

Welcome to the USOE Mail Center

UTAH STATE OFFICE OF EDUCATION MAILING GUIDELINES, RULES AND PROCEDURES

Mail Center Business Hours

8:00 a.m. to 4:30 p.m.

Staff

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**Information Provided by
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Routing Internal Mail

A mail room routing directory is available on the mail room service counter. It is continuously updated and contains detailed listings of all USOE and USOR employees (with present corresponding mailbox). For your convenience, it also contains an interdepartmental acronym and program list and a list of former employees and the corresponding departments.

Notify Mail Room of All Changes

Please notify the mail room immediately if you have any changes, additions, deletions, physical relocations of office personnel within the building, or creations of new program names and acronyms.

Incoming USOE Mail

Please notify any person or business that sends mail to the USOE to include the name of your department or your name in the address on the envelope. Your name and department should also appear on any outgoing return/reply envelopes and on the interior contents of all outgoing mail pieces. This is to avoid any unnecessary delays when routing all forms of incoming and returned mail.

For employees who are no longer working at the USOE or USOR, mail is forwarded to the last section for which they worked. The importance of this type of mail is to be determined by that section. Please contact the sender of unwanted mail using the web address or phone number listed on the mail piece to request name removal or mailing address change. When doing so, make sure the old information is deleted from the sender's address records to avoid duplicate mailings.

State Mail Courier Service

State mail courier service is provided for the following mailboxes: State Mail Courier and DDS. Scheduled pickup time is 4:00 p.m. daily.

Independent Courier Service

Independent couriers for the Deaf Center and DSBVI/DSVH mailboxes arrive daily and do not have scheduled pick-up times.

School District Courier Service

Salt Lake City and Jordan are the only two school districts that provide a free-of-charge, daily courier service. The couriers are not on a specific schedule and usually arrive in the afternoon. If you have something to send to either district that is too large for the specified mailbox, you may place a note on that mailbox to pick up larger boxes or items from the floor of the mail room lobby or loading dock hallway if necessary.

Business Address for United States Postal Mail Service Only

Mail coming through the post office is sorted into the state mail stream. To avoid delay, make sure to use the address as it reads below. **(Do not alter this address in any way.)**

**UTAH STATE OFFICE OF EDUCATION
250 EAST 500 SOUTH
PO BOX 144200
SALT LAKE CITY, UT 84114-4200**

Some businesses do not have enough address lines available in the format of the address field. It may be necessary to use this alternative version of the business mailing address.

**UTAH STATE OFFICE OF EDUCATION
PO BOX 144200
SALT LAKE CITY, UT 84114-4200**

Business Delivery & Shipment Address Only

UPS, FEDX, DHL, etc. will not ship to a PO BOX, and therefore their packages must be sent to the former USOE physical shipping address listed below.

(Make sure to use this address only for these types of shipments to ensure prompt delivery.)

**USOE
250 EAST 500 SOUTH
SALT LAKE CITY, UT 84111**

Postage Due Notification

Occasionally postage due notifications will be routed into your mailbox. Your account has already been charged the face amount and will continue to be charged a per piece rate per occurrence. You must notify the sender of the address correction or request that the person's name be removed from the sender's mailing list to keep from accumulating additional charges against your account.

Using Colored Paper for Mailings

Please refrain from using any dark forms of red, orange, pink, purple or any other dark-colored paper on exterior of mail face. The Postage Fee Imprint is dark red and these types of colors make it hard to see. Most florescent colors do work successfully.

Interdepartmental Mailing Envelopes

There are two styles of interdepartmental mailing envelopes for use within the agency and for all state mail courier deliveries. The most commonly used are gold in color and are supplied free of charge for your convenience in a box located on the mail room service counter. Please write out completely the date, full name and department of recipient and sender.

The second style of interdepartmental mailing envelope is red in color and for restricted use in conjunction with the state mail tracking system. The intended purpose of this envelope is for the mailing of extremely important and highly confidential information. The envelope's barcode is scanned by state mail and is on a signature release confirmation basis only. These types of envelopes and tracking labels must be requested from the state mail facility, and the requestor must be trained by state mail on the proper use of such envelopes. Any unauthorized use of this type of envelope will not be honored, and the envelope will be returned to sender as undeliverable.

The red interdepartmental envelopes are only available from the state mail facility by request.

MA Account Slip

Your MA account slip must be attached securely to EVERY single bundle, tray, parcel, full mail bin or box in order to avoid being returned and delayed. Any mail submitted without an MA account slip will be rejected and returned to sender without being processed. Please attach your MA account slip by securing with tape or rubber bands (one in each direction on the bundle if necessary). **Please do not use binder or paper clips—no exceptions.** Remember, the mail has to be transported to another facility for processing, so make sure it is ready to travel and arrive with the MA account slip intact.

Bring your outgoing mail for processing to the USOE Mail Center as a drop-off point for state mail courier pickup no later than the **3:45 p.m. daily deadline.**

Please make sure your MA account slip is filled out completely, including:

- Full name and phone number
- Date
- Special instructions filled in as needed

Personal Stamped Mail

There is a mail drop slot (located in the front face of the mail room service counter) available for all personal stamped letters and stamped parcels weighing up to 15 ounces. The mail room can no longer accept stamped parcels weighing 16 ounces or more. A mail piece that exceeds 15 ounces must be taken directly to a window clerk at the post office, due to security measures being enforced as noted in the following notice:

Effective August 16, 1996, the U.S. Postal Service implemented new regulations to enhance the security of the airlines and their employees and customers. These new regulations affect all classes of mail, except for domestic express mail. Collection carriers can no longer pick up stamped domestic parcels weighing 16 ounces or more. A domestic parcel is one that originates and has a final destination within the United States. Furthermore, carriers can no longer pick up any international or military APO/FPO parcels weighing 16 ounces or more of stamped and metered mail.

Federal Express

Please affix a label with your section's MA account number in the space provided on the top of all FedEx account cards your department has been provided with. If your department has more than one MA account number make sure you are using the correct account number for the item you are sending. The MA account number is the four-digit number in the top right-hand corner of the MA account slip your department has been issued for mailing. The FedEx account card will be returned to your mailbox after the items are processed.

At your request a tracking number with the cost listed for the item you are sending will be provided at the time the parcel is processed; however, it will not list the name or address to which the item was sent. Items being sent FedEx are always automatically insured for \$100.00 in value, and additional insurance may be included for an additional charge at your request. Confirmation of delivery through the tracking number is also automatically included in the service. A variety of multi-sized, pre-printed FedEx containers (such as boxes, tear-resistant packs, bubble shippers, and envelopes) are available free of charge for your convenience.

This card must accompany all boxes or packages being sent FedEx. Please use a dry-erase marker to check off or fill in all necessary fields of important instructions on how you would like the parcel to be sent (e.g., ground, insurance value, or the following choices for overnight service: two-day, three-day saver, Saturday delivery, and International [Out of Country]). On occasion some types of service requested may not be available within certain shipping zones. In this situation the shipper will choose the next available service depending on the urgency of the parcel.

International shipments must have the type of contents marked on the parcel (e.g., "Educational Materials"). Depending on the country's security restrictions, you may possibly need to provide more detailed information, such as a phone number for the recipient. Please note whether the address is commercial or residential to avoid a future surcharge. Do not use a pen or permanent marker on the laminated card to avoid damage to it. Remember: FedEx will not ship to a P.O. box.

Individual boxes should not weigh more than 30 pounds. This is an OSHA requirement and will help prevent back injuries. If a box exceeds the 30-pound limit it will be necessary to divide the shipment into more than one box. If you are not sure how heavy your box is, please feel free to bring it to the mail room before you seal it and have the weight checked on the scale.

The FedEx end-of-day report will run at 3:30 p.m. to prepare all shipments for the pickup deadline. It is best to bring your shipments to the mail room as early in the day as possible to avoid missing the shipping deadline.

Mail Class by Definition

First-Class Mail

First-class mail includes cards, letters, flats, and parcels that weigh 13 ounces or less.

Priority Mail

Priority mail is first-class mail that weighs over 13 ounces. Maximum weight: 70 pounds. Minimum weight: None (if mail piece is marked "Priority Mail"). Required Marking: "Priority" or "Priority Mail." There are no discounted rates for priority mail.

Certified Mail

Certified mail provides proof of mailing and delivery of mail. The sender receives a mailing receipt at the time of mailing, and a record of delivery is maintained by the Postal Service. A return receipt (to provide the sender with proof of delivery) can also be purchased for an additional fee. Certified mail service is available only for first-class or priority mail. Certified mail is not available for international mail, nor does it offer insurance protection.

Restricted Delivery Mail

Restricted delivery means that the sender's mail is delivered only to a specific addressee or to someone authorized in writing to receive mail for the addressee. Restricted delivery mail addressed to officials of government agencies, members of the legislative and judicial branches of federal and state governments, members of the diplomatic corps, minors, and individuals under guardianship can be delivered to an agent without the addressee's written authorization. Restricted delivery is an available delivery option on certified mail.

International Mail (Out of Country)

Mail being sent out of the United States of America will require an additional postage rate depending on the weight and nature of the mail piece. Please write "out of country" or "international mail" on the MA account slip as well as on the face of the mail piece to ensure proper handling. International mail must also be flagged as such.

Express Mail

Express mail is an overnight service provided through the United States Postal Service. This is most recommended for mailing to P.O. box addresses. Anything that requires being mailed by express mail (which is processed by the state mail facility and sent through the post office) must be brought down to the mail room for pickup by no later than the established 3:45 p.m. deadline in order to guarantee same-day processing. All express mail that arrives in the USOE Mail Center after the deadline will not be processed until the next business day.

Business Reply Mail

It is extremely important, when using Business Reply Mail, that you type your MA account number and full name just above the words Utah State Office of Education. This is to ensure accurate account

charges as well as avoid any possible delays involved in having such mail pieces returned to the sender. Please do not alter, cover or change the return address information or permit number. The USOE Business Reply Mail envelope is pre-printed with a specific address and permit number that is licensed to the state mail facility and registered for USOE agency use only.

Media Mail

Media mail is generally used for booklets (at least eight pages), film, video, printed music, printed test materials, sound recordings, play scripts, printed educational charts, loose-leaf pages and binders consisting of medical information, and computer-readable media.

Library Mail

Library mail is used for mailing books and educational and research materials to qualifying institutions such libraries, schools, universities, zoos, and research institutions.

Mailing Guidelines

Absolutely no thick and bulky foreign objects are allowed inside any first-class letter-size envelopes. Foreign objects include, but are not limited to, binder clips, hard candy, pins (broaches), and large paper clips. These types of items can cause thousands of dollars in damage to postage meter heads. Instead, use a padded mailing envelope if you need to include thick and bulky objects. "Please hand cancel" should be clearly written on the outside of the padded envelope. When using staples and paper clips, make sure you stuff the envelope so that the stapled or clipped corner is not placed in the upper right-hand corner of any envelope. This is where the postage meter head prints.

Any single-page letter, flyer, invoice, etc., should be in a letter-size envelope, unless it can't be folded (like a certificate, etc.). A single sheet or two of paper in a regular letter-size envelope costs the regular letter rate per piece, yet a 7-1/2"x10-1/2" or larger manila envelope with the same contents has to have additional postage. Even though the weight of the mail piece is the same, the envelope exceeds the size allowed for that postage rate. Keeping this in mind will help eliminate wasted postage. Regular letter-size envelopes should not be stuffed with more than eight sheets of paper folded, or to exceed the size of 1/4-inch in thickness. If you need to mail nine or more pages to the same address, it is recommended that you use a flat manila envelope. To guarantee that your mail goes out the same day you bring it to the mail center, it must be dropped off prior to the state mail courier's 3:45 p.m. deadline.

Standard/Bulk Mail

Standard/bulk mail is a form of third-class mail and may receive deferred service; therefore it is not recommended for the mailing of any time-sensitive-type materials. The Postal Service does not guarantee the delivery of any form of third-class mail within a specified time. No first-class or foreign mail is permitted at standard/bulk mail rates.

All standard/bulk mail pieces must be enclosed in the appropriate envelope with the current revised standard mail rate INDICIA printed on the mail face. You may obtain the correct envelopes for this type of mail by submitting a work order to the USOE print shop.

All standard/bulk mailings must be a minimum of 200 pieces. Regular-sized letters can be sealed or unsealed, but not a mixture of both. All manila-sized envelopes must be sealed or clasped shut. If envelopes are not being used, do not use staples to seal ends or contain enclosures; a sticker-type closer is acceptable.

Remember: Absolutely no artwork, address labels or staples are allowed in the barcode read area (located at the bottom of the mail piece face). A single piece of standard/bulk-rate mail must weigh less than 16 ounces. All standard/bulk mail pieces must be identical in weight and appearance and should be addressed in the same fashion. No combination of different weights of paper, styles of address labels and/or handwritten addresses is allowed.

Standard/bulk mailings qualify for a reduced postal rate, which is determined by number of pieces or weight and pieces per zip code zone.

Guidelines for Standard/Bulk Mail Preparation

Please refer to the standard/bulk mail section of this document located on page 7 to make sure your mailing qualifies for this discounted rate before continuing. If so, then place all letter-size bulk/standard mailing pieces in the appropriate size postal mailing trays facing same direction, and all flats in the postal mail bins provided in the mail center lobby. Make sure all flats are clasped closed. Place one MA account slip in each tray or bin with "Standard Mail" written in the special instructions box.

If it is necessary to track the exact cost of a standard/bulk mailing for any reason (such as grant budget purposes), you must make a call in advance to the State Mail Facility at 323-4305 to have a work order number assigned to the mailing. Write this work order number on the MA account slip and also keep a record of this number to refer to at the end of the business day, when you will call back to request the total cost of the job after it has been completed.

Mail Class Separation

There are specific mail drop bins and trays for the following types of mail located in the mail room lobby. Mail class separation is as follows: First-class sealed letters, first-class unsealed letters, first-class priority flats or parcels, media flats or parcels, library flats or parcels, standard/bulk mailings, USPS express overnight, certified, and international. Also, all mail pieces must be stamped or marked with the desired class if the mail pieces are going any way other than first class.

Please have all your mail pieces prepared and bundled properly by:

1. Keeping all mail pieces running the same direction.
2. Separating the sealed from the unsealed #10 letter-size envelopes.
3. Completely closing the clasps on manila envelopes.
4. Flagging "out of country" mail and identifying the mail piece as such on the MA account slip as well.
5. Do not seal an envelope by wrapping tape around the upper right-hand corner of the mail face. This is where the postage meter imprints postage.