

Mail Services Guide

Postal Services &
Passport Acceptance
Center
Wichita State
University
978-3550
978-6898 fax
www.wichita.edu/postoffice



October 2013

MAIL SERVICES CUSTOMER

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

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

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

Should you have a specific question regarding "mailing", we encourage you to call Postal Services at extension 3550.

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MAIL CENTER - GENERAL INFORMATION

A. HOURS OF OPERATION

Our Mail Center is open from 7:30 AM to 4:00 PM each working day with State Stamp charges, FedEx and UPS services until 3:30 PM. The telephone extension is 3550. To reach the manager or supervisor, call ext. 5677. We are located in Room #112 Morrison Hall and our mail stop is 0.

B. STAFF AND THEIR JOB ASSIGNMENTS

Please contact the person listed below or call Postal Services Supervisor at extension 5875.

ASSIGNED AREAS	RESPONSIBLE INDIVIDUAL	PHONE EXTENSION
<i>Address Services / Postage Due</i>	<i>Cindy Cole</i>	<i>5875</i>
<i>Business Reply Mail[®] service</i>	<i>Cindy Cole</i>	<i>5875</i>
<i>U S Postal Service[®] Mail</i>	<i>Meghan Jay</i>	<i>3550</i>
<i>FedEx & UPS Services</i>	<i>Meghan Jay</i>	<i>3550</i>
<i>Internal Distribution & Deliveries</i>	<i>Daniel Reikofski</i>	<i>3550</i>
<i>Internal Distribution & Deliveries</i>	<i>Karla Engle</i>	<i>3550</i>
<i>Metered Presort Mailings</i>	<i>Gordan Murray</i>	<i>5875</i>
<i>Mail to Branch Locations</i>	<i>Daniel Reikofski</i>	<i>3550</i>
<i>Specialized Mailings</i>	<i>Matthew Albers</i>	<i>5875</i>
<i>Postage Statement or Invoice</i>	<i>Michael Sperlazza</i>	<i>5677</i>
<i>Office Manager</i>	<i>Matthew Albers</i>	<i>5875</i>
<i>Manager Postal Services</i>	<i>Michael Sperlazza</i>	<i>5677</i>

C. SERVICES THAT ARE AVAILABLE

Postal Services offers sealing, metering, and computer generated mail processing. We also offer customized discount bulk mailing service for certain types of mail.

MAIL SERVICES GUIDE

D. SCHEDULED DELIVERY AND PICKUP TIMES

The following mail schedule is available Monday through Friday:

Internal Mail (this location) Delivery/pick up	7:30 AM to 4:00 PM
Certified Mail™, Registered Mail™ & Express Mail® services	3:30 PM cutoff
State Stamp Charges/Orders	3:30 PM cutoff
UPS®	3:30 PM cutoff
FedEx®	3:30 PM cutoff

Note: In order to meet the deadlines set by the US Postal Service, mail must be delivered to Postal Services by 3:30 PM. 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 12:20 PM and 4:00 PM. To receive prompt service, please try to meet these dispatch times.

OTHER CARRIERS

Outbound Letters & Packages for other Carriers must be in the Mail Center as follows:

UPS® 3:00 PM FedEx® 3:00 PM

CAMPUS MAIL OR INTER-OFFICE MAIL

This mail consists of loose or enveloped correspondence for delivery to the addressee. To provide proper delivery, internal mail requires a full name and *exact campus box number*. **Campus Mail should be kept separate from outgoing mail to be metered.**

CAMPUS BOX NUMBER

The term campus box number is used to identify a location internally. Each department or field office has been assigned a 4 digit campus box number. If you don't provide the campus box number for internal mail, it will not be delivered. In other words...no **BOX** no **GO!!**

Use campus box numbers as part of your return address for internal and external mail. It will expedite your replies. We recommend using your campus box number on business cards and your stationery.

A. ADDRESSING

- **Plain Envelopes**

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

- **Campus Mail or Inter-Office Envelopes (Exhibits 1) (See page 7)**

These are envelopes used repeatedly for internal mailings. When using Inter-Office envelopes, make sure **all previous markings** have been **marked out** to ensure proper handling and direction to the intended recipient. The addressee should always appear on the last line. Do not address **between** previous markings. Inter-Office envelopes can be used for mail to other campus locations

- **Internal Parcels**

The addressing of parcels and packages for internal distribution is the same. Use full name and exact campus box number.

B. ENCLOSURES

- **Confidential Correspondence (Exhibit 2)**

Confidential matter is to be inserted into our special inter-office confidential envelope. This eliminates the potential for misdirection, mishandling, loss due to previous markings, or lack of proper security.

- **Multiple Page Items**

Multiple page memos, letters, magazines, books and reprints are examples of what should be inserted into **inter-office envelopes**. This helps facilitate handling and will prevent single page correspondence or small pieces of mail from becoming trapped between the pages of multiple page items.

C. ENVELOPES

- **Appropriate Size and Strength**

Envelopes should be of the right size and strength to accommodate the enclosures and reduce postage costs. Recent changes to USPS pricing and regulations require additional postage for flat-size mail pieces and parcels. Pricing for flats requires nearly twice the postage as letter-size pieces.

- a) Envelope size should properly accommodate the insert(s). Excessively large envelopes will not keep the inserts securely in place. The inserts in such envelopes slide, creating an imbalance of the envelope, increasing the risk of ripping and loss of contents. A snug fit keeps the enclosure in place within the envelope.
- b) Conversely, when an envelope is **overstuffed**, it can burst at the seams. The result can be a total loss of the mail piece.
- 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.

U S POSTAL SERVICE® MAIL

A. ADDRESSING FOR SUCCESS

- **Specific Format**

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

DOMESTIC ADDRESS FORMAT

JOHN SMITH 201 ABERDEEN PKY PEACHTREE CITY GA 30269-1422	MAUREEN ORNSTEIN ABC CO 54 SOUTH PEARL ST NORTHEAST PA 16428-1288
--	--

INTERNATIONAL ADDRESS FORMAT

JOHN SMITH 201 ABERDEEN PKY PEACHTREE CITY GA 30269-1422	MARY JONES STATION 321 OTTAWA ONTARIO K1A 0B1 CANADA
PAR AVION	

EXHIBIT 3

MAIL SERVICES GUIDE

Processing and delivery of your mailpieces is improved when you:

- CAPITALIZE THE FONTS WITHIN IN THE DELIVERY ADDRESS**
- Use 2 letter state abbreviations (Exhibit 5) (See Page 11)**
- Eliminate all punctuation (except the hyphen between ZIP Code™ and plus four)**
- Use common abbreviations (Exhibit 6) (See Page 12)**
- Use ZIP+4® Codes**

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

123 W MAIN ST STE 400 or PO BOX 125

If both the street address and the P O Box are on the same line, the mailpiece will be delivered to the PO Box.

- **Address Placement**

Envelopes

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

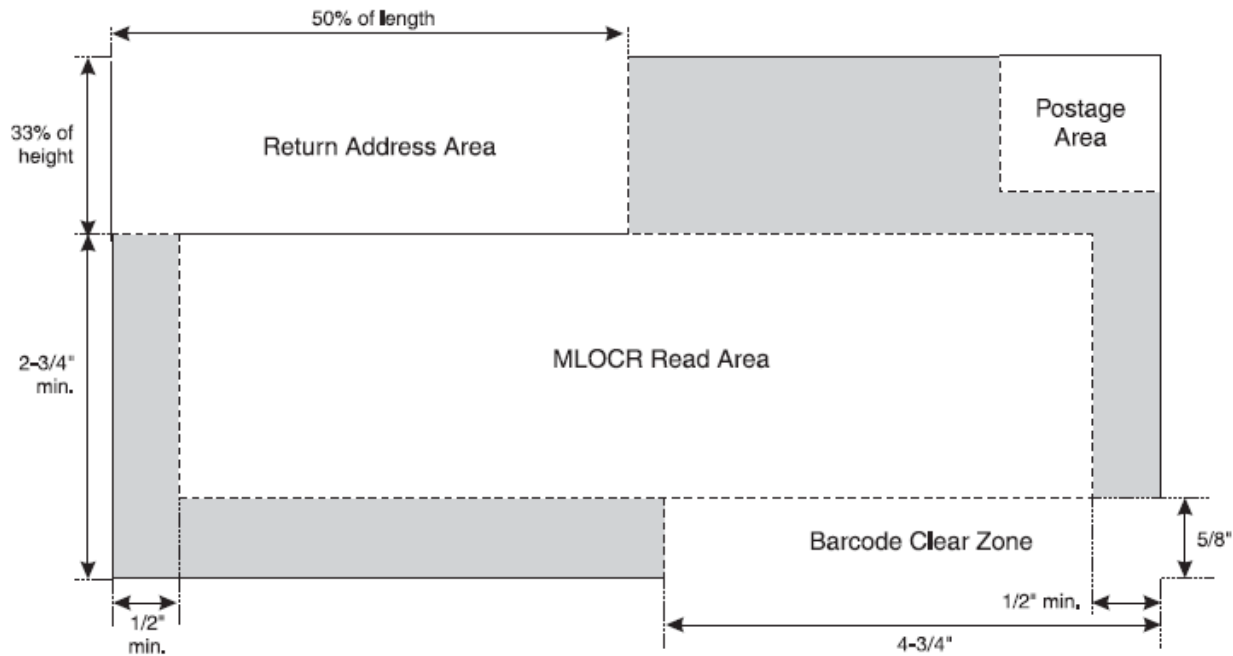


Illustration Source: Publication 25 Designing Letter and Reply Mail

<p>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.</p>	<p>2. Barcode Read Area. Please make sure that this area remains clear of all printing. It's reserved for the bar code that will be printed by the Multi-Line Optical Character Reader (MLOCR).</p>
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EXHIBIT 4

MAIL SERVICES GUIDE

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		
DIRECTIONAL ABBREVIATIONS			SECONDARY ADDRESS UNIT INDICATORS		
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.

EXHIBIT 5

STANDARD ADDRESS ABBREVIATIONS

STREET DESIGNATORS (STREET SUFFIXES)

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

EXHIBIT 6

B. ENCLOSURES

- **Correspondence**
Mail of any kind for transport by the US Postal Service should be enclosed in an appropriate envelope or parcel and sealed. The types of enclosures determine the mailing classification.
- **Nonmailable Contents**
The following are samples of nonmailable contents in envelopes:
 - Paper Clips
 - Glass Chips
 - Metal Pieces
 - Sand

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

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

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

All foreign countries also impose various restrictions depending on country and item(s) being mailed.

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

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

C. ENVELOPES (Size and Shape Standards)

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

The USPS rates cards, letters, flats and parcels differently. To assure the best rate, call Mail Services for size and rates before preparing the mailpiece. Use light colored envelopes for legibility and please avoid brilliant colors.

NOTE: For First-Class™ single-piece mail:

A one-ounce flat requires almost double the postage of a letter-size envelope. It is extremely important that size, flexibility/rigidity be considered prior to preparing.

Please familiarize yourself with the following diagrams to help determine the processing category.

Flexibility Test, Part 1

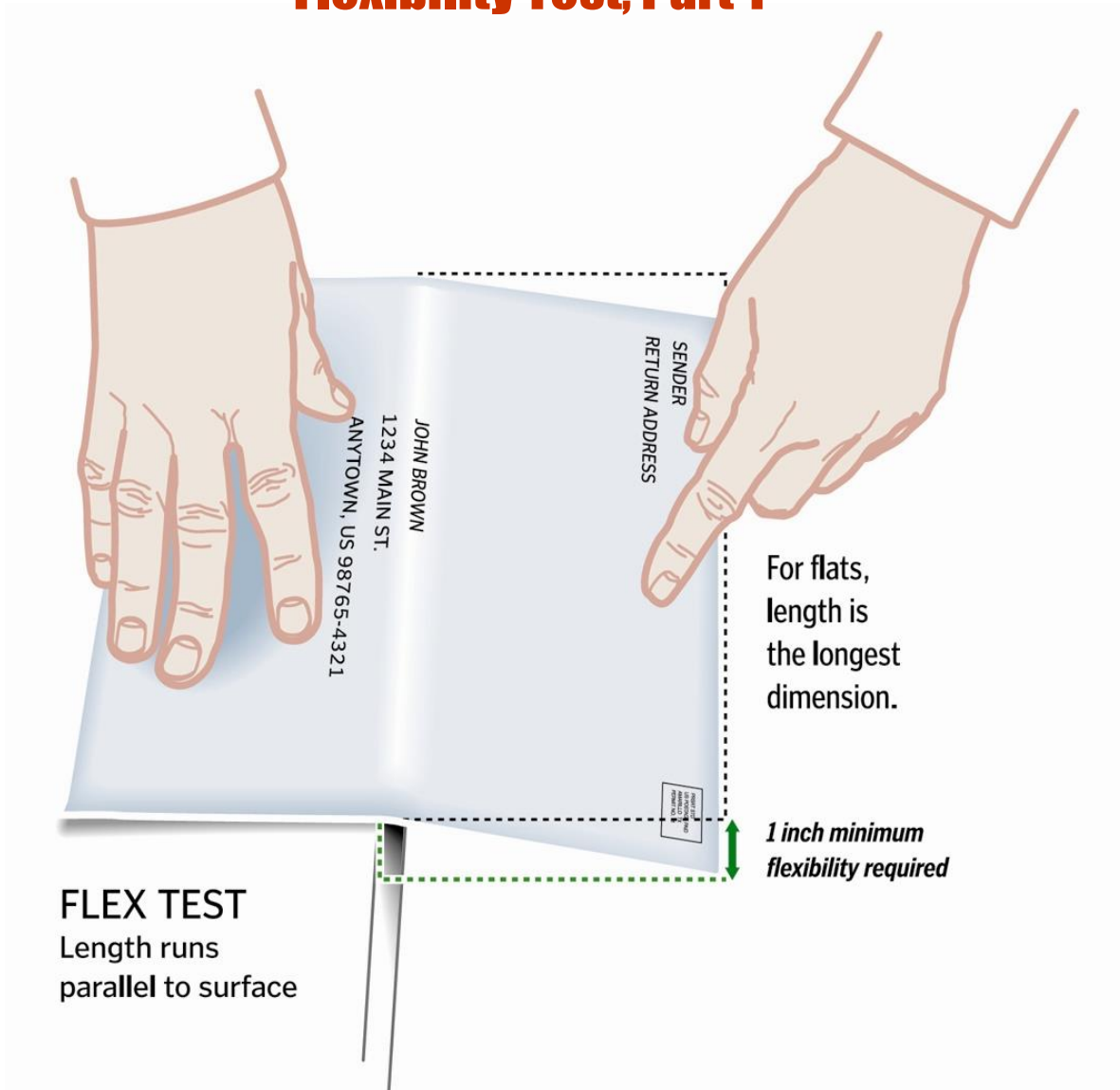


Illustration Source: Domestic Mail Manual

Test all flats for flexibility as follows:

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

If the piece passes this test but it DOES have a rigid content, then go to the next step, part 2.

Flexibility Test Part 2

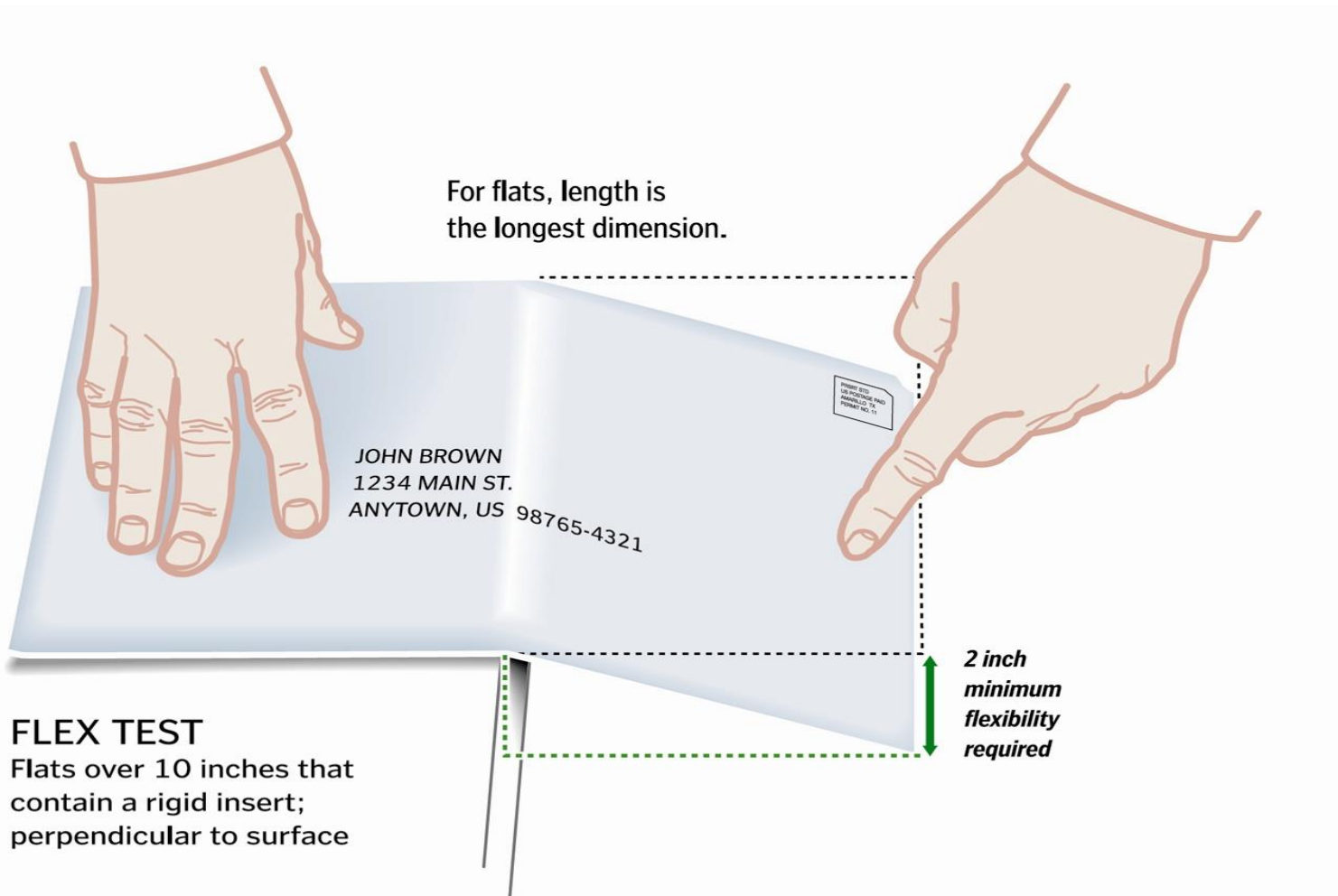


Illustration Source: Domestic Mail Manual

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

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

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

Flexibility Test Part 2

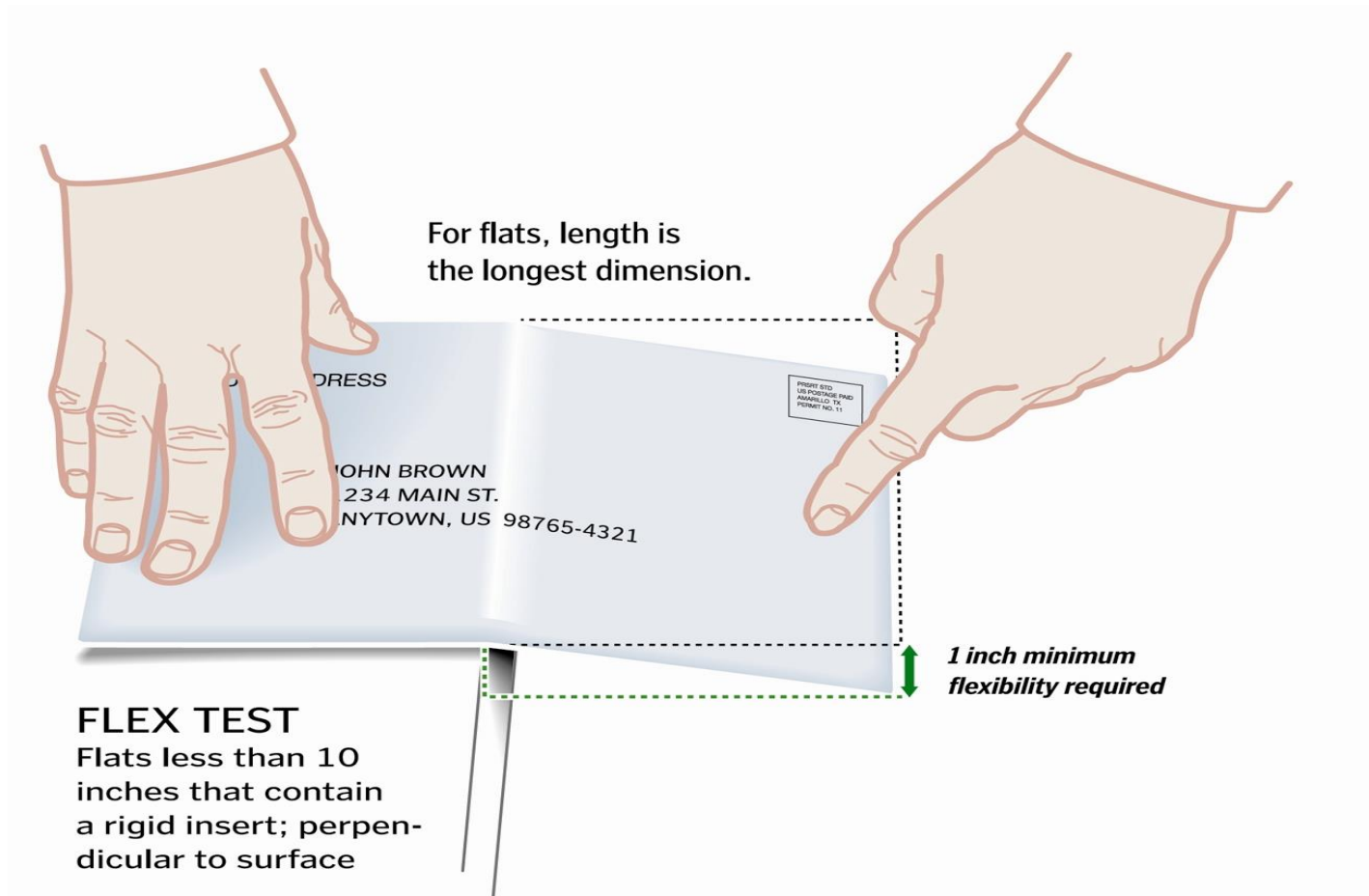


Illustration Source: Domestic Mail Manual

If a piece passes the first test, but has a rigid content, then apply this second test for pieces less than 10 inches long.

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

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

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

Deflection Test - for pieces 10" or longer

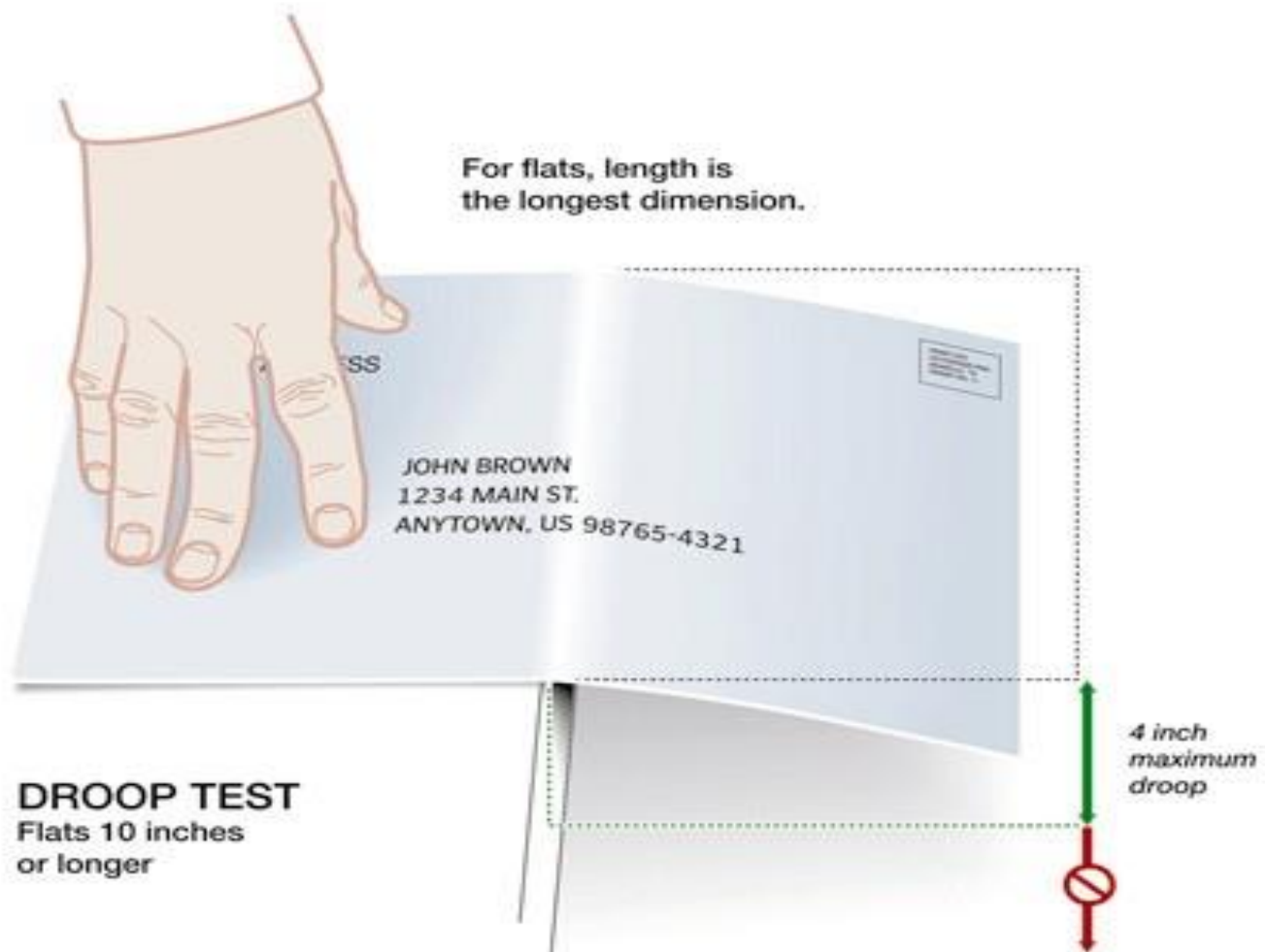


Illustration Source: Domestic Mail Manual

All flats must be flexible. In addition, automation-price flats must meet deflection criteria. Effective September 2009, all commercial flats (automation and nonautomation) will be subject to this deflection criteria.

Except for pieces with bound or folded edges, place the length of the piece perpendicular to the square edge of a flat surface. For pieces 10" or longer, extend the piece out 5 inches. Let it droop on its own. Turn the piece around 180 degrees and repeat this process.

(For pieces with a bound or folded edge, place the bound or folded edge perpendicular to the edge of the surface.)

If the piece does not droop down more than 4 vertical inches when positioned in either direction, it passes this test for automation-compatibility. Effective September 2009, the maximum vertical drop (droop) will be 2 inches less than the extended length. Therefore, in this example, the piece may not droop down more than 3 vertical inches.

Deflection test – pieces less than 10” long

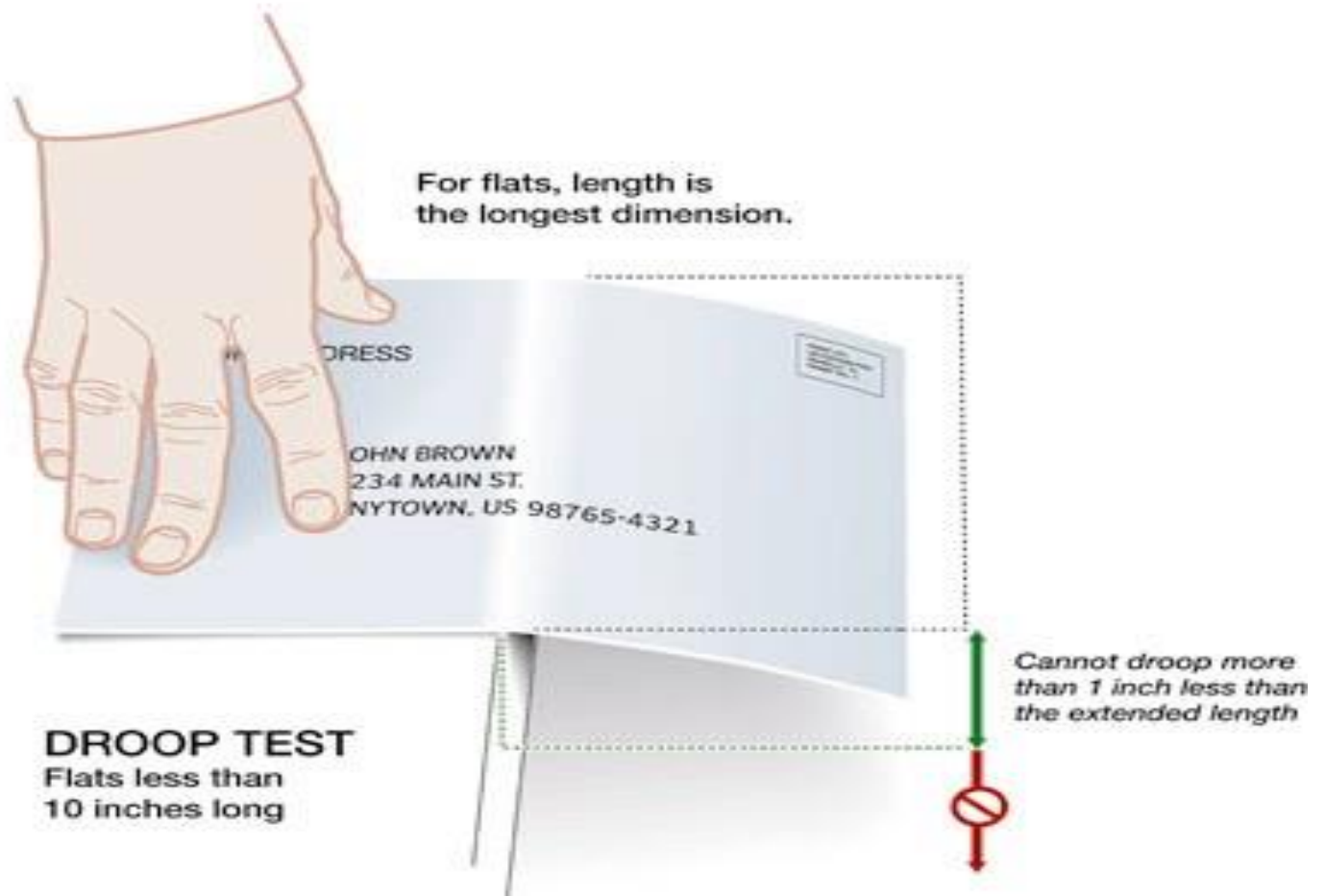


Illustration Source: Domestic Mail Manual

Except for pieces with bound or folded edges, place the length of the piece perpendicular to the square edge of a flat surface. For pieces less than 10” long, extend the piece out half its length. Let it droop on its own. Turn the piece around 180 degrees and repeat this process.

(For pieces with a bound or folded edge, place the bound or folded edge perpendicular to the edge of the surface.)

If the piece does not droop down more than 1 vertical inch less than the extended length when positioned in either direction, it passes this test for automation-compatibility. (For example, a piece 8” long would be extended out 4 inches; it should not droop more than 3 inches). Effective September 2009, the maximum vertical drop (droop) will be 2 inches less than the extended length. Therefore, in this example, the piece may not droop down more than 2 vertical inches.

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® mailpieces, it is recommended that all envelopes and cards:

- a) *Have an aspect ratio (length divided by height) between 1.3 and 2.5 inclusive. See Mail Services for an envelope template if you are not sure of sizing.*
- b) *Be sealed or secured on all four edges so that they can be handled by machines.*
- c) *Meet the following dimensions for automated processing by USPS:*

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

Card Stock should not exceed .016"

Large envelopes (Flats) Envelopes

Flat-size envelopes are larger than the maximum letter-size, but not larger than 12" high, 15" long and 3/4" 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 Envelopes - Used only for First-Class Mail® service

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

Envelopes (con't)

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

Padded Envelopes - These envelopes contain a cushioned lining to provide a degree of safety for mailing small and fragile merchandise.

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

D. MAILING SERVICE REQUEST FORM

A **Mailing Service Request Form (Exhibit 7)** (See Page 21) is available from Postal Services and is required to expedite mailings of a specialized nature. The form is completed by the mailer and must accompany the mailing to Postal Services.

The following mailings require the request form:

- **All mail and/or packages for next day and 2nd day delivery**
- **All letters, flats, or parcels requiring Certified Mail[™] or Registered Mail[™] services**
- **International destination material (all countries)**
- **All items requiring additional insurance coverage**

Notice: FedEx and UPS can not be shipped to PO Box Addresses

Date: _____

To: Company: _____
 Name: _____
 Address: _____
 Address: _____
 Address: _____
 City: _____ State: _____ Zip: _____
Country if International: _____
 Phone #: _____ (Required for all International Shipments)

From: Address: _____
 City: _____ State: _____ Zip: _____
 Phone #: _____ (Required for Shipments)

METHOD OF PAYMENT

Org-Fund _____
 Bill Recipient / 3rd Party Account # _____

Check One: _____ CASH _____ CHECK _____ CREDIT CARD

<p>(FedEx) Federal Express</p> <p>International Service (Letter) _____ Priority Overnight (10:30 a.m.) _____ Standard Overnight (3:00 p.m.) _____ 2nd Day Delivery Service (3:00 p.) _____ Ground Commercial _____ Ground Home Delivery _____ Saturday Air Delivery \$15.00 _____ "Declared Value" \$ _____</p>	<p>(UPS) United Parcel Service</p> <p>International Service (Letter) _____ Next Day Air (AM / PM) _____ 2nd Day Air Commercial _____ 2nd Day Air Residential _____ Ground Commercial _____ Ground Residential _____ Saturday Air Delivery \$15.00 _____ "Declared Value" \$ _____</p>
---	---

NOTE: \$7.00 special handling fee for Display Cases, Suitcases, Carrying Cases not boxed

Shipper's Signature: _____ Total Cost: _____

Clerk's Name: _____

CAMPUS POST OFFICE - POSTAGE PERMIT
 (Must accompany mail to be metered)

Date: _____

CHARGE POSTAGE FOR ATTACHED MAIL

Org - Fund - Account: _____

Department: _____

Authorized by: _____

E. CLASSES OF MAIL AND USPS® EXTRA SERVICES

Postage prices with each classification.

- **Oversize/Underweight Mail**
First-Class™, Standard Mail® and international Letter-Post mailpieces are nonmachinable if they have an aspect ratio (length divided by height) that does not fall between 1.3 and 2.5 inclusive.
- There is an additional charge on each piece of mail that is found to be nonmachinable.

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

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

- **First-Class Mail® Service**
Any mailable matter may be mailed as First-Class Mail. The following examples are considered First-Class matter and must carry postage at First-Class™ or Priority Mail® prices.
 - a) Matter wholly or partially handwritten or typewritten (including identical copies prepared by automatic typewriter), originals or carbons, invoices, (except when accompanying the matter to which they relate), postal cards, post cards.
 - b) Matter sealed against postal inspection.
 - c) Bills and statements of account.
 - d) Price lists with written-in figures changing items or prices.
 - e) Blank printed forms filled out in writing, including canceled or un-canceled checks.
 - f) A computer printout may or may not be required to be mailed as First-Class. It depends on the content. Contact Mail Services for additional information.
 - g) If you are not sure if your mailpiece is required to be mailed as First-Class, ask us!
 - h) Commercial prices are available for 500 or more pieces of First-Class Mail of the same shape e.g., letters or flats meeting USPS preparation requirements.

MAIL SERVICES GUIDE

- **Priority Mail® Service**

All First-Class Mail® mailpieces 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.

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

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

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

- **Standard Mail® Service**

The following nonpersonal mail may qualify for **Standard Mail** service:

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

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

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

- **Package Services**

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

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

Each piece of Package Service mail must not exceed 70 pounds in weight and a maximum size of 130" in length and girth combined. All oversized pieces, regardless of actual weight, will be charged at an "oversized" rate based on zone or entry, which is a higher rate than the 70-pound rate. A number of quantity discounts are available for bulk mailings. Call Postal Services for information.

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

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

Call Postal Services for qualifying items and postage rates.

- **Extra Services**

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

Certified Mail[™] service - provides you with a mailing receipt and a record of delivery is maintained at the recipient's Post Office. Certified Mail service is available only for First-Class Mail[®]. No insurance coverage is provided. A numbered label and completed receipt must be affixed. These labels can be obtained from mail services.

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

Insured Mail - you can obtain payment for domestic mail that has been lost, rifled or damaged by having it insured. You can buy insurance up to \$5,000 for Package Services mail. It is also available for merchandise mailed at the Priority Mail[®] or First-Class Mail[®] rates. Express Mail Service[®] includes \$100.00 insurance at no extra charge.

Return Receipts - A return receipt is your proof of delivery. It is available for insured mail, Certified Mail[™], Registered Mail[™] and domestic Express Mail[®] shipments. The Return Receipt identifies the article number, who signed for it and the date it was delivered. It is not necessary to utilize a Return Receipt on all Certified Mail[™] or Registered Mail[™] mailings. Be certain to identify your mail stop, department or cost center on any return receipts so we can route them back to you.

MAIL SERVICES GUIDE

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

EXTRA SERVICES COMPATIBLE WITH CLASSES OF MAIL

Certificate of Mailing	First-Class™ Standard Mail® Package Services	X				X
Certified Mail™	First-Class™ Priority Mail®	Optional	X			X
Registered Mail™*	First-Class™	X	X	X	Optional	
Insured *****	First-Class™ Standard Mail® Package Services	Optional	X		X	X
C.O.D.	First-Class™ Standard Mail® Package Services Express Mail® Priority Mail®	X	X	Only if Registered C.O.D.	X	X
Special Handling	Standard Mail® Package Services					X
Delivery Confirmation™	First-Class™ Priority Mail® Package Services Standard Mail®		X		Optional	X
Signature Confirmation™	First-Class™ Priority Mail® Package Services		X			X

(1) Signature Confirmation™ services are not available for Standard Mail® mailpieces

* Postal insurance is optional for registered items.

** Applies to First-Class Mail® and Priority Mail® mailpieces that contains merchandise.

*** Express Mail® mailpieces containing merchandise is insured at no cost to \$100.00.

***** Available with Standard Mail® parcels

a) Return receipt at time of mailing:

Form 3811 - to whom delivered, date of delivery and delivery address if different from the address on the mailpiece);

Return Receipt Optional Service Available with Certified Mail service, Registered Mail service, Insured (Over \$50.00 Value), C.O.D. and Express Mail® service

b) Return Receipt for Merchandise

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

c) Return receipt after mailing (Retained at destination Post Office.)

d) Restricted Delivery: (Mailpiece will be delivered only to addressee or persons authorized in writing to receive mail.)

F. ENDORSEMENTS

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

TYPE, SIZE AND PLACEMENT

Endorsements must be at least 8-point type and appear in one of the following locations:

- Immediately below the return address.
- Immediately above the delivery address.
- Immediately to the left of the postage area and below any rate marking.
- Immediately below the postage area and below any rate marking.

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

ANCILLARY SERVICE LEVELS AND USPS ACTION

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

- **First-Class Mail[®] service.** "**Change Service Requested**" endorsement means UAA pieces will be discarded. The mailer will get a separate address correction and pay an address correction fee. Participation in the electronic Address Change Service (ACS[™]) will be required before a mailer may use the endorsement on First-Class Mail[®] mailpieces. This restriction limits the service to mailers who are most likely to know the consequences of this option - namely, that UAA pieces so endorsed will be discarded. The mailer will still get notice of an address change or the reason for non-delivery.
- **Standard Mail[®] service.** Standard Mail mailers who do not want forwarding service will have three options:
 1. **No endorsement.** An unendorsed UAA piece will be discarded and the mailer will not get a notice of address change or the reason for non-delivery.
 2. "**Return Service Requested**" endorsement. A UAA piece will be returned to the mailer with the new address or the reason for non-delivery attached. The mailer will pay the appropriate return postage.
 3. "**Change Service Requested**" endorsement. A UAA piece will be discarded and the mailer will get a separate notice of the new address or the reason for non-delivery. The mailer will pay an address correction fee.
- **Express Mail[®] service.** Express Mail is handled the same as First-Class[™] except the endorsement "Change Service Requested" is not available for Express Mail Services[®].

G. **EXPRESS MAIL[®] SERVICE**

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

Do not place critical mail for this service in the internal mail system. In order to make that day's mailing, mail for this service must be delivered to Mail Services by 3:00 PM. A completed **Mailing Service Request Form** (Exhibit 7) (See Page 21) must accompany each piece.

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

Check the USPS website for Express Mail[®] service standards.

H. **INTERNATIONAL MAIL**

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

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

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

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

I. **INTERNATIONAL EXPRESS**

"Global Express" is an expedited, date certain, delivery option of the USPS. This Service provides delivery and refunds if delivery standards are not met.

MAIL SERVICES GUIDE

J. REPLY MAIL

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

- **BUSINESS REPLY MAIL® (BRM™) Service**
BRM™ service enables mailers to receive return/reply mail with First-Class Mail® service by paying postage and handling charges only on the mail which is returned.
- **COURTESY REPLY MAIL**
Pre-printed envelopes with special formats are available. Mailers returning these to us must pay the postage.

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

K. LARGE MAILINGS

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

Advance notice is required to effectively handle and process large or specialized mailings. Large mailings are considered any mailing consisting of 2,500 or more pieces.

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

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

L. **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

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

- **Incoming Personal Mail**

The university maintains an internal mail distribution system to assist and facilitate the operation and functioning of the university. The internal mail distribution system is intended for university business only.

You should not receive personal correspondence. All mail addressed to our physical address is the property of Wichita State University.

The use of this internal mail distribution system for purposes other than University business, including, but not limited to solicitation, political or personal business purposes is expressly prohibited.

Please change your address on all personal correspondence.

ALTERNATIVE DELIVERY SERVICES AVAILABLE

A. COURIER SERVICES AVAILABLE

Our National or International couriers are the USPS, and UPS, and FedEx companies.

You can easily access these carriers' websites from the links on our website.

B. ADDRESSING

Complete addresses with telephone numbers are very important. Mailing Service request forms (**Exhibit 7**) must be complete to be certain the material is delivered.

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

C. ENVELOPES, PACKAGING AND COURIER SELECTION

Envelopes

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

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

Other Packaging

Couriers also supply us with various size boxes, our contract rates are linked to packaging, so Postal Services will select the right box for you. We stock many sizes.

Courier Selection

Selection of couriers depends on several factors:

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

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

All couriers (with few exceptions) offer:

1. Next Morning
2. By Noon
3. Afternoon (By 3:00 PM or 5:00 PM)
4. Second Business Day

Each of these service levels have different price schedules and **not all** couriers go to all places within the same time frame.

International Courier Selection

If facsimile service is not available or logical for your materials, you may elect to use one of our international couriers.

Note: International courier service may require special documentation or customs declarations.

In all situations, Postal Services will determine packaging and courier selections for expedited deliveries. Mailers will select need levels on Mail Services request form. Your department or cost center will be charged back for all costs.

MAIL SERVICES GUIDE

E. DELIVERY, PICK-UP AND CUTOFF TIMES

The following schedule is in effect Monday through Friday

Note: Do not request Saturday deliveries as additional charges are incurred. Also should you require Saturday service determine if anyone is going to be at delivery destination. Consider a signature waiver to be sure drivers leave the item.

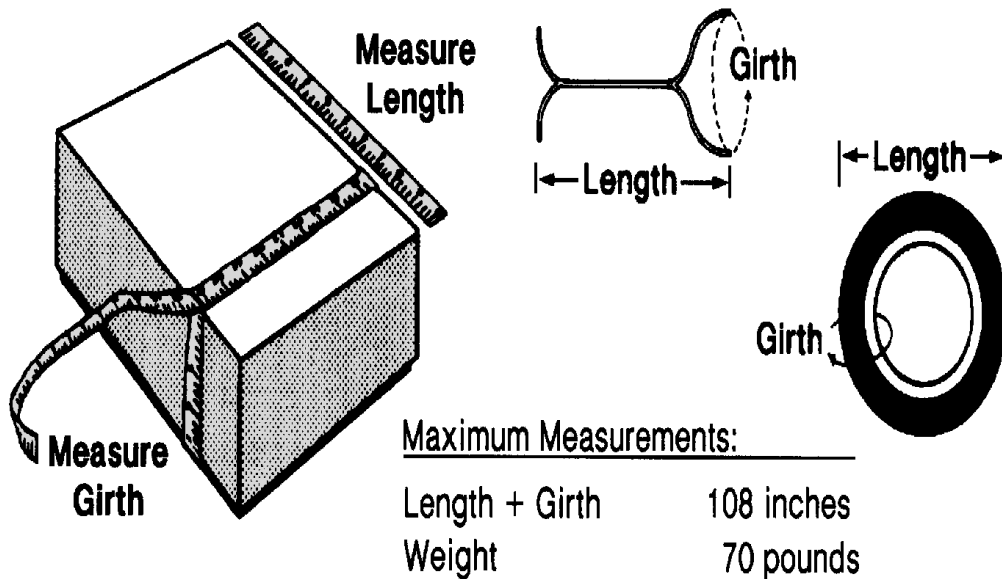
Also, to conserve costs, do not use overnight services on Friday. Consider Priority USPS mail for Monday delivery.

Couriers for Overnight or Second Day Service

- FedEx® 3:30 PM cutoff
- UPS® 3:30 PM cutoff
- USPS Express Mail®/Priority Mail® services 4:30 PM cutoff

F. HOW TO MEASURE A PARCEL

How to Measure a Parcel



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

Illustration Source: Domestic Mail Manual

MAILER'S SERVICES AVAILABLE

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

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.

A. SEALING

Automatic sealing of standard size gummed envelopes for mailing is provided by Postal 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.

Note: After insertion of contents into envelope, leave envelope flap open! Envelopes that are received with the flaps closed will be returned for flapping to the originator.

B. AUTOMATED ADDRESSING

Postal Services has a system that prints addresses including the Intelligent Mail Barcode. To qualify for discounts, contact the Postal Services Supervisor to see if your mailing should be produced on this equipment.

C. 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 computer media or CD's.

D. BULK AND PRESORT DISCOUNT PROGRAMS

We offer optional 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 Postal Services Supervisor at extension 5875 to discuss your options.

E. MAIL DISCREPANCY NOTICE

The following form will accompany any mail being returned to the originator for modification. The purpose of the form is to help insure that mail is properly prepared to reach the destination in good condition (See page 36).

Note: Any outgoing mail that has any of the characteristics of a "suspicious mailpiece" will be returned to the originator for correct packaging.

MAIL DISCREPANCY NOTICE

Today's Date _____

Department _____

The attached mailpiece is being returned for the following reason:

- Insufficient Address
- No ZIP Code™
- Missing or Incorrect State
- International Address (Country not last line)
- Mail was processed with the following problem:

KEEPING UP TO DATE WITH NEW IDEAS

A. MAIL SERVICES 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 mail policies and services in order to control or reduce your departmental mail charges. Call the Postal Services Supervisor at extension 5875 to schedule a time and location. ***Newly employed persons should attend and others are welcome.***

B. AUTOMATED MAIL PROGRAM

Another service we offer is helping you with your mail program (also known as Advertising Mail).

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

C. MAIL CENTER WEBSITE

For information on mailing and shipping, visit our website at www.wichita.edu/postoffice.

Our website provides links to several carrier websites and access to USPS®.

The following API's are just a click away:

- Delivery standards for First-Class Mail® service, Priority Mail® service, Standard Mail® service and Package Services.
- Track/Confirm
- Express Mail® service commitments

MAIL CENTER SECURITY

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

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

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

A. PHYSICAL SECURITY OF BUILDINGS

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

B. IDENTIFYING A SUSPICIOUS PACKAGE

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

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

The poster reprinted on Page 39 details the procedures we follow if a package is considered suspicious.



**UNITED STATES
POSTAL SERVICE**



SUSPICIOUS MAIL ALERT

If you receive a suspicious letter or package:

No return address
Restrictive Markings



Possibly mailed from
a foreign country
Excessive postage

Misspelled words
Addressed to title only
Incorrect title
Badly typed or written

Lopsided or uneven

Strange odor

Rigid or bulky

Excessive tape or string

Oily stains, discolorations, or
crystalization on wrapper

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

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

<p>For a Bomb: Evacuate Immediately Call Police Contact Postal Inspectors Call Local Fire Department/HAZMAT Unit</p>	<p>For Radiological: Limit Exposure - Don't Handle Evacuate Area Shield Yourself From Object Call Police Contact Postal Inspectors Call Local Fire Department/HAZMAT Unit</p>	<p>For Biological or Chemical: Isolate - Don't Handle Evacuate Immediate Area Wash Your Hands With Soap and Warm Water Call Police Contact Postal Inspectors Call Local Fire Department/HAZMAT Unit</p>
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WSU Postal Services

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C. BOMB THREATS

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

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

1. Keep the caller on the line, ask him or her to repeat the message several times while gathering other information such as caller ID information, type the threat verbatim in the caller's exact words. Do not hang up on the caller.

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

3. Note the following

USEFUL INTERNET LINKS AND USPS® PUBLICATIONS

A. LINKS FROM MAIL CENTER WEBSITE

FBI: www.fbi.gov

Federal Emergency Management Agency (FEMA): www.fema.gov

USPS: www.usps.gov

USPS Suspicious Mail Alert Poster: www.usps.com/news/2001/press/mailsecurity/security.htm

USPS Postal Inspection Service: www.usps.com/postalinspectors

Homeland Security Q & A on Biological Attacks: www.terrorismanswers.com/security

Education & Information: www.postinsight.com

Centers for Disease Control (CDC): www.bt.cdc.gov

National Mail Order Association: www.nmoa.org

Direct Marketing Association: www.the-dma.org

Alliance for Non-Profit Mailers: www.nonprofitmailers.org/

Envelope Manufacturing Association: www.papercom.org

Advertising Mail Marketing Association: www.amma.org

Postal Rate Commission: www.prc.gov

National Postal Forum: www.npf.org

Mailcom: www.mailcom.org/

Federal Express: www.fedex.com

UPS: www.ups.com

Pitney Bowes: www.pb.com

B. USPS PUBLICATIONS

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

USPS PUBLICATIONS

Notice 67	<i>Automation Template</i>
Publication 28	<i>Postal Addressing Standards</i>
Publication 40	<i>Address Information Systems</i>
Publication 95	<i>Quick Service Guide</i>
Template "Notice 3A"	<i>Letter Size Mail Dimensional Standards Template</i>
Publication 166	<i>Mail Center Security Guide</i>

See: www.usps.com/publications for all currently available publications, notices

NOTE:

ACS, Business Reply Mail, BRM, Certified Mail, First-Class, Express Mail, Media Mail, Parcel Post, Priority Mail, Registered Mail, Standard Mail, USPS, ZIP Code, ZIP, ZIP + 4, U.S. Postal Service, and Signature Confirmation are registered trademarks of the United States Postal Service.

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