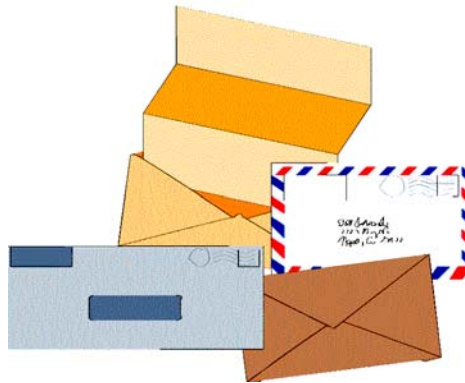




Mail Services Guide

INTERNAL SERVICES DEPARTMENT





COUNTY OF LOS ANGELES

Internal Services Department

1100 North Eastern Avenue
Los Angeles, California 90063



United We Stand

DAVE LAMBERTSON
Interim Director

TO ENRICH LIVES THROUGH EFFECTIVE AND CARING SERVICE

TELEPHONE: (213) 974-1065
FACSIMILE: (213) 626-8637

October 13, 2004

TO: Mail and Reprographic Customers
From: Doug Locklair, Section Manager
Subject: Mail Services Guide

We have prepared this "Mail Services Guide" as a source for you to obtain the best available mail and printing services information. This guide covers basic information about addressing, enclosures, envelopes, inter-office mail, U. S. Mail classifications, specialized delivery services, Pre-Sorting, how to obtain printing/copying services and other information basic to your everyday needs. We hope this Guide will be a useful tool in meeting your mail and printing requirements.

The more we know about your needs and concerns, the better we can serve you. Whether it is a special service you need, a large printing service, a large mailing coming up, or you are sending or receiving something out of the ordinary, please let us know your needs in **ADVANCE.**

Should you have a specific question regarding our "messenger service," we urge you to call our mail services staff at (213) 974-MAIL. If you have a specific question regarding our "U. S. Mail" processing or "printing services", please call our contractor, Pitney Bowes at (213) 628-0135.

The Mail and Reprographic Services staff looks forward to serving you in meeting your mail, printing and copying needs.



**INTERNAL SERVICE DEPARTMENT
PURCHASING AND CONTRACTS SERVICE
CONTRACTS ADMINISTRATION DIVISION**

MAIL AND REPROGRAPHIC SERVICES SECTION

MAIL SERVICE GUIDE

**Look for us under Services in the ISD Web Site
<http://isd.co.la.ca.us/>**

DOUG LOCKLAIR, MANAGER

**Hall of Records
320 West Temple, Room B-48
Los Angeles, CA 90012**

(213) 974-1065



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MAIL CENTER - GENERAL INFORMATION

A. HOURS OF OPERATION

Mail Services - We have two primary locations to meet our customer's needs:
 Main Office - Located at the Hall of Records, 320 West Temple Street, Room B-48, Los Angeles, CA 90012. Our administrative staff is available from 7:00 a.m. until 5:00 p.m., Monday through Friday. Our messenger mail service is operational from 6:00 a.m. until 3:30 p.m. Monday through Friday. Our mail room is located in B-46 near the Hall of Records loading dock.

Branch Office - Located at Adams and Grand. The address is 2615 S. Grand, Los Angeles, CA 90007, and primarily services the Department of Public Social Services. The operating hours are from 7:00 a.m. until 3:30 p.m., Monday through Friday.

U. S. Mail is picked up daily by our County Messenger Drivers and is delivered to Pitney Bowes the same day for metering and delivery to the U. S. Postal Service or our presort vendor by 4:00 p.m. each day. Unusually large mailings creating a backlog will be processed and mailed by the following business day. Pitney Bowes on site operation is located at the Hall of Records, 320 West Temple, Room B-88, Los Angeles, CA 90012.

Printing Services – Off-site printing and copying services are available from Pitney Bowes. In addition to our on-site mailing operations, Pitney Bowes has an over-flow or back-up service as well as sub-contractors to support their operation. Pitney Bowes office hours are from 7:30 a.m. until 5:00 p.m., Monday through Friday.

B. STAFF AND THEIR JOB ASSIGNMENTS

Please contact the following staff regarding your mail or printing/copying service needs:

ASSIGNED AREAS	RESPONSIBLE INDIVIDUAL	PHONE EXTENSION
<i>Manager, Mail & Repro Services</i>	<i>Doug Locklair</i>	<i>(213) 974-1065</i>
<i>Administrative Staff Mail Stop Additions/Deletions</i>	<i>Laurie Reeves</i>	<i>(213) 974-6245</i>
<i>Secretary</i>	<i>Martha Lopez</i>	<i>(213) 974-2254</i>
<i>Head, Mail Service</i>	<i>Terril Gayden</i>	<i>(213) 974-2253</i>
<i>Supervisors Main Office- Hall of Records</i>	<i>Danny Holly</i>	<i>(213) 974-2251</i>
	<i>George Mena</i>	<i>(213) 974-2251</i>
	<i>Frank Mares</i>	<i>(213) 974-2251</i>
<i>Branch Office- Adams & Grand</i>	<i>Glover Keetin</i>	<i>(213) 744-4445</i>
<i>Payroll and Receipted Mail</i>	<i>Laurie Reeves</i>	<i>(213) 974-6245</i>
<i>Mail Truck Fleet Coordinator</i>	<i>Jesse Scott</i>	<i>(213) 974-2251</i>
<i>Manager, Pitney Bowes Services Request for Printing Service Questions regarding Pitney Bowes invoices for service</i>	<i>Alejandra Vasquez</i>	<i>(213) 628-0135</i>



C. SERVICES THAT ARE AVAILABLE

The messenger mail service offers U. S. and County Messenger mail pick-up and delivery for 454 locations throughout Los Angeles County. Special pick-up services at one of the designated locations will be provided for large mailings by calling into our offices in advance to either the Head of Mail Services or one of the Supervisors.

Inter-office receipted mail service is also provided by our County Messenger Drivers on a daily basis. It is recommended that you use our receipted mail service for transporting special documents between locations.

Note: ISD Mail Receipt forms are available from the Mail Services Office located at the Hall of Records and can be delivered to you on receipt of faxed request . To complete the form fill out:

- Date
- Deliver to
- Sent by
- The type of item being sent.

The County Messenger will sign, date and leave the original copy with the sender for follow-up. The yellow and green copies are internal tracking copies. The pink copy is signed when received by the "Deliver To" department, and returned to Mail Services for reference.

Special payroll warrant handling/delivery services are available. Please contact Laurie Reeves at 213-974-6245 for details.

Our Pitney Bowes contractor provides printing, copying, envelope stiffing & sealing, and metering services. Pitney Bowes also provides pre-sorting which includes bar coding for maximum cost savings. Packages for U. S. Postal Service may be transported via our messenger mail service to Pitney Bowes for processing. Pitney Bowes delivers all printing/copying documents to the requestor upon completion



D. SCHEDULED DELIVERY AND PICKUP TIMES

Some routes are scheduled for twice a day pick-up and delivery, while other routes are scheduled for once a day, twice a week or twice a month.

Note: In order to meet the deadlines set by the U S Postal Service, mail delivered to our Main Office mail center must be received and submitted to Pitney Bowes by 2:45 p.m. If you elect to deliver the mail to us or directly to Pitney Bowes and you miss the cut-off time, *your mail will be sent out the next business day.*

U. S. MAIL

Outbound mail collected during the day is delivered to Pitney Bowes for processing and is dispatched to our presort vendor or the US Postal Service by 4:00 p.m. each day. Presorting is done by a contractor how prepares mail so that it is sorted to the finest extent (letter carrier routes) for maximum cost savings. For special mailings or pick-up of a large volume of outgoing mail, please contact a Mail Service Supervisor for special arrangements to insure your mail is included in these dispatch times.

Appropriate postal service certification documents must be attached to the backside of the envelopes for U. S. Mail requiring certification or registration. Mail to be metered should be separated from those pieces requiring the fastest Postal Service delivery and those pieces to be sent at a discounted posted rate.

Meter Mail is to be separated as follows:

1. Certified/Registered Mail
2. Full Postage/Speedy Delivery
3. Discounted Mail
4. Mail with postage already applied

It is the receiving departments responsibility to return U. S. Mail pieces delivered to their office which require forwarding, with or without an address change, to the U. S. Postal Service, and not the responsibility of ISD Mail Services.

U. S. Postal Service regulations apply to all Meter Mail.



INTERNAL OR INTER-OFFICE MAIL

Expedited/speedy mail delivery occurs when the mail is properly separated by the use of rubber bands and/or trays at the pick-up point.

County Messenger Mail must be separated from the U. S. Postal Service Mail. County Messenger Mail improperly addressed, or with illegible/incomplete addresses will be returned to sender. Additionally, County Messenger Mail must have a return address, and should include the assigned zip + 4 mail code when assigned by the Post Office. Mail qualifying for return to sender without a return address will be retained for thirty days as "dead mail" then destroyed.

County Messenger Mail is to be separated in the following manner:

1. Received County Messenger Mail
2. Non-received County Messenger Mail

County Messenger Mail Service may not be used for the following:

1. Personal non-County business related correspondence.
2. Lab samples; hazardous or toxic materials.
3. Large packages or boxes difficult for an average person to carry 50 feet.
4. Office furniture or appliances.
5. Stock room supplies (boxes of paper etc.)
6. Unauthorized mail stop locations.
7. Distribution of Election Campaign Material.

Internal or Inter-office 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".

MAIL STOP LOCATIONS

Mail Stop Locations have been identified in Appendix A of the Mail Services Guide. Some locations have been assigned the zip + 4 digit code by USPS. The zip + 4 codes should be used when addressing both U. S. outgoing mail as well as internal mail.

Use the zip + 4 mail codes as part of your return address for internal and external mail. It will expedite your replies. We recommend using your zip + 4 code 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 U S 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 6)**

These are envelopes used repeatedly/recycled 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 County locations. For a list of locations serviced on a daily basis, please call Mail Services office. Inter-office mail addressed to a location not serviced by ISD Mail Service staff will be returned to the sender.

- **Internal Parcels**

The addressing of parcels and packages for internal distribution is the same as inter-office mail. Use full name, address and exact mail zip code (zip + 4 when assigned).

- **Change of Address**

A change of your internal location must be acted upon **PROMPTLY!** As soon as you learn of your new location, send a memo to Mail Services. Indicate the new and old mail delivery locations, the telephone number and effective date of change and the name of the contact person.

B. ENCLOSURES

- **Confidential Correspondence**

Confidential material is to be inserted into inter-office envelopes and marked "confidential". (Exhibit 2 Page 6). This eliminates the potential for mis-direction, mis-handling, 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**.

- **Non-Mailable Items**

- **Glass**
- **Metal**
- **Chemicals**
- **Product Samples**

Items such as metal pieces, glass parts, product samples, chemicals, etc., CANNOT be mailed in envelopes. They require special packaging and handling by an agreement vendor providing these special services. If you are not sure the item you are mailing is handled by the Mail Center you may contact our office for clarification or assistance.

C. ENVELOPES

- **Appropriate Size and Strength**

Envelopes should be of the right size and strength to accommodate the enclosures.

- a) The size should properly accommodate the insert(s). Excessively large envelopes will not keep the inserts firm. 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 firm in the envelope.
- b) Conversely, when an envelope is **overstuffed** it can burst at the seams. The result can be a total loss of the mailing.



- 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.

INTER-DEPARTMENT DELIVERY				
NOTE: CROSS OUT ENTIRE LINE WHEN RECEIVED AND RE-USE OTHER. ALL LINES ARE FULL.				
DATE	DELIVER TO	DEPARTMENT	SENT BY	DEPARTMENT
4/23/93	S. Brown	Marketing	J. Johnson	Accounting

EXHIBIT 1

Jane Doe DPSS 2615 Grand Rm 987 Los Angeles CA 90007-2608		COUNTY MAIL
CONFIDENTIAL	John Doe DPSS 3405 Rio Hondo Rm 123 El Monte CA 91731-2915	

EXHIBIT 2

D. SCHEDULED DELIVERY AND PICKUP TIMES

Mail is delivered to a location once or twice a day based on the needs of the department being served.

E. INTER-DEPARTMENT MAILING

Accordion envelopes, pouches, etc. may be used to consolidate mail or documents being sent to a single location. The envelope, pouch or bag must be clearly marked as to the destination, which must be one of our regular mail stops. These items will be processed with our regular mail on a daily basis.

F. MAILING LIST

The preparation of address lists for distribution of information is the responsibility of the mailer. Address records prepared on floppy disk computer media and must be updated every 6 months to include correct ZIP + 4 codes. There are various companies that provide this service. Check the USPS web page for a list of companies that supply this service at www.usps.gov



U S POSTAL SERVICE MAIL

A. ADDRESSING FOR SUCCESS

• **Specific Format**

The following is recommended in the sequence and position indicated for addressing to insure efficient handling and delivery by the U S Postal Service.

DOMESTIC ADDRESS FORMAT

ISD MAIL AND REPROGRAPHIC SERVICE
320 W TEMPLE ST RM B-48
LOS ANGELES CA 90012-3220

MAUREEN ORNSTEIN
ABC CO
54 SOUTH PEARL ST
NORTHEAST PA 16428-1288

INTERNATIONAL ADDRESS FORMAT

ISD MAIL AND REPROGRAPHIC SERVICE
320 W TEMPLE ST RM B-48
LOS ANGELES CA 90012-3220

PAR AVION

MARY JONES
STATION 321
OTTAWA ONTARIO K1A 0B1
CANADA

EXHIBIT 3

You will get the best possible service if you:



- ✓ **CAPITALIZE EVERYTHING IN THE ADDRESS**
- ✓ **Use 2 letter state abbreviations. See list at www.usps.gov**
- ✓ **Eliminate all punctuation (except the hyphen between ZIP Code and plus four)**
- ✓ **Use common abbreviations. See list at www.usps.gov**
- ✓ **Use ZIP + 4 Codes. See www.usps.gov for list of zip codes.**

Make sure the place where you want the mail delivered appears on the line immediately above the city, state and ZIP code line; i.e.,

123 W MAIN ST STE 400 or P O BOX 125

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

- **Address Placement**

Envelopes

Placement of the address on the face of an envelope should conform to USPS specifications. For more information see the presentation titled 3 ways to save money on your U.S. postage costs. See [3 Simple Ways to Reduce Mail Costs](#).

Labels

Labels for use on parcels, packages or large envelopes must be addressed according to the recommended format in Exhibit 3 (See Page 7). 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.

Postcards

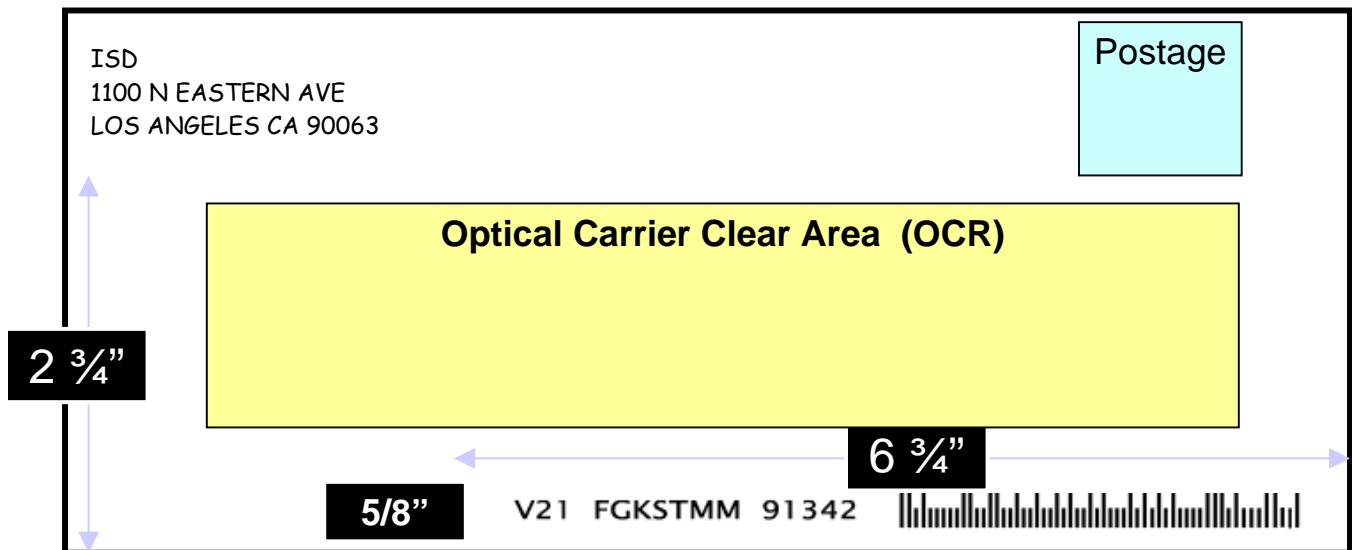
Placement of the address on the face of a postcard must conform to USPS specifications as shown on Exhibit 4 (See page 9).

Note: The USPS representative will assist departments in improving their mail by providing departments with training. Please contact our office for the name and telephone number of the current customer representative. Clean mail will expedite the processing of mail by USPS and will reduce the cost of processing mail.



COPY AND DISTRIBUTE!

- 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 room 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.



1. **The Address Area.** The complete address should be located within this white 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.

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 Optical Character Reader (OCR).

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

EXHIBIT 6



B. ENCLOSURES

- **Correspondence**

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

- **Non-mailables**

The following are samples of non-mailables 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 are also classified as non-mailables and may be returned to sender:

Envelopes and Cards if pieces are less than:

3 1/2" in height

or

5" in length

or

.007" in thickness (thickness of a post card)

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 U S Post Office or Pitney Bowes for assistance.

- **Window Envelope Enclosures**

Enclosures that are designed so that the address appears in a window should not be stapled, this will 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

- **Sizes and Types**

The size of the envelope should properly accommodate the contents. In the U S Postal System there are two categories of envelopes: letter size and flats.

Letters, non-letters and bar coded flats are rated differently by the USPS. To assure the best rate, call Pitney Bowes Site Manager for size and rates before preparing the mail piece. Use light colored envelopes for legibility and please avoid brilliant colors.



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, it is recommended that all envelopes and cards:

- a) *Have an aspect ratio (length divided by height) between 1 to 1.3 and 1 to 2.5 inclusive. See Pitney Bowes Site Manager (213- 628-0135) for 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:*

Dimension	Minimum	Maximum
Height	3-1/2"	6-1/8"
Length	6"	11-1/2"
Thickness	.007"	1/4"

* Firmly compressed
Card Stock should not exceed .016"

Note: Maximum thickness for automated processing is 1/4". Mail that does not meet automated processing size may not qualify for discounted rates. Letter size envelopes (up to 6 1/8" x 11 1/2") over 1/4" thick will be returned to originator for re-enveloping. Pieces **less** than minimum are Non-mailable and will be return to you.

Non-Letter (Flats)

Non letter size envelopes are larger than the maximum letter size, but not larger than 12" high by 15" long and 3/4" thick.

Bar Coded Flats - Recent changes in the Postal Service allow discounts for bar-coded flats.

Automation Compatible Flats - The US Postal Service has established specific size requirements for flats. For further information contact the US Post Office.



Envelopes (con't)

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

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

Priority - Should be used for First Class mail weighing over 13 ounces and up to 70 pounds, or any other mail under 13 ounces requiring expedited delivery. Priority Mail provides two-day service between major metropolitan areas.

D. THE VARIOUS CLASSES OF MAIL AND USPS SPECIAL SERVICES

The cost of mailing varies with each classification.

- **Oversize/Underweight Mail**

First Class, Standard and International Letter Class Mail weighing one ounce or less is non-standard* if it exceeds any of the following size standard limits:

6 1/8" in height
or
11 1/2" in length
or
1/4" in thickness
or

Its aspect ratio (length divided by height) does not fall between 1 to 1.3 and 1 to 2.5 inclusive.

- There is an additional charge on each piece of mail that is found to be non-standard.

- **First Class Mail**

Anyailable 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 rates.

- 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.
- Matter sealed against postal inspection.
- Bills and statements of account.
- Price lists with written-in figures changing items or prices.
- Blank printed forms filled out in writing, including canceled or un-canceled checks.
- A computer printout may or may not be First Class matter. It depends on the content.



- Do not use staples; Use tabs or tape to secure mailers. Trifolded or other mail that has been stapled will be charged at a first class rate as the material cannot be processed by automated equipment.

- **Priority Mail, 2-3 Day Delivery Service**

All First Class mail 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. There is a flat rate up to two pounds.

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

Use Priority Mail when 2 to 3 day service is desired.

Use Flat Rate Priority Envelopes when possible. The 1 pound rate is charged for matter sent in a flat rate envelope provided by the Postal Service.

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

- **Express Mail** – Next day delivery service guaranteed
- **Parcel Post**

The following is considered Parcel Post Matter:

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

Must not weigh more than 70 pounds. Parcel Post must measure 130 inches or less in combined length and girth.

- **Media Mail**

The following is considered Media mail (Book Rate) Matter:

- Play Scripts
- Sound Recordings
- Computer Media
- Books
- Films
- Video Tapes

Each piece Media Mail must measure 108 inches or less in combined length and girth.

- **Bound Printed Matter**

The maximum weight is 15 pounds. Package must measure 108 inches or less in combination length and girth.



- **Special Services**

Accountable Mail includes all Certified, Registered, Insured and Overnight Courier mail. **Do not place critical mail for these categories in the internal County mail.**

Certified Mail - provides you with a mailing receipt and a record of delivery is maintained at the recipient's post office for two years. A return receipt provides you with proof of delivery and can be obtained for an additional fee. Certified mail service is available only for First Class and Priority Mail. No insurance coverage is provided. A numbered label and completed receipt must be affixed. These labels can be obtained from U S Postal Service.

Registered Mail - the registered mail system is designed to provide added protection for valuable mail. Postage insurance may be purchased to cover articles. Registered mail is the most secure mail the Postal Service offers. It incorporates a system of receipts to monitor registered articles from the point of acceptance to delivery. Return receipt and restricted delivery services are available for additional fees. 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 for Parcel Post, Bound Printed Matter and Media Mail. It is also available for merchandise mailed at the Priority mail or First Class mail rates.

Return Receipts - A return receipt is your proof of delivery. It is available only for Express Mail, Certified Mail, COD, and mail insured for more than \$50. 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 or registered mailings. Be certain to identify your name, address, and department name on any return receipts so they can be routed back to you.

E. 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. (see exhibit 6 page 17)

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.

See endorsement placement in the next example



EXHIBIT 6

F. EXPRESS MAIL SERVICE

Provides next day delivery by noon. Express Mail is delivered 7 days a week at no extra charge. All packages must use Express Mail Label. Items must weigh 70 pounds or less and measure 108 inches or less in combined length and girth.

G. INTERNATIONAL MAIL

Most items are mailable to foreign countries. However, there are certain **restrictions**. It is important that mailers contact USPS 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 are required for the release of the item. Custom rules apply the same whether mail is sent by USPS or other couriers.

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

H. REPLY MAIL

Reply Mail must be coordinated with the local USPS Office. The following are the various types of reply mail.

- **BUSINESS REPLY MAIL (BRM)**
BRM service enables mailers to receive First Class mail by paying postage only on the mail which is returned. A special format is required for mailing in foreign countries.
- **METER REPLY MAIL**
In some instances Meter Reply Mail is the most cost efficient method since there is no service charge, but postage is prepaid.
- **MERCHANDISE RETURN**



Specially designed labels can be printed to supply customers wishing to return packages. As with BRM, a handling fee plus postage is charged.

- **COURTESY REPLY MAIL**

Pre-printed envelopes with special formats are available. Mailers returning these to us must prepay the postage.

Note: Contact Pitney Bowes prior to designing or printing any Business Reply mail pieces to insure the most cost-effective method.

I. LARGE MAILINGS

Before producing a large or specialized mailing, include the Mail Services Supervisor and the Pitney Bowes On-Site Manager in your mailing arrangements to ensure your mailing is handled on a timely basis.

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.

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

- Staff is available to pick-up your special mailing and deliver it to Pitney Bowes.
- Pitney Bowes is adequately staffed for the day for a large or specialized mailing.
- Sufficient postage on deposit.

J. PERSONAL MAIL - INCOMING AND OUTGOING

- **Outgoing Personal Mail**

County Messenger Mail Service is to facilitate County business. County Messenger Mail **may not** be used for Personal non-County business related correspondence.

- **Incoming Personal Mail**

All mail addressed to our physical address may be subject to being opened by Mail Services or returned to sender if we are unable to identify it's destination. All mail addressed to our physical address is the property of the County. For this reason, you should not receive personal correspondence.



ALTERNATIVE DELIVERY SERVICES

A. COURIER SERVICES

Some national or international couriers are Airborne, UPS, RPS, Federal Express and DHL

B. LOCAL AND REGIONAL MESSENGER SERVICES

Several city, state and regional couriers may be available. Call your Procurement Office for current agreement vendors.

These services are often less expensive and faster than overnight couriers.

C. ADDRESSING

Complete address with telephone numbers are very important. Post Office box numbers or rural routes are unacceptable addresses for courier, messenger or specialized delivery services. Only the U S Postal Service can deliver mail to Post Office Boxes.

D. ENVELOPES, PACKAGING AND COURIER SELECTION

Envelopes

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

Some couriers also supply large 12 x 18 envelopes called Courier Paks and other trade names. Pricing of the courier services are often linked to size of envelopes. You want to be sure to use the lowest price envelope to keep your charges at a minimum.

Other Packaging

Couriers also supply mailing tubes (for odd size long items) and various size boxes, such as five pound boxes. Costs are linked to packaging, so be sure to select the right size box.

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 p.m. or 5:00 p.m.)
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.

Within our state and up to about 150 miles can better be served by several ***local*** and ***regional*** couriers at a considerable price reduction over some national couriers.

International Courier Selection

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

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

MAILER SERVICES

Include the Mail Services Supervisor early in your mailing process for large volume mailings. You may contact us to schedule a pickup of your large mailing and for coordination with Pitney Bowes for metering the mail.

A. PICK-UP SERVICE

Please contact the Mail Service Supervisor for scheduling the pick-up of your large special mailing needs. We will pick-up your mail and deliver it to Pitney Bowes.

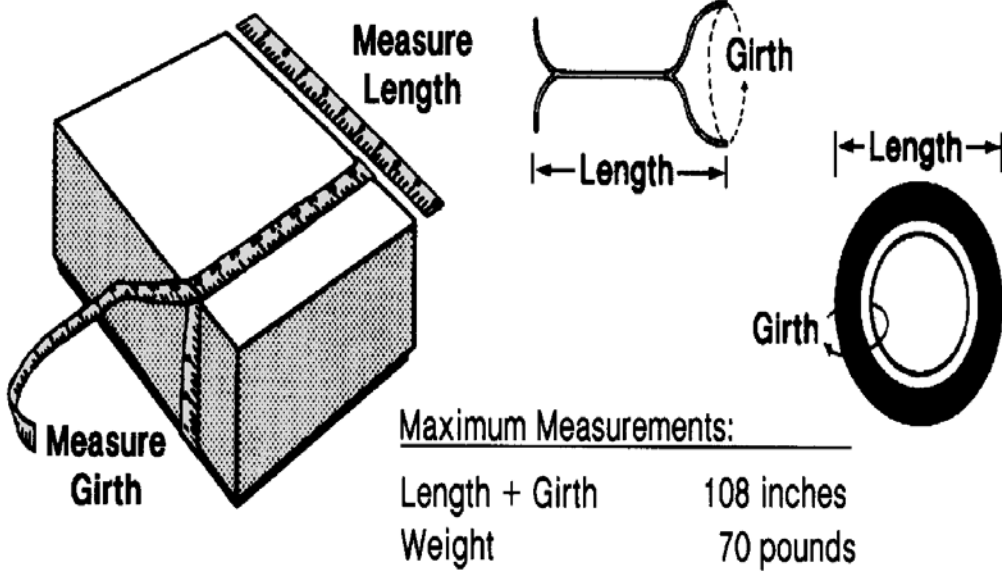
B. SEALING

Automatic sealing of standard size gummed envelopes for mailing is provided for by Pitney Bowes for mail being metered. 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.



How to Measure a Parcel



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



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