

Chapter 3

ENVELOPES AND MAILING

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ENVELOPES AND MAILING

ENVELOPES AND MAILING LABELS

When correspondence is to be mailed, an envelope or an address label will always have to be prepared. Internal and electronic mail are the only exceptions. The proper use of envelopes and mailing procedures will result in quicker delivery time and in cost savings for the government. A comprehensive guide to cost-effective mailing practices follows:

Internal Mail

When transmitting mail within an agency, use U.S. Government Messenger Envelopes—Standard Forms 65-A, 65-B, and 65-C. (See Figure 25.) For other internal mailing procedures, follow the agency’s individual guidelines.

Choosing the Right Envelope and Mailing Label

There are two basic types of official mailing envelopes. One is the penalty envelope which has the notation “Postage and Fees Paid” along with the agency name and sampling number below the indicium in the upper right corner of the envelope. It also has the agency name and return address, the notation “Official

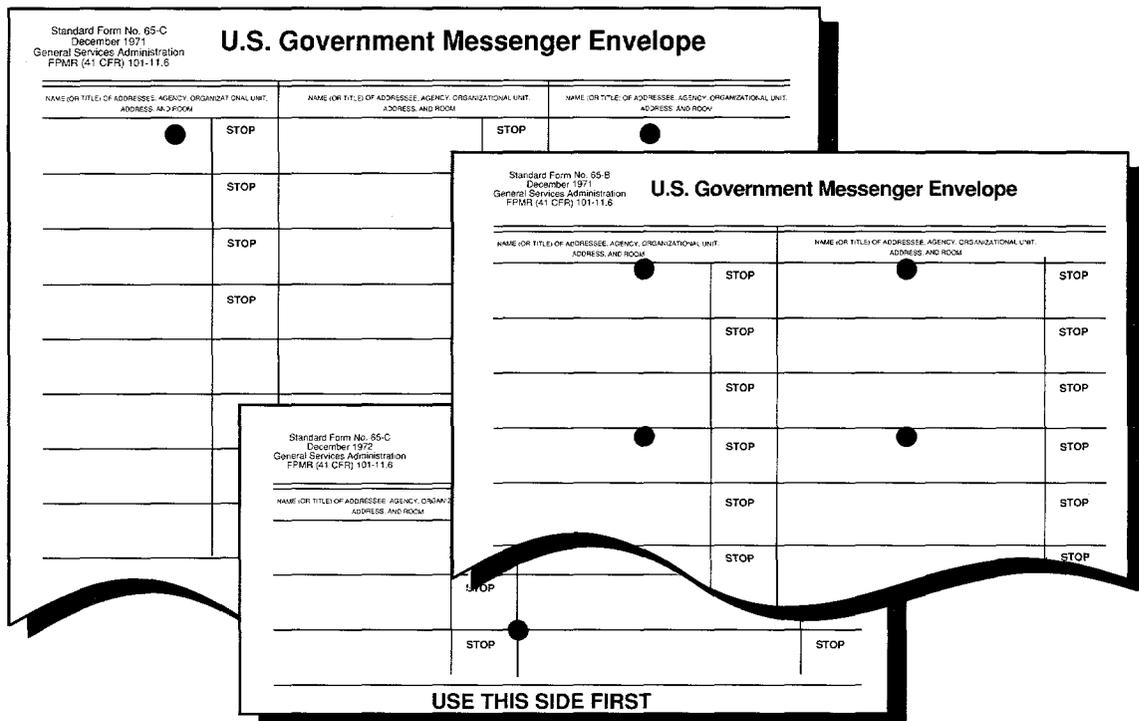
Business”, and the statement “Penalty for Private Use \$300” in the upper left corner of the envelope. (See Figure 26.)

The second type is the metered mail envelope used with postage meters in the mailrooms of Federal agencies. This envelope has the same markings in the upper left corner as the penalty envelope, but it is blank in the upper right corner where the meter stamp is applied. (See Figure 27.)

Mailing labels are used on packages and oversize plain envelopes. There are two types of mailing labels, one of which has the same notations as the penalty envelope, and another which is blank in the upper right corner and is used only with metered mail. (See Figure 28.)

Letter-Size Envelopes—Use window envelopes whenever possible: they eliminate a second typing of the address, the possibility of typing errors, and the time-consuming process of matching letters and envelopes. (See Figure 29.) Also, use window envelopes for United States Government Memorandums, Optional Form 10, and similar informal agency letterhead. (See Figure 30.) If a window envelope cannot be used for any reason, substitute a regular nonwindow envelope.

Figure 25. U.S. Government Messenger Envelopes



Oversized Envelopes—Never use a large flat envelope to mail a short letter solely because it looks better unfolded. Mailing costs are much higher for large flats than for letter-size envelopes in which the enclosed letters are folded in thirds. Figure 31 illustrates the difference in sizes of mailing envelopes. (NOTE: Consult your local post office for current postage rates.)

You should use the red, white and blue 9- by 12-inch, all-you-can-fit envelopes. These have the words “Priority Mail” imprinted and are available from local USPS Offices.

Use large flats primarily for mailing multiple enclosures, such as pamphlets, brochures, handbooks, manuals, and similar

printed matter. Clearly mark or stamp the envelope with the words “THIRD CLASS”, in order to take advantage of the lower postage rates for printed matter.

Do not enclose a letter with heavy printed matter because then the envelope must be mailed at the higher first class rate. If a letter is needed, send it under separate cover. If a plain envelope is being used, the appropriate mailing label for either penalty or metered mail must be attached. Provide a business reply postal card whenever the government will benefit by paying the return postage. (See Figure 32.)

Figure 26. Standard Penalty Indicia Format

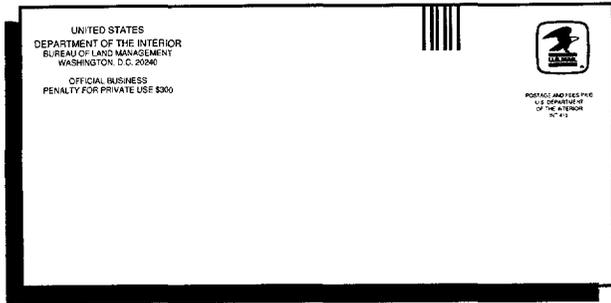


Figure 27. Metered Mail Envelope

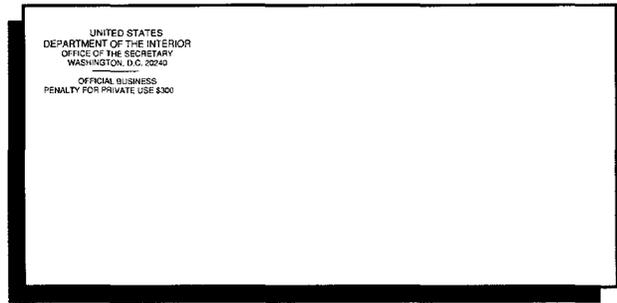


Figure 28. Mailing Labels Standard Penalty Indicia and Metered Mail

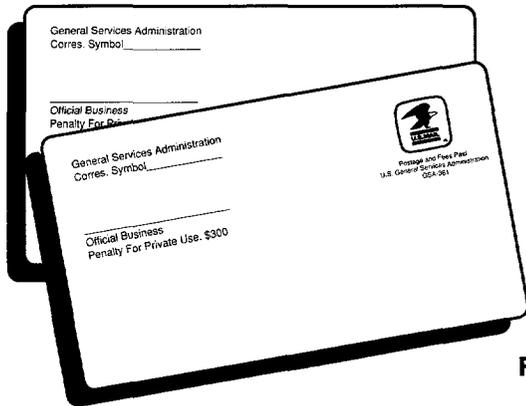


Figure 29. Window Envelope

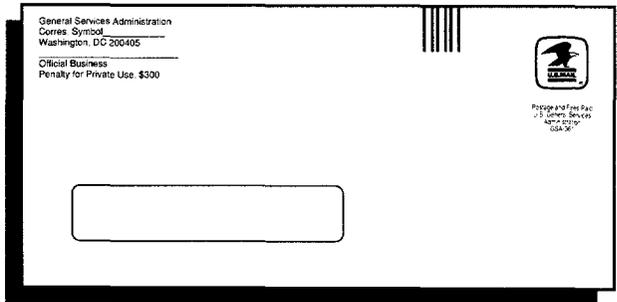


Figure 30. Window Envelope for Metered Mail with Optional Form 10

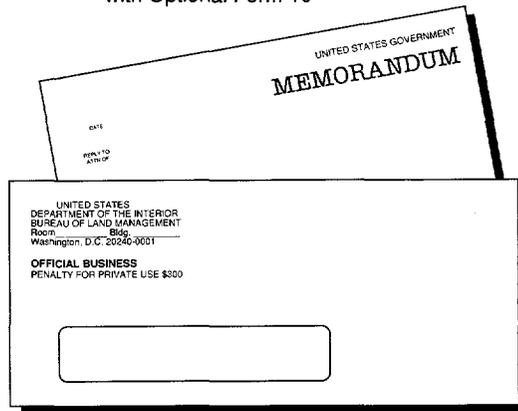


Figure 31. Envelope Selection

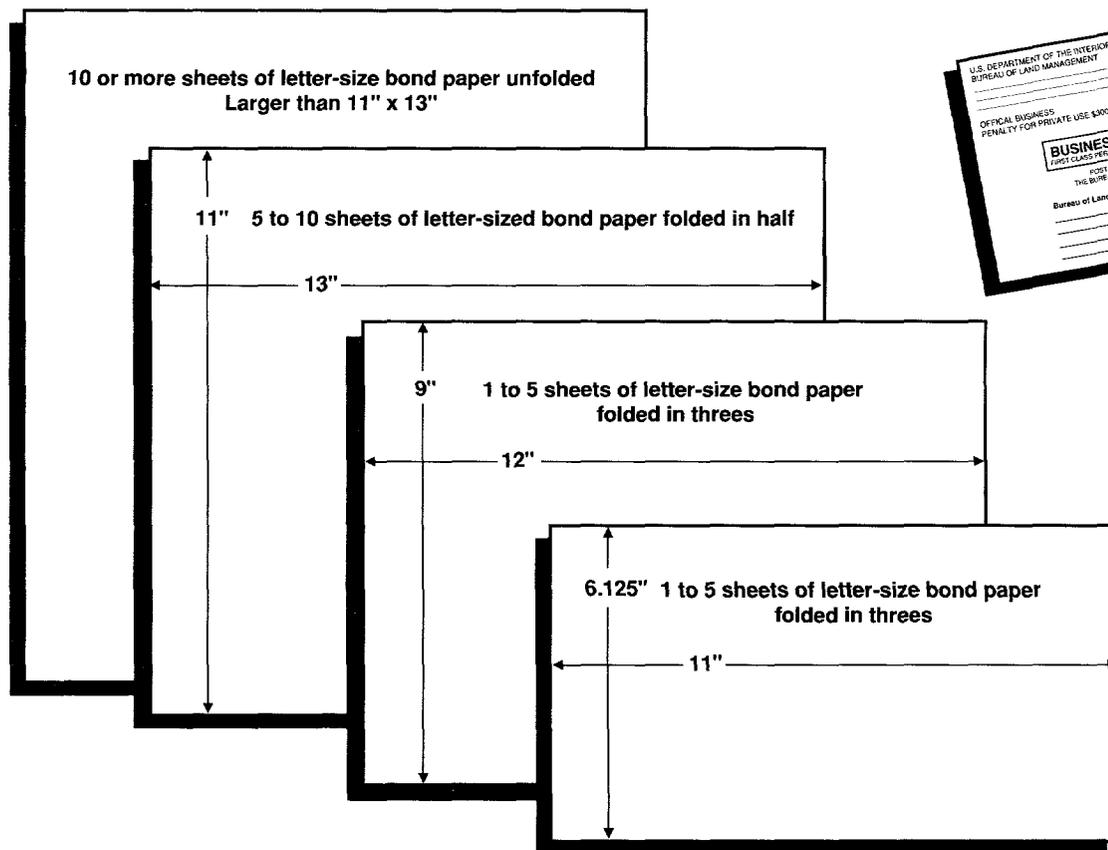
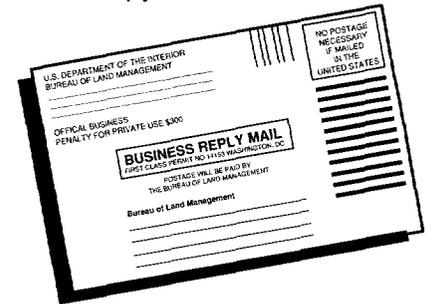


Figure 32. Business Reply Post Card



TYPING AND MAILING INSTRUCTIONS

Agency and Interagency Messenger Services

When a routing slip is addressed for delivery by an agency messenger, it must contain sufficient information to ensure delivery. In most cases, the office symbol of the addressee or the abbreviated name of the office will suffice.

For interagency messenger mail, include the agency name, street address, and room number, and, if applicable, the "stop" number or office symbol.

When addressing an internal U.S. Government Messenger Envelope (Standard Form 65-A, 65-B, or 65-C), first cross out the used spaces. Then enter the office symbol and name of the new addressee in the first available blank space.

U.S. Postal Service Mail

Return Address—The return address, if not printed on the envelope, should be typed or stamped in the upper left corner above the words "Official Business." Include the originator's office symbol or mail "stop" below the return address.

Special Mailing Instructions—To prepare the envelope for a letter requiring special mail service, type (or preferably stamp) the mailing instruction above the address in the top center of the envelope. This includes such special mail handling services as CERTIFIED, REGISTERED, INSURED, C.O.D., RESTRICTED DELIVERY, and RETURN RECEIPT REQUESTED. (See Figure 33.) If more than one mailing instruction is used, stamp or type each instruction on a separate line, one below the other. (See Figure 34.)

If special service is required for supplied business reply envelopes, these envelopes must be preprinted with the type of service desired. (See "Types of Mail Service" in this chapter for detailed information about postal classes.)

Preparation of Registered Mail—Registered mail must be securely sealed. The post office has different requirements for sealing letter-size envelopes, flats, and packages. Consult the agency mailroom or the local post office to determine the requirements for registered mail.

Figure 33. Special Mailing Instructions

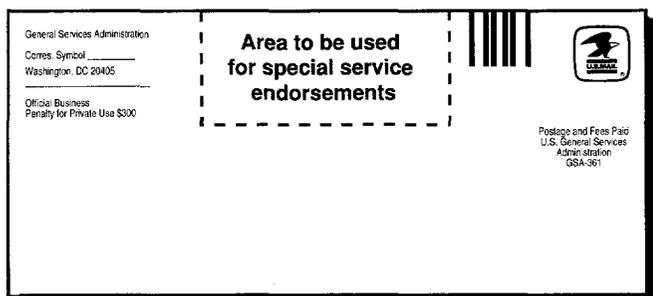


Figure 34. Two Special Mailing Instructions

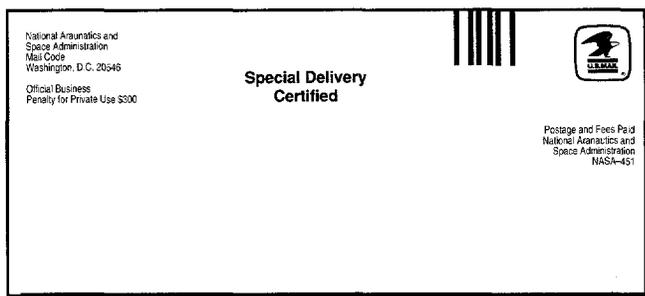
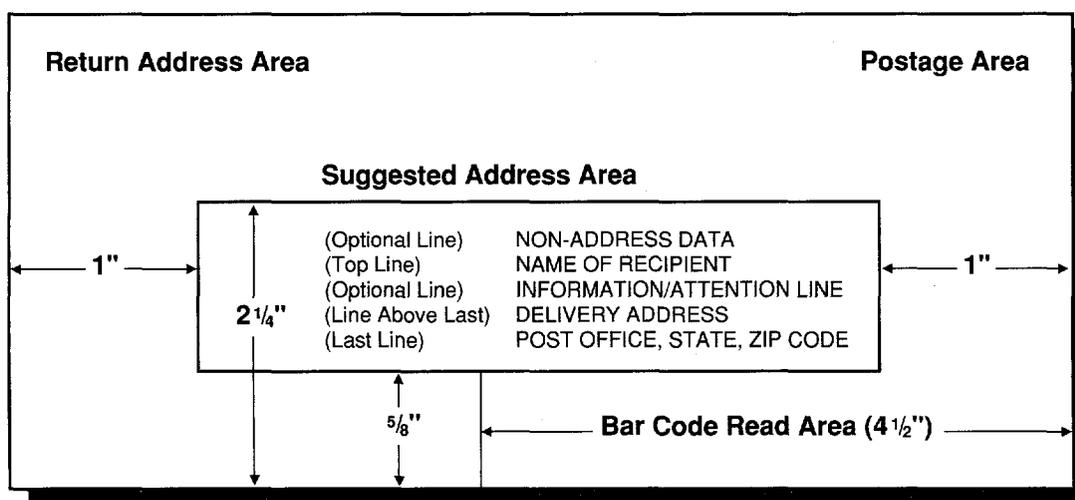


Figure 35. Address "Read-Zone"



Last Line of Address Must be Completely Within White OCR Area

Arrangement of Address

Single-space the address on the envelope or mailing label. All lines of the address must be in block style. If a line is too long, indent its continuation on the next line. All addresses on letter-size envelopes must be centered within the address "read-zone." (See Figure 35.) If the envelope is less than 9 inches long, the "read-zone" extends to its right edge.

Federal agencies must use the U.S. Postal Service's two-letter abbreviations for the States of the United States, the District of Columbia, Guam, the Commonwealth of Puerto Rico, and the Virgin Islands. Additional abbreviations are included in Chapter 5. Type the two-letter abbreviation without periods or spacing on the last line of the address, one space after the comma used to separate city and State.

Use ZIP Codes in both the mailing and return addresses on all correspondence. A National Five-Digit ZIP Code Directory, USPS Publication 65, is published annually by the U.S. Postal Service. (Contact your agency supply unit for a copy).

Type the ZIP Code on the last line of the address, one to two spaces after the last letter of the State.

Type "ATTN:," when appropriate, immediately below the addressee's name followed by the name of the person to whose attention the mail is directed. For example:

John Dawson, Inc.
 ATTN: Mr. James Brown
 1500 DeWitt Clinton Avenue
 New York, NY 10029

TYPES OF MAIL SERVICE

The following types of mail service are available for official U.S. Government mail.

Intra- and Inter-Agency Mail Services

Mail addressed to individuals within the same agency in the same or an adjacent building will be delivered by the agency's messengers. Under special conditions, the messenger may also deliver mail to addresses in other agencies within the same city. (See Figure 25 of this chapter.)

Expedited (Overnight) Mail

Through a competitive process, the U.S. General Services Administration periodically awards a commercial carrier the government contract for domestic overnight mail services.

The use of the GSA expedited mail contract carrier is mandatory for civilian agencies. The Department of Defense (DOD) may also use the GSA contract carrier, but it is not mandatory for DOD.

The U.S. Postal Service also offers an overnight mail service known as Express Mail. This service is authorized when it is the most cost-effective alternative and when the only available address is a post-office box.

Each Federal agency should have a directive on the subject of expedited (overnight) mail to provide guidance on the available services and the rates for both contractor-expedited and Express Mail. The rates will vary with the weight of the mail and its destination.

Because the contract carrier is required to provide pickup and delivery service, door to door, the mail must have a complete street address and a room number. If the room happens to be a large open room with many work-stations, specific delivery instructions are necessary to assist the carrier in locating the addressee's desk.

When the contractor-expedited service is desired, telephone the contract carrier or deposit the mail piece in a lobby drop box (if one is provided by the carrier). The mail piece will be picked up within 2 hours after the carrier has been contacted by telephone. Packages must be wrapped securely and there are restrictions on the mailing of hazardous materials.

In order to control mailing costs, expedited mail service should be used only when the mail piece must reach its destination overnight. The service should not be used on Fridays (unless the addressee's office will be open on Saturday) or prior to holidays.

U.S. Postal Service

Always use the most economical method of mailing possible. Agencies must reimburse the U.S. Postal Service annually for the dispatch of all mail. When a large amount of mail is sent to one

destination, send the copies under one cover rather than in separate envelopes. This will save envelopes, time, and postage.

Select the proper mail classification or service to be used in order to achieve economy as well as efficiency. A description of the principal mail services offered by the U.S. Postal Service follows:

Express Mail—Express Mail is a high-speed, high-reliability service available to Federal mailers for the shipment of any mailable matter. Four basic services are available: Same Day Airport, Custom Designed, Next Day, and International. Maximum weight is 70 pounds.

Charges for the service are based on the actual shipments made and are not subject to sample. Each agency has been assigned a three-digit agency code (an optional five-digit agency cost code may also be added for internal agency tracking purposes) which must be used each time a shipment is made. The three-digit agency code identifies the agency to be billed for the shipment. Contractors acting as agents for Federal agencies must also use the three-digit agency code.

Specific information on rates, service details, and preparation requirements should be obtained from a Postal Account Representative or an agency mail unit.

Use Express Mail when overnight delivery is required and the only available address is a post office box. It can also be used when its rates are competitive with those of the GSA contract carrier.

First-Class Mail—After Express Mail, First-Class is the fastest standard service for domestic mail.

Use First-Class Mail for handwritten and typewritten correspondence and other material requiring speedy delivery. The U.S. Postal Service will treat all pieces weighing 11 ounces or less as First-Class Mail unless they are endorsed to a lower class.

Priority Mail (Heavy Pieces)—Priority Mail is the next fastest available mail service for mail weighing over 11 ounces and not more than 70 pounds.

Use Priority Mail only when speed of delivery is critical. Pieces over 11 ounces will be treated as third- or fourth- class mail by the Postal Service unless they are endorsed as priority mail.

Third-Class Mail—Bulk Rate. Bulk rate mail must be prepared as permit imprint material. It requires U.S. Postal Service permit and special premail sorting and preparation by ZIP Code. Rates are applied to mailings of identical pieces of printed matter and merchandise sent to different addresses in quantities of not less than 50 pounds or 200 pieces. Savings may exceed 50 percent of First-Class postage on pieces weighing 1 ounce or less. Check

with the agency mail unit for instructions on how to prepare bulk-rate mail.

Use the bulk-rate instead of First-Class for qualifying mail when speed of delivery is not essential. Each piece must weigh under 16 ounces and must be identical in size, weight, and number of enclosures. The printed text need not be identical. Consult the local post office on bulk-rate mailing permits.

Single-Piece Rate—Low-cost service for single pieces of printed matter and merchandise weighing over 4 ounces and less than 16 ounces.

Use the single-piece rate instead of First-Class for qualifying mail when speed of delivery is not essential.

Fourth-Class Mail (Parcel Post)—Fourth-Class mail is the least expensive mail service for printed matter and merchandise weighing between 1 and 70 pounds. A lower special fourth-class rate with no minimum limitation is available for books weighing up to 70 pounds. Qualifying books must contain at least eight pages and either consist only of reading matter or bibliography, or consist of reading matter with only incidental blank spaces for notation. The U.S. Postal Service indicates that parcel post items should be delivered anywhere in the 48 contiguous States within 2 to 7 days.

Use parcel post for qualifying mail when quick delivery is not essential.

Registered Mail—Registered Mail provides a secure mail service. It provides evidence of mailing and delivery. In order to be registered, mail must be sent as First-Class or Priority Mail. Delivery can be restricted to the addressee. For an additional fee, a return receipt (proof of delivery) can be obtained from the addressee.

Use Registered Mail only when required by law for material that requires security and protection. Obtain return receipts only when the sending agency requires proof of receipt by the addressee for its records.

Certified Mail—Certified Mail provides evidence of mailing and a record of delivery (return receipt service which can be obtained for an additional fee). This service is available only for First-Class and Priority Mail. The carrier obtains the addressee's signature, which is kept by the delivering post office for 2 years. Certified Mail costs substantially less than Registered Mail. Restricted delivery may be obtained for an additional fee.

Use Certified Mail only when proof of delivery (return receipt) is essential and the material has no monetary value.

Special Delivery—Special Delivery is First-Class Mail which receives preferential handling in dispatch and transportation and which is given expedited delivery after arrival at the destination post office.

Use Special Delivery only when specifically required by law or when prompt delivery is essential.

Restricted Delivery—Restricted Delivery provides the means to restrict delivery to an addressee (or to an agent of the addressee who has been specifically authorized in writing by the addressee to receive restricted delivery mail). It may be obtained for mail which is registered or certified.

Use Restricted Delivery only when it is desired to limit delivery to an addressee or agent.

Special Handling—Special Handling provides preferential handling in the dispatch and transportation of third- and fourth-class mail.

Use Special Handling when it is necessary to give material preferential handling.

Return Receipt—Return Receipt provides a delivery receipt signed by the addressee or agent. Return receipts requested at the time of mailing may be obtained for Registered, Certified, or Express Mail. Return receipts requested after mailing are not available.

Request a return receipt when it is desirable to know to whom or when delivery was made, or when a signed receipt is needed.

International Mail—International Mail is available to the Federal Government. For further information contact agency mail management personnel.

Military Ordinary Mail

Military Ordinary Mail (MOM) services are available for all official Federal Government mail sent at second-, third-, or fourth-class postage rates to overseas Military Post Offices, Army Post Offices (APO), or Fleet Post Offices (FPO). MOM postage is less expensive than Priority Mail because the dispatching agency pays only the domestic postage rate to the point of exit from the United States. The Department of Defense (DOD) provides, at its own expense, the airlift service from the domestic gateway city to the overseas APO or FPO. All parcels sent via MOM must be marked "MOM" in large letters below the postage or penalty mail indicia and above the name of the addressee. When using MOM or other military postal system services, follow the Department of Defense mail cost reduction policies. (See Figure 36.)

Diplomatic Pouch

Agencies can arrange with the State Department for diplomatic pouch service. This service is used for official mail to an agency's representatives under the jurisdiction of diplomatic or consular posts abroad. All such mail is dispatched through the Department of State.

Figure 36. Guide to Cost-Effective Mailing for DOD Official Mail

GUIDE TO COST-EFFECTIVE MAILING FOR DOD OFFICIAL MAIL



DEFINITIONS

Official Mail. Official matter mailed as penalty mail or on which the postage of fees have been prepaid.

Official Matter. Official matter is any item belonging to or exclusively pertaining to the business of the U.S. Government.

OFFICIAL MAIL POLICIES

The United States Postal Service (USPS) shall be used only when it is the least costly transportation method which will meet the required delivery date (RDD), security, and accountability requirements. When mailed, official matter shall move at the lowest postage and fees cost to meet the RDD, security, and accountability requirements.

Official matter becomes official mail when it is postmarked by a distribution center or is placed under USPS control, whichever occurs first. Official matter ceases to be official mail when control passes from USPS or its representatives to someone else.

CLASSES OF MAIL

Express Mail	Fastest and most costly. Use only to prevent mission failure or financial loss.
First-Class	Any mailable item weighing 11 ozs or less. Certain items must be mailed First-Class such as letters, handwritten or typewritten and post/postal cards.
Priority	Any mailable First-Class matter weighing over 11 ozs but less than 70 lbs. Must be marked PRIORITY.
Second-class	For magazines and other periodicals issued at regular, stated frequency of no less than four times per year.
Third-class	For printed matter and parcels under 1 lb. Four ounces or less—same rate as First-Class. Special bulk rates for larger mailings (at least 200 pieces or 50 lbs).
Fourth-class	“Parcel Post.” For packages 1 to 70 lbs.

Military Ordinary Mail (MOM). Goes by surface transportation within CONUS and by air transportation overseas. Add MOM to the second-, third-, or fourth-class endorsement on matter having a RDD not allowing sufficient time for surface transportation. Additional postage is not required.

SPECIAL SERVICES

Registered	Provides added protection. Use only if required by law or a directive. Slow and expensive. For use only with First-class and Priority Mail.
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Certified	Provides a receipt to sender and a record of delivery at destination. For use only with First-Class and Priority Mail.
Insured	Numbered insured service provides a method to obtain evidence of mailing and a record of delivery.
Certificate of Mailing	Provides evidence of mailing.
Special Handling	Provides preferential handling to the extent practical in dispatch and transportation, but does not provide special delivery. Applicable to third- and fourth-class mail.

ADDRESSING MAIL

- Make sure mailing address is correct.
- Use of office symbol reduces mail handling time.
- Place city, state, and ZIP + 4 in the last line of the address.
- Return address is a must. Use your office symbol and ZIP + 4.

RULES FOR EMPLOYEES

- Have personal mail sent to your home, not the office.
- Use personal postage to mail job applications, retirement announcements, greeting cards, personal items, etc.

TIPS FOR COST SAVINGS

- Mailing 7 sheets or less of bond paper—use letter size envelope.
- Manuals, pamphlets, etc., weighing over 4 ozs—mail third-class, special fourth-class rate, bulk rate, or bound printed matter rate.
- Mailing several items to one address—cheaper to mail everything in one envelope. Check with your mailroom for activities serviced by consolidated mailings.
- Check with your mailroom for activities/agencies within the local area that are serviced by activities/agencies couriers—no postage required.

If you only need evidence that something was mailed—use Certificate of Mailing.

When possible, use special handling instead of Priority Mail.

**FOR ADDITIONAL INFORMATION AND GUIDANCE
CONTACT YOUR OFFICIAL MAIL MANAGER.**