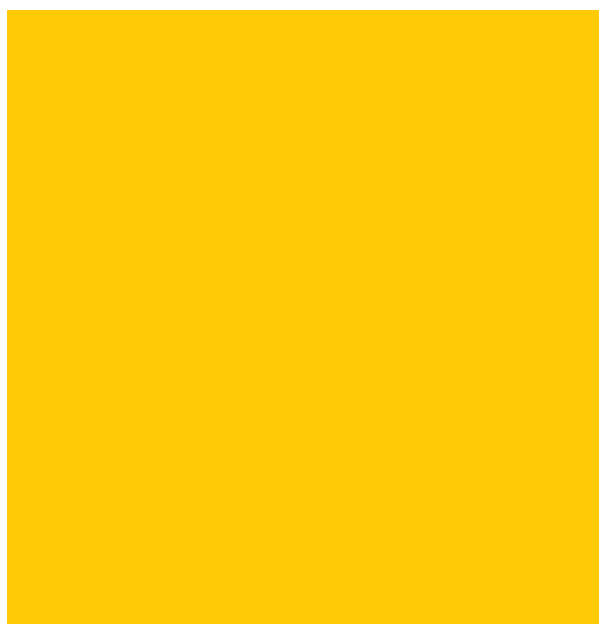# Mail Services Guide

## UCF POSTAL SERVICES

March 2019

# MAIL SERVICES GUIDE
# CONTENTS

## I.  CUSTOMER SERVICE - GENERAL OVERVIEW

### A.  MISSION

UCF Postal Services supports the excellence in teaching, research, and public service mission of the University of Central Florida.  UCF Postal Services is a department within Resource Management and also supports our departmental mission and vision statements.

### B.  GOAL

Your mail is important.  The highest priority of the UCF Postal Services is our customer and the quality and integrity of the mail services provided to you.  Each piece of mail serves a meaningful purpose.  It should be effective and reflect positively on your department and the image of the University.  Therefore, whether you are a sender or a receiver, UCF Postal Services is dedicated to the timely processing and delivery of U.S. mail, inter-departmental mail and Satellite Campus mail.

### C.  PURPOSE

This Mail Services Guide has been prepared as a source for you to obtain the best available mail services.

It covers topics such as ***addressing, enclosures, envelopes, inter-departmental mail, USPS® mail classifications, specialized delivery services*** and other information basic to your mailstream needs and objectives.  We hope that this guide will be a useful desk companion for you.

The more we know about your needs and concerns, the better we can fulfill them.  Whether you need a special service, have a large mailing planned, or you are sending or receiving something out of the ordinary, please let us know in advance and it will be our pleasure to assist you.

Should you have a specific question regarding "mailing", we encourage you to call UCF Postal Services at extension 3-2400.

### D.  STREET ADDRESSING

In 2013, street names and building addresses were assigned to buildings on the main campus.  These changes have greatly helped our visitors, students, vendors, and emergency response services in locating their destinations.

**Please note** that departments will continue to use and/or should implement the UCF addressing format (**page 8, section IV-A, Receiving Mail and Return Address**) to receive mail through the University Mail System.  Each department has been assigned a six-digit PO Box number (16xxxx) and this is your mailing address.  **This is also the information you should use for, your business cards, stationery and as your return address.**

**Please note** that this addressing format to receive mail through the USPS is different than the addressing format you would use when sending your mail out through the USPS (**page 11-13, section VI-A, Addressing for Success)**

We are unique in the mail delivered to the University in that we have our own specific zip code (32816) for all mail to be delivered to us. The single most important factor in getting your mail delivered quickly and accurately to the University and the final recipient is proper quality addressing. This is especially true since most mail is processed by the United States Postal Service (USPS) automated machinery that uses optical character readers (OCR) to read addresses and sort to the proper location at a speed of 10 pieces per second.

The USPS Mailing Standards Specialist of the Southern Area Suncoast District, have in their system the format presented here for the University to receive its mail. The format (**page 8, section IV-A, Receiving Mail and Return Address)** is the standard for receiving mail at the University.

Again, we want to emphasize the format presented (**page 8, section, IV-A, Receiving Mail and Return Address)** will allow the USPS to deliver the University's mail to UCF Postal Services in what they call a Delivery Sequence Order. This will help UCF Postal Services in sorting the mail. All other address formats will result in additional sortation or will be unrecognized by USPS system and returned to sender as undeliverable. Each line should have only the information requested.

## II. MAIL CENTER - GENERAL INFORMATION

### A. HOURS OF OPERATION

UCF Postal Services is open from 7:00 a.m. to 4:00 p.m. each working day. The telephone number is 407-823-2400. To reach the Postal Manager or Assistant Postal Manager, call this number. We are located in Bldg. #16E, 3540 East Perseus Loop, behind the Police Station and beside the Facilities & Safety Building, the main entrance is Room #100 and our mail code (Zip+4) is +3600.

### B. MAIL CENTER WEBSITE

For access to information on mailing, shipping, departmental mail codes, postal authorization forms and UPS manifest forms visit our website at: [http://postalservices.ucf.edu](http://postalservices.ucf.edu).

## C. MAIL SERVICES AVAILABLE

UCF Postal Services offers delivery and pick up of United States Postal Services Mail (USPS), inter-departmental mail, processing of outgoing USPS mail and United Parcel Service Mail (UPS), for departmental accounts only. We can provide various kinds of delivery services for both USPS and UPS. UCF Postal Services also offers University wide distributions through our mail delivery service.

1. **Services provided by UCF Postal Services**

   a. *Business Reply Mail® Service – Template provided by USPS – Contact Postal Services*
   b. *Certified Mail™ Services*
   c. *Daily mail pick up by USPS and United Parcel Service*
   d. *Delivery Confirmation Mail Services*
   e. *Delivery of Mail to the Satellite Campus Locations*
   f. *Envelope Sealing*
   g. *Express Mail® Services*
   h. *Insured Mail Services*
   i. *Inter-Departmental Mail Delivery*
   j. *Internal Distribution*
   k. *International Mail (any mail over 16 oz. would need a Customs form)*
   l. *Overnight or 2nd Day Courier Service – USPS and UPS*
   m. *Signature Confirmation Mail Services*
   n. *United Parcel Service Package Processing*
   o. *USPS Express Mail Packaging Materials*
   p. *USPS Postal Services® Mail*
   q. *USPS Priority Mail Packaging Materials*

## C. SCHEDULED DELIVERY AND PICK UP TIMES

The following mail schedule is available Monday through Friday:

- *Inter-departmental mail delivery and pick up:  Start delivery & pick up at 10:00 AM*
- *USPS mail delivery and pick up for processing: Start delivery & pick up at 10:00 AM*
- *Satellite Campus Mail Delivery:*
  *Please see http://www.rm.fs.ucf.edu/ent/postal/Off_Campus_Postal_Routes.pdf for the current schedule*
- *Certified Mail™, Express Mail® Services, Insured Mail, etc.: Start pick up at 10:00 AM*

   *(Please note that there is a 1:30 p.m. cutoff for processing and same day delivery to USPS)*

**Note:** In order to meet the deadlines set by the U.S. Postal Service® for underline accountable (tracked) mail, it must be delivered to UCF Postal Services by 1:30 p.m.  If you miss the cutoff time, *your material will be sent out the next business day.*

### E. DOMESTIC AND INTERNATIONAL USPS MAIL (NON-ACCOUNTABLE)

Regular non-accountable outbound mail (not tracked) collected by UCF Postal Services or delivered to the mailroom during the day is processed and is scheduled for pick up by the United States Postal Service as follows:

**USPS PICK UP TIME**    **3:00 p.m.**

*This mail needs to be in UCF Postal Services mail center by <u>1:30 p.m.</u> for processing to meet the deadline for USPS pick up.*

### F. UNITED PARCEL SERVICE (UPS)

UCF Postal Services can provide UPS package shipment at very competitive rates. Outbound letters and packages for UPS must be in the UCF Postal Services mail center for same day processing and pick up by UPS as follows:

**UPS® PICK UP TIME**    **3:00 p.m.**

*UPS mail is picked up with the regular campus delivery routes and deadline for processing is 1:30 p.m.*

***<u>Please note that UCF Postal Services does not process FedEx or DHL shipments at this time.</u>***

## III. DEPARTMENTAL RESPONSIBILITIES

### A. BUDGETING

UCF departments and mailers are responsible for budgeting and accounting for postage expenses, preparing mail in accordance with USPS rules and regulations and this Postal Guide, addressing mail correctly, and submitting mail with the properly completed form located at http://rm.fs.ucf.edu/ENT/postal/postage_authorization_form.pdf.

### B. UCF POSTAL AUTHORIZATION REQUEST FORM

A *UCF Postal Authorization Request Form* is available from the UCF Postal Services website http://postalservices.ucf.edu under the Postage Authorization form tab and is required for the processing of outgoing mail. The form is completed by the mailer and must accompany the mailing to UCF Postal Services. **Please use separate postal authorization forms for domestic mail and international mail, between Letters, Flats and Packages, also with extra services such as Certified Mail, Express Mail, Signature Confirmation, Delivery Confirmation, and Insured Mail.** Inter-departmental mail and already stamped mail, not requiring a Postal Authorization Form, should be bundled separately from domestic and international mail to be processed.

## C. ADDRESSING

Mail must be properly addressed (see **page 11-13, section VI-A, Addressing for Success**) and the return address must include the information listed in the manual (**page 8, section, IV-A Receiving Mail and Return Address**).  Organizations and departments should use this guide for preparing all mail and should follow the procedures outlined.  The departments are also responsible for informing all departmental employees about essential things they need to know about mail rules and requirements.

## D. EMPLOYEE RELOCATION

If employees leave, transfer or change locations, UCF Postal Services should be notified via Email.  Additionally, departments are responsible for determining the disposition of mail for employees who have left the University, and advising the employee to notify potential mailers of their new address.  For employees who have transferred to another department within the University, also let UCF Postal Services know via an e-mail to postal@ucf.edu.

## E. DEPARTMENT RELOCATION

With a change of the department's internal location, please notify UCF Postal Services as soon as you learn of your new location by sending an email to the UCF Postal Services Postal Manager or to the postal@ucf.edu address.  Indicate the new location and the telephone number in the email.  In most cases, we will use the same Zip+4 designation.  Postal Services will just need to redirect the delivery of your mail.

## F. RETURNING (RTS) AND FORWARDING FIRST CLASS MAIL

Cover the University's (Delivery Address) address and zip code (with label or marker), but not the individual's name.  Write, "Return to Sender" (RTS) with a reason, or "forward to" (FWD TO) and the new address.  Also mark out the barcodes on the front and back with a black marker.  Addresses on a mail piece that you had previously sent out, but it was returned to you with a new address (yellow sticker), should be immediately updated in your mailing list to prevent future delays or lost mail.

```
RETURN                                    STAMP
ADDRESS
              RTS and reason


          NAME                       FWD TO;
          DELIVERY ADDRESS           NEW
          CITY, STATE, ZIP           ADDRESS


                   BAR CODE
```

## G. CAMPUS MAIL SYSTEM

The Campus Mail System is used to provide internal distribution of official mail at the University.  Campus or Inter-departmental mail service is provided by the UCF Postal Services to the main University campus **once each workday** to designated locations. *The goal and objective of UCF Postal Services is to deliver all mail that is received in the morning that same day.*  The Campus Mail System is provided free of charge, and all Inter-departmental mail requires no postage.  University academic and administrative units, officially recognized University groups and organizations, and University students and employees are authorized to utilize the Campus Mail System.  All mail (including Campus Mail) must be placed at mail stop locations and areas designated for this purpose in each department/building.  All mail will be picked up and delivered at these same locations**.** We also deliver to the various satellite campuses.

## H. PERSONAL MAIL POLICY

Personal mail that is sealed and stamped may be deposited in departmental or campus mail pick up locations or brought to UCF Postal Services.  This mail will be entered into the U.S. Postal Service mail stream and postmarked the same business day it was collected. However, UCF Postal Service cannot be held responsible for personal mail placed in Campus Mail.  Preprinted UCF envelopes should not be used for personal mail.  The University's return address should not be used on personal mail.  **University staff and faculty are not authorized to receive personal mail or parcels at the University through the UCF Postal Services**.  UCF staff and faculty employees must give correspondents a home or other off-campus address for their personal mail.  Personal mail received by UCF Postal Services will be held at the Mail Center for personal pick up or returned to the sender if the problem persists.  The UCF Campus Mail System may not be used to send personal mail to other employees.

## I. MAILING LIST

*The preparation of <u>address lists is the responsibility of the mailer</u>.  In order to decrease postage costs of UAA Mail (Undeliverable As Addressed) addresses should be updated to include correct ZIP+4® codes and be kept current to include moves.  All mail that is returned to the sender because of an incorrect address, or because the recipient has moved, costs the department additional postage fees*.

## IV. ADDRESSING FOR RECEIVING USPS MAIL AND RETURN ADDRESS

## A. RECEIVING MAIL and RETURN ADDRESS:   EXAMPLE

NAME                                                            JOE SAMPLE
DEPARTMENT                                          POSTAL SERVICES
UNIVERSITY OF CENTRAL FLORIDA        UNIVERSITY OF CENTRAL FLORIDA
PO BOX 16XXXX                                      PO BOX 163600
ORLANDO FL 32816-XXXX                       ORLANDO FL 32816-3600

## B. ZIP+4, INTERNAL MAIL CODE (XXXX)

Each department has been assigned a six-digit PO Box number and that PO Box is your mailing address.

The (Zip+4) is used to identify a department location internally and this +4 portion is the last four digits of your PO Box as well as the +4 of our University zip code (32816-XXXX).  If you don't provide the +4 internal mail code, it could delay the mail in getting to its proper destination.  <u>You may see 32816-8005 on some mail pieces. The USPS assigned this Zip +4 code for the University as whole and it does not belong to any individual department.</u>  Mail stop codes (Zip+4) designations are available in the UCF Telephone Directory and on the UCF Postal Services web site.  Also, you can give UCF Postal Services a call at 3-2400.

## V.  INTER-DEPARTMENTAL MAIL

This mail consists of enveloped correspondence for delivery to the addressee.  To provide proper delivery, inter-departmental mail requires the addressee's ***full name***, ***department name*** and ***(+4 mail code)***.  **Example below**

> **JOHN HANCOCK**
> **BIOLOGY +2368**

*In addition to addressee's Name, Department and +4, include the same information for the addressor.*

## A. ENVELOPES

### 1.  Inter-Departmental Envelopes (Page 10, Exhibit 1)

These are envelopes used repeatedly for internal mailings.  When using inter-departmental envelopes, make sure **all previous markings** have been **marked out** to ensure proper handling and direction to the intended recipient.  The addressee should always appear on the last line.  Do not address **between** previous markings.  Address parallel to short side of the envelope to avoid confusion.  Inter-departmental envelopes can be used for mail on the main campus and for the regional campuses.

### 2.  Internal Packages

The addressing of packages for internal distribution is the same.  Use full name, department name and (Zip+4).

### 3.  *Appropriate Size and Strength*

Envelope size for inter-office mailings should properly accommodate the inserts. Also be sure to secure the envelope or package.

<p style="text-align:center">**Exhibit 1**</p>



Plain manila envelopes may also be used with a routing form securely attached to the front of the envelope.   Routing forms may be downloaded from our website at http://rm.fs.ucf.edu/ENT/postal/interdepartmental_label.pdf.

## B.  ENCLOSURES

### 1.  Confidential Correspondence

Use our inter-departmental envelopes and seal the contents within with tape on the outer flap and mark the envelope as *CONFIDENTIAL.*

### 2.  Multiple Page Items

Multiple page memos, letters, magazines, books and reprints are examples of what should be inserted into inter-departmental envelopes.  This helps facilitate handling and will prevent single page correspondence or small pieces of mail from becoming trapped between the pages of multiple page items.

### 3.  Non-mailable Items

Items such as metal pieces, glass parts, product samples, chemicals, etc., CANNOT be mailed in envelopes.  They require special packaging before mailing internally; i.e., items wrapped with material placed inside an envelope or put into a padded envelope or box.

## VI.  U. S. POSTAL SERVICE® MAIL

### A.  ADDRESSING FOR SUCCESS – <u>Outgoing domestic and international mail.</u>

#### 1.  Letter Mail

The images below (page 11, Exhibit 2) illustrate the recommended address format and position to ensure efficient handling and delivery by the U.S. Postal Service.

### EXHIBIT 2

Front of envelope:

### DOMESTIC ADDRESS FORMAT

```
UCF Postal Services
PO Box 163600                                          STAMP
University of Central Florida
Orlando FL 32816-3600



                    Address Block            General Format
          JOHN DOE -------------------------- Attention Line
          ABC CO (Suite or PO Box)-------- Recipient Line
          54 SOUTH PEARL ST ------------- Delivery Address Line
          NORTHEAST PA  16428-1288 –- Last Line
```

### INTERNATIONAL ADDRESS FORMAT

```
UCF Postal Services
PO Box 163600                                          STAMP
University of Central Florida
Orlando FL 32816-3600


     PAR AVION
     Air Mail
                        MARY JONES
                        STATION 321
                        OTTAWA ONTARIO K1A 0B1
                        CANADA
```

### B. ADDRESS IMPROVEMENT RECOMMENDATIONS – ALL MAIL TYPES FOR THE USPS

1. CAPITALIZE THE FONTS WITHIN THE DELIVERY ADDRESS
2. Use 2 letter state abbreviations  (Exhibit 6) – page 22
3. Eliminate all punctuation  (except the hyphen between ZIP Code™ and plus four)
4. Use common abbreviations for street designations (Exhibit 7) – page 23
5. Use ZIP+4® Codes
6. Type or machine-print all address information.
7. Make sure print is clear and sharp.
8. Ensure address characters don't touch or overlap.
9. Black ink on a white background is best.
10. Maintain a uniform left margin.
11. Include floor, suite and apartment numbers whenever possible.
12. **Put the city, state and ZIP Code™ or ZIP+4® code in that order on the last line.  If there's not enough room, you can put the ZIP Code™ or ZIP+4® code alone on the bottom line.**
13. Leave one or two spaces between words and between the state abbreviation and ZIP Code™ or ZIP+4® code.
14. The pound sign (#) should not be used as a secondary unit designator if the correct designation, such as *APT* or *STE is known.*

Make sure the delivery address appears on the <u>line immediately above the city, state and ZIP Code™</u> line; example

> 123 W MAIN ST
> Orlando FL  32816

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

### C. ADDRESS PLACEMENT

#### 1. Labels

Labels for use on letters, packages or large envelopes must be addressed according to the recommended format in (**Exhibit 3, page 13).**  Improperly prepared labels could lead to delivery problems by USPS.  Labels that are applied must be parallel to the bottom edge of the envelope to be processed by the USPS® on automation equipment.

#### 2. Envelopes

Placement of the address on the face of an envelope should conform to USPS® specifications as shown on (**Exhibit 3, page 13).**  On this exhibit, inside the rectangular box marked as the "MLOCR Read Area" is the area for the **address**.  On this exhibit, inside the rectangular box marked as "Barcode Clear Zone" is the area

that should remain free of any markings.  Leave an area of 5 inches long by 1.25 inches high in the upper right hand corner for the postage stamp.

You should refrain from using darker colored envelopes as the metering ink is red in color and can be obscured if applied to an envelope that is not lighter in color. Additionally, "slick" or glossy mail items should be placed inside paper envelopes as the metering ink can easily be wiped off of these types of surfaces.

**EXHIBIT 3**
AREAS FOR AUTOMATI0N READING
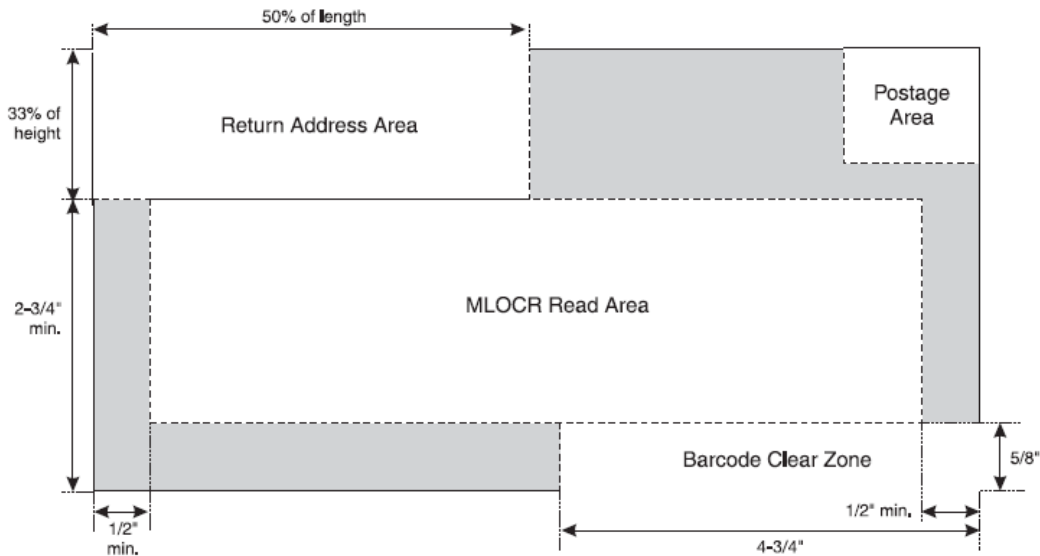


Illustration Source:  Publication 25 Designing Letter and Reply Mail

| | |
|---|---|
| 1. **The Address Area**. *The complete address should be located within the MLOCR read area (no return address information).  Extraneous (non-address) printing or markings should appear as high on the mail piece and as far away from the address as possible.* | 2. **Barcode Read Area**.  *Please make sure that this area remains <u>clear of all printing</u>.  It's reserved for the bar code that will be printed by the Multi-Line Optical Character Reader (MLOCR).* |

### D.  ENCLOSURES – United States Postal Service Mail

#### 1.  Correspondence

Mail of any kind for transport by the United States Postal Service should be enclosed in an appropriate envelope or package and sealed.

#### 2.  Non-Mailable Contents

The following are samples of **non-mailable** contents in envelopes:

*Paper Clips, Metal Pieces, Glass Chips, Sand*

In addition to jamming and/or damaging the mailing machines, these items can also be lost (envelope tearing) or cause serious injury to the postal employees.  This would require the same kind of packaging as stated for inter-departmental mailings.

### 3. Dimensions

The following dimensions are also classified as non-mailable and may be returned to sender:

***Envelopes and cards measuring <u>less than</u> 5" in height by 3 1/2" in length or 0.007" in thickness***

All foreign countries also impose various restrictions depending on country and item(s) being mailed.

It is recommended that when mailing questionable items to U S or foreign destinations, the mailer should call UCF Postal Services for assistance.

### 4. Window Envelope Enclosures

**Enclosures must be designed so that the address appears in the window and should not be stapled to prevent movement of the address from window view.  If the addressed enclosure does not properly fit the window, use an envelope without a window.**

## E.  ENVELOPES (USPS Size and Shape Standards)

a. **Sizes and types for USPS mail classifications**

b. **The physical dimensions and characteristics of a mail piece determine the processing category.**

c. **The USPS rates *cards, letters, flats and packages differently*. *Use light colored envelopes for legibility and please avoid brilliant colors and slick surfaced mail pieces when designing your mail pieces.***

     i. ***Post cards***

- Minimum size; 5 inches long by 3.5 inches high by 0.007 thick
- Maximum size; 6 inches long by 4.25 inches high by 0.016 thick

     ii. ***Letters***

- Minimum size; 5 inches long by 3.5 inches high by 0.007 thick
- Maximum size; 11.5 inches long by 6.125 inches high by ¼ inch thick

### iii. _Flats_

- Minimum size; 11.5 inches long by 6.125 inches high
- Maximum size; 15 inches long by 12 inches high
- Thickness; maximum of ¾ inches
- Rectangular shape
- Uniform thickness – no more than 0.25 inch variance
- Flexible

### iv. _Packages_

- Items that are not flats, letters, or postcards, such as thick envelopes (over ¾ inch thick), thick or rigid books, small and large boxes, and poster tubes.

## 2. Appropriate Size and Strength

a. Envelopes should be of the right size and strength to accommodate the enclosures and reduce postage costs.

b. Envelope size should properly accommodate the insert(s).  Excessively large envelopes will not keep the inserts securely in place.  The inserts in such envelopes slide, creating an imbalance in the envelope, increasing the risk of ripping and loss of contents.  A snug fit keeps the enclosure in place within the envelope. Be sure to secure the envelope enclosure.

c. Conversely, when an envelope is **overstuffed**, it can burst at the seams.  The result can be a total loss of the mail piece.

d. The **strength** of the envelope should withstand the weight of its contents.  If there is stress at the seams or sharp edges, the envelope is overloaded and can burst increasing the chance of contents being lost.  Use a larger envelope.

e. **We would prefer that you would not use the envelopes with the metal clasps as they can get caught in the postage meters.  If those types of envelopes are used, please seal the envelope flap with either moisture or tape.  Also, place tape over the metal clasp.  You can enclose the metal clasp behind the envelope flap.**

### F. FLAT MAIL PIECE - Address Label Placement (Exhibit 4, page 16)

### 1. FLATS, LENGTH AND HEIGHT

The length of a flat-size mail piece is the longest dimension. The height is the dimension perpendicular to the length.

- Minimum size:  11.5 inches by 6.125 inches
- Maximum size: 15 inches by 12 inches
- No greater than ¾ inch thick
- No more than ¼ inch variance in the flat

### EXHIBIT 4

## Landscape Layout

Return Address                                    Space for Postage

Address Label should be placed on **either the right half or left half side** of the Mail Piece

right or left

## Portrait Layout

Return Address                    Space for Postage

Address Label should be in **top one third** of the Mail Piece
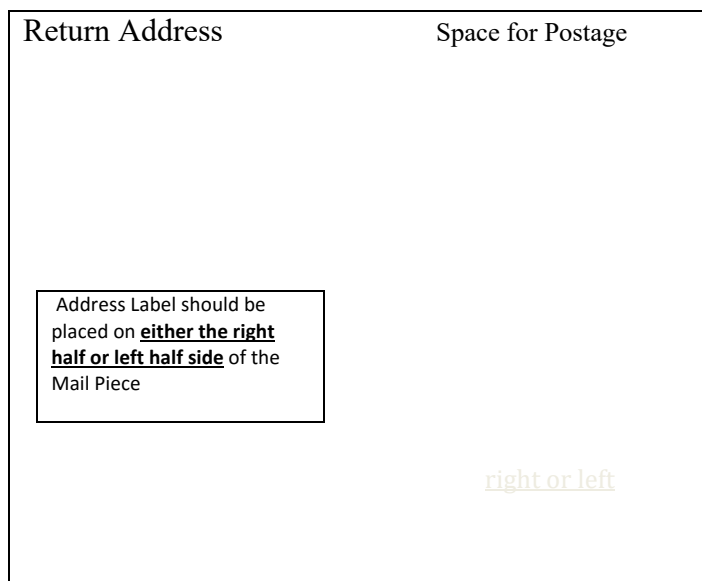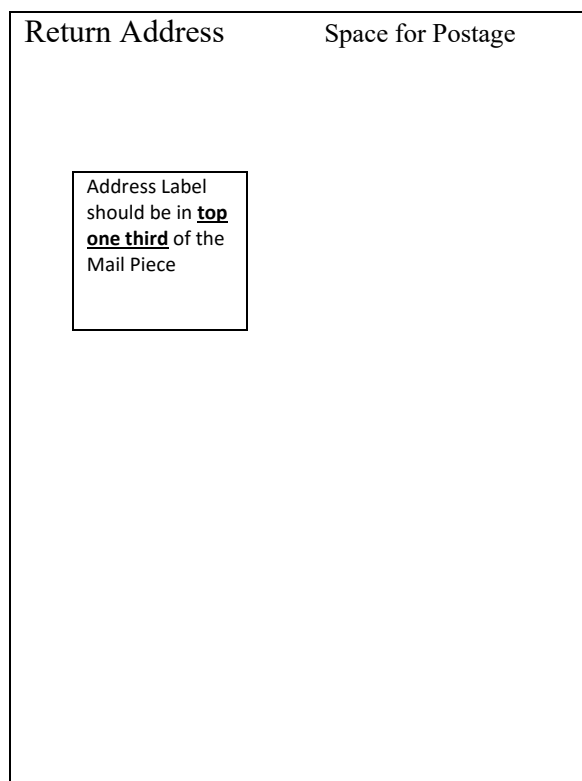
### VII.    CLASSES OF MAIL AND USPS® EXTRA SERVICES

### A.  First-Class Mail® Service

Any mailable matter, weighing up to and including 13 ounces, may be mailed as First-Class Mail.  The following examples are considered First-Class mail and must carry postage at First-Class™ or Priority Mail® prices.

1.  Matter wholly or partially handwritten or typewritten (including identical copies prepared by automatic typewriter), originals or carbons, invoices, (except when accompanying the matter to which they relate), postal cards, post cards.
2.  Bills and statements of account.
3.  Price lists with written-in figures changing items or prices.
4.  Blank printed forms filled out in writing, including canceled or un-canceled checks.
5.  If you are not sure if your mail piece is required to be mailed as First-Class, ask us!

### B.  Priority Mail® Service

All First-Class Mail® mail pieces exceeding 13 ounces and not exceeding 70 pounds are considered Priority Mail and, at the option of the mailer, any mail weighing 13 ounces or less.  There is no minimum weight limitation.

The US Postal Service and UCF Mail Center provides free Priority Mail® supplies: cardboard and Tyvek™ envelopes, boxes, stickers.

Use Priority Mail service when 1 to 3 day service is desired.

Use the Flat-Rate Priority Mail envelopes when possible - especially if the mail piece weighs more than 1 pound.  These free envelopes allow any weight of material up to and including 70 pounds and postage will be the 1-pound rate

> *Note:* Priority Mail service is typically 2 days between 64 major markets; i.e., Atlanta to Dallas or Chicago to New York.  When using Priority Mail, we recommend use of Priority Mail® envelopes available at no charge from the UCF Post Office or your local Post Office.

### C.  Express Mail Service

Provides next day or second day service to all major markets in the United States.  Express Mail® pieces can weigh up to and including 70 lbs., and can be delivered 7 days a week. (There is an added fee for Sunday or holiday delivery.)

Domestic Overnight Delivery is **guaranteed** by the U.S. Postal Service (to most locations), and provides for a full postage **refund** if the item is not delivered on time (certain exceptions apply).

> ***Note***: Do not request Saturday deliveries as additional charges are incurred.  Also, should you require Saturday services, determine if anyone is going to be at the delivery destination.  Consider a signature waiver to be sure driver leaves the item.

Also, to conserve costs, do not use overnight services on Friday.  Consider Priority USPS mail for Monday delivery.

**D.  Media Mail and Library Mail Prices –**

**The USPS does not guarantee the delivery of Media Mail or Library Mail within a specified time. Media Mail and Library Mail might receive deferred service.**

1.  **Media Mail** – Partial listing of items mailed at Media Price: printed music, whether in bound or sheet form.  Books, including books issued to supplement other books, of at least eight printed pages, consisting wholly of reading matter or scholarly bibliography, or reading matter with incidental blank spaces for notations and containing no advertising matter other than incidental announcements of books.  Sound recordings, including incidental announcements of recordings and guides or scripts prepared solely for use with such recordings. Video recordings and player piano rolls are classified as sound recordings.  Playscripts and manuscripts for books, periodicals, and music.  Printed educational reference charts designed to instruct or train individuals for improving or developing their capabilities.

2.  **Library Mail** - Partial listing of items mailed at Library Price:  Mail sent between: schools, colleges, universities, public libraries, museums, and herbariums and nonprofit religious, educational, scientific, philanthropic (charitable), agricultural, labor, veterans, and fraternal organizations or associations.

**E.  Extra Services**

Accountable Mail includes all mail pieces with Certified Mail™ service, Express Mail, Insured Mail, etc.  Group mail pieces requiring extra services together, according to the type of extra service desired, and attach a Postal Authorization Form for each type of service requested.  Contact UCF Postal Services for proper placement of the various extra services labels on the mail piece.  Do not place any label or markings in the area of the stamp.  These labels can be obtained from UCF Postal Services.

***Certified Mail*™**  Provides you with a mailing receipt and a record of delivery is maintained at the recipient's Post Office. Certified Mail service is available only for First-Class Mail®.  No insurance coverage is provided.  Customers can retrieve the delivery status over the Internet at www.usps.com by entering the article number shown on the mailing receipt.  A numbered label and completed receipt must be affixed.

***Insured Mail*** - You can obtain payment for domestic mail that has been lost, rifled or damaged by having it insured.  You can buy insurance up to $5,000 for Package Services

mail.  It is also available for merchandise mailed at the Priority Mail® or First-Class Mail® rates.  Express Mail Service® includes $100.00 insurance at no extra charge.

***Return Receipts*** - A return receipt is your proof of delivery.  It is available for insured mail, Certified Mail™ and domestic Express Mail® shipments. The Return Receipt identifies the article number, who signed for it and the date it was delivered.  It is not necessary to utilize a Return Receipt on all Certified Mail™ mailings.  <u>Be certain to identify your mail stop and department on any return receipts so we can route them back to you.</u>

***Signature Confirmation -*** Signature Confirmation service provides the mailer with information about the date and time an article was delivered and, if delivery was attempted but not successful, the date and time of the delivery attempt.  A delivery record, including the recipient's signature, is maintained by the USPS and is available, via fax or mail, upon request from the USPS.

***Delivery Confirmation*** - Delivery Confirmation service provides the mailer with information about the date and time an article was delivered and, if delivery was attempted but not successful, the date and time of the delivery attempt.  Delivery Confirmation service is available only at the time of mailing.  No record is kept at the UCF Post Office of mailing.  Delivery Confirmation service does not include insurance and signature is not required upon delivery of mail piece.   To track delivery, visit [www.usps.com](www.usps.com) and enter the article number in the indicated area.

***Mailing Supplies*** – Mailing supplies may be ordered online at [www.usps.com](www.usps.com).  These supplies will be delivered to UCF Postal Services with the daily mail and we will, in turn, deliver them to your department.


## VIII.        INTERNATIONAL MAIL

Most items are mailable to foreign countries.  However, there are certain **restrictions**.  It is important that mailers contact UCF Postal Services to determine the proper classification and documentation required.  Customs forms are required for International Mail pieces weighing over 16 ounces, and the department needs to provide a completed form.  We can provide you with the Customs Forms.

One form (2976) for items weighing 16 ounces to 4 pounds.

One form (2976A) for items over 4 pounds.

If Customs regulations are not followed and documentation is not **exact**, the item will be impounded by Customs until the addressee makes arrangements for clearance and the payment of whatever duties required for the release of the item.  Customs rules apply the same whether mail is sent by USPS® or other couriers.

**<u>The last line of any foreign address should be the country name spelled out in capital letters, in English.  We highly encourage you to use the online mailing forms available at [www.usps.com](www.usps.com) to ensure that your labels are properly addressed for the intended destination country.</u>**

## IX. BUSINESS REPLY MAIL (BRM®)

The mail piece must conform to specific format to qualify as BRM.  All business reply postage and handling charges are billed back to initiating departments.  When you decide to design any business reply envelope or card, please call UCF Postal Services Manager at extension 3-2400 for the proper format.  The business reply envelope template is produced by the USPS and sent by e-mail for your approval.  Your department cost center number must appear in the address for billing.

- *BUSINESS REPLY MAIL®  (BRM™) Service*
  BRM™ service enables mailers to receive return/reply mail with First-Class Mail® service by paying postage and handling charges only on the mail which is returned.

## X.  LARGE MAILINGS

Advance notice is appreciated to effectively handle and process large or specialized mailings.  Large mailings are considered any mailing consisting of 1,000 or more pieces.  Advanced notice would be appreciated on bulky, heavy or a large quantity of boxes.

## XI.  MAIL PIECE – GENERAL COMMENTS

A.  The Vendor who designs your mail piece for bulk mailings should have all the requirements of the USPS for the design of that mail piece.

B.  UCF Postal Services would like for you to beware of a few things when designing or processing your mail piece.

1.  Please don't use a slick or glossy finish to a mail piece as it presents a problem in that the ink used for processing will not stick to that kind of mail piece.

2.  Make sure that a space of 5 inches long by 1.25 inches high is left in the upper right corner of the mail piece for the postage stamp.

3.  **Place the return address in the upper left hand corner of the mail piece.**

4.  When sealing your mail pieces, watch that extra sealant is not being applied as this will cause the envelopes to stick together.

5.  When stuffing you window address envelopes make sure that any part of the address on the mail piece inside is not hidden from view

6.  We prefer that you would not use envelopes with metal clasps.  If using the metal clasps, the envelope should still be sealed, not relying on the metal clasp for closure.  Place tape, at least 1 ½ inches in width, across the clasp area to avoid having the clasp foul automated postal metering equipment.

EXHIBIT 5
# Official USPS Two-Letter State, Territory, and Commonwealth Abbreviations

| | | | | | |
|---|---|---|---|---|---|
| Alabama | AL | Kentucky | KY | Oklahoma | OK |
| Alaska | AK | Louisiana | LA | Oregon | OR |
| Arizona | AZ | Maine | ME | Palau | PW |
| Arkansas | AR | Marshall Islands | MH | Pennsylvania | PA |
| American Samoa | AS | Maryland | MD | Puerto Rico | PR |
| California | CA | Massachusetts | MA | Rhode Island | RI |
| Colorado | CO | Michigan | MI | South Carolina | SC |
| Connecticut | CT | Minnesota | MN | South Dakota | SD |
| Delaware | DE | Mississippi | MS | Tennessee | TN |
| District of Columbia | DC | Missouri | MO | Texas | TX |
| Federal States of | | Montana | MT | Utah | UT |
| Micronesia | FM | Nebraska | NE | Vermont | VT |
| Florida | FL | Nevada | NV | Virginia | VA |
| Georgia | GA | New Hampshire | NH | Virgin Islands | VI |
| Guam | GU | New Jersey | NJ | Washington | WA |
| Hawaii | HI | New Mexico | NM | West Virginia | WV |
| Idaho | ID | New York | NY | Wisconsin | WI |
| Illinois | IL | North Carolina | NC | Wyoming | WY |
| Indiana | IN | North Dakota | ND | | |
| Iowa | IA | Northern Mariana Is. | MP | | |
| Kansas | KS | Ohio | OH | | |

| **DIRECTIONAL ABBREVIATIONS** | | **SECONDARY ADDRESS UNIT INDICATORS** | |
|---|---|---|---|
| North | N | Apartment | APT |
| East | E | Building | BLDG |
| South | S | Floor | FL |
| West | W | Suite | STE |
| Northeast | NE | Room | RM |
| Southeast | SE | Department | DEPT |
| Southwest | SW | | |
| Northwest | NW | | |

## EXHIBIT 6

# STREET DESIGNATORS
# (STREET SUFFIXES)

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

## *MAIL DISCREPANCY NOTICE*

The following form will accompany any mail being returned to the originator for modification. The purpose of the form is to help ensure that mail is properly prepared to reach the destination in good condition.

> **Note:** Any outgoing mail that has any of the characteristics of a "suspicious mail piece" will be referred to the UCF Police Department and UCF Emergency Management.
>
> Any outgoing mail that is improperly packaged will be returned to the originator for repackaging to meet USPS mail packaging standards.

EXHIBIT 7

## *MAIL DISCREPANCY NOTICE*

**Today's Date** _____

**Department Name** _____

**The attached mail piece is being returned for the following reason:**

❑  Insufficient address

❑  No ZIP Code™

❑  Handwritten address

❑  Envelope flaps – unflapped

❑  No return address

❑  International address not complete/destination country not in English

❑  Other:

_____
_____
_____
_____