

Mail Management Procedures



Mail Operations
Program Support Center
Division of Technical Support
Revised March 2007

PSC MAIL MANAGEMENT

POLICY AND PROCEDURES

Subject: Official Mail Policy

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PSC: 01-01-00 PURPOSE AND SCOPE

- A. The purpose of this chapter is to provide a wide range of information, policy and procedures used within the Program Support Center (PSC) for mail management. The objective of mail management is to ensure rapid handling and accurate delivery of mail throughout the agency at minimum cost consistent with agency mission. The provisions of this chapter apply to all Staff Offices, PSC Agencies/CASUs and Regional Offices.
- B. The policies outlined in this chapter refer only to physical mail and are not applicable to any form of electronic or voice mail.

PSC: 01-01-10 RESPONSIBILITIES

The agency mail manager must have visibility within the agency and be at a managerial level enabling him/her to execute an agency wide program. The responsibilities of the agency mail manager include:

- A. Ensuring agency wide awareness and compliance with the mail Management standards set forth by the U.S. Postal Service in the Domestic Mail Manual, the International Mail Manual, the Postal Bulletin, as well as GSA standards and guidelines.
- B. Negotiating on behalf of the agency with the U.S. Postal Service for mail related services and implementing operational procedures for services acquired from private delivery vendors and couriers.

- C. Developing and distributing throughout the agency and agency Mail cost control program. The agency cost control program must include, in addition to written policies regarding actions and procedures necessary to provide timely and cost-effective dispatch and delivery of mail, a plan for transition to automated mailing procedures, including: automated addressing, address list management, and electronic mail. This program must include:
- D. Developing and issuing on an agency wide basis, program directives, policies, and guidance for timely and cost-effective mail management. Copies of program directives, policies, and guidance must be available for inspection by GSA. This includes at a minimum:
 - (a) Instructing mailers to use expedited mail only when required. Generally, expedited mail should not be used on Fridays, weekends, or the day before a holiday. If expedited mail is not necessary, alternatives to be considered include, but not limited to First-Class and Priority Mail.
 - (b) Maintaining records of agency wide volumes (in pieces) and agency postage expenditures (in dollars) by class, weight, special services and subclass/rate category of mail. One consolidated report on outgoing mail volumes, postage expenditures, and mailable matter dispatched to all carriers must be maintained.
 - (c) Establishing procedures for the review and verification of vendors charges including charges contained in the U.S. Postal Services Official Mail Accounting System billing. U.S. Postal Services charges and other vendor charges must be reviewed and verified at each facility to ensure billing accuracy.
 - (d) Ensure the mail managers increase their knowledge and skills in mail management on a continuing basis. Training sources include, but are not limited to: U.S. Postal Forums, Mail COM, etc.

PSC: 01-01-20 GENERAL MAIL SERVICES

The PSC Mail facility operation provides metering and daily interoffice delivery and pickup of all categories of government documents/packages to the Office of the Secretary, and components of HHS, and other outlying buildings, insures, registers and certifies mail when appropriate; provides messenger, interagency specials and foreign mail services, as well as, small package carrier and overnight services.

- A. Locations and Hours of Operations
 - 5600 Fishers Lane
 - Room 1B-64
 - Rockville, MD 20857
 - Hours of Operations 7:30 a.m. to 4:30 p.m.

 - 330 Independence Ave. SW
 - Room G-644
 - Washington, DC 20201
 - Hours of Operations 7:00 a.m. to 5:00 p.m.

B. Customer Service

1. Receive and process, undeliverable, return to sender, and misdirected mail received via the USPS
2. Review and forward improperly addressed mail and inter-office communications
3. Assist in resolving general mail and/or distribution problems
4. Provide guidance on mail preparation and processing

C. Mail Stops

Agency Mail Managers coordinate with PSC Mail Operations Chief to designate or eliminate mail stops serviced by the Parklawn Mail Facility.

D. Types of Mail

- a. Express Mail – A guaranteed expedited postal service for shipping any mailable matter
- b. First Class Mail – Any mailable item weighing 13 ounces or less. Items such as letters, post cards, official notes, and checks should be mailed via First-Class Mail.
- c. Priority Mail – Any mailable item weighing over 1 ounce but less than 70 Pounds. When the speed of Express Mail is not needed, but preferential handling is desired, use Priority Mail.
- d. Periodicals – A class of mail (formerly called second-class) consisting of magazines, newspapers, that are issued at least four times a year at regular, specified intervals. Periodicals usually must be mailed to a list of subscribers and/or requestors.
- e. Standard Mail – Standard Mail matter that weighs less than 16 ounces, it comprises the subclasses of Regular Standard Mail, Nonprofit Standard Mail, Enhanced Carrier Route Standard Mail, and Nonprofit Enhanced Carrier Route Standard Mail. These subclasses include circulars, printed matter, pamphlets, catalogs, newsletters, direct mail, and merchandise. Standard Mail may be sent at presorted rates and at automation rates.

PSC: 01-01-30 USE OF OFFICIAL MAIL

- A. Official Mail related exclusively to United States Government business. Mail transmitted by the use of official mail must concern official PSC business. Any other use is prohibited.
- B. Effective October 1, 1992, the use of Official Mailing Indicia will not be valid for PSC official mail. All official mail must use either permit imprints, postage meters, penalty mail stamps or penalty mail envelopes after that date.

- C. Official mail should not be used for personal or unofficial mail purposes. Government envelopes, labels, cards, etc., regardless of type, should not be used for personal mail. Some examples of material which is not considered official are: SF-171's "Application for Federal Employment", personal messages including holiday cards, and chain letters. Not only should such material not be sent via USPS Official Mail, but it should also not be sent through interoffice mail channels.
- D. Mail activities in the Rockville, Md., Washington, D.C. metropolitan areas and Silver Spring that are served by the interdepartmental messenger service should use the service for mailings to all facilities serviced. Optional Form 65C, "U.S. Government Messenger Envelope", should be used for mail service whenever possible. Otherwise, plain envelopes may be used. The name, building and mail stop indicator for the addressee should be clearly shown on the envelope. Most of these numbers are listed in the HHS Telephone Directory.
- E. Pre-addressed metered envelopes and labels may be furnished to persons or organizations for convenience in submitting information to a Federal Government office or officer for official purposes, or for delivery official matter, when it is in the best interest of the Government.

Envelopes and labels may be furnished to licensed contractors for use in accordance with terms of the contracts. However, these must bear the printed return address of PSC over the words "Official Business" and "Penalty for Private Use, \$300." The identity of the mailing component and location code must also be included for accounting purposes. The name and return address of a private person or firm should never be used on an envelope or label bearing official postage. This includes envelopes mailed by a contractor as well as those used in reply to a contractor's inquiries.

All components requiring contractor mailing services using USPS must obtain a permit for the contractor's inquiries.

In those instances when a special service is required, the reply envelope or label furnished must be pre-printed with the type of special service desired. Users of such envelopes or labels may not add their own markings for these services.

- F. Reply envelopes and labels can not be furnished to an individual or Organization under the following conditions:
- If the information requested is required by law or regulations.
 - If the information requested pertains to the person's own business with the Government, such as a claim, personal matter, or application for Federal funds under a grant program.
 - For use by respondents to circularized mailing lists.

1. Official Mail Accounting System (OMAS)

The Official Mail Accounting System (OMAS) is an accounting and payment method for postage provided by the United States Postal Service (USPS). The system allows federal agencies to pay (monthly) for specific postage usage based on a yearly usage estimate derived from historical data and previous fiscal year usage. Anticipated increases or decreases in usage, based on program or organizational changes, is also considered when developing yearly estimated usage. This estimate is furnished to the USPS by the PSC Mail Manager.

Throughout the year, actual postage usage is captured by the USPS and is provided to PSC quarterly for verification. These actual usage figures are used in determining year end adjustments. It should be noted that PSC also acts as a conduit for furnishing yearly postage usage estimates to the USPS and the distribution of USPS actual postage usage reports for the majority of HHS components.

Postage that can be paid for using the OMAS system includes postage for mailing meters, government permit imprints (mailing indicia), express mail, and penalty mail stamps.

The use of government funds for postage must be approved by the PSC Mail Manager. Small amounts of postage paid for by credit card for the purchase postage stamps used for official mailings when a meter is not available may be accomplished without approval of the PSC Mail Manager.

NOTE: Effective October 1, 2003, the General Services Administration (GSA), Office of Government Wide Policy directed federal agencies that fall within its authority to stop utilizing the United States Postal Service, Official Mail Accounting System (OMAS) and Treasury's On-Line Payment and Collection (OPAC) as a method to pay for postage. The regulation stipulates federal agencies should begin the process of converting to commercial payment methods for the payment of postage.

This GSA Regulation can be found, in its entirety, at the GSA website <http://policyworks.gov/> under Programs/Mail Management.

2. Commercial Payment Methods

Beginning October 1, 2003, federal agencies began the process of converting to commercial payment methods for postage as directed by the General Services Administration (GSA), Office of Government Wide Policy. Except for a few special circumstances PSC is compliant with the requirements of this regulation.

PSC Mail Operations manages a commercial postage account with Pitney Bowes, Inc., allowing for the commercial payment of postage. This account enables PSC Mail Operations to add postage to postal meters nationwide and pay for the use of commercial postage mailing permits.

Additionally, commercial payment of mailings may be accomplished by establishing individual commercial permits at the post office where the actual mailing(s) will be accomplished, mailing items reimbursable when having it produced by a contractor, or utilizing a third party to complete a mailing. Individual situations will determine what option is best and the PSC Mail Manager is available to assist individuals through this process. Use (unless noted elsewhere in this policy) of government funds for the payment of postage must be approved by the PSC Mail Manager.

PSC: 01-01-50 IRRADIATED MAIL

In response to the discovery of mail contaminated with anthrax spores last October, the U.S. Postal Service began irradiating mail addressed to Federal agencies in certain Washington, D.C. zip codes. Most agencies headquartered in Washington, D.C. received mail that has been irradiated.

The following questions focus on handling irradiated mail from a record management point of view. The U.S. Postal Services and the General Services Administration provide mail management information relating to irradiated mail on their web sites.

How can I tell if my agency receives irradiated mail?

The U.S. Postal Service has announced that it is irradiating for following types of mail with postage stamps that are addressed to specific Government offices in Zip Codes 20200 through 20599. The Parklawn Facility mail is irradiated though the facility located on Industrial Drive, Gaithersburg, Md.:

- First class business and letter-size envelopes and flats
- Express and Priority mail
- Other Packages

The Southwest Complex Facility mail is irradiated through the facility located in New Jersey by the USPS. Mail pieces arriving at the Southwest Complex are x-rayed before entering the Cohen Building and then screened by mail operations staff as it is sorted.

Mail with postage meter strips and mail that is insured, registered, or certified are not irradiated.

Currently all mail director to the White House, Congress, and the Library of Congress is being irradiated.

Evidence of irradiation includes weakened or discolored (yellowed) envelopes, visibility to adhesive through the paper, and transfer of inks.

How does irradiation affect mail?

In the process of irradiation, mail is exposed to extreme heat. Paper is weakened and may appear to have been aged, with discoloration (e.g., yellowing), and brittleness. Pages may break, crumble, or fuse to other pages. Documents bound with glue may have loose pages.

The printing on pages may be distorted or offset onto adjacent pages. If tape is affixed to address labels, the address may be illegible.

Materials other than paper may also be affected. Plastics and inks may melt and fuse. Irradiation can affect such enclosures as photographic films, transparencies, and prints; compact disks, audio cassettes, and electronic, digital, and magnetic media; compact disks jewel cases; and credit cards.

Where can I get additional information?

GSA has posted information on irradiated mail on its web site at:

http://www.gsa.gov/Portal/content/orgs_content.jsp?contentOID=22920&contentType=1005&PMTM=1

Technical information on the effects of radiation is available on the Smithsonian Institution web site at:

<http://222.si.edu/scmre/mail-irradiation.html> and
http://www.si.edu/scmre/irradiated_exam.html.

USPS CONTINUES TO IRRADIATE GOVERNMENT MAIL

The U.S. Postal Service will continue for the foreseeable future to irradiate letters, flats, Express and Priority Mail with stamps for postage and other packages with stamps for postage destined to government agencies in the ZIP Code ranges 202-205.

Mail from known mailers - such as Express with meter strips or corporate accounts, Priority mail with meter strips or permit indicia and registered mail - is not irradiated. At this time, irradiation is the only process used by the Postal Service to sanitize the mail.

Mail that is irradiated may exhibit a discolored (tan-colored) quality, as well as be brittle, show spots on envelopes and make address labels unreadable. Documents bound with glue may have loose pages and some mail may have fused pages. If tape is affixed to address labels, the address will likely not be readable after being irradiated. The type of damage depends on the fiber content of the paper.

Customers and businesses sending mail to ZIP Codes 202-205 can avoid the irradiation process by affixing postage meter strips or permit indicia instead of postage stamps to Express or Priority Mail. The use of corporate accounts for Express Mail or registered mail also is another way to avoid the irradiation process.

Meter all outgoing mail according to the weight and standards set forth by the US Postal Services; process all certified mail request; input FedEx mailings into tracking system and verify billing information; disseminate all incoming mail and packages to mail sorters, clerks and drivers for deliveries; retrieve all outgoing mail from all assigned mail stops and process all special handling requests.

Mail Clerks sort and distribute mail to mail stops and pickup all outgoing mailings this services is provided twice daily, morning and afternoon they also "Look-up Mail". It is PSC policy that mail and inter-office communications will be delivered and collected at 9:00 a.m. and 1:00 p.m. each business day. The mail runs are scheduled to coincide with USPS delivery and pick up and with as much frequency needed to prevent a buildup to mail at any one location.

Look-up Mail - Mail that is received within the PSC Mail Facility that does not contain the correct mailing information for the initial sorting process. Staff utilizes the HHS Employee Directory along with paper copies of Agencies individual staffing directories to correctly identify the correct mail stops for each piece of mail.

Driver Services

- Pick up routine mail from designated locations, sort the mail by destination, and deliver as required by the addressee.
- Separate metered mail and internal distribution; deliver metered mail to the "Metered Room" (Room 1A-54), deliver internal distribution to the Parklawn Building Mail Facility (Room 1B-64).
- Deliver mail mal labeled as "hand carry" directly to the specified individual or office and obtain signatures as required
- Morning (AM) runs shall depart the originating facility no earlier than 9:00 a.m. Afternoon (PM) mail runs shall depart the originating facility no earlier than 1:00 p.m.
- Must pick up bank deposits and deliver to Bank of America Rockville Pike branch no later than 1:00 p.m. return deposit receipts to the Mail Facility by the end of the duty day.
- Pick up passports and other sensitive documents from HHS offices and deliver to specified locations for processing. When notified, the driver will pick up sensitive documents from the specified locations and return to the original office.
- Accountable mail is tracked by using Palm Pilot that contains individual package information. Once signatures are received, the Palm Pilots are returned to the PSC Mail Facility. Palm Pilots data is downloaded at the end of each business day and a report is printed that displays each packages data along with the customer's signature.
- Form PSC 6023 is currently utilized in obtaining signatures on hand carry packages. This form contains a carbon copy and is sent to the originator for the files.

The PSC Mail Facility currently operates Pitney Bowes DM Series Mailing Machines. DM series are designed to meet the demands of high volume requirements along with automatically sealing, feeding and stacking of letters. The DM series are also equipped with the Weigh-On-The-Way technology that has eliminated the need to manually sort mail by size, weight and thickness.

For distribution of postage funds on all meters maintained by PSC, the Rockville Mail Facility manages the TMS System that effectively tracks Agencies postage costs by Agency and/or by Region.

PSC 01-01-70 FedEx Services

Time- and day-definite service to over 210 countries typically in one, two, or three days, supported by a money back guarantee.

FedEx Ground Services

FedEx Ground is a competitively priced service that provides reliable, day-definite delivery of packages up to 150 lbs. to U.S. business.

- 1-5 business days within the contiguous U.S.
- Monday-Friday Delivery is by the end of the business day.
- Up to 150 lbs. (for packages weighing 100-150 lbs., please follow the following guidelines): Packages from 100 lbs.-150 lbs., and up to 130" in length plus girth, must have yellow and black safety tape wrapped around the box (get this from your FedEx account executive). This tape tells us that two people are needed to handle the shipment.

Small-package business-to-business shipping, plus business-to-residential shipping through FedEx Home Delivery

Definitions

This section defines words and phrases that are unique to federal mail managers, as outlined in FPMR 101-9 and the new FMR. The definitions do not provide comprehensive or precise legal definitions. For a complete list of USPS definitions, you can require Publication 32 from the USPS.

Address Change Service (ACS)

An automated process that provides change-of-address information to participating mailers who maintain computerized mailing lists. The information is captured in the Computerized Forwarding System (CFS) units and sent to mailers on electronic media, which reduces the volume of manual change-of-address notices.

Address Element Correction (AEC)

A process that identifies and revises incomplete or incorrect computerized address files and then attaches ZIP+4 and carrier route codes. Involves computer matching address records that cannot be coded using CASS-certified address matching software.

Agency Mail Manager

The person who manages the overall mail communications program of the agency and represents the agency in its relations with mail services providers, other agency mail managers, and the GSA.

Automation Discount

A postage reduction offered to mailers who prebarcode their mail pieces and meet addressing, readability, and other requirements for processing on automated equipment.

Barcode Sorter (BCS)

A computerized machine that sorts letter-size mail by using a barcode reader to interpret and imprinted barcode. This machine consists of a mail feed and transport unit, barcode reader, stacker module, and associated electronic equipment that can sort into a large number of separations.

Bulk Mailing

Allows you to present large quantities of mail to a particular post office for mailing at lower rates.

Business Reply Mail (BRM)

A domestic service that allows a mailer to receive First-Class Mail back from customers and pay postage only for the pieces returned to the mailer from the original distribution of BRM pieces. These pieces must have a specific address and format. Postage and fees are collected when the mail is delivered back to the original mailer.

Carrier Route (CR)

The addresses to which a carrier delivers mail. In common usage, carrier route includes city routes, rural routes, highway contract routes, post office box sections, and general delivery units.

Class of Mail

The classification of domestic mail according to content. It is codified in the Domestic Mail Classification Schedule.

- Express Mail – Anything mailable, letters, and merchandise.

- First Class mail (including Priority Mail) – anythingailable, government bills, invoices, correspondence, Merchandise.
- Periodicals – Newsletters, magazines
- Standard Mail – Advertisements, circulars, newsletters, magazines, small parcels, merchandise. Must weigh less than 16 ounces.
- Package Services – Merchandise, catalogs, printed material, computer media.

Commingle

The merging of outgoing mail from one facility or agency with outgoing mail from another. To integrate dissimilar mail (such as subscriber and no subscriber copies, machinable and irregular parcels) into the same mailing.

Courier

The private mail Delivery Company.

Database

A collection of information stored in a computer medium that can be easily accessed and manipulated.

Domestic Mail

Mail that classified by size, weight, content, service, and other factors. Mail transmitted within, among, and between the United States; its territories and possessions; army post offices (APOs) and fleet post offices (FPOs); and mail for delivery to the United Nations, NY, Mail exchanged between the United States and the Freely Associated States is also treated as domestic mail.

Domestic Mail Manual (DMM)

The USPS manual that contains the basic standards governing domestic mail services; descriptions of the mail classes and services and conditions governing their uses; and standards for rate eligibility and mail preparation. Domestic mail is classified by size, weight, content, service, and other factors.

Expedited Mail

A generic term that describes mail designated for delivery more quickly than the USPS's normal delivery times (which vary by class of mail). Examples of expedited mail include USPS Express Mail and overnight and two-day deliver by other services providers.

Facility Mail Manager

The person responsible for mail in a specific Federal facility. There may be many facility mail managers with a Federal agency.

Flat

A piece of mail that exceeds the dimensions for letter-size mail. The general term for flat-size mail, so called because the large mail is sorted without bending it so that the mail remains flat.

Incoming Mail

Mail received by a postal facility; by service providers, such as the USPS, UPS, FedEx or DHL most commonly for distribution and delivery within the delivery area of the receiving facility.

Indicia

Imprinted designation on mail that denotes postage payment (e.g., permit imprint). **This is no longer used by the PSC.**

Insert

A letter, card, or similar item placed inside another mail piece (host piece).

Internal Mail

Mail generated within a Federal facility that is delivered within the facility or to a nearby facility of the same agency. The mail must be delivered by agency personnel or a dedicated agency contractor (i.e., not a service provider).

Layout

The arrangement of text blocks, headlines and graphics on a page.

Letter

According to the Private Express Statutes, a message directed to a specific person or an address and recorded in or on a tangible object. Also a shortened way to refer to letter-size mail.

Mail Piece Design

The preparation of letters, cards, flats and printing items to be mailed such that they can be processed efficiently and effectively by automated mail processing equipment. They must also be consistent with US Postal Service requirements and recommendations.

Messenger

An agency employee who delivers the agency's mail.

Optical Character Reader (OCR)

An automated mail sorting machine that interprets the address information on a letter-size mail piece and sprays the corresponding Zip Code information onto the piece as a barcode. The OCR consists of a mail feed unit, transport unit, stacker modules, computer with a control system, video monitor, and printer.

Outgoing mail

Mail sorted with a mail processing facility that is dispatched to another facility for additional processing or delivery. (Also called originating mail)

Postage

Payment for delivery service that is affixed or imprinted to a mail piece, usually in the form of a postage stamp, permit imprint, or meter impression.

Revenue Assurance

An ongoing policy to prevent the loss of revenue by identifying un-cancelled postage stamps, and misclassified mail and collecting postage and fees for unpaid or short paid mail.

Service Provider

Any agency or company that delivers mail. Some examples of service providers are UPS, FedEx, DHL, RPS, courier services, the Military Postal Agency and other Federal agencies providing services.

Special Services

A mail service for a fee in addition to required postage, that includes registered mail, certified mail, insured mail, collect on delivery, recorded delivery special delivery, special handling, parcel airlift, business reply mail, and return receipt for merchandise.

Tray

A container used in postal facilities to hold letters and First-Class Mail flats. It is used as a basic unit of mail quantity for purposes of preparing mail to qualify for discounted postage rates.

Typesetter

An individual or company that generates high-resolution text and graphics. The typesetter can produce the output resulting in high-quality printed material.

White Space

The areas on a page or envelope that have no printing on them.

Window Envelopes

An envelope with one or two openings (cutouts) on the address side through which a delivery address or barcode printed on the letter or insert placed in the envelope can be read. The openings must be covered with transparent material (such as glassine) for certain types of mail (such as registered mail).

Exhibit B

State Abbreviations

| <u>State/Possession</u> | <u>Abbreviation</u> | <u>State/Possession</u> | <u>Abbreviation</u> |
|-------------------------|---------------------|---|---------------------|
| Alabama | AL | North Carolina | NC |
| Alaska | AK | North Dakota | ND |
| American Samoa | AS | Northern Mariana Islands | MP |
| Arizona | AZ | Ohio | OH |
| Arkansas | AR | Oklahoma | OK |
| California | CA | Oregon | OR |
| Colorado | CO | Palan | PW |
| Connecticut | CT | Pennsylvania | PA |
| Delaware | DE | Puerto Rico | PR |
| District of Columbia | DC | Rhode Island | RI |
| Florida | FL | South Carolina | SC |
| Georgia | GA | South Dakota | SD |
| Guam | GU | Tennessee | TN |
| Hawaii | HI | Texas | TX |
| Idaho | ID | Utah | UT |
| Illinois | IL | Vermont | VT |
| Indiana | IN | Virgin Islands | VI |
| Iowa | IA | Virginia | VA |
| Kansas | KS | Washington | WA |
| Kentucky | KY | West Virginia | WV |
| Louisiana | LA | Wisconsin | WI |
| Maine | ME | Wyoming | WY |
| Maryland | MD | | |
| Massachusetts | MA | GEOGRAPHIC DIRECTIONAL ABBREVIATIONS | |
| Michigan | MI | | |
| Minnesota | MN | North | N |
| Mississippi | MS | East | E |
| Missouri | MO | South | S |
| Montana | MT | West | W |
| Nebraska | NE | Northeast | NE |
| Nevada | NV | Southeast | SE |
| New Hampshire | NH | Northwest | NW |
| New Jersey | NJ | Southwest | SW |
| New Mexico | NM | | |
| New York | NY | | |

Military “State”

| |
|--|
| Armed Forces Europe, the Middle East, and Canada |
| Armed Forces Pacific |
| Armed Forces Americas (except Canada) |

Abbreviations

| |
|----|
| AE |
| AP |
| AA |

Exhibit C

Standard Street Abbreviations

| | | | |
|------------|------|----------|------|
| Alley | ALY | Hollow | HOLW |
| Annex | ANX | Island | IS |
| Arcade | ARC | Junction | JCT |
| Avenue | AVE | Lane | LN |
| Bayou | BYU | Lakes | LKS |
| Beach | BCH | Landing | LNDG |
| Bluff | BLF | Manor | MNR |
| Bottom | BTM | Meadows | MDWS |
| Boulevard | BLVD | Mount | MTN |
| Branch | BR | Parkway | PKWY |
| Bridge | BRG | Pass | PASS |
| Brook | BRK | Plain | PLN |
| Bypass | BYP | Pike | PIKE |
| Canyon | CYN | Place | PL |
| Camp | CP | Pines | PNES |
| Cape | CPE | Plaza | PLZ |
| Causeway | CSWY | Point | PT |
| Center | CTR | Prairie | PR |
| Circle | CIR | Road | RD |
| Corner | COR | Ridge | RDG |
| Cliffs | CLFS | River | RIV |
| Court | CT | Shoals | SHLS |
| Courts | CTS | Shore | SHR |
| Course | CRSE | Stream | STRM |
| Cove | CV | Street | ST |
| Creek | CRK | Spring | SPG |
| Drive | DR | Square | SQ |
| Estates | EST | Summit | SMT |
| Expressway | EXPY | Terrace | TER |
| Extension | EXT | Track | TRAK |
| Falls | FLS | Trail | TRL |
| Ferry | FRY | Tunnel | TUNL |
| Flats | FLT | Turnpike | TPKE |
| Forest | FRST | Union | UN |
| Forge | FRG | Valley | VLY |
| Fork | FRK | | |
| Fort | FT | | |
| Field | FLD | | |
| Gateway | GTWY | | |
| Grove | GRV | | |
| Harbor | HBR | | |
| Heights | HTS | | |
| Highway | HWY | | |
| Hill | HL | | |
| Exhibit D | | | |

USPS/OMAS Sub codes

| <u>Organization</u> | <u>Sub codes</u> | <u>Permit#</u> |
|---------------------|------------------|----------------|
| PSC | (00000-19999) | |
| AOS | 03000 | |
| NAPO | 16000 | |
| OC | 18000 | |
| ODPHP | 17000 | |
| OEP | 19000 | |
| OEE0 | 11100 | |
| OHPE | 14000 | |
| OIA | 11200 | |
| OIH | 11300 | |
| OMH | 11400 | |
| OPM | 11500 | |
| OPA | 15000 | |
| ORH | 11600 | |
| ORM | 13000 | |
| OSG | 11000 | |
| EXEC SEC | 11700 | |
| PCPFS | 12000 | |
| REGIONS | 04000 | |

Addressing Samples

The delivery address specifies where the MAILROOM is to deliver a mail piece. The address must be legible and complete on the side of the mail piece that bears the postage.

The placement of the address can determine mailability of the mail piece, rate of the mail piece, and eligibility. The intended address must include:

- **Name of recipient line.** This line may be the third or fourth line from the bottom, depending on possible overflow from the delivery address line. It should contain the name of the recipient. For business mail, it would contain the firm or organization name.
- If a PO Box number is placed on this line, the mail will not be delivered to the PO Box; it will be delivered to the designated address on the delivery address line.
- **Delivery address.** Located on second line from bottom. Reading up, this line is designated as the intended delivery address line. This line can be a street address, a post office box number, or a rural or highway contract route and box number. It should also contain multiunit designators such as apartment or suite numbers.
- If space is not available to include all necessary information on one line, place the additional information on the line **immediately above it**.
- **City, State and Zip Code**, (Zip + 4 as required). Contains only the CITY name, STATE, and ZIP CODE OR ZIP+4 for the delivery address. Spell CITY names in their entirety. Use approved two-letter STATE abbreviations. Leave at least one space between CITY name, STATE abbreviation and ZIP CODE. A hyphen in the **ZIP+4** is the only punctuation that should be in the address.
- Use a typewriter or a printer
- Print in dark ink on a light background
- Use uppercase letters (preferred). Use a font where letters do not touch
- Omit all punctuation (except the dash in ZIP + 4 code)

| | |
|-----------------------|-----------------------------|
| Attention Line | <i>MS JANE DOE</i> |
| Recipient Line | GSA OGP MTM |
| Delivery Address Line | 1800 F STREET NW STE 1221 B |
| Last Line | WASHINGTON DC 20404-0002 |

Information/Attention line (optional). Above the recipient's name line is an optional line for information or attention. It should be used to direct mail to a specific individual or department within an organization. It may also provide other non-postal information.

- Attention line may include name, title, and mail stop or mail code.
Note: Attention line never goes on the bottom of the envelope.

Attention Line
Recipient Line
Delivery Address Line
Last Line

MS JANE DOE
GSA OGP MTM
1800 F STREET NW STE 1221 B
WASHINGTON DC 20404-0002

Name of Recipient Line This line may be the third or fourth line from the bottom, depending on possible overflow from the delivery address line. It should contain the name of the recipient. For business mail, it would contain the firm or organization name; for personal mail, it would contain the individual name.

- Agency name or Business name
- If a PO Box number is placed on this line, the mail will not be delivered to the PO Box; it will be delivered to the designated address on the delivery address line OR returned to the sender.

Attention Line
Recipient Line
Delivery Address Line
Last Line

MS JANE DOE
GSA OGP MTM
1800 F STREET NW STE 1221 B
WASHINGTON DC 20404-0002

Delivery Address Lines Located on Second Line from Bottom

Reading up, this line is designated as the intended delivery address line. This line can be a street address, a post office box number or a rural or highway contract route and box number. It should also contain multi-unit designators such as apartment or suite number. If space is not available to include all necessary information on one line, place the additional information on the line immediately above it.

- Include street address, room/apt number, PO Box number, directional (e.g. NW).
- Note: If a street address and PO Box are both on the address, only the address designated on this line will be delivered.
- For example if it reads 1800 F Street NW, PO Box 1221, the mail will be delivered to 1800 F Street. The PO Box will be ignored.

Attention Line
Recipient Line
Delivery Address Line
Last Line

MS JANE DOE
GSA OGP MTM
1800 F STREET NW STE 1221 B
WASHINGTON DC 20404-0002

Last Line of the Address

Contains only the City name, State, and Zip Code or Zip+4 for the delivery address.

- Spell CITY names in their entirety
- Use approve two-letter STATE abbreviations
- Leave at least one space between CITY name, STATE abbreviation and ZIP CODE
- A hyphen in the ZIP+4 is the only punctuation that should be in the address
-

INTER-OFFICE
ENVELOPE (HOLEY JOE)
ADDRESSING

The delivery address specified where the mailroom is to deliver internal mail pieces. The envelope must be *addressed properly and legibly*. The intended address must include:

- Intended recipient's name and/or title
- Intended agency/organization unit
- Intended address and room number
- FDA must include mail code
- When necessary place a telephone number for "special handling" and highlight in red.

When your internal mail envelope is not properly address the contents will be returned to the sender or the agency mail manager. Address Samples:

Alice Smith, HRSA/OD
5600 Fishers Ln - Rm 16-00 **HZT-123 (FDA USE ONLY)**

When in doubt contact your agency mail manger.

Exhibit F

HHS Mail Managers

| <u>Agency</u> | <u>Mail Manager</u> | <u>Address</u> | <u>Telephone Number</u> |
|---------------|----------------------|---|-------------------------|
| ACF | Robin Monroe | Aerospace Building 5 th Floor East | (202) 401-5634 |
| AHRQ | Deborah Voigt | EOC, Room 1000 | (301) 427-1822 |
| AOA | Mary-Michelle Haddix | 1 Massachusetts Ave. Room 4614 Washington, D.C. 20201 | (202) 401-3502 |
| CDC | Diane Allen | 1600 Clifton Road Mail Stop F07 Atlanta, Georgia 30333 | (770) 488-4993 |
| CMS | Raymond Wajbel | 7550 Security Blvd. Mail Stop SL-13-16 Baltimore, Md. 21244 | (410) 786-7887 |
| FDA | Cindy Morrison | White Oak | (301) 796-1964 |
| HRSA | Mark Walsh | Parklawn Bldg. Room 14A-20 | (301) 594-4225 |
| I.H.S | Kelvin L. Vandever | 801 Thompson Ave. Rockville, Md. 20852 | (301) 443-8029 |
| NIH | Tracy Niksich | 301 North Stone Ave. Room 105-C Rockville, Md. 20892 | (301) 402-4171 |
| HHS | Larry Gray | HHH Building Room 531H Washington, D.C. | (202) 690-5521 |
| PSC | Joyce Young | Parklawn Bldg. Room 3B-48 | (301) 443-0158 |
| SAMHSA | Jeff DeSanto | Parklawn Building | (240) 276-1006 |



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