices you make can result in significant postage savings. [Click here](#) for a discussion about the postage prices you'll pay.

Minimum Quantities for a Bulk Business Mailing

To qualify for certain postage discounts, you must mail a minimum number of pieces:

- 500 pieces for First-Class Mail.
- 200 pieces (or 50 pounds of mail) for Standard Mail.
- 50 pieces for Parcel Select.
- 300 pieces for Presorted or Carrier Route Bound Printed Matter.
- 300 pieces for Library Mail.
- 300 pieces for Media Mail (formerly called "book rate").

Certain Extra Services can be used with Standard Mail parcels: electronic Delivery Confirmation, bulk insurance, and return receipt for merchandise. Standard Mail is not forwarded or returned unless you request it with an ancillary service endorsement. Forwarding and return services may result in additional fees or postage.

For beginning mailers, Standard Mail is often the best choice because postage prices are very low.

TIPS

- Standard Mail is for domestic mail only. You cannot send Standard Mail to international addresses.
- Many mailers use a service called "Priority Mail Open and Distribute" to speed up the delivery of their Standard Mail. You mail your trays or sacks of Standard Mail via Priority Mail to the postal facility nearest

PACKAGING AND TRAYING MAIL FOR STANDARD MAIL

5-Digit tray - If there is enough pieces to fill this tray, you do not have to rubberband them. Trays have to be full; any leftover pieces will go in the 3-digit tray. There has to be at least 150 pieces.

3-Digit tray - Pieces are rubberbanded and put in this tray if there are 10 or more going to the same 3-digit zip code. These pieces should have a green 3 on each bundle. One less than full overflow tray is allowed for this category. Must be at least 150 pieces for this tray also. Any 3-digit "letter" trays going outside of the 449 zone must be sleeved and strapped; except for any that are less than 150 pieces and of the local 448 zone.

Postcards have to be rubberbanded by 3/5 digits even if tray is full.

The next traying sequence is for pieces going to the same ADC (Look up zip codes on the L004 page in the labeling lists booklet).

Any remaining pieces are placed in mixed ADC trays.

The correct prices for non-profit, non-automated letters and flats are on the back of the 3602-N form.

Once all of the mail has been put into the correct tray, the trays must be sleeved and strapped:

1. Check that each tray has the correct label (size and destination) on it.
2. Slide the correct-sized sleeve (a paperboard "jacket" that fits over the four sides of a letter tray) over each letter tray. Each tray has a matching sleeve (i.e., a 1-foot sleeve for a 1-foot tray). The sleeve slips over the entire tray, leaving the ends of the tray exposed.
3. Secure each tray with a single strap around the length of the sleeved tray.



After all of your containers are prepared, then you're ready to fill out a postage statement.

TIPS

- Strapping keeps your mail secure throughout processing and transportation.
- Some Post Offices can waive the strapping requirement for containers of mail that stay local. Ask at your business mail entry unit.
- Although you are required to strap each tray, the Post Office does not provide strapping material. Most office supply stores sell it in rolls.

- Flats trays (deep tubs) have special lids that are available from the business mail entry unit. Sacks have cinching mechanisms attached to the handle.

Tips for Filling Out a Postage Statement

1. To access a read-only version of any postage statement, click on "Postage Statements" in the left tool bar on the Postal Explorer home page.
2. Click here for instructions for filling out Form 3602-EZ for Standard Mail cards, letters, and flats.
3. Destination entry discounts. You can get better prices by taking your mail to certain postal facilities. These are called destination entry prices. Most small mailers drop their mail at the local Post Office and do not qualify for destination entry discounts. However, if you happen to hold your permit at a postal facility that is also a sectional center facility, you may be able to qualify for these prices. Ask at your local Post Office if you could qualify for these lower prices.
4. Choosing the right price. The back of a postage statement lists many different postage prices. These represent all of the different discounts for automating your mail and for entering the mail at different postal facilities. But be careful: You can't just pick the price you want from the back of the postage statement. You must pay the price that your mail qualifies for. As you're looking at the back of the postage statement you'll see lots of prices, some of them less than the price you're paying. But remember: Getting a lower postage price means that you're doing more work. Some of the requirements for those lower postage prices may mean more work than you're willing to do. Investigate your options and cost it out.
5. Heavier mailpieces (over 3.3 ounces) pay a per piece charge plus a per pound charge. The business mail entry clerk can help you calculate this.
6. If you want to **keep** a copy of your postage statement for your records, make a copy to take with you to the Post Office.

G. Definitions

Advance Deposit Account - A debit account into which a mailer deposits funds that are maintained by the USPS and from which postage is later deducted at the time of mailing. (Also called trust account.)

Automation–Compatible Mail - Mail that is prepared according to USPS standards so it can be scanned and processed by automated mail processing equipment such as a barcode sorter.

Balloon Price - A price charged for Priority Mail (for delivery to Zones 1-4) and Parcel Post items that weigh less than 20 pounds but measure more than 84 inches but no more than 108 inches in combined length and girth.

Bulk Mail - The term is generally used to describe commercial mail.

Business Mail Entry Unit (BMEU) - The area of a postal facility where mailers present bulk and permit mail for acceptance. The BMEU includes dedicated platform space, office space, and a staging area on the workroom floor.

Carrier Route Mail - Mail sorted by carrier route. The mail requires no primary or secondary distribution. The term is a general descriptor of the available

prices for this type of preparation, which includes carrier route Standard Mail, carrier route Periodicals, and carrier route Bound Printed Matter.

Destination Entry Discount - A postage discount for depositing mail at specific postal facilities (e.g., delivery unit or network distribution center) that are closer to the final destination of the mail.

Dimensional (Dim) Weighting – Postage price for Priority Mail packages, addressed to zones 5-8, that exceed one cubic foot (1,728 cubic inches) are charged postage based on the actual weight or the dimensional weight, whichever is greater.

Full Letter Tray - A tray filled at least 85% full with faced, upright pieces. Each tray must be physically filled to capacity before the filling of the next tray. A tray with less mail may be prepared only if less-than-full or overflow trays are permitted by the standards for the price claimed. (Also see less-than-full tray and overflow tray).

Indicia - Imprinted designation on mail that denotes postage payment (e.g., permit imprint).

Known Office of Publication - The business office of a Periodicals publication that is in the city where the original entry for Periodicals mailing privileges is authorized.

Mailing Permit - Permission to mail at commercial (presorted) prices.

Meter Tape - A piece of adhesive paper that is fed through a postage meter and imprinted with postage. The meter tape is then applied to a mailpiece (usually a large envelope or parcel that is too big to fit through the postage meter).

Network Distribution Center (NDC) – The NDC network consists of strategically located automated facilities that serve as centralized mail processing and transfer points for designated geographic areas, including Area Distribution Centers (ADCs), Sectional Center Facilities (SCFs), and auxiliary service facilities (ASFs).

Not Flat-Machinable – Standard Mail pieces not meeting flat-size requirements, are charged higher prices than a flat (large envelope) but lower prices than a parcel.

Nonmachinable - First-Class Mail letters that are square, rigid or have one or more nonmachinable characteristics are subject to the nonmachinable surcharge. Standard Mail letters with nonmachinable characteristics are subject to nonmachinable prices. Parcel Select packages that cannot be sorted on mail processing equipment because of size or weight. These mailpieces must be processed manually.

Oversized Price - Parcel Post price for pieces exceeding 108 inches but not more than 130 inches in combined length and girth.

Permit Imprint - Printed indicia, instead of an adhesive postage stamp or meter stamp that shows postage prepayment by an authorized mailer.

Postage Meter - A device that can print one or more denominations of postage onto a mailpiece or meter tape. It is available for lease only from designated manufacturers.

Presort - The process by which a mailer prepares mail so that it is sorted to the finest extent required by the standards for the price claimed. Generally, presort is performed sequentially, from the lowest (finest) level to the highest level, to those destinations specified by standard and is completed at each level before the next level is prepared. Not all presort levels are applicable to all mailings.

Presorted First-Class Mail - A nonautomation category for a mailing that consists of at least 500 addressed mailpieces and is sorted and prepared according to USPS standards. This mail may bear a barcode.

Presorted Mail - A form of mail preparation, required to bypass certain postal operations, in which the mailer groups pieces in a mailing by ZIP Code or by carrier route or carrier walk sequence (or other USPS–recommended separation).

Presorted Prices - Prices which are lower than single-piece prices. In exchange for this lower postage price, mailers must sort their mail into containers based on the ZIP Code destinations on the mail.

Sectional Center Facility (SCF) - A postal facility that serves as the processing and distribution center (P&DC) for Post Offices in a designated geographic area as defined by the first three digits of the ZIP Codes of those offices. Some SCFs serve more than one 3–digit ZIP Code range.

Single-Piece - The "retail" or "full" postage price available for individual pieces of Express Mail, First-Class Mail, Priority Mail, and Package Services. Single-piece prices are higher than prices available for commercial mail.

Sort - To separate mail by a scheme or ZIP Code range; to separate and place mail into a carrier case; to distribute mail by piece, package, bundle, sack, or pouch. (Also see primary, secondary, and tertiary.)

Sortation - The distribution or separation of mail to route it to its final delivery point.

Weighted Fee - The fee charged the sender for Standard Mail pieces endorsed "Address Service Requested" or "Forwarding Service Requested" that are returned as undeliverable. The fee equals the single-piece First-Class Mail price multiplied by a factor of 2.472, rounded to the next whole cent.

Zoned Price - A price structure for Express Mail, Priority Mail (except Flat Rate products), Periodicals (except nonadvertising portion), and Package Services (Parcel Post and Bound Printed Matter) pieces that is based on weight and distance traveled (or zones crossed).

UPS - United Parcel Service

UPS delivers and picks up outgoing packages daily to the College.

Mail Services handles the UPS function within the College. Packages are handles in the following manner:

- All UPS packages must be accompanied by "Return Job Order" form (see copy of form on following page, form located on the "F" drive).
- Packages must be in Mail Room by noon to go out same day.
- Inquiries to trace shipments should be addressed to Mail Services.
- All next day air letters and packages are shipped UPS. Shipping supplies are requested through the mail room.



North Central State
COLLEGE

Damaged Items/Return Shipment Form 17-301a
THIS FORM MUST ACCOMPANY ALL RETURNS

Ship To: Addressee _____
Street _____
City _____
State/Zip _____
Attention _____
RMA # _____

Shipping Method US Mail UPS FED-EX

Item Description

Model _____ Serial # _____ NC State # _____

Date Received _____ P.O. Number _____ Item Value Returned
\$ _____

Return for Repair Return with PO Return without PO

Reason(s) For Return

Initiated By _____ **Date** _____ **Department #** _____ **Phone** _____

For Mail Room Only

Package ID # _____ Parcel Weight _____ Charges \$ _____
Pick-up Record # _____ Pick-up Date _____
Carrier _____

SHIPPING OF PACKAGES

- All packages must be accompanied by a Return Job Order.
- Packages must be in Mail Room by noon to go out that day.
- Inquiries to trace shipments should be addressed to Mail Room.

Returns Covered By Purchase Orders

1. All returns must be accompanied by a completed Return Job Order form.
2. Route all Return Job Order forms to Renee Nussbaum.
3. All packages should be sent to Receiving. Include a copy of the Return Job Order form.
4. If a Return Job Order form is not completed, merchandise and form will be returned to originator for completion.

Packages - No Purchase Order

1. A Return Job Order form must be filled out and attached to package. Form will be returned to originator if not filled out.
2. Route to Mail Room for processing - if packaged.

3. Route to Receiving - if packaging is required. Receiving will forward to Mail Room for processing.
4. Include mailing label.

Repairs

1. All repairs must be accompanied by a completed a Return Job Order form which includes serial number and/or inventory number and the reason for repair.
2. Route all Return Job Order forms to Renee Nussbaum.
3. All packages should be sent to Receiving. Include a copy of the Return Job Order form.
4. If a Return Job Order form is not completed, merchandise and form will be returned to originator for completion.



**WARNING
SIGNS**

The Postal Service indicates it is impossible to screen billions of pieces of mail for explosives. Experts say mail bombs frequently have similarities.

KEY CLUES TO “UNABOM”

- Most bombs had components designed to survive the blasts stamped with letters “FC”.
- Investigators believe “FC” may represent an obscene phrase denigrating computers. Most persons receiving bombs appear to be involved with technology.
- The bombs have been constructed with hard-to-trace household items: nails, screws, towels, fishing line, glue, string, handmade switches, a barometer, metal, pipes, gunpowder, and batteries.



CAUTION!

**COMMON CHARACTERISTICS OF
SUSPICIOUS LETTERS AND PARCELS**

- TYPE OF MAIL: FOREIGN, PRIORITY, SPECIAL DELIVERY
- RESTRICTIVE ENDORSEMENTS: CONFIDENTIAL, PERSONAL, TO BE OPENED BY ADDRESSEE ONLY
- VISUAL DISTRACTIONS: FRAGILE, RUSH, HANDLE WITH CARE
- EXCESSIVE POSTAGE (USUALLY POSTAGE STAMPS)
- FICTITIOUS OR NO RETURN ADDRESS
- POORLY TYPED OR HANDWRITTEN ADDRESSES
- EXCESSIVE BINDING MATERIAL: MASKING, ELECTRIC OR STRAPPING TAPE, STRING, TWINE
- RIGID, LOPSIDED, OR UNEVEN ENVELOPE
- PROTRUDING WIRES, SCREWS, OR OTHER METAL PARTS
- POSTMARKED FROM AREA DIFFERENT THAN RETURN ADDRESS
- OILY STAINS OR DISCOLORATIONS
- MISSPELLING OF COMMON WORDS
- TITLES BUT NO NAMES
- INCORRECT TITLES