



Book	Procedures Manual
Section	8000 Operations
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8360 - MAIL GUIDELINES

The headings are for convenience or reference only and will not govern the interpretation of the provisions.

I. SCOPE

- A. The District's internal mail and U.S. Mail are processed through the Warehouse located at 3360 West Tharpe Street, Tallahassee, Florida 32303. Both incoming and outgoing U.S. Mail is processed at this site.
- B. There are four (4) types of mail that are encompassed by this procedure: (1) First Class, (2) Standard (Bulk), (3) Special (Registered, Insured, Certified, Priority, and Express Mail), and (4) Internal District Mail.
 - 1. The first two (2) types of mail (First Class and Standard) will be processed and then forwarded to the Florida State University Postal Operations.
 - 2. Certified mail is processed through the Purchasing Department; Priority and Express Mail must be taken directly to the U.S. Post Office.
 - 3. The last type of mail (Internal District Mail) is processed through the Warehouse and will not come into contact with the U.S. Postal Service.

II. DEFINITIONS

- A. First Class Mail — A class of mail that includes all matters wholly or partly in writing, all actual or personal correspondence, all bills and statements of account, and all matters sealed or otherwise closed against inspection. Priority Mail is a subclass of First-Class Mail.
- B. Standard Mail — ("Bulk Mail") – is identical in every way and commonly referred to as "bulk mail". The minimum mailing quantity is 200 pieces.
- C. Special Mail — Includes Express, Priority, Certified, and Insured Mail.
- D. Express Mail — A mail class that provides expedited delivery service. It is the fastest mail service provided by the USPS.
- E. Priority Mail — A mail class that provides expedited delivery service. It is faster than normal First Class delivery standards.

- F. Certified Mail — A service that provides the sender with a mailing receipt. A delivery record is maintained by the USPS. Certified mail may be combined with return receipt service and restricted delivery service and must be sent either first class, Priority, or Express Mail.
- G. Insured Mail — A service that provides indemnity coverage for a lost, rifled, or damaged article, subject to the standards for the services and payment for the applicable fee. Insurance is available for merchandise sent as First-Class Mail, Priority Mail, Standard Mail, and Package Services.
- H. Internal Mail –Mail that is for the express use of the District and is sent from one office or employee to another.
- I. Address — A standardized address is one that is fully spelled out, abbreviated by using the Postal Service standard abbreviations.
- J. Automation Compatible Mail — Mail that can be scanned and processed by automated mail-processing equipment such as a barcode sorter.
- K. Barcode Address — The lines sprayed onto the bottom right area of an envelope that denotes the U. S. Postal zip code to which the mail is being sent.
- L. Courier Service — Those companies that provide overnight and package delivery services. They include but are not limited to Federal Express (FedEx), Airborne Express, and UPS. (United Parcel Service)
- M. FSU Postal Operations — Outside vendor contracted to process outgoing mail from the District's Mail Center.
- N. District Mail Center –The Warehouse located at 3360 West Tharpe Street.
- O. Mail Administrator — The Warehouse Manager or designee. This person is responsible for the administration of the District mail operations.

III. FIRST-CLASS MAIL

A. Incoming and Outgoing Mail

1. Incoming

- a. Incoming first-class mail will be delivered by the U.S. Postal Service to the Administrative Complex and school sites on a daily basis.
- b. Staff will process and sort mail for both the Administrative East and West Buildings and place it in the appropriate departmental mailboxes. Individual school sites and operational departments will process the incoming mail at their respective sites.

2. Outgoing

- a. Outgoing first-class mail at each school site and operational department should be bundled separately with an attached Mail Preparation Form and placed in the District mailbag.
 - b. Outgoing mail at the District Administrative Complex should be bundled separately with a Mail Preparation Form attached and placed in the appropriate mail container in the Administration East building.
 - c. All Mail Preparation forms must denote the Cost Center, Accounting Strip, type of mail, number of pieces, and special instructions, if any.
3. All mail must have a correct delivery address and a return address. Providing the following address information in the sequence and position indicated will ensure the best possible service:
- a. Type or print clearly with a pen or permanent marker so the address is legible from an arm's length away.

- b. Eliminate all punctuation; do not use commas or periods.
- c. Use two (2) letter state abbreviations and common abbreviations; a list of commonly used state, street, and other abbreviations is available online at USPS.com.
- d. Use Zip + 4 Codes.
- e. Place delivery information on the line immediately above the city, state, and zip code line; i.e., 123 W Main Street Suite 400 or PO Box 125, BUT NOT BOTH.
- f. Place the POSTNET barcode (11-digit preferred) below the city, state, and ZIP Code line.
- g. Do not pad ZIP Codes or POSTNET barcodes with zeros or nines (e.g., 76011-0000).

B. Delivery and Return Addresses

1. Post Office, State, and ZIP+4 Line

- a. For domestic mail, the Post Office (city), State, and ZIP Code or ZIP+4 must appear in that order on the bottom line of the address.
- b. If all three elements cannot fit onto one line, you must place the ZIP Code or ZIP+4 on the line immediately below the post office and state, aligned with the left edge of the address block.

2. Delivery Address Line

- a. The line immediately above the bottom line is the delivery address line. The street address, post office box number, rural route number and box number, or highway contract route number and box number must appear on this line.
- b. For mail addressed to the occupants of a multi-unit building, the apartment, suite, or room number (or other unit designation) should be included at the end of the delivery address line.

3. Recipient Line

- a. The name of the intended recipient (business or individual) should appear on the line above the delivery address line. If the address contains both the name of a business and the name of an individual or department within that business, place the name of the business in the recipient line.
- b. The recipient line may be the third, fourth, or fifth line from the bottom, depending on overflow from the delivery address line because of dual addressing or other extra wording.

4. Information/Attention Line - Place the attention line above the company name. Use this line to direct mail to a specific person (or department) or to provide other information that facilitates delivery within a company.

5. Placement - Placement of the address on the face of an envelope should conform to the United States Postal Service (USPS) reference.

6. Labels - Labels for use on parcels, packages, or large envelopes must be addressed according to the aforementioned format. The address must be complete.

7. Non-Mailables – Several items are listed by the U.S. Postal Service as non-mailable in envelopes including paper clips, staples, glass, or sand.

8. Window Envelope Enclosures - Enclosures that are designed so that the address appears in a window enclosure must not be stapled to prevent slippage of the address from window view. If the addressed enclosure does not properly fit the window, use an envelope without a window. Please do not staple mail into envelopes.

C. Readability

1. An **automation readable mail-piece** is defined as one that contains an accurate, correctly formatted, complete address or ZIP+4 POSTNET barcode and is readable on an OCR and/or a barcode sorter (BCS). The POSTNET barcode, whether pre-applied or printed via an OCR (Optical Character Recognition), should reflect the ZIP+4 code that permits the finest level of sort for each mail-piece.
2. The recommended address format is shown in the illustration below. For additional information on designing mail for OCR/BCS readability, please review Publication 25, Designing Business Letter Mail, or Publication 28, Postal Addressing Standards, attached below. The Postal Service's website (www.usps.gov) also provides access to additional publications.
3. Addresses should be typewritten or machine printed in dark ink on a light background. Except for the hyphen in the primary or secondary street number (if needed) or the ZIP+4 code, all punctuation may be omitted. All lines of the address should be formatted with a uniform left margin. When using a foreign address, always place the country name by itself on the last line.
4. Address characters must not touch and should be equally spaced. All lines of the address should be parallel to the bottom of the envelope. Be sure to include all pertinent information such as the directional code, apartment, floor, and suite number.
5. The entire address should be contained in an imaginary rectangle known as the OCR read area that extends from 5/8" to 2 3/4" from the bottom of the mail-piece, with 1/2" margins on each side.
6. The barcode clear area, 5/8" from the bottom, and 4 3/4" from the right edge of the mail-piece (see illustration above), is the area where a POSTNET barcode is pre-applied or printed by an OCR.
7. Extraneous (non-address) printing that appears in the OCR read area should be positioned above the delivery address line and as far away from the address block as possible.

IV. STANDARD (BULK) MAIL (Guidelines for Preparing Bulk Mail)

- A. Time-sensitive materials should not be sent as Standard Mail. Allow from one (1) to two (2) weeks for delivery.
- B. **Express** – Express mail is mail that needs to be delivered overnight. This mail should be taken directly to the U.S. Post Office.
- C. **Insured, Certified, and Registered** — Mail with the added options of insurance, certified, return receipt, or registered should be brought to the District Purchasing Department where postage will be applied.

V. PERSONAL MAIL

- A. Personal mail is to be picked up only by the U.S. Postal Service if they are willing to do so at schools and other sites.
- B. The Warehouse and FSU Postal Operations staff will not be authorized to pick up personal mail for delivery to the U.S. Post Office.
- C. Employees are not to use District mailing addresses for the receipt of personal mail including packages, catalogs, letters, etc. Catalogs will be disposed of in the proper trash receptacles and packages and letters will be returned to the sender.

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[USPS Publication 25_Designing Business Letter Mail_2018.pdf \(1,059 KB\)](#)

[USPS Publication 28_Postal Addressing StandardsI_2020.pdf \(750 KB\)](#)