
Mail Services Guide



January 2012

MAIL SERVICES CUSTOMER

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

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

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

Should you have a specific question regarding "mailing", we encourage you to call Mail Services at extension 3969 or visit our website: <http://www.utoledo.edu/depts/supplychain/>

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MAIL CENTER - GENERAL INFORMATION

A. HOURS OF OPERATION

Our Mail Center is open from 8:00 AM to 5:00 PM each working day. The telephone extension is 419-530-3969 or 419-530-3875. To reach the manager or supervisor, call ext. 419-383-5085. We are located in Room #1775S at 328 N.Westwood and our mail stop is 490.

ASSIGNED AREAS	RESPONSIBLE INDIVIDUAL	PHONE EXTENSION
Address Services	Metzgers	Store front
Business Reply Mail[®] service	Mail Services	3969/3875
Certified Mail[™]/Registered Mail[™] services	Mail Services	3969/3875
Express Mail[®] service	Mail Services	3969/3875
Folding and Inserting	Metzgers	Store Front
Internal Deliveries	Mail Services	3969/3875
International Mail (any carrier)	Mail Services	3969/3875
Mail to Branch Locations	Mail Services	3969/3875
Specialized Mailings	Metzgers	Store Front
Statement or Invoice Mailings	Metzgers	Store Front
U S Postal Service[®] Mail	Mail Services	3969/3875
Fedex	Purchasing	See Below
Package Services	Mail Services	3969/3875

The storefront is located on our “ MyUT” site on the Community Tab under the Marketing Toolbox.

To ship Fedex go to <http://www.utoledo.edu/depts/purchasing>

B. SERVICES THAT ARE AVAILABLE

The mail center offers sealing, metering, first class pre-sort, international, Business Reply, Certified, express and inter- Office.

C. SCHEDULED DELIVERY AND PICKUP TIMES

The following mail schedule is available Monday through Friday:

Internal Mail (this location) Delivery/pick up	8:00 AM – 4:30pm
Certified Mail[™], Registered Mail[™] & Express Mail[®] services	3:00 PM cutoff
Metzgers	As Requested

Note: In order to meet the deadlines set by the US Postal Service®, mail must be delivered to Mail Services by 3:00PM. 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 by 3:00 PM. To receive prompt service, please try to meet these dispatch times. The following times are guidelines and subject change due to staffing, volume, weather, USPS among other things.

INTERNAL OR INTER-OFFICE MAIL

This mail consists of loose or enveloped correspondence for delivery to the addressee. To provide proper delivery, internal mail requires a full name and an "address" or *exact mail stop code*.

MAIL "STOP" CODES

The term mail stop is used to identify a location internally. Each department or field office has been assigned a 3 or 4 digit mail stop. If you don't provide mail stop codes for internal mail, it will not be delivered. In other words...no **STOP** no **GO!!**

Click here to access mail stop codes: <http://www.utoledo.edu/depts/supplychain/mailexpress/index.html>

Use mail stop codes as part of your return address for internal and external mail. It will expedite your replies. We recommend using your mail stop code on business cards and your stationery.

A change of your internal location must be acted upon PROMPTLY! As soon as you learn of your new location please contact Mail Services to determine if a new MS code is needed.

A. ADDRESSING

- **Single Sheet (non-confidential) Correspondence**
Single sheet, (non-confidential) correspondence **does not have to be inserted into inter-office envelopes**. Simply address it at the top of the front page indicating the full name and an address, highlighting the full name and address with a color marker.
- **Plain Envelopes**
The one line format is preferred when addressing in-house mail on white envelopes. However the two-line format may be used if necessary. We request you avoid three or more lines because such mail can be mistaken for US mail pieces. **Address parallel to short side of the envelope** to avoid confusion. This will enable us to identify the envelope.
- **Inter-Office Envelopes (Exhibit 1) (See page 3)**
These are envelopes used repeatedly for internal mailings. When using Inter-Office envelopes, make sure **all previous markings** have been **marked out** to ensure proper handling and direction to the intended recipient. The addressee should always appear on the last line. Do not address **between** previous markings. Inter-Office envelopes can be used for mail to other Company locations. For a list of locations serviced on a daily basis, see delivery schedule.
- **Internal Parcels**
The addressing of parcels and packages for internal distribution is the same. Use full name and exact mail stop code.

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- **Change of Address**
 - A change of your internal location must be acted upon PROMPTLY! As soon as you learn of your new location please contact Mail Services to determine if a new MS code is needed

B. ENCLOSURES

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

C. ENVELOPES

- **Appropriate Size and Strength**
Envelopes should be of the right size and strength to accommodate the enclosures and reduce postage costs.
 - a) Recent changes to USPS pricing and regulations require additional postage for flat-size mail pieces and parcels. Pricing for flats requires nearly twice the postage as letter-size pieces. Please refer to the following link for USPS pricing: <https://www.usps.com/ship/priority-mail.htm>
 - b) Envelope size should properly accommodate the insert(s). Excessively large envelopes will not keep the inserts securely in place. The inserts in such envelopes slide, creating an imbalance of the envelope, increasing the risk of ripping and loss of contents. A snug fit keeps the enclosure in place within the envelope.
 - c) Conversely, when an envelope is **overstuffed**, it can burst at the seams. The result can be a total loss of the mail piece.
 - d) The **strength** of the envelope should withstand the weight of its contents. If there is stress at the seams or sharp edges, the envelope is overloaded and can burst increasing the chance of contents being lost. Use a larger envelope.

D. MAILING LIST

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

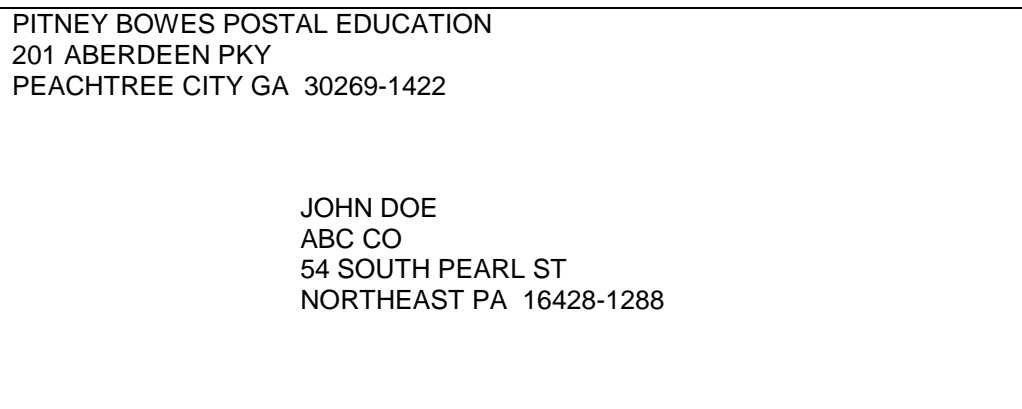
U S POSTAL SERVICE® MAIL

A. ADDRESSING FOR SUCCESS

- **Specific Format**

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

DOMESTIC ADDRESS FORMAT



INTERNATIONAL ADDRESS FORMAT

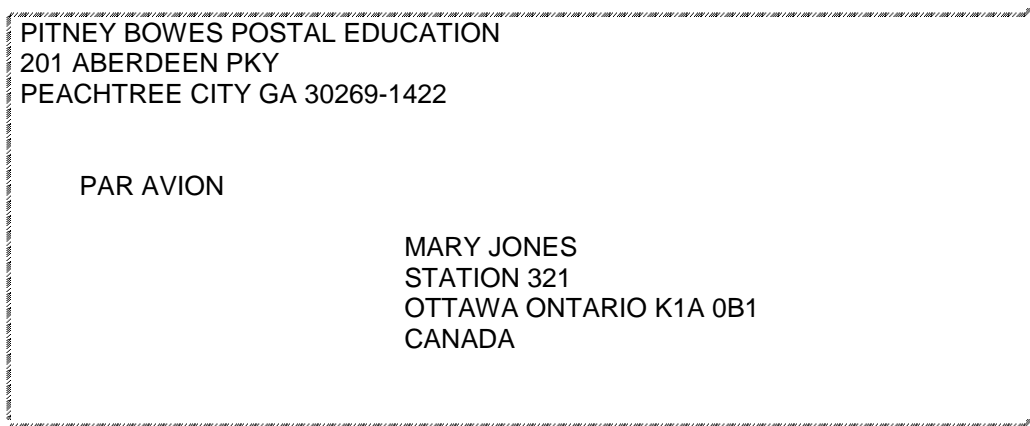


EXHIBIT 3

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)**
- Eliminate all punctuation (except the hyphen between ZIP Code™ and plus four)**
- Use common abbreviations (Exhibit 6)**

Use ZIP+4[®] Codes

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

123 W MAIN ST STE 400 or PO BOX 125

If both the street address and the P O Box are on the same line, the 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**.

Labels

Labels for use on parcels, packages or large envelopes must be addressed according to the recommended format in **Exhibit 3**. Improperly prepared labels will be returned to you for correction and/or completion. Labels that are applied must be parallel to the bottom edge of the envelope to be processed by the USPS[®] on automation equipment.

ADDRESSING 'BEST PRACTICES' AND FORMAT

- Type or machine-print all address information.
- Make sure print is clear and sharp.
- Ensure address characters don't touch or overlap.
- Black ink on a white background is best.
- Maintain a uniform left margin.
- Use upper-case letters
- Omit all punctuation
- Include floor, suite and apartment numbers whenever possible.
- Put the city, state and ZIP Code™ or ZIP+4[®] code in that order on the last line. If there's not enough room, you can put the ZIP Code™ or ZIP+4[®] code alone on the bottom line.
- Use standard two-letter state abbreviations.
- When using window envelopes, make sure the complete address is always visible, even when the insert moves.

- Leave one or two spaces between words and between the state abbreviation and ZIP Code™ or ZIP+4® code.

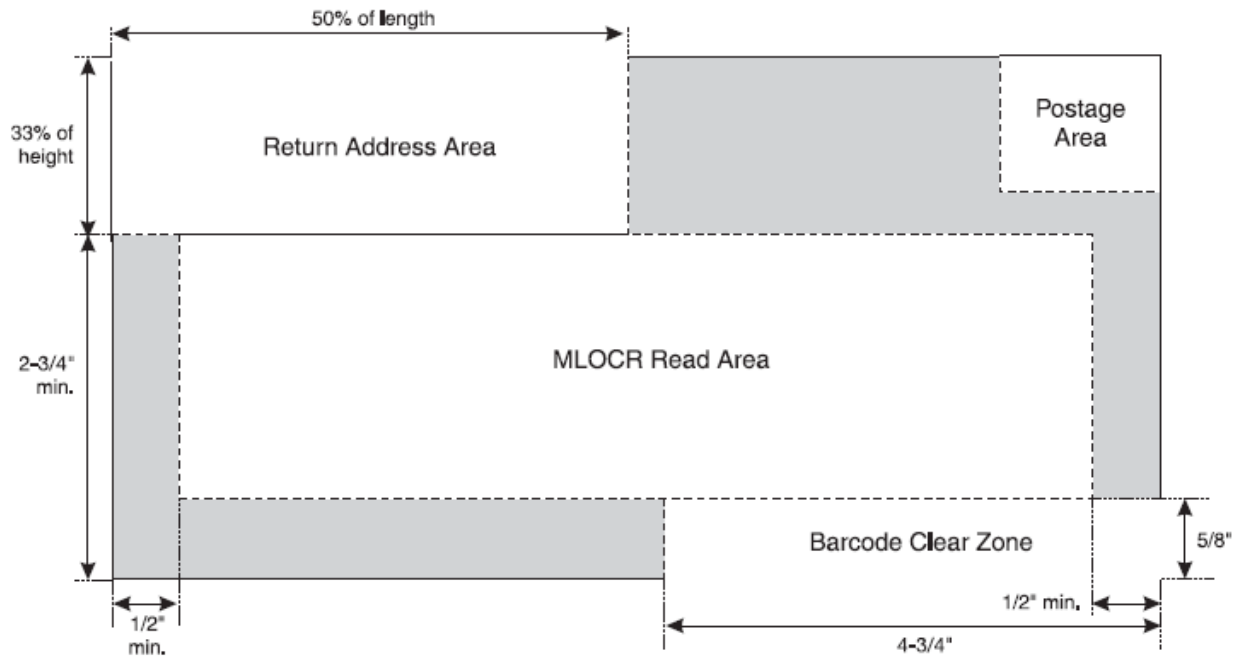


Illustration Source: Publication 25 Designing Letter and Reply Mail

<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

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	Mail Stop	MS		
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
 - Metal Pieces
 - Glass Chips
 - Sand

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

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

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

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

It is recommended that when mailing questionable items to 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/Bold 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.

Mail Manual

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:

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

Green Bordered Envelopes - Used only for First-Class Mail® service

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

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

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. **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.

- **First-Class™ Package Service Parcels**

The First-Class Package Service category includes commercial base and commercial plus pricing. Within each of those options, there are single-piece/nonpresorted prices and also presorted prices. Mailers must use a qualifying postage payment method for First-Class Package Service. For commercial base single-piece/nonpresorted pricing, this would include USPS-approved PC Postage® products with a qualifying shipping label, USPS-approved IBI postage meters that electronically transmit transactional data to USPS or a Permit imprint. Use of a Permit Imprint for the single-piece/nonpresorted prices requires at least 200 pieces or 50 pounds.

Parcels mailed at First-Class Package Service commercial base prices are not sealed against inspection and may not contain documents or personal correspondence, except that such parcels may contain invoices, receipts, incidental advertising, and other documents that relate in all substantial respects to merchandise contained in the parcels.

- **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.

The US Postal Service provides free Priority Mail[®] supplies (1-800-TheUSPS): cardboard and Tyvek[™] envelopes, boxes, stickers and tape. The Postal Service will also pick up Priority Mail, Parcel Post[®] and Express Mail[®] packages for a fee.

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

Use the Flat-Rate Priority Mail envelopes when possible - especially if the 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 Mail 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 Mail 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.

Electronically-filed Certified Mail USPS Service Only


Registered Mail™ USPS Service Only

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

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

Electronic Return Receipt - USPS Service Only

EXTRA SERVICES REFERENCE CHART

											
	Certification of Mailing	Certified Mail™ Service	Retail Delivery Confirmation™ Service	Electronic Delivery Confirmation™ Service	Insured Mail	Retail Signature Confirmation™ Service	Electronic Signature Confirmation™ Service	Registered Mail™ Service	Return Receipt	Electronic Return Receipt	Special Handling
Special Note-	3605 to specify number of pieces mailed, only for mailing of identical pieces of FCM, First-Class Package Service (commercial base only), Priority Mail (excluding Critical Mail), Standard Mail, and Package				\$100 of insurance is included in Express Mail® service				Must be combined with Certified Mail™, COD Registered Mail™, COD or Insured Mail. Receipts are not available to APO/FPO/DPO addresses or to certain U.S. territories.	Must be combined with Certified Mail™, COD Registered Mail™, COD or Insured Mail. Receipts are not available to APO/FPO/DPO addresses or to certain U.S. territories.	Can be combined with COD, Delivery Confirmation, Signature Confirmation, Insured Mail, Return Receipt for Merchandise
Applicable USPS® Classes of Mail	First-Class Mail® (FCM), Priority Mail (excluding Critical Mail) or Package Services single mailpieces	FCM; Priority Mail®; First-Class Package Service parcels	FCM parcels; all Priority Mail; Package Services parcels	FCM parcels; First-Class Package Service parcels; Standard Mail parcels; Package Services parcels; Parcel Select parcels	Package Services; Parcel Select; Standard Mail®; Merchandise sent as FCM, Express Mail or Priority Mail®	First-Class Mail parcels; all Priority Mail; Package Services parcels	First-Class Mail parcels; First-Class Package Service parcels; Priority Mail; Package Services parcels; Parcel Select parcels	First-Class Mail, First-Class Package Service, or Priority Mail (excluding Critical Mail)	FCM; Priority Mail®; Express Mail®; Package Services	FCM; Priority Mail®; Express Mail®; Package Services	FCM; Priority Mail® (Excluding Critical Mail™); Package Services; Parcel Select
Processing Category (Shape) or Mailpiece Required	Any Processing Category	Any Processing Category	FCM and Package Services PARCELS ONLY; any Priority Mail®	FCM; First-Class Package Service, Standard Mail® and Package Services PARCELS ONLY; any Priority Mail®	Standard Mail®; Other PARCELS ONLY; other classes; typically parcels, but could be merchandise that fits in letter or flat size envelopes.	FCM and Package Services PARCELS ONLY; Any Priority Mail®	FCM; First-Class Package Service and Package Services PARCELS ONLY; any Priority Mail®	Any Processing Category	Any Processing Category	Any Processing Category	Any Processing Category
Evidence / Proof of Mailing	YES- Must be accepted @ Post Office	YES- Must be accepted @ Post Office	RETAIL option provides proof of mailing at no additional charge.	Only when combined with "Certificate of Mailing"	YES- Must be accepted @ Post Office	RETAIL option provides proof of mailing at no additional charge.	Only when combined with "Certificate of Mailing"	YES- Must be accepted @ Post Office	NO	NO	NO
Delivery Information	NO	YES	YES	YES	If combined with Delivery or Signature Confirmation™ Merchandise Return Service, Parcel Airtel, Special Handling, RR and Restricted Delivery available for items insured for > \$200. RR for merchandise available for items insured for \$200 or less.	YES	YES	Upon request, provides electronic verification of delivery or attempted delivery	YES	YES	NO
Delivery Information with Signature	NO	Only if combined with Return Receipt	NO	NO	NO	YES	YES	When combined with Return Receipt or Signature Confirmation™ (note, FCM with Signature Confirmation™ must be a PARCEL).	YES	YES	NO
Additional Security or Indemnity	NO	NO	NO	NO	Indemnity coverage of up to \$5,000; \$500 if purchased online	NO	NO	Insurance not available for items with no value. Insurance is provided and included in fee for items valued up to a max. liability of \$25,000-Handling charges apply for articles valued >\$25,000.	NO	NO	NO

Please see the Notice 123 Price List for fees. Note: FCM = First-Class Mail®; RR = Return Receipt; First-Class Mail; First-Class Package Service; Priority Mail; Standard Mail; Certified Mail; Registered Mail; Delivery Confirmation and Signature Confirmation are trademarks owned by the United States Postal Service.

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.

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- **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[®].

E. EXPRESS MAIL[®] SERVICE

Provides next day or second day service to all major markets in the United States and many foreign countries. Express Mail[®] 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 **Error! Bookmark not defined.**) must accompany each piece.

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

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

F. INTERNATIONAL MAIL – USPS Service ONLY

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

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

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

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

G. INTERNATIONAL EXPRESS – USPS Service ONLY

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

H. REPLY MAIL

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

A special format is required for mailing in foreign countries.

Permit reply mail (PRM) enables a permit imprint permit holder to receive First-Class Mail[®] and

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 Mail Services Supervisor in your mailing arrangements to ensure your mailing program is timely and cost effective.

Advance notice is required to effectively handle and process large or specialized mailings. Large mailings are considered any mailing consisting of 1,500 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**

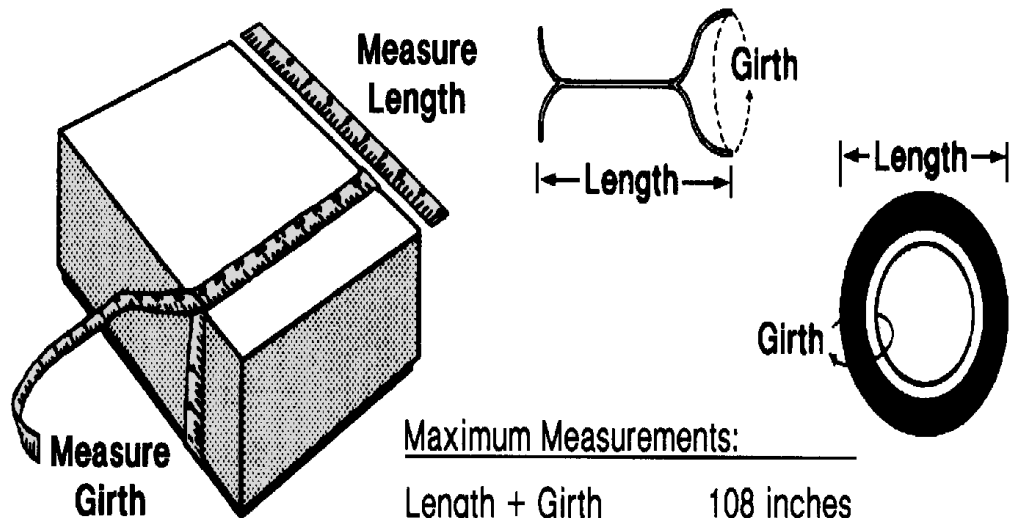
Outgoing personal mail is handled along with company mail. You may deposit your personal mail in an OUT basket located in your department or area.

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.

E. HOW TO MEASURE A PARCEL

How to Measure a Parcel



<u>Maximum Measurements:</u>	
Length + Girth	108 inches
Weight	70 pounds

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

MAILER'S SERVICES AVAILABLE

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

A. SEALING

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

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. 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 Mail Services Supervisor at extension _____ to discuss your options.

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

KEEPING UP TO DATE WITH NEW IDEAS

A. MAIL CENTER WEBSITE

For easy access to information on mailing and shipping, visit our website at <http://www.utoledo.edu/depts/supplychain/>

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

The following API's are just a click away:

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

- Express Mail® service commitments
- Electronic Merchandise Return Service

MAIL CENTER SECURITY

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

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

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

A. IDENTIFYING A SUSPICIOUS PACKAGE

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

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

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



SUSPICIOUS MAIL ALERT

If you receive a suspicious letter or package:



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

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

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

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

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

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
 DHL® Worldwide Express: www.dhl.com
 UPS®: www.ups.com
 Pitney Bowes®: www.pb.com

B. USPS® PUBLICATIONS

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

USPS PUBLICATIONS

Notice 67	<i>Automation Template</i>
Publication 28	<i>Postal Addressing Standards</i>
Publication 40	<i>Address Information Systems</i>
Publication 91	<i>Delivery Confirmation</i>
Publication 95	<i>Quick Service Guide</i>
Publication 401	<i>Manifest Mailing Systems</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