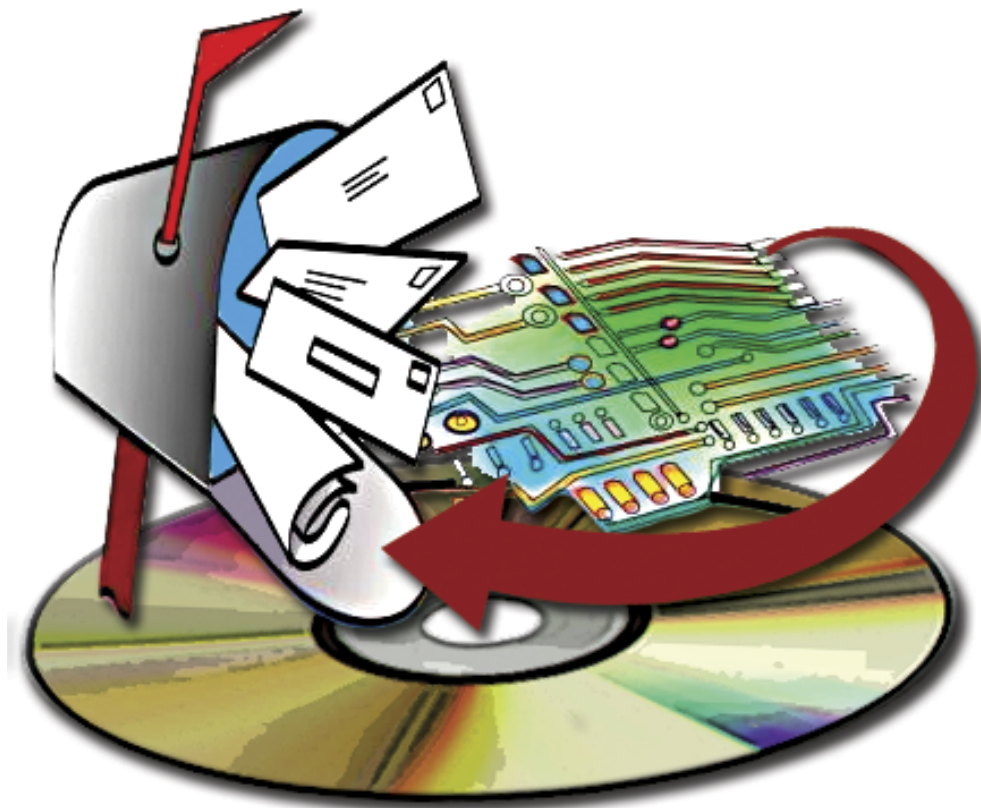


STATE OF MONTANA

Getting It Mailed

January 2010



GSD
PRINT & MAIL
SERVICES

State of Montana • Department of Administration
920 Front Street

DIRECTORY

Mail Services

Leona G. Olsen, Bureau Chief.....(406) 444-3881
Dennis McAlpin, Mailroom Supervisor(406) 444-4190
General Assistance(406) 444-2600
Capitol Station Post Office.....(406) 444-2864

Street Address: 920 Front Street
Mailing Address: PO Box 200112
Helena MT 59620-0112

Mail Prep Services

Marc Duncan, Mail Prep Supervisor444-1913
General Assistance(406) 444-3053
Fax.....(406) 443-2212

Street Address: 920 Front Street
Mailing Address: PO Box 200112
Helena MT 59620-0112

INTRODUCTION

It is the intent of this guide to provide users with information needed to generate “good” mail which results in lower postage and mail handling charges. The business goal is to save tax dollars by centralizing mail processing staff, reduce the duplication of postal equipment and use automated mail-processing equipment.

Mail Services operates the mail processing for State agencies through a proprietary account. Annually, the State of Montana sends approximately 14 million pieces of mail.

Mail Services provides a cost effective mail operation for the State.

The Bureau functions include:

- Educating user departments for proper mail preparation.
- Sorting and delivery of incoming and interoffice mail and packages.
- Ensuring maximization of postal discounts.
- Acting as a centralized mail information source for all departments.
- Providing transport and processing of mail in a timely and accurate manner.
- Keeping abreast of technological advances within the mailing and distribution industries.
- Maintaining a Postal contract station in the Capitol Building.

Mail Services is here to assist in all aspects of mailing. Please contact us during your planning stages. We can assist with design, types of service and general mailing requirements for automated and non-automated pieces. We are available to work with you regarding types of service, costs, and schedules to best meet your individual agency needs.

Our mission is to provide high quality, cost effective mail and messenger service in a professional manner, through a responsive partnership with our customers, the people of the State of Montana and the United States Postal Service.

PICK-UP AND DELIVERY OF AGENCY MAIL

Mail Services provides same-day delivery of all incoming letters and small packages received from the US Postal Service. We provide daily pickup and delivery for interoffice mail and USPS letters and packages for state agencies. **Mail Services provides same day processing of all outgoing USPS mail received prior to 3:30 p.m.**

Because of the volume of mail processed daily, it is important that large mailings not be held until the end of the day for the last pickup, if at all possible. Large volume mailings should be scheduled ahead of time if the mailing requires same day service.

Periodically agencies should:

- Update addresses in your data file when you receive update stickers from USPS.
- Update all outgoing correspondence with correct agency addresses including PO BOX and 59620 zip code and the zip + four.
- Add proper endorsements to preprinted envelopes.
- Request to be removed from junk mail lists.
- Upon receipt of incorrectly addressed mail, contact the sender and provide correct address information.

Tips for proper use of mail service:

- Mail should be ready for pickup prior to the scheduled pickup time.
- Separate deadhead mail from outgoing USPS mail.
- Mail must be separated by mail code and mail classification, i.e. domestic, foreign or deadhead.
- Mail should be properly addressed.
- Preferred maximum weight for cartons is 50 pounds (break into smaller cartons if necessary).
- Make arrangements for unusually large mailings prior to scheduled pickup time.

OUTGOING MAIL

Mail Services provides a full range of outgoing mail services. Our services include metering of all first class, priority, periodicals, standard, certified, registered mail and pre-sort of first class and standard mail to be sent through the USPS. We also process packages and expedited mail through contracted vendors and maintain manifests on expedited deliveries. USPS Priority mail and Delivery Confirmation services are also available.

It is the agency's responsibility to mark all outgoing mail with the mail code and type of service needed for all mail. Mail should be separated by class and mail code. All foreign mail must be separated from US mail and include customs forms when needed.

To continue the State qualifications for postage discounts, agencies must demonstrate that they update their address database when notified of a National Change of Address (NCOA). Software is available through USPS for NCOA if agencies cannot manually update files manually.

USPS PRE-SORT MAIL DISCOUNTS

Pre-sort mail is first class or standard mail that is submitted to Mail Services to achieve reduced postage. The maximum weight eligible is 3.3 ounces. Qualifying mail received by the 3:30 p.m. mail will be permitted at the pre-sort rate and sent to the USPS that day. **If mail is received after 3:30 p.m. and designated as same day, it may be sent to the Post Office the same day at full-rate postage. Outgoing mail received after 3:30 p.m. and marked as pre-sort may sent to the USPS office the next day.**

Agencies may have the permit preprinted on their envelopes. The permit must be printed on the envelope or mail pieces as shown below.

PRESORTED FIRST-CLASS MAIL U.S. POSTAGE PAID HELENA, MT PERMIT NO. 89

DELIVERY TO THE UNITED STATES POSTAL SERVICE

All outgoing mail picked up throughout the day is processed and then delivered to the USPS by 5:30 p.m. daily.

It is critical that departments make every effort to send outgoing mail as early in the day as possible in order to meet postal deadlines and achieve postal discounts.

INTERAGENCY ENVELOPES (DEADHEAD)

Interagency envelopes are designed for repeated use for interdepartmental mailings. Previous markings should be crossed out to ensure proper delivery to the intended recipient. The addressee should always appear on the next available line. Never address between previous markings. **PLEASE PRINT CLEARLY!** Use the full name of the addressee and the correct division/agency name. An alternate method of addressing deadhead is to address as if going through the USPS using the addressee's name, agency, state PO Box, City, State and state ZIP+4, and using a standard size business envelope. Please have **DEADHEAD** clearly marked on any envelope used for interagency mail. Separate Deadhead from mail requiring postage.

Note: Place confidential mail in a regular envelope and seal it first before placing in an interagency envelope. Do not send metal objects, glass, chemicals, or any other hazardous materials in interagency envelopes. Do not over stuff or send heavy objects in interagency envelopes, since envelopes may burst at the seams during transport and result in a loss of contents.

Mail Services maintains a supply of interagency envelopes for agency use. If you have accumulated an over-abundance of interagency envelopes and would like to get them out of your office, you may give them to the mail carrier on the next scheduled route. All interagency mail will be delivered to the required destination on the next outgoing dispatch after receipt of the item at Mail Services.

ADDRESSING MAIL

The following are suggestions to improve the readability of your mail on our Optical Character Reader/Barcode Reader, which will result in lower postage costs. The machine reads the addresses and sprays on the bar codes, the indicia and the permit.

Using this format will ensure your mail arrives where you intended in the fastest time and at the lowest cost.

Handwritten mail cannot be recognized or sorted on automated equipment. Handwritten addresses require the piece to be mailed at the full postage.

Agencies should always use their State Mailing Address as their return address.

Example: MAIL SERVICES
DEPARTMENT OF ADMINISTRATION
920 FRONT ST
PO BOX 200112
HELENA MT 59620-0112

A SAN SERIF font is recommended for State of Montana mail.

Other fonts recognized by the USPS and the State OCR are:
Courier, Letter Gothic, Times New Roman, **Bookman**, Univers

Note: Avoid “Kerned” fonts, characters that are overlapped or touching such as italics, as they reduce the read rate.

- CAPITALIZE the entire address
- Eliminate all punctuation except the hyphen in the zip code field
- Use the common address abbreviations
- Use the two letter state abbreviation
- Use block style print (left justified)
- Single space the address block
- Use one space between the city, state
- Use two spaces between the state and zip code or zip+4 code
- The delivery address and the city, state, and zip code must be the last two lines of the address block. (**Never include an “attention line,” telephone number or any other extraneous information after or below the zip code**)
- All address information must be a minimum of 5/8” from the bottom of the mail panel.

SIZE STANDARDS FOR AUTOMATED HANDLING

SIZES AND TYPES

The size of the envelope should properly accommodate the contents.

POST CARDS

Minimum size

Length: 5 in.
Height: 3½ in.
Thickness: .007 in.

Maximum size

Length: 6 in.
Height: 4¼ in.
Thickness: .016 in.

FLATS (LARGE ENVELOPES)

Minimum size

Length: 11½ in.
Height: 6⅛ in.
Thickness: ¼ in.

Maximum size

Length: 15 in.
Height: 12 in.
Thickness: ¾ in.

LETTERS

Minimum size

Length: 5 in.
Height: 3½ in.
Thickness: .007 in.

Maximum size

Length: 11½ in.
Height: 4¼ in.
Thickness: .016 in.

PACKAGES

Maximum size

Length: 24 in.
Maximum length + height + thickness combined
= 36 in.

* Any mail piece that is inflexible or exceeds the weight for that class of mail is considered a package for postal rates

PRIORITY AND PARCEL POST

Maximum size: 108 in. (length and circumference or girth combined)
Maximum weight: 70 pounds

SIZES BELOW MINIMUM ARE NOT MAILABLE AND WILL BE RETURNED TO AGENCY FOR REPACKAGING.

OCR READ AREA AND BARCODE READ AREA

The OCR (Optical Character Reader) scans addresses and a BARCODE is printed on the envelope.

- The OCR Read Area must contain only the destination address of the piece. The OCR Read area is 1 inch from the left to 1 inch from the right, and 5/8 inches from the bottom to 3 inches from the bottom of the mail piece.
- The BARCODE Clear Zone must be clear of all address information or art work. The BARCODE Clear Zone area starts at the lower right corner of the piece and extends up 5/8 inch and left 4½ inches.
- The last line of the destination address must be within 2¼ inches of the bottom of the piece.
- If the apartment number or building name will not fit on the address line, it should be placed on the preceding line.

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ENCLOSURES

Mail of any type must be enclosed in an appropriate envelope or package and sealed for transport by the United States Postal Service. The type of items enclosed determines the mailing classification.

The following are samples of items, which should not be sent in regular envelopes:

Paper Clips	Staples	Keys	Bundles of ID cards
Binder Clips	Lapel Pins	Buttons	Pens
CDs, Floppy Disks or anything that will not bend			

These items will jam or damage the mailing equipment. Do not stuff envelopes too full or the envelope will not seal. A better option is to use a flat catalog envelope. Remember that flat envelopes must be sealed.

WINDOW ENVELOPE ENCLOSURES

Enclosures that are designed so that the address appears in a window must not be stapled to the envelope. If the address enclosure does not fit in the window, use an envelope without a window. Exposed staples can damage automated postal equipment. Take care to insure that only the address shows in the window area.

LARGE MAILINGS

Please contact Mail Services at 444-2600 if you have a large mailing (more than 2,000 pieces) that must be in the mail same day, but will not be picked up or delivered before 3:30 p.m. This will allow us to process and schedule more efficiently. Large mailings of over 10,000 pieces need to be scheduled as far in advance as possible.

STANDARD PRESORT

Mail Services can process standard presort mailings using the OCR or they can be processed manually. The minimum quantity to qualify for a manual sort standard presort mailing is 200 pieces or 50 pounds (for the entire mailing). A minimum of 500 pieces is needed to qualify for an OCR standard rate mailing.

Mail Services has an account with the Postal Service to allow non-meter mail processing using Permit No. 89. The permit number is printed directly on the piece (plan for this when printing your piece). Before designing a piece for a large volume mailing, please contact Print and Mail Services for specific information and preparation suggestions.

PRSR STD US POSTAGE PAID HELENA MT PERMIT NO. 89

ANCILLARY SERVICE ENDORCEMENTS

Undeliverable-as-addressed (UAA) mail is forwarded, returned to sender or treated as dead mail as authorized for the particular mail class. A mailer endorsement is used to instruct the Postal Service regarding the mailpiece's appropriate disposition upon determining that it is UAA. On First-Class Mail® service, the following endorsements may be used as an updating method to meet the more updated standard:

RETURN SERVICE REQUESTED (RSR)

If UAA, the mailpiece is returned with the new address or reason for nondelivery; no charge.

TEMP-RETURN SERVICE REQUESTED (TSR)

If UAA and a temporary change-of-address has been filed, the mailpiece is forwarded at no charge. No separate notice of a new temporary change-address is provided.

ADDRESS SERVICE REQUESTED (ASR)

- Months 1-12: the mailpiece is forwarded; no charge; a separate notice of the new address is provided; an address correction fee is charged.
- Months 13-18: the mailpiece is returned with the new address attached; no charge
- After month 18 or if undeliverable: the mailpiece is returned with reason for nondelivery attached; no charge.

CHANGE SERVICE REQUESTED.

Separate notice of new address or reason for nondelivery provided; in either case, address-correction fee is charged; mailpiece is not forwarded or returned but disposed of by the Postal Service. This endorsement option is available for First-Class Mail **only** when used in conjunction with electronic ACS™ Service.

The State Mail Service uses Return Service Requested as a default endorsement. If an agency wishes to use a different endorsement, you will need to mark your mail as such.

CLASSIFICATIONS OF MAIL

FIRST CLASS

First Class regular mail refers to mail that goes through the mail at full postage rate. First Class mail has an average destination arrival time of two days within the State and is the quickest transportation service with the exception of Express Mail.

FIRST CLASS AUTOMATED

The machine-readable mail receives postage discounts and is delivered the same as First Class mail.

PRIORITY MAIL

Priority mail is First Class mail that weighs up to 70 pounds. Priority Mail will be delivered in two to three days in state. Mail Services can provide flat rate priority boxes at no cost to agencies.

EXPRESS MAIL

Express mail is the fastest service and is guaranteed next day and second day delivery nationwide or your money back. Express mail must be received at Mail Services in the morning.

STANDARD RATE

This class of mail may be slower in handling and delivery, but also has a reduced postage rate. Some restrictions exist on this rate mail; call to see if your mailing qualifies.

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MEDIA MAIL

Only the following specifically described articles may be mailed at this rate: books, including books to supplement other books, of at least eight printed pages, consisting wholly of reading matter or scholarly bibliography. These items can not contain advertisements.

LIBRARY MAIL

This rate applies to items being mailed to or from a library. The rates are determined by weight.

CERTIFIED MAIL

Certified mail provides a mailing receipt with a record of delivery maintained at the recipient's Post Office. A return receipt may be obtained to provide the sender with proof of delivery for an additional fee. No insurance is provided. A bar-coded label and completed receipt must be affixed.

REGISTERED MAIL

Registered mail is monitored from send to receive points. This option is used for international mail.

NOTE: Please call if you have a Certified or Registered mailing of more than 25 pieces.

DELIVERY CONFIRMATION

This service allows you to find out the date and time of delivery. The postage cost is less than certified and the addressee is not required to sign for receipt. Information may be searched online at USPS.com.

INSURED MAIL

You can receive payment for mail that has been lost, rifled, or damaged by having it insured. A return receipt is available. Insurance may be purchased up to \$5,000.

INTERNATIONAL MAIL

International surface mail is available to most countries. Senders of international mail should contact Mail Services to determine the proper classification and documentation that is required. Customs forms are usually required. Letters and flats to foreign countries must be separated from your US mail. The name of the country must be the last line of the address.

BUSINESS/COURTESY REPLY MAIL

Business reply mail (BRM) is a specific First Class Mail service whereby the original sender pays postage and handling fees for replies to a United States address from any US location. Courtesy Reply mail is similar to BRM, except that the sender pays or applies the return postage.

UNITED PARCEL SERVICE (UPS)

UPS requires the same addressing standards as the USPS, however, post office boxes can not be used as the destination address. UPS will charge a fee for address corrections or PO Box destination changes. UPS provides the following services:

- Next Day Air (delivery by 10:30 a.m. next business day to most domestic areas)
- Second Day Air (two-day delivery service)
- Ground (one to seven business days; in Montana it is one or two days)
- Saturday Delivery

All parcels must display a correct department return address and mail code charge number. Parcels must be clearly marked "UPS" with the preferred type of service requested.

CAPITOL POST OFFICE

Stamps and other cash purchases and information assistance are available at the Capitol Station Post Office. The Capitol Station Post Office is located in the state Capitol building. The telephone number is 444-2864.

SUSPICIOUS ENVELOPE OR PACKAGE GUIDELINES

The following Suspicious Envelope or Package Guideline has been developed by the Department of Administration, General Services Division (GSD), in conjunction with local, state and federal emergency management resources for the State of Montana Capitol Complex.

SOME IDENTIFYING CHARACTERISTICS

INAPPROPRIATE OR UNUSUAL LABELING

- ▶ Strange or no return address
- ▶ Excessive postage
- ▶ Handwritten or poorly typed addresses
- ▶ Misspellings of common words
- ▶ Incorrect title(s) or title without a name
- ▶ Not addressed to a specific person
- ▶ Marked with restrictions such as “personal, confidential, or do not x-ray”
- ▶ Marked with any threatening language
- ▶ Postmarked from a city or state that does not match the return address

APPEARANCE

- ▶ Powdery substance felt through or appearing on the envelope or package
- ▶ Oily stains, discoloration, or strange odor
- ▶ Lopsided or uneven envelope
- ▶ Excessive packaging material such as masking tape, string, etc.

OTHER SUSPICIOUS SIGNS

- ▶ Excessive weight, ticking sound, protruding wires or aluminum foil

WHAT TO DO... if you receive an opened or unopened envelope or package that you believe to be suspicious:

1. Remain calm. Agencies in the Helena area must immediately call **General Services Division at 444-3060**. Agencies outside of Helena must contact their local law enforcement.
2. **Do not remove the suspicious envelope or package from the point of discovery. (Do not carry the envelope or package, show it to others or allow others to examine it.)**
3. Do not shake or empty the contents of the envelope or package.
4. Put the envelope or package down on a stable surface; do not sniff, touch, taste, or look closely at it or any contents which may have spilled. (If possible, gently cover the item with a trash can, box, etc.).
5. Alert others in the area about the item. Leave the area, close all doors and take action to prevent others from entering the area.
6. Wash hands immediately with soap and water to prevent spreading potentially infectious materials. Seek additional instructions from GSD and/or local responders for exposed or potentially exposed persons.
7. Make a list of persons who handled the item and/or may have been in the room/area when it was discovered.

ADDITIONAL INFORMATION: TRAINING

It is recommended that agencies:

- ▶ Implement a training program for those employees who process mail/packages.
- ▶ Address the use of personal protective equipment such as gloves and masks.

Please contact General Services Division at 444-3060 to request any assistance.

TWO LETTER STATE ABBREVIATIONS

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

DIRECTIONAL ABBREVIATIONS

SECONDARY ADDRESS 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
Northwest	NW		
Southwest	SW		

STREET SUFFIX ABBREVIATIONS

Alley	ALY	Falls	FLS	Manor	MNR	Station	STA
Annex	ANX	Field	FLD	Meadows	MDWS	Summit	SMT
Avenue	AVE	Fort	FT	Mission	MSN	Terrace	TER
Boulevard	BLVD	Gardens	GDNS	Mount	MT	Trailer	TRLR
Bridge	BERG	Grove	GRV	Mountain	MTN	Tunnel	TUNL
Canyon	CYN	Harbor	HBR	Orchard	ORCH	Union	UN
Cape	CPE	Haven	HVN	Parkway	PKY	Valley	VLY
Center	CTR	Heights	HTS	Place	PL	Viaduct	VIA
Circle	CIR	Highway	HWY	Plaza	PLZ	View	VW
Corner	COR	Hill	HL	Point	PT	Village	VLG
Course	CRSE	Island	IS	Rapids	RPDS	Ville	VL
Court	CT	Junction	JCT	River	RIV	Vista	VIS
Dove	CV	Lake	LK	Road	RD	Walk	WALK
Drive	DR	Landing	LNDG	Spring	SPG	Way	WAY
Estates	EST	Lane	LN	Square	SQ	Wells	WLS