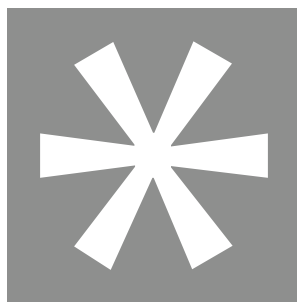


MAIL



STATE PRINT & MAIL

MONTANA DEPARTMENT OF ADMINISTRATION

1698 A Street | Helena, MT 59601 | (406) 444-3053 | SPM@mt.gov | www.gsd.mt.gov/SPM

MAIL SERVICES



1 ORDER & PROOF

Order mail job. Include quantities and remember to include envelopes and inserts. Approve proof.



2 PRINT

Your *(black and white)* job will be printed on one of our digital printers at 20,000 sheets per hour.



3 INSERT

Your letters *(and any inserts)* will be folded, inserted into envelopes and then sealed.



4 DELIVER

All mail is then sorted into trays, and delivered the post office at the end of each day.

ABOUT

From graphic design, to scanning, printing, mailing, and delivery; partnering with State agencies to provide secure and effective marketing, communication, and business development.

If you work for the State of Montana, you are required by MCA 18-7-101 to use State Print & Mail's services.

Mail services for state agencies in the Helena area (10-mile radius of the capitol building) are provided through a centralized facility that manages incoming, outgoing, and interagency mail. In addition, we operate a full-service contract U.S. Post Office in the State Capitol.

SERVICES

- Customer Service
- Pre-Press / Print Mail
- Digital / Creative Bindery / Finishing
- Procurement

RATES

File Transfer	\$25/hr
Hand Time	\$45/hr
Pre-Press + Design	\$70/hr
Programming	\$90/hr

PRODUCTS

Printed Mail Pieces:

- Letters
- Forms
- Inserts
- Postcards
- Self Mailers
- Newsletters

Folding & Inserting:

- Fold and insert letters
- Variable inserting

USPS Mail

- Mail first class, standard or metered
- Pre-sorting for discounts
- Address cleansing/verification

START A NEW MAIL PROJECT

Fill out one of our online order forms with all of your job details. Our customer service team can walk you through various printing options and/or provide estimates.

Questions? Call (406) 444-3053 or email SPM@mt.gov.

DOCUMENT SETUP

Mailings / Address Files

For mailings or merges with an address/data file please send Microsoft Excel files (.csv, .xls, .xlsx.) Please submit an excel sheet with each category as a separate column. We will remove all extra formatting (colors, borders, font styles) and convert the file to just data or a .csv.

(We cannot accept word documents with already merged addresses.)

SUBMITTING FILES

To submit your files, please prepare and send your files accordingly:

- Convert all files to pdfs and place them inside a folder labeled with your project name
- Right click, “send to” Compressed (zipped) folder
- Add the 6 digit reference number to your zip folder name (ie. 532356-YourProjectName.zip)
- Upload the zip folder to the specific SPM FTS link. *(You will need to log in to FTS using your C Number or AD Account Name.)*
- Wait for the files to completely uploaded and then click “Send File.”

SORTING / POSTAGE DISCOUNTS

Over 70% of all mail processed through Print & Mail is mailed at a discounted rate. There are two different ways that mail can be processed: presorted (via the NetSort or Satori) and metered. All mail that is presorted has an average discount of 3 cents per mail piece. That might not seem like a lot, but for large mailings, it can be a huge cost saver. Mail pieces that need to be metered are handwritten, too thick (aka shape based mail,) parcels or flats. Those are mailed at retail rate plus our processing fee. Everything else is mailed in bulk (aka presorted,) which means that all mailings regardless of quantity can be commingled and mailed at a discounted rate.

ADDRESS REQUIREMENTS

- Maximum 5 lines per address
- Maximim 35 characters per line
- Maximum 2 address lines
- Minimum 10 pt universal font
- All capital letters
- No punctuation
- Left justified
- One space between city and state
- Two spaces between state and ZIP Code
- Address and the postage must be on the same side of mailpiece
- Address should be parallel to the longest side
- Black ink on white or light paper (no reverse type - white printing on a black background)

ADDRESS REQUIREMENTS CONTINUED...

**Automated mail processing machines read addresses on mailpieces from the bottom up and will first look for a city, state, and ZIP code. Then the machines look for a delivery address. If the machines can't find either line, then your mailpiece could be delayed or misrouted. Any information below the delivery address line (a logo, a slogan, or an attention line) could confuse the machines and misdirect your mail.*

** Always put the attention line on top -- never below the city and state or in the bottom corner of your mailpiece.*

** If you can't fit the suite or apartment number on the same line as the delivery address, put it on the line ABOVE the delivery address, NOT on the line below. * Words like "east" and "west" are called directionals and they are VERY important. A missing or a bad directional can prevent your mail from being delivered correctly.*

** Abbreviate directionals to N, S, E, W, NE, NW, SE, SW.*

** If you have long address fields, you can use abbreviations to shorten words like APARTMENT to APT. Please follow the USPS abbreviation guide. USPS abbreviation guide.*

** When a First-Class Mail letter is square, rigid or meets one or more of the nonmachinable characteristics it will be subject to a nonmachinable surcharge.*

** Fancy type fonts such as those used on wedding invitations do not read well on mail processing equipment. Fancy fonts look great on your envelopes, but also may slow down your mail.*

** Almost 25% of all mail pieces have something wrong with the address -- for instance, a missing apartment number or a wrong ZIP code. Can some of those mailpieces get delivered, in spite of the incorrect address? Yes. But it costs the Postal Service time and money to do that.*

ADDRESS CLEANUP

For all mailings your excel file will be reduced down to plain data in the format of a .csv. Then we check to make sure the headers and columns match up correctly. For example if the city, state and zip code are all in the same cell, we break each category out into it's own column. We also convert all address related fields to all caps and remove any unnecessary punctuation. All apartments, suites, buildings, trailers, etc. are combined with the main address if they are in a separate column. The final part is to check for character count and abbreviate as needed. These steps are completed unless specifically requested to leave the files as is for legal reasons.

In order to give you a discounted postage rate, we use a program called Satori to verify addresses and presort mailings. We use this software for all address merges over 1000 (unless otherwise requested) and by request for smaller mailings (minimum of 100.) Satori does a more in depth clean up using the USPS based CASS (Coding Accuracy Support System) to standardize and correct abbreviations, spelling and city names, as well as add the ZIP+4 code. The program also checks against the NCOA (National Change of Address) database for people and businesses that have moved and updates the address file with their new address. You can also, by request only, have your address file deduplicated.

Based on weight and thickness, Satori generates postage rates, barcodes and a presort report for the USPS for a more efficient mailing. Another service we offer through Satori is a deliverability report. We can send you quantities and exports of the "good" deliverable and "bad" undeliverable addresses you have in your mailing. This can be a huge cost saver for postage. Instead of paying for postage on addresses that more than likely will not get delivered to, we can generate reports with error codes and explanations of undeliverability. Included in the deliverable report are the "move updates" or the people who have filed an change of address with the USPS. You can use these reports to update your database/records.

Inkjet jobs are a little bit different in that we don't need to generate a barcode, but we can still run your addresses through Satori if you want cleaner addresses for a better deliverability rate. The discount on inkjetted jobs is applied via the NetSort, where each address is read by multiple scanners and then sorted by zip code prior to delivery to the post office.

INTERAGENCY MAIL (AKA DEADHEAD)

Print & Mail staff pick up and deliver incoming and outgoing mail between all State of Montana agencies. There is a morning and afternoon pick-up time for each agency.



CAPITOL POST OFFICE

Print & Mail staffs also operates the post office location at 1301 E 6th Street Helena, MT 59601.

Hours: Monday - Friday 8:00 AM - 1:00 PM
Last pickup for metered or deadhead mail is 1:00 PM.

PAYMENT POLICY

NO CREDIT OR DEBIT

We apologize for inconvenience

CHECKS

- Make payable to U.S. Postal Service (USPS)
- Checks must not exceed the amount of purchase
- Present a valid ID
- Must have the customer's name & address printed by the check manufacturer

MONEY ORDERS

Accepted when at least 50 percent of the face value is used for Postal Service purchases

RETURNED CHECKS

The local Post Office™ cannot accept any replacement checks or settle on any returned checks.

- A fee of \$30 will be assessed for all returned checks
- Checks that are returned as Non-Sufficient Funds (NSF) may be submitted to a collection agency without notice
- Checks that are returned as NSF may be re-presented to the bank via automated clearing house (ACH) debit

BUSINESS REPLY MAIL

EXISTING

1. Contact local USPS (Susan for Helena)
*-Verify that account **is funded** and up to date with **correct Zip Plus 4***
2. If there are any changes, fill out a new ps 6805 form
3. Edit artwork on line at <https://gateway.usps.com/eAdmin/view/signin>
4. Send artwork to Print & Mail

NEW / UPDATED ACCOUNT

1. Contact local USPS (Susan for Helena)
*-Verify that account **is funded** and up to date with **correct Zip Plus 4***
2. Go to MDA@usps.gov -----or call 1855 593 6093
3. Pick Quality BRM or Basic
-Based on how many you expect to send out and get back
4. Fill out form ps 6805
5. Create artwork on line at <https://gateway.usps.com/eAdmin/view/signin>
6. Send artwork to Print & Mail



BRM/QBRM Application
For ZIP+4 Code Assignment/Validation and QBRM Approval

See instructions on reverse.

1. Customer Information (To Be Completed by the Customer)

Form section for Customer Information including fields for Company Name, Type of Customer, Permit Number, Address, City, State, ZIP+4, Contact Name, Telephone Number, and E-mail.

Address Information To Be Printed on the Mailpiece: (Print or Type) Rate Category Information

Form section for Address and Rate Category Information including fields for Company Name Shown on Mailpiece, Rate Category Requested, Address, City, State, BRM ZIP+4, and Mailpiece Information (Postcard, 1-oz. letter, 2-oz. letter, Other).

Signature: By signing this form, I hereby affirm that I am not requesting any additional ZIP+4 codes for which I do not intend to distribute QBRM.

Form section for Signature and City of Reply Office, State, and ZIP+4.

Customer: After completing Section 1, submit this form to the local Post Office™ that issues/holds the permit.

2. Issuing Permit Office Information (To Be Completed by the Post Office That Issues/Holds the Permit)

Form section for Issuing Permit Office Information including fields for City, State, Finance Number, Cost Center Code, Permit No. Issued to Customer, PostalOne® Office?, Employee Verifying Customer's Receipt/Fees/Letter, Employee's Title, Date, Fees Paid and Amount, Employee Completing This Section (Full Name), Employee's Signature, and Date.

Issuing Post Office: After completing Section 2, forward this form to the local AMS office. After AMS completes and returns the form, send a copy to customer.

3. AMS Information (To Be Completed by USPS Address Management Systems)

Form section for AMS Information including fields for Date Received, Assigned BRM or QBRM ZIP+4, Address Error Corrections or Other Comments, and Employee Completing This Section (Full Name), Employee's Signature, and Date.

AMS: After completing Section 3, return this form to the local Post Office that issued the permit. The local Post Office will return it to the customer.

4. Customer Instructions for Obtaining Reply Mail Artwork — a Complimentary Service From the Postal Service

- Customers distributing BRM or QBRM mailpieces may obtain complimentary artwork directly from the Postal Service as follows:
1. Wait 48 hours after receiving a permit number and ZIP+4 before using the U.S. Postal Service artwork tool.
2. To create a business account, go to the Business Customer Gateway at https://gateway.usps.com/bcg/login.htm.
3. Use the Gateway account to request a Mailer ID (MID), which is required for obtaining reply mail artwork.
4. Select the link for "Automated Business Reply Mail (ABRM)" to design and print reply mail artwork.
5. Access the ABRM user guide at https://ribbs.usps.gov/index.cfm?page=bmatool.
6. For assistance with the ABRM tool, call the MDA Support Center at 855-593-6093.

5. QBRM Customer Guidelines — Application to Distribute and Receive QBRM Prices (To Be Completed by the Customer)

<p>Materials Submitted (<i>Check one</i>)</p> <p><input type="checkbox"/> Samples with the corresponding Intelligent Mail® barcode printed on the pieces.</p> <p><input type="checkbox"/> Paper mockups or pre-production samples trimmed to the exact dimension of the mailpiece with the corresponding Intelligent Mail barcode printed on the pieces. Use the actual paper and ink color for the background and printing.</p>	<p>Instructions and Information</p> <p>For each QBRM requested, complete this form, provide ten Business Reply Mail® (BRM) mailpieces in one of the two formats noted in the box to the left, and submit this form and the ten sample mailpieces to the Post Office that issued/holds the permit.</p> <p>QBRM pieces are cards or other letter-size pieces that are prepared and distributed for return without prepayment of postage under <i>Mailing Standards of the United States Postal Service, Domestic Mail Manual (DMM®) 505</i>. The applicant is responsible for paying the QBRM prices and the additional per-piece fee on all pieces returned under this privilege. The applicant agrees to prepare pieces in accordance with DMM 201, 505, and 708, and understands that failure to comply with these requirements may result in an inability to receive QBRM prices. QBRM postcards and letter-size pieces receive reduced First-Class Mail® postage prices and per-piece fees. For more information, refer to Notice 123, <i>Price List</i>.</p>
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Customer: After completing Section 5, submit this form to the local Post Office that will issue/hold the permit.

6. QBRM Review (To Be Completed by USPS MDA)

Date Received	Mailpiece Approved for QBRM? <input type="checkbox"/> Yes <input type="checkbox"/> No	Remedy Ticket Number
MDA Completing This Section (Full Name)		MDA's Signature
		Date

Dear Customer:

Based on your application, the Postal Service has made the following determination regarding your request for entry into the Qualified Business Reply Mail (QBRM) program at the _____ Post Office:

<p><input type="checkbox"/> Approved for participation in the Qualified Business Reply Mail program.</p> <p>Attached is a sample BRM piece approved for the QBRM First-Class Mail service reduced price plus the applicable per-piece fee.</p>	<p><input type="checkbox"/> Disapproved. The attached sample did not meet the following DMM requirements:</p> <p><input type="checkbox"/> DMM 201 Sections: _____</p> <p><input type="checkbox"/> DMM 505 Sections: _____</p> <p><input type="checkbox"/> DMM 708 Sections: _____</p>
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If the QBRM application is disapproved, the MDA uses this space to note comments on unmet DMM requirements and necessary corrective action.

MDA: After completing Section 6, process this form as follows: Send the original to the local Post Office that issued the permit; send one copy directly to the customer; retain one copy for office records.

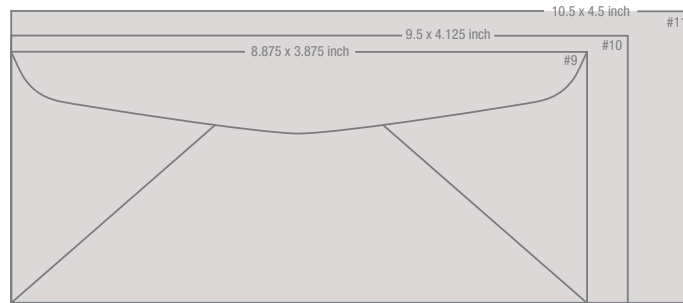
Instructions for Completing This Form

- For BRM applications**, the parties must complete Sections 1, 2, and 3. Sections 5 and 6 are not applicable. (Section 4 is for informational purposes only.)
- For QBRM applications**, the parties must complete the entire form — Sections 1, 2, 3, 5, and 6. (Section 4 is for informational purposes only.)
- Section 1:** The customer completes Section 1 and submits the form to the local Post Office that issues/holds the permit.
- Section 2:** The local Post Office completes Section 2 and submits the form to the AMS.
- Section 3:** The AMS completes Section 3 and returns the form to the local Post Office that issues/holds the permit. The local Post Office returns the form to the customer.
- Section 4:** Section 4 provides information on how BRM and QBRM customers can obtain mailpiece artwork at no charge from the Postal Service. A BRM or QBRM customer may obtain mailpiece artwork from another source, but the artwork must meet all USPS requirements.
- Section 5:** The customer completes Section 5 and submits the form and the ten sample BRM mailpieces to the local Post Office that will issue/hold the permit. The local Post Office forwards the form and the ten samples to the MDA.
- Section 6:** The MDA completes Section 6 and processes the form as follows: Send the original to the local Post Office that issued the permit; send one copy directly to the customer; retain one copy for office records.

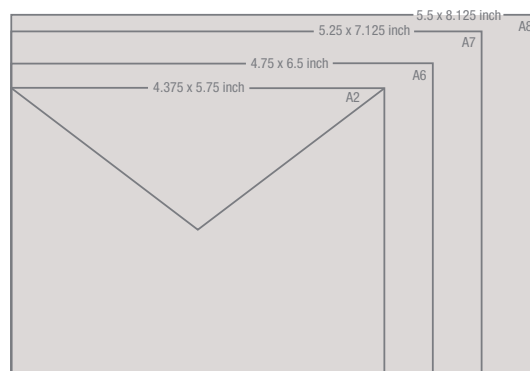
Privacy Notice: For information regarding our privacy policies, visit www.usps.com/privacypolicy.

ENVELOPES

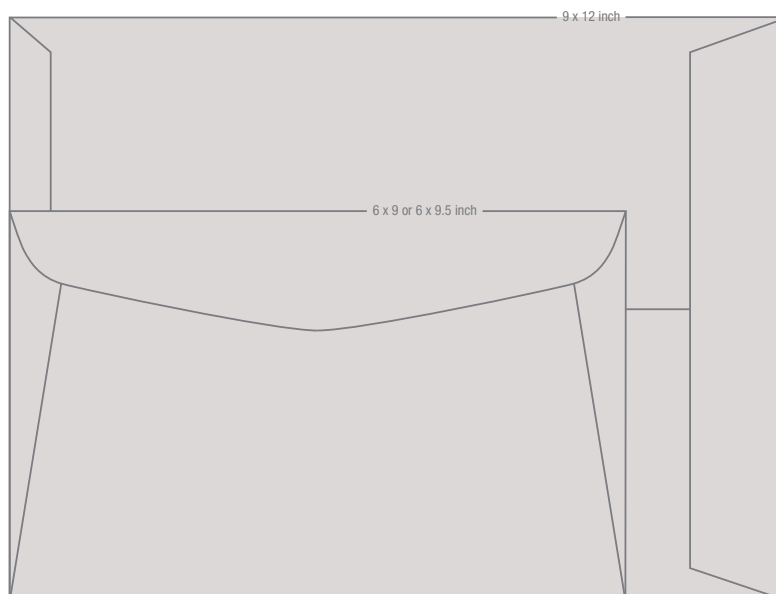
COMMERCIAL



ANNOUNCEMENT



CATALOG / BOOKLET



MAIL PIECE SIZES

POSTCARDS

Length:
6 inch max
5 inch min

Thickness:
0.016 inch max
0.007 inch min

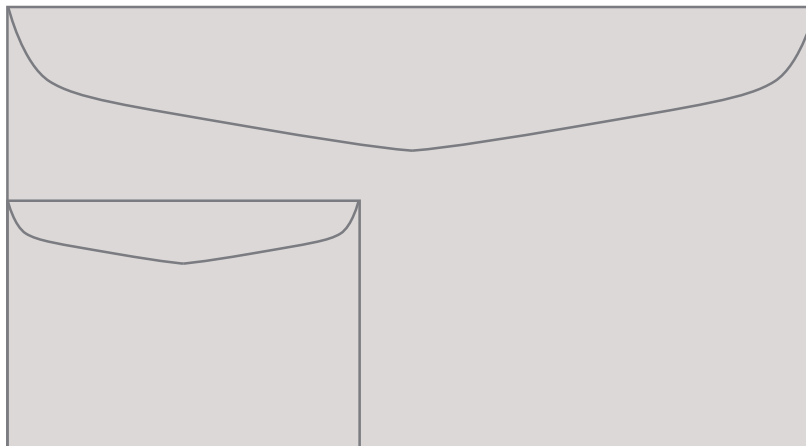


Height:
4.25 inch max
3.5 inch min

LETTERS

Length:
11.5 inch max
5 inch min

Thickness:
0.25 inch max
0.007 inch min

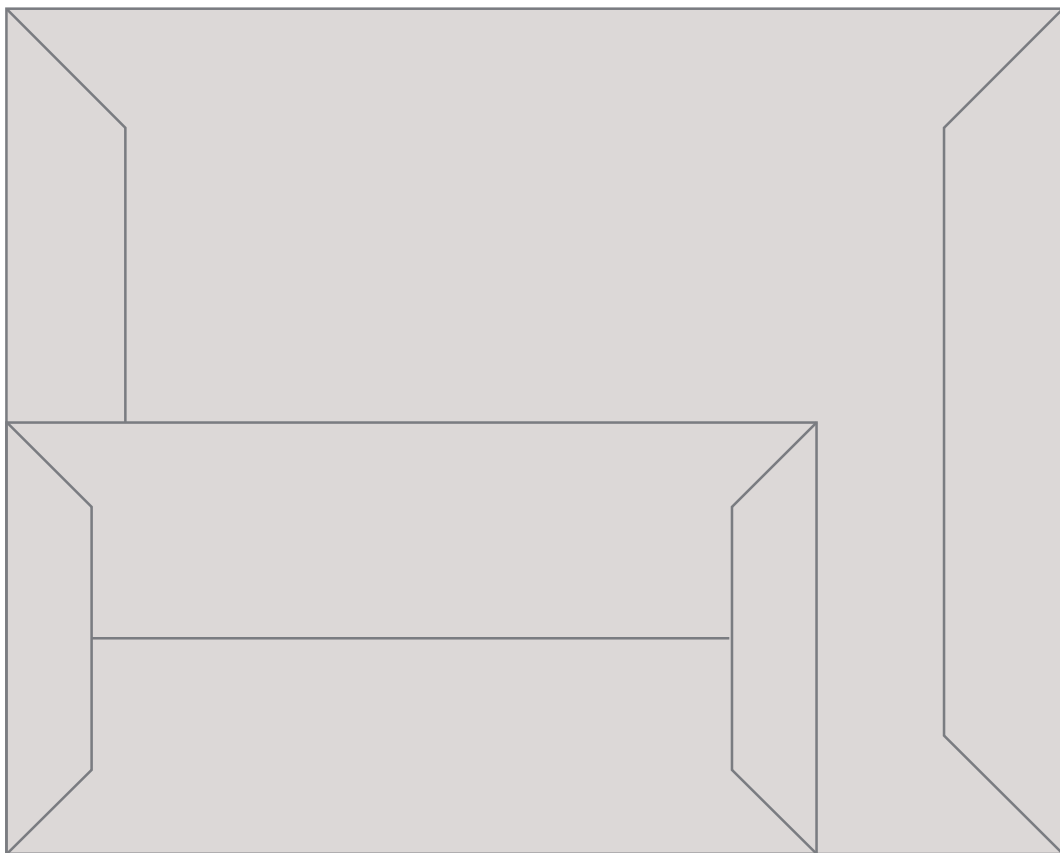


Height:
6.125 inch max
3.5 inch min

MAIL PIECE SIZES

LARGE ENVELOPES

Length:
15 inch max
11.5 inch min

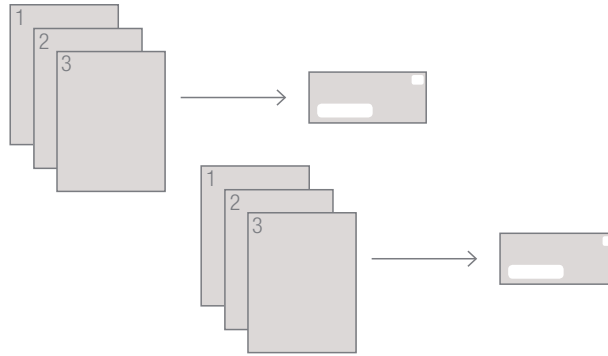


Height:
12 inch max
6.125 inch min

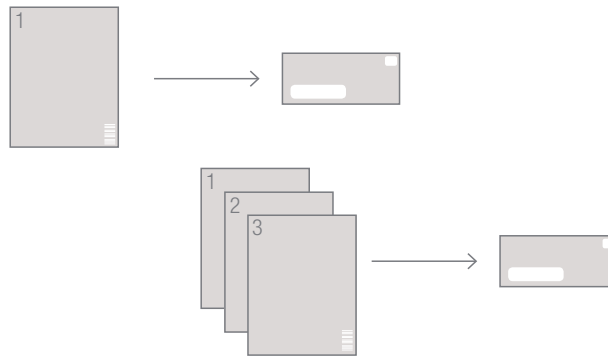
Thickness:
0.75 inch max
0.25 inch min

INSERTING

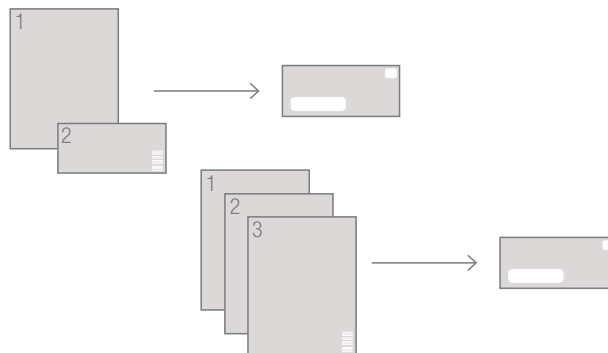
Insert the same number and type of documents into each envelope.



Insert assorted numbers of pages into the same envelopes by matching scan marks printed on documents.



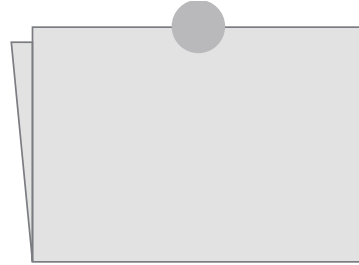
Insert specific pieces into certain envelopes by matching scan marks printed on documents.



TABBING

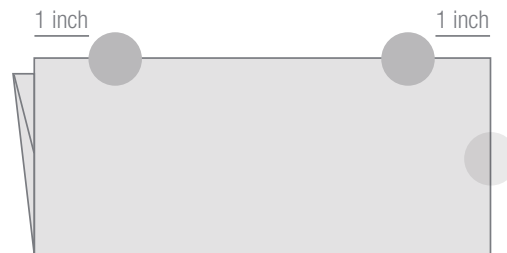
DOUBLE POSTCARD

of tabs: 1
Placement: middle
Folded edge: Top or bottom
Sheets: Single
Paper weight: 80#

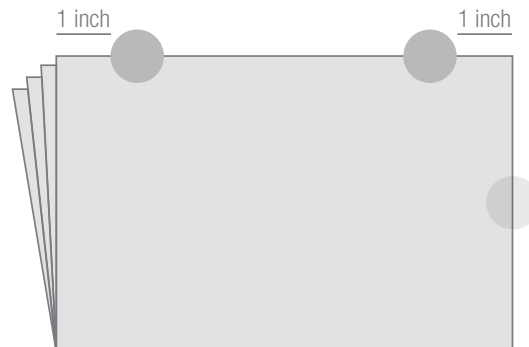


FOLDED SELF-MAILER

of tabs: 2
Placement: edge
Folded edge: bottom
Sheets: single
Paper weight: 65#



of tabs: 2
Placement: edge
Folded edge: bottom
Sheets: multiple with cover
Paper weight: 20lb

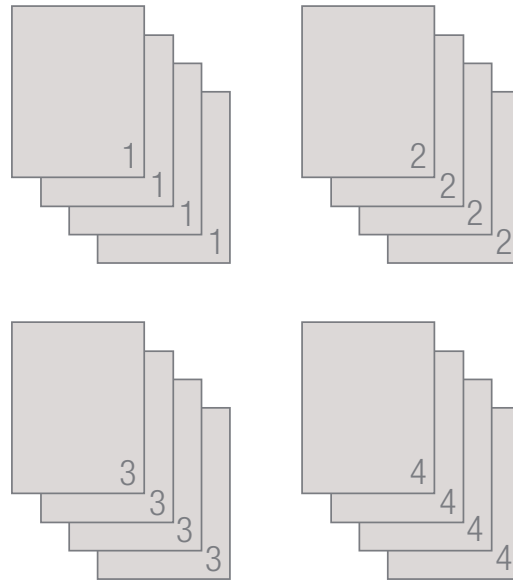


**Additional tabs may be added on the sides of mail pieces.
This helps them run better through our sorting machine.*

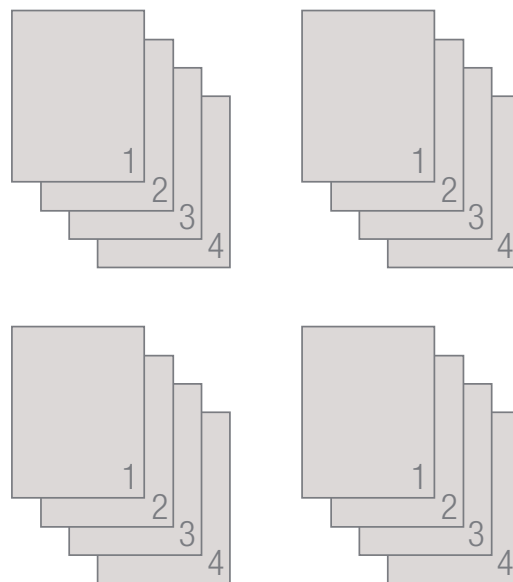
**An 8.5 x 11 inch sheet of 20, 24 or 28# paper folded does not meet the minimum thickness for an automation-compatible letter.*

COLLATING

UNCOLLATED



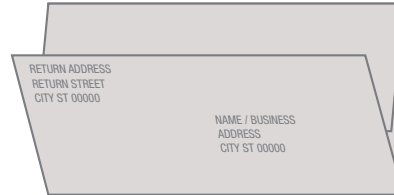
COLLATED



FOLDING

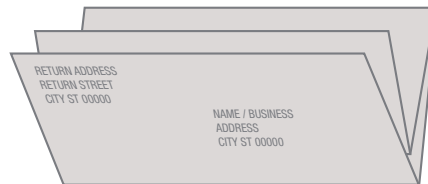
TRI-FOLD

Paper size: 8.5 x 11 inch
Mail options: Tab, #10 envelope



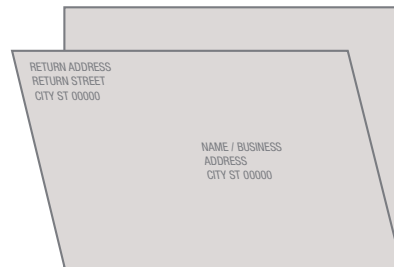
QUARTER-FOLD

Paper size: 8.5 x 14 inch
Mail options: Tab , #9 or 10 envelope



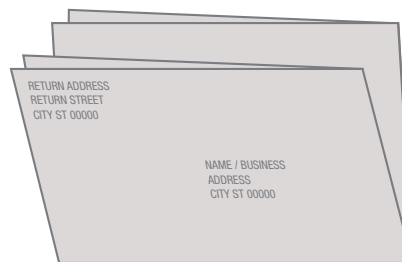
HALF-FOLD

Paper size: 8.5 x 11 inch
Mail options: Tab, Large Envelope



QUARTER-FOLD

Paper size: 11 x 17 inch
Mail options: Tab, Large Envelope



POSTCARDS

SAFE ZONE (5.75 x 4 inch)

TRIM LINE (6 x 4.25 inch)

SAFE ZONE (2.375 x 3.5 inch)

*** STATE PRINT & MAIL**
1698 A STREET
HELENA MT 59601

POSTCARD
maximum with bleed (6 x 4.25 inch)
document size (6.25 x 4.5 inch)

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

ADDRESS BLOCK 3.25 x 2.125 inch
Maximum 5 lines per address
Maximum 40 characters per line
Maximum 2 address lines
Minimum 10 pt universal font
All caps, no commas or periods

**BUSINESS NAME
FIRST NAME LAST NAME
ADDRESS 1
ADDRESS 2
CITY ST ZIP COUNTRY**

0.25 inch from right edge

INK FREE AREA (0.625 inch from bottom edge)

POSTCARDS

SAFE ZONE (5 x 3.75 inch)

SAFE ZONE (1.75 x 3.375 inch)

*** STATE PRINT & MAIL**
RETURN ADDRESS
CITY ST ZIP

0.25 inch from top edge

POSTCARD
quarter sheet (5.5 x 4.25 inch)

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

0.25 inch from left edge

ADDRESS BLOCK 3.25 x 2.125 inch

- Maximum 5 lines per address
- Maximum 40 characters per line
- Maximum 2 address lines
- Minimum 10 pt universal font
- All caps, no commas or periods

BUSINESS NAME
FIRST NAME LAST NAME
ADDRESS 1
ADDRESS 2
CITY ST ZIP COUNTRY

0.25 inch from right edge

INK FREE AREA (0.625 inch from bottom edge)

TRI-FOLD LETTER

