

# State Mail & Distribution Services Mail User Guide

2016



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## Mission Statement:

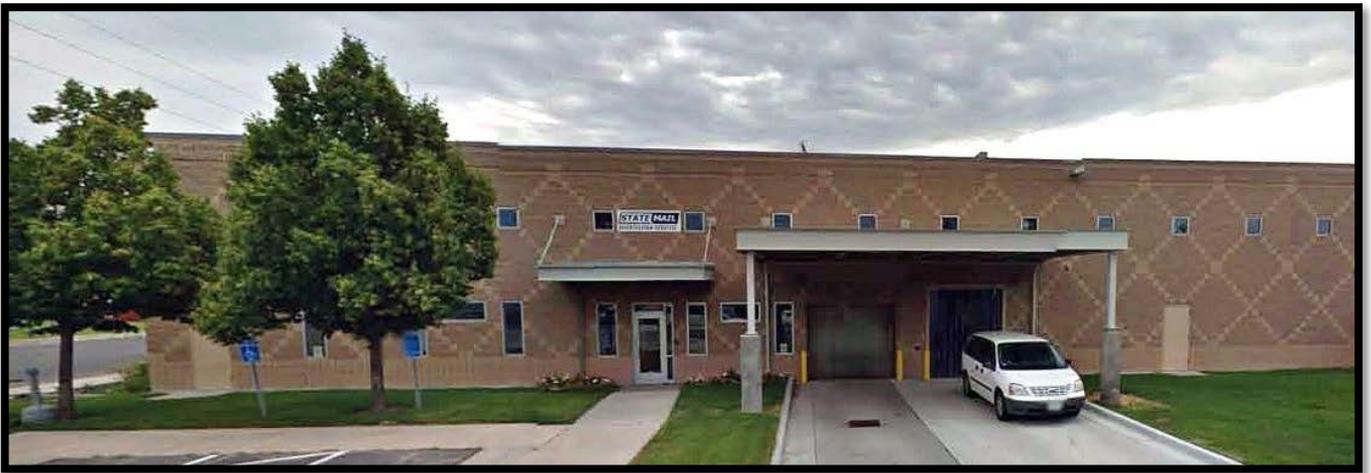
*State Mail & Distribution Services (SMDS) is a full service mail processing and distribution operation. Our mission is to provide a cost effective and comprehensive mail and distribution system for our customer agencies. Our goal is to assist all state agencies and political sub-divisions in taking full advantage of our postage and freight discount programs and to assist them in minimizing their mail finishing costs. This is achieved through extensive automation, consolidation, and on-going customer training efforts.*

## General Information

### Address

Street Address — 250 North 1950 West, Suite C  
Salt Lake City, Utah  
(Just north of the Tax Commission Building)

Mailing Address — PO Box 141106  
Salt Lake City UT 84114-1106



### Hours of Operation

SMDS is open Monday through Friday from 3:00 AM until 7:00 PM, except holidays.

The business office is open Monday through Friday from 7:00 AM until 6:00 PM.

### Contact State Mail & Distribution Services

Main phone number, 801.323.4300

Fax Number, 801.323.4310

### Web Site:

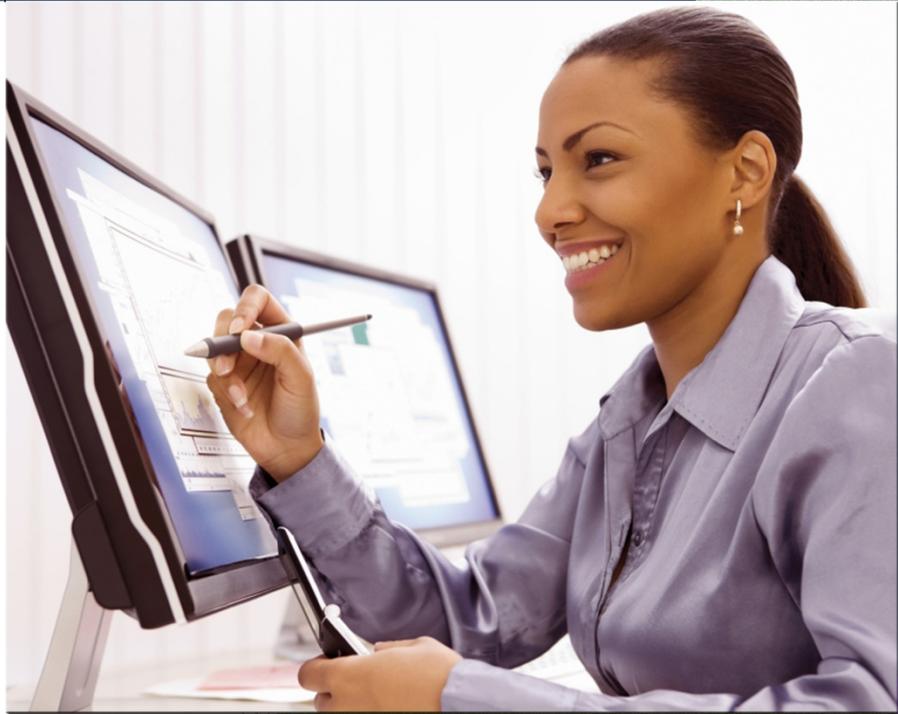
[www.purchasing.utah.gov](http://www.purchasing.utah.gov)

## Employee Contact Information:

Job Description	Name	Phone Number	Email
Program Manager	Brian Jensen	801.323.4304	brianjensen@utah.gov
General Services Manager	Andy Wright	801.323.4305	awright@utah.gov
Mail Design Analyst	Scott Sutherland	801.323.4306	ssutherland@utah.gov
General Services Supervisor	David Wade	801.323.4303	davidwade@utah.gov
Accounting	Grant Beckler	801.323.4301	gbeckler@utah.gov
Front Desk/Accounting	Pamela Kelley	801.323.4300	pkelley@utah.gov
Fleet Service/Mail Tracking Service	Jeremy Bateman	801.323.4312	jpbateman@utah.gov
Supervisor – A.M.	Brian Davis	801.323.4307	bjdavis@utah.gov
Supervisor – P.M.	Patty Wilson	801.323.4307	pmwilson@utah.gov
General Services Specialist/QC	Joel Davidson	801.323.4302	joeldavidson@utah.gov
General Services Specialist	Mike Beckstead	801.323.4311	mwbeckstead@utah.gov
Assigned Areas	Contact Person	Phone Number	Email
Addressing Services	Scott Sutherland	801.323.4306	ssutherland@utah.gov
Best-way Shipping Consultation	Scott Sutherland	801.323.4306	ssutherland@utah.gov
Business Reply Mail	Scott Sutherland	801.323.4306	ssutherland@utah.gov
Certified/Registered Mail	Brian Davis (AM)	801.323.4307	bjdavis@utah.gov
	Patty Wilson (PM)	801.323.4307	pmwilson@utah.gov
Courier Service	David Wade	801.323.4303	davidwade@utah.gov
Express Mail and Accountable Mail	Brian Davis (AM)	801.323.4307	bjdavis@utah.gov
	Patty Wilson (PM)	801.323.4307	pmwilson@utah.gov
Folding and Inserting	Mike Beckstead	801.323.4309	mwbeckstead@utah.gov
International Mail	Brian Davis (AM)	801.323.4307	bjdavis@utah.gov
	Patty Wilson (PM)	801.323.4307	pmwilson@utah.gov
Parcels and Flats Mailings	Brian Davis (AM)	801.323.4307	bjdavis@utah.gov
	Patty Wilson (PM)	801.323.4307	pmwilson@utah.gov
Statements or Invoices	Grant Beckler	801.323.4301	gbeckler@utah.gov
US Postal Service Mail	Scott Sutherland	801.323.4306	ssutherland@utah.gov



## Agency Mail Preparation Responsibilities



State Mail & Distribution Services

## Agency Mail Preparation Responsibilities

### Separation Requirements

Please bundle and/or separate your outbound mail as follows, attaching a separate State Mail Authorization Card (SMA Card) to each bundle.

- **Computer Generated or Typed** – All standard letter-size mail addressed mechanically, using appropriate font and addressing standards. This mail, if printed in a readable font and using the automation compatible standards (discussed in greater detail later in this Guide) will be processed on the Optical Character Reader (OCR) at a discounted postage rate (up to 10.5 cents per piece discount).
- **Non-Readable (Hand Written) Mail** – All standard letter-size mail addressed in a non-readable font or addressed by hand. This mail will not be processed on the OCR and does not qualify for postage discounts. Every effort is made to achieve automation discounts for our customers. Therefore, we discourage hand-written addressing of official state correspondence.
- **Parcels and Flats** – All mail exceeding the maximum dimensions of letter mail (see page 42), and all packages, tubes, and boxes. If the items cannot be bundled together, please attach an SMA card to each item.
- **Other** – Any mail that does not fit into one of the above four categories (i.e. foreign, Certified, Registered, Express, FedEx, and DHL).

### Bundling Requirements

- For automation purposes, all mail within the same bundle **must be faced the same direction** and all flaps must be either up or down.
- **Since we cannot seal envelopes thicker than ¼" on our automated equipment, the customer must seal all thick envelopes prior to sending them to us for postage.**
- To secure the bundle of mail during transport, a rubber band must be placed around all bundles of envelopes. Also, to secure the contents, all overstuffed pieces must be sealed prior to sending them to us for processing.
- To accommodate billing, postage and processing, a copy of an SMA card must be attached to each bundle.

## Courier Pickup

SMDS couriers are on very tight schedules. They provide mail distribution services to over 500 customer locations each day. These schedules must be maintained so that all mail can be processed and delivered to the USPS by their established deadlines. Couriers are encouraged to accommodate customer requests, within reason. However, while our couriers are prohibited from leaving a stop prior to the normal dispatch time, they have permission to leave the stop at the established time if the mail is not ready.

Please have your mail ready for the courier at your normal dispatch time. (For a schedule of the stop times, follow the link on our website).



<http://purchasing.utah.gov/box-numbers-and-route-schedule.html>

## State Mail Authorization Cards (SMAC)

To send out-going mail, you must obtain an SMA Card containing the correct FI-NET coding for billing, postage and processing.

SMDS charges postage and service to the appropriate mailer by using these bar-coded SMA cards. Postage and service charges are compiled at the end of each month and billings are prepared and made available to each customer agency. We will not process mail without a valid SMA card or SMDS' Work Order number attached to the bundle. For questions on this, or to activate/deactivate an account contact Grant Beckler at 801.323.4301.

Although SMDS provides the SMA Cards, we are not responsible for making sure that the correct SMA Card is attached to the mail. **Each customer is responsible for making sure that the appropriate billing account is used. (To print your SMA Card please follow the link on our website).**  
<http://generalservices.utah.gov/StateMail/BarcodeCards.aspx>

While you are at the State Mail website you may choose to print either the standard SMA Card or the "Mail Today" Zebra Card. If you have a mailing that has to go out the same day that State Mail receives it, choose the Zebra Card. If we are unable to send out your mail at a discount rate due to time constraints we will mail it at the full price, first class postage rate. If your priority is to capture the greatest postage savings, use the standard SMA Card. State Mail will attempt to mail the standard SMA Card mail at a discounted postage rate on the same day we receive it. However, if we cannot mail it the same day we will hold the mail over until the following day and mail it at the discounted rate. State Mail will not hold mail over a weekend or holiday.

Mail Today \* Mail Today

State Mail Authorization Card Account #: MA1691

NS Account	Fund	Dept	Unit	Approp	Activity	Function	Program	Phase
	8070	100	1106	FNB				
Department: DAS GENERAL SERVICES DOUG STOUT 5110 STATE OFFICE BUILDING SALT LAKE CITY, 84114		ACCOUNT TITLE: DAS GENERAL SERVICES Issued To: ANDY WRIGHT Agency: DAS/STATE MAIL Phone: 801.323.4305 E-Mail: awright@utah.gov Date Issued: 12/1/2009 Print Log ID: 1						
Special Instructions:		Standard SMA Card						



New State Mail Authorization Cards may be printed from the Internet. Go to <http://generalservices.utah.gov/StateMail/BarcodeCards.aspx>

State Mail Authorization Card Account #: MA1691

NS Account	Fund	Dept	Unit	Approp	Activity	Function	Program	Phase
	8070	100	1106	FNB				
Department: DAS GENERAL SERVICES DOUG STOUT 5110 STATE OFFICE BUILDING SALT LAKE CITY, 84114		ACCOUNT TITLE: DAS GENERAL SERVICES Issued To: ANDY WRIGHT Agency: DAS/STATE MAIL Phone: 801.323.4305 E-Mail: awright@utah.gov Date Issued: 12/1/2009 Print Log ID: 5392						
Special Instructions:		Zebra Card						



New State Mail Authorization Cards may be printed from the Internet. Go to <http://generalservices.utah.gov/StateMail/BarcodeCards.aspx>

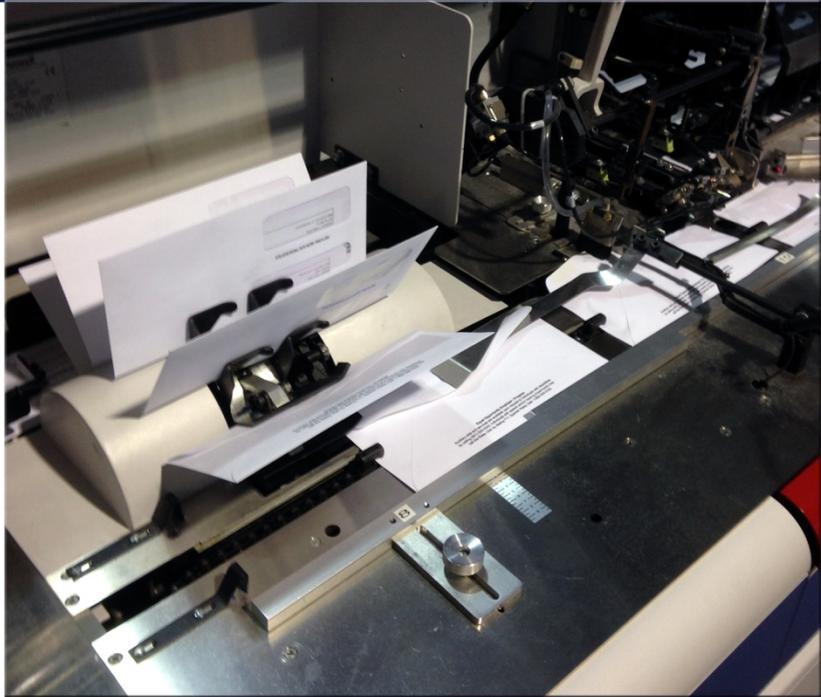
## Change of Address

**Alert SMDS in advance if your office is planning to change locations.** Send a memo to Brian Jensen, Manager, at [brianjensen@utah.gov](mailto:brianjensen@utah.gov) indicating your new location, your old location, your new telephone number(s) if applicable, and update the name of contact person. Our courier routes are typically full. As such, we request that you locate the mail drop-off/receiving area in close proximity to the entrance of your building or suite.





## Mail Services



State Mail & Distribution Services

## Mail Services

### Postage Class Eligibility

#### First Class

- Postage is based on the letter price that applies to the weight of each addressed piece.
- First-Class Mail letter prices are charged per ounce or fraction thereof; any fraction of an ounce is considered a whole ounce. For example, if a piece weighs 1.2 ounces, the weight (postage) increment is 2 ounces. The minimum postage per addressed piece is that for a piece weighing 1 ounce.
- Bills and statements of account must be mailed as First-Class Mail (or Express Mail).
- Mail containing personal information must be mailed as First-Class Mail (or Express Mail). Personal information is any information specific to the addressee.
- Mail containing handwritten or typewritten material must be mailed as First-Class Mail or Express Mail.
- Any matter marked "Postcard" or "Double Postcard" must be mailed as First-Class Mail or Express Mail.
- The price of First-Class Mail includes forwarding service to a new address for up to 12 months.
- The price of First-Class Mail includes return service if the mail piece is undeliverable.
- First-Class Mail is the only class of mail eligible to receive the following extra services: Registered Mail service and Certified Mail service.
- All presorted First-Class Mail letters must:
  - Meet the basic content standards for First-Class Mail.
  - Weigh 3.5 ounces or less.
  - Be part of a single mailing of at least 500 pieces of Presorted First-Class Mail.
  - Meet the applicable physical automation compatible standards.
  - Bear a delivery address that includes the correct ZIP Code or ZIP+4 code and meets the automation compatible standards.
- The Move Update standard. The Move Update standard is a means of reducing the number of mail pieces in a mailing that require forwarding or return by the periodic matching of a mailer's address records with customer-filed change-of-address orders received and maintained by the USPS. For the purposes of this standard, address means a specific address associated with a specific occupant name. Addresses subject to the Move Update standard must meet these requirements.

## Standard

- Postage is based on the price that applies to the weight (postage) increment of each addressed piece.
- Standard Mail prices are based on the weight of the pieces as follows:
- The appropriate minimum per piece price applies to any Standard Mail piece that weighs 3.3 ounces (0.2063 pound) or less.
- A price determined by adding the per piece charge and the corresponding per pound charge applies to any Standard Mail piece that weighs more than 3.3 ounces.
- Standard Mail consists of mailable matter that is neither mailed nor required to be mailed as First-Class Mail nor entered as Periodicals (unless permitted or required by standard) and that weighs less than 16 ounces. Standard Mail includes matter formerly classified as Standard Mail (A) and third-class mail.
- Personal information may not be included in a Standard Mail mail piece unless all of the following conditions are met:
  - The mail piece contains explicit advertising for a product or service for sale or lease or an explicit solicitation for a donation.
  - All of the personal information is directly related to the advertising or solicitation.
  - The exclusive reason for inclusion of all of the personal information is to support the advertising or solicitation in the mail piece.
  - Mail containing bills or statements of account may not be entered as Standard Mail.
- Mail containing handwritten or typewritten matter may not be entered as Standard Mail.
- Standard Mail may receive deferred handling. Service objectives for delivery are 2 to 9 days; however, delivery time is not guaranteed.
- Standard Mail provides economical prices for mailings of 200 or more pieces or 50 or more pounds of mail.

## Media

- Media Mail prices are based on the weight of the piece without regard to zone. Single-piece applies to pieces not mailed at a 5-digit or basic price.
- The USPS does not guarantee the delivery of Media Mail within a specified time. Media Mail might receive deferred service. The local Post Office can provide more information concerning delivery times within its area.
- Mailable matter that is neither mailed or required to be mailed as First-Class Mail nor entered as Periodicals, may be mailed as Media Mail.
- Only these items may be mailed at the Media Mail prices provided they meet specific guidelines. Call SMDS for more information.

- Books, 16-millimeter or narrower width films, Printed music, whether in bound or sheet form, Play scripts and manuscripts for books, periodicals, and music and. Printed educational reference charts designed to instruct or train individuals for improving or developing their capabilities

## Library

- Library Mail prices are based on the weight of the piece without regard to zone.
- The USPS does not guarantee the delivery of Library Mail within a specified time. Library Mail might receive deferred service. The local Post Office can provide more information concerning delivery times within its area.
- The items described in this section may be mailed at the Library Mail price when sent between: (1) schools, colleges, universities, public libraries, museums, and herbariums and nonprofit religious, educational, scientific, philanthropic (charitable), agricultural, labor, veterans, and fraternal organizations or associations; (2) any such institution, organization, or association and an individual who has no financial interest in the sale, promotion, or distribution of the materials; or (3) any such institution, organization, or association and a publisher, if such institution, organization, or association has placed an order to buy such materials for delivery to itself:
- Books, consisting wholly of reading matter, scholarly bibliography, or reading matter with incidental blank spaces for notations and containing no advertising, except for incidental announcements of books.
- Printed music, whether in bound or sheet form.
- Bound volumes of academic theses, whether in typewritten or duplicated form.
- Periodicals, whether bound or unbound.
- Sound recordings.
- Other library materials in printed, duplicated, or photographic form or in the form of unpublished manuscripts.
- Museum materials, specimens, collections, teaching aids, printed matter, and interpretive materials for informing and furthering the educational work and interests of museums and herbariums.

## Bound Printed Matter

- Bound Printed Matter (BPM) prices are based on the weight of a single addressed piece or 1 pound, whichever is higher, and the zone to which the piece is addressed. The non-presorted price applies to BPM not mailed at the Presorted or carrier route prices.
- Bound Printed Matter (BPM) is a subclass of Package Services and must:
- Meet the basic USPS standards.

- Weigh no more than 15 pounds. Pieces might be subject to other minimum weights or dimensions based on the standards for specific prices.
- Consist of advertising, promotional, directory, or editorial material (or any combination of such material).
- Be securely bound by permanent fastenings such as staples, spiral binding, glue, or stitching. Loose-leaf binders and similar fastenings are not considered permanent.
- Consist of sheets of which at least 90% are imprinted by any process other than handwriting or typewriting with words, letters, characters, figures, or images (or any combination of them).
- Not have the nature of personal correspondence.
- Not be stationery, such as pads of blank printed forms.
- Consist of mailable matter that is neither mailed or required to be mailed as First-Class Mail nor entered as Periodicals.

## Non-Profit

- Only organizations that meet the standards in (Go to [www.usps.com](http://www.usps.com) for more detailed information) [1.2, Qualified Nonprofit Organizations](#), or [1.3, Qualified Political Committees and State or Local Voting Registration Officials](#), and that have received specific authorization from the USPS may mail eligible matter at any Nonprofit Standard Mail price, including Nonprofit Enhanced Carrier Route prices.
- Specific authorization is required to mail at Nonprofit Standard Mail prices and may be used at any Post Office with PostalOne! access. Mailers are required to confirm authorization at non-PostalOne! Post Office locations before mailings will be accepted at Nonprofit Standard Mail prices.
- Pieces mailed at the Nonprofit Standard Mail prices must meet the USPS standards for any other discount or price claimed.
- An organization may be authorized to mail at the Nonprofit Standard Mail prices if it is not organized for profit and none of its net income inures to the benefit of any private stockholder or individual.

## Express

- Express Mail postage is charged for each addressed piece according to its weight and zone.
- Express Mail items are charged the 0.5-pound price for items up to 0.5 pound. Items over 0.5 pound are rounded up to the next whole pound. For example, if a piece weighs 0.25 pound, the weight (postage) increment is 0.5 pound; if a piece weighs 0.75 pound, the weight (postage) increment is 1 pound; if a piece weighs 1.2 pounds, the weight (postage) increment is 2

pounds. Except for the Express Mail Flat Rate Envelope, Express Mail prices are based on weight and zone.

- Express Mail is an expedited service for shipping any mailable matter, with guaranteed delivery, subject to the standards below. Express Mail International is available between the United States and most foreign countries (see the International Mail Manual).

## Payment Type

SMDS offers two payment programs. These programs produce postage savings for automation-compatible letters and flats. One program is for mail with a pre-printed indicia. The other program is for mail that has been metered by SMDS.

*Indicia (Imprint) Mailings* SMDS processes standard imprint mailings on the OCR each morning before we transition to our presorted first class metered mailings. Due to the limited volume of Imprint Mailings and limited equipment time available for these mailings, SMDS requires two-days to process Standard rate Imprint Mailings.

Imprints can be used for First Class or Standard mailings. The minimum for Standard Imprint mailings is 200 pieces and 500 pieces for First Class imprint mailings (USPS requirements). Standard mailings can achieve up to a 50% savings over First Class mailings. However, since the USPS assigns a lower priority to Standard mailings, delivery can take a little longer for Standard mailings. The USPS has specific guidelines for the Imprints. The acceptable format for First Class and Standard Imprints is presented below.

PRESORTED  
FIRST-CLASS  
U.S. POSTAGE  
**PAID**  
SALT LAKE CITY, UT  
PERMIT NO. 4621

PRESORTED  
STANDARD  
U.S. POSTAGE  
**PAID**  
SALT LAKE CITY, UT  
PERMIT NO. 4621

## Combined Mailing

The vast majority of the state's mail is metered, bar-coded, and presorted on the OCR. SMDS can now combine presorted first class imprint mail along with presorted first class metered mail. This program produces savings up to \$0.105 per piece for one and two ounce letters—that is approximately \$1,000,000 per year in postage savings. In order to provide this service, the mailer has to adhere to the addressing standards discussed on [page 34](#) of this document

The requirements for presort (Imprint and Combined Mailing) OCR mailings include:

- Addresses are printed in acceptable fonts
- OCR zone is kept clear of extraneous information
- Staples are not allowed
- Tabbing must be at the top of the mail piece
- Maximum thickness is  $\frac{1}{4}$  inch for letter size mail and  $\frac{3}{4}$  inch for flat size mail.

## Shipping

State Mail has shipping contracts with FedEx and MSI Worldwide Mail.

FedEx provides domestic Ground Shipments for the state. Delivery time for ground shipments is 1-5 business days (3-7 business days to and from Alaska and Hawaii). Delivery is available to every business throughout the US and every residential address throughout the 50 states. Packages up to 150 lbs; up to 108 inches in length and 165 inches in length and girth. FedEx also offers same day, overnight, 2<sup>nd</sup> day and freight deliveries.

MSI Worldwide Mail provides International shipping for the state. MSI's international network offers direct posting options to nearly any country in the world.

## Computer Generated Addressing and Ink Jetting

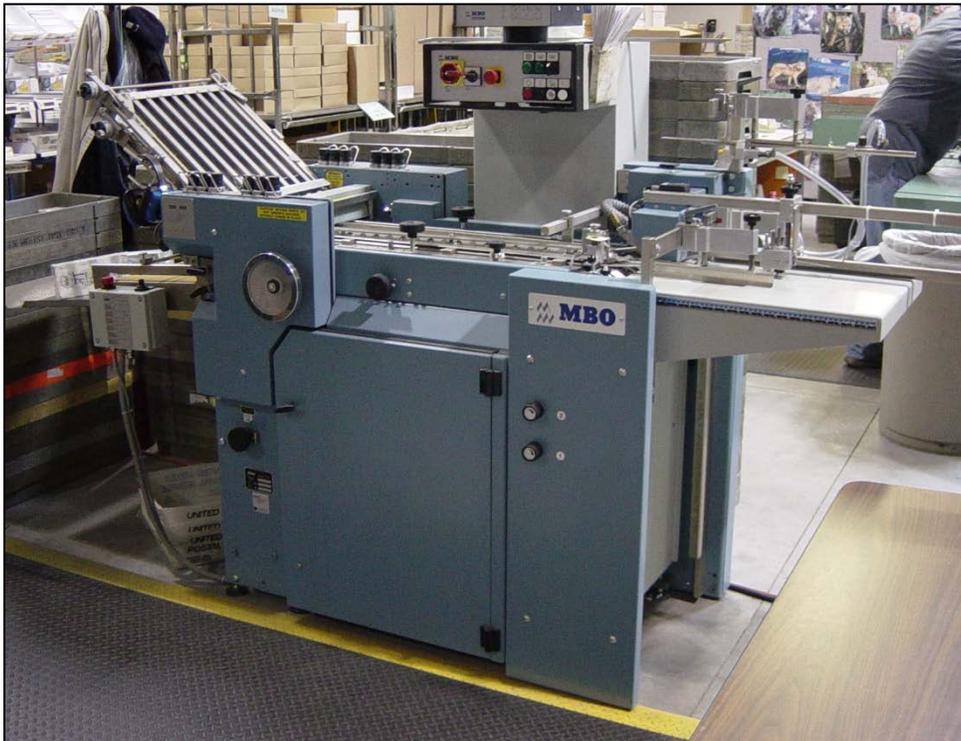
SMDS offers computer generated direct impression addressing (labeling) and address ink jetting (preferred method). Address files can be processed electronically from a number of different programs *provided the files are formatted properly*. If labels are used, they must be properly formatted and applied at the correct location on your mail-piece. Courier or Arial fonts are preferred. Proper formatting of the address label and the electronic address file is crucial. Therefore, if you are going to use SMDS to print the address label or you are going to use Ink Jetting, it is imperative that you contact Scott Sutherland at 801.323.4306 for planning and scheduling of the job. Send your Excel, Access, csv, character delimited... address file to [statemail@utah.gov](mailto:statemail@utah.gov)



## Folding

SMDS utilizes 2 automated high-speed folders with a processing capacity of 20,000 pieces per hour. The most common fold is a C-Fold (Letter Fold); however, we can accomplish a wide variety of unique folds. Due to USPS self-mailer guidelines and inserting equipment restrictions, **do not use or request a “Z” fold**. Our folding equipment can handle paper sizes of 8½ X 11, 8½ X 14, and 11 X 17.

**Please call ahead to schedule a work order for these services.**



## Inserting

We offer standard inserting and intelligent inserting services. SMDS can insert letters and inserts into window and non-window envelopes (#9, #10, #10.5...). The intelligent inserter should be used for jobs that consist of multiple and variable inserts/forms to be mailed to the same recipient. The inserter accomplishes this by reading optical control marks or barcodes that have been applied to the mail piece.

Before submitting a request for folding and inserting, we will be glad to examine sample forms and envelopes to ensure that the materials are properly designed to be processed on our automated mail processing systems and are suitable for automation postage discounts. We can also offer suggestions for size and shape

requirements to keep your mailing costs as low as possible. **Please call ahead to schedule a work order for these services.**



### Metering and Sealing

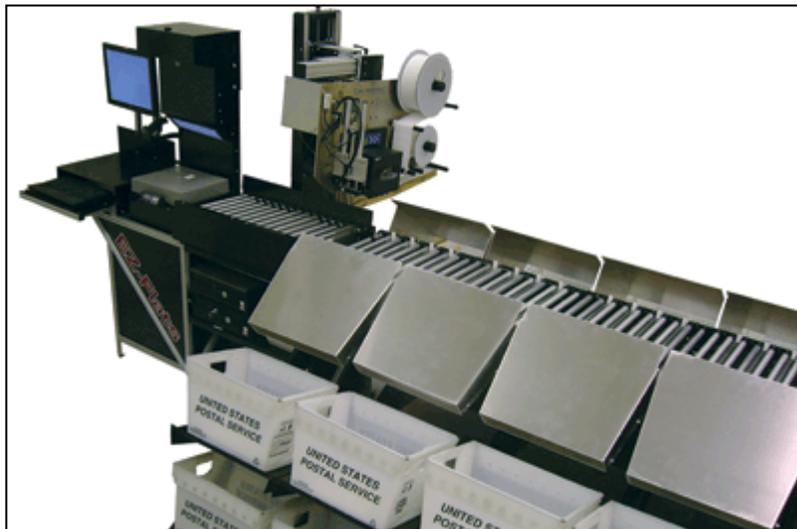
SMDS utilizes 6 high-speed automated postage meters with a processing capacity of 24,000 pieces per hour. After inserting contents into envelopes, the mailer must ensure that **all envelope flaps within a bundle are either up or down**. An hourly rate will be charged if SMDS personnel have to re-orient or re-organize the mail so that it can be processed on our metering/sealing equipment. Also, if we have to seal envelopes by hand, an hourly fee will be assessed



## Large Envelope (Flat Sorter)

State Mail recently purchased a large envelope MLOCR sorter. The “EZ-Flats System” helps expand postal discounts for mailers. The EZ-Flats utilizes a unique software package that scans and directs flats for the maximum discount in a single pass. We will now receive presorted automation rates for flat envelopes, which can result in a postage savings of up to \$0.50 per piece. This could equate to a potential savings of \$150,000 per year.

In order to provide this service, the mailer has to adhere to the addressing standards discussed on [page 50-51](#) of this guide.



## Large Flat and Parcel Manifesting Service

In order to economize on freight and postage costs, SMDS performs a “best-way” shipping analysis on all large flat envelopes and parcels. The most cost-effective method of shipment will be chosen for this type of mail. If you have a preference that your large flats and parcels are shipped a certain way then you will need to specify this request on the SMA Card. Often, an acceptable shipping method is FedEx Ground. While this service can be slower, depending on the shipping zone, there are considerable savings available. Depending on the weight of the item, you can save from 24% to 300% as compared to First Class postage. In addition to cost savings, the sender gets the benefit of tracking delivery of the item, which is not available with First Class postage.

## Self Mailers

State Mail customers may wish to send their mail by using a self mailer. This is a cost effective way of eliminating the use of envelopes and the labor of inserting mail into an envelope. There are certain guidelines that need to be followed when using a self mailer. Un-enveloped letter-size mail pieces prepared for automation mailings must be secured (tabbed) to prevent an open edge from jamming high-speed processing equipment. Standards for tabbing are based on basis weight of paper stock used and the location of the folded or bound edge.

Tabs must not interfere with recognition of the barcode, rate marking, postage identification, or required address information. Tabs or wafer seals placed in the barcode clear zone must contain a paper face meeting the standards for background reflectance and, if the barcode is not preprinted by the mailer, the standards for water-based ink.

Self Mailers must have the folded edge at the bottom of the mail piece. Tabs can be used but **cannot** be perforated or placed on the bottom edge. If the folded edge is at the top, the USPS will reject the mailing. A minimum of two 1" tabs are now required. The folded edge (bottom) must be parallel to the longest dimension (length) and address of the mail piece. The minimum paper weight for a one ounce self mailer is now 28 pound bond/70 pound book weight paper. A tri-folded, 28/70 pound sheet may be sealed with two tabs placed on the top or a tab on the leading and trailing edge.

Requirement Changes

- Closure Method
  - (not newsprint)
  - Tabs may be placed either at the Top or the Leading/Trailing Edge
    - Tabs can be placed on the leading and trailing edge within 1" from top
    - Top edge placement: within 1" from leading and trailing edge(s)
    - If third tab is required, it must be placed on the leading edge ½" from the bottom

Folded Self Mailers: Tab Placement

Tab Size & Number	up to 1 oz	over 1 oz up to 3 oz
Category	up to 1.0" tabs	over 1.50" tabs
Basic FSM	(2) 1.0" tabs	(2) 1.50" tabs
FSM w/attachments, loose enclosures, OR Basic FSM with dies or perfs	(2) 1.50" tabs	(2) 2.0" tabs OR (3) 1.50" tabs, horizontal
Quarter Fold	(2) 1.0" tabs	(3) 1.50" tabs, horizontal (2) 1.50" tabs, oblong

**Horizontal Tab Placement**

Use with full size outer panel only. Use if over 1 oz, see above chart.

**Oblong Tab Placement**

(1.0" Preferred) Address 1000 Address 1000

13

## Large Mailings

Large mailings are any mailing consisting of 2,500 pieces or more. Advance notice is required to effectively process large or specialized mailings within your desired mailing deadline. **Call SMDS beforehand for assistance and scheduling.**

**72-hour advance notice is needed to ensure the following items are available (call early in the planning stages of your mailing):**

- Appropriate size and quantity of enclosures, envelopes, and/or corrugated boxes.
- Mail Center personnel and equipment to process the mailing.
- Sufficient postage fees on deposit.

**Please call if you have an accountable mailing (certified, registered, etc.), of over 25 pieces.** Because of the time required to process this mail, it must be sent to SMDS by 3 p.m.

## Delivery and Pickup

Mail is picked up and delivered *daily* at most state offices along the Wasatch Front. For **(For a schedule of the stop times, follow the link on our website).** <http://purchasing.utah.gov/box-numbers-and-route-schedule.html>

In order to meet the deadlines established by the USPS, mail must be received at SMDS by 4:00 p.m. If you miss the cutoff time, your material may be sent out the next business day depending on that day's mail volume and the type of SMA Card used **(page 13)**.

**Mail picked up by our couriers to be metered that day will be delivered to the USPS that day!** To receive prompt service, you must meet the courier dispatch times.

## Non-Mailable Items

Items such as cash, metal pieces, glass parts, product and lab samples, chemicals, etc., **CANNOT** be mailed in envelopes. They require special packaging. Call SMDS to determine the most appropriate handling method.

## Personal Mail

SMDS offers cost-free delivery of your stamped personal mail to the USPS. This mail must be bundled separately and placed (without a SMA Card) in a separate “Stamped Mail” location in your department’s mail pick-up/delivery area. State Mail does not track or record personal mail.

Outgoing personal mail must be sealed and the proper postage must be affixed before it can be given to the courier.

Due to state rules and workload considerations, you should not receive personal correspondence or parcels at your work site.

## State Mail Task Rates:

State Mail offers a variety of services and tasks such as folding documents, inserting the documents into envelopes, sealing/metering and sorting your mail piece. Below is a list of the task rates:

State Mail & Distribution Services		
Task Rates		
	Task/Service	Per Piece Rate
1	Accountable Mail	\$ 0.180
2	Additional Insert	\$ 0.004
3	Auto Fold	\$ 0.010
4	Auto Tab	\$ 0.016
5	Intelligent Inserting	\$ 0.025
6	Label Apply	\$ 0.019
7	Label Generate	\$ 0.022
8	Meter/Seal	\$ 0.017
9	OCR/Sort Non-qualifying	\$ 0.036
10	OCR/Sort Qualifying	\$ 0.017
11	Special Handling (Hour)	\$ 50.000

## United States Postal Services 2016 Postage Prices

### Retail Rates:

United States Postal Services Postage Rates					
Retail Single Piece—First-Class Mail					
Weight (Not Over) Ounces	Post Cards	Letters (Stamped)	Letters (Metered)	Large Envelopes	Parcels
1	\$ 0.34	\$ 0.47	\$ 0.465	\$ 0.94	\$ 2.45
2		\$ 0.67	\$ 0.675	\$ 1.15	\$ 2.45
3		\$ 0.89	\$ 0.885	\$ 1.36	\$ 2.45
3.5		\$ 1.10	\$ 1.095	-	-
4				\$ 1.57	\$ 2.64
5				\$ 1.78	\$ 2.83
6				\$ 1.99	\$ 3.02
7				\$ 2.20	\$ 3.21
8				\$ 2.41	\$ 3.40
9				\$ 2.62	\$ 3.59
10				\$ 2.83	\$ 3.78
11				\$ 3.04	\$ 3.97
12				\$ 3.25	\$ 4.16
13				\$ 3.46	\$ 4.35

### Commercial Rates: \*

State Mail Discounted Presorted Postage Prices						
Commercial Letters and Cards—First-Class Mail						
Weight (Not Over) Ounces	Post Cards		Letters		Large Envelopes	
	Range		Range		Range	
	1	0.25	0.283	0.376	0.452	0.438
2			0.376	0.452	0.648	1.008
3			0.626	0.649	0.858	1.218
4					1.068	1.428
5					1.278	1.638
6					1.488	1.848
7					1.698	2.058
8					1.908	2.268
9					2.118	2.478
10					2.328	2.688
11					2.538	2.898
12					2.748	3.108
13					2.958	3.318

\* The commercial rate chart displays the price range of presorted, first class mail. The postage depends on the accuracy of the address and the qualification of the mail piece. To be eligible for the commercial rates, your mail must meet the “Automation Compatible” requirements listed below:

- Addresses are printed in acceptable fonts
- OCR zone is kept clear of extraneous information
- Staples are not allowed
- Tabbings must be at the top of the mail piece
- Maximum thickness is ¼ inch for letter size mail and ¾ inch for flat size mail.
- Post Card Dimensions, Minimum- 3 ½ " x 5", Maximum- 4 ¼ " x 6"
- Letters Dimension, Minimum- 3 ½ " x 5", Maximum- 6 1/8 " x 11 ½ ", Maximum thickness- ¼ "
- Large Envelope Dimensions, Minimum- 6 1/8 " x 11 ½ " , Maximum- 12" x 15", Maximum thickness- ¾ "
- Package Dimensions cannot exceed 13 oz. or 108" in girth plus length or they qualify as Priority Mail®.

USPS Priority Mail/FedEx Package Comparison over 13 ounces

Parcel Comparison		
Pounds	USPS Retail Rate	FedEx Contract Rate
1	\$ 6.75	\$ 5.84
2	\$ 6.85	\$ 6.35
3	\$ 7.35	\$ 6.45
4	\$ 8.30	\$ 6.60
5	\$ 9.85	\$ 6.78
6	\$ 10.00	\$ 6.95
7	\$ 10.60	\$ 7.27
8	\$ 11.40	\$ 7.54
9	\$ 11.90	\$ 7.69
10	\$ 12.65	\$ 7.94





## Inter-Office Mail



State Mail & Distribution Services



- **Plain Envelopes.** “Holey Joes” should be used when sending inter-agency mail. If this is not possible, a #10 or Flat envelope can be used only if the following addressing standards are followed.
  - Apply the address parallel to the short end of the envelope.
  - Apply the address at the top of the envelope.
  - In large lettering, write **Building Mail** along the top of the envelope and highlight the destination (“To”) address.

<b>BUILDING MAIL</b> To: Jane Doe, DTS Warehouse Box 1180 From: John Smith, State Mail Box 1106	
<b>State of Utah</b> DEPARTMENT OF ADMINISTRATIVE SERVICES STATE MAIL & DISTRIBUTION SERVICES 250 North 1950 West STE C PO Box 141106 Salt Lake City, Utah 84114-1106 RETURN SERVICE REQUESTED	
	

### Confidential Correspondence (MailTrac)

Insert confidential material into red MailTrac inter-agency envelopes to ensure confidentiality and security. (These, along with the bar-code stickers can be ordered by contacting Scott Sutherland, 801.323.4306). Place a bar-coded sticker on the envelope. Address the MailTrack envelope in the same manner as the Inter-Department envelopes. Place with your normal delivery/pick-up area. A SMDS courier will scan the bar-code information into a palm scanner and capture a signature for you at the intended destination. These envelopes eliminate the potential for misdirected, mishandled, or lost mail. It is extremely important that you clearly mark and seal the envelope and ensure that the addressing is complete and correct. If you want to track the envelope you will need to keep a record of the barcode number.

**STATE MAIL**  
DISTRIBUTION SERVICES

**MailTrac** →

Note: Fully complete each section. MailTrac barcode labels must be applied in order to utilize this envelope. Prior to use, ensure that all old barcodes have been crossed out. Do not attach route sheets to this envelope. If you do not participate in the MailTrac program, please return this envelope to State Mail & Distribution Services.

DATE	DELIVER TO: Name / Department / Location	MailTrac Barcode	SENT BY: Name / Department / Location
12.31.2009	John Doe Tax Commission 210 N 1950 W Box 8500		Jane Doe DAS/State Mail Box 1106
		Place MailTrac barcode label here.	
		Place MailTrac barcode label here.	

### Size & Strength

The size of the inter-agency envelope should properly accommodate the insert(s). For example, excessively large inserts will not be securely contained within standard envelopes. Because of this, the envelope may tear and the contents of the envelope could become lost.

A snug fit keeps the enclosure firm in the envelope. However, if an envelope is overstuffed it may burst at the seams that may also result in lost mail. The envelope should be strong enough to hold its contents. For larger items, a MailTrac or Inter-Department envelope may be taped to a box.

### **Envelopes (Types & Sizes)**

The size of the envelope should properly accommodate the contents. For use in the USPS system there are two categories of envelopes: “letter size” and “flats”. SMDS must approve all letter proofs before printing envelopes.



# U.S. Postal Service Mail



**Mailing Label**  
Label 11-B, March 2004

UNITED STATES POSTAL SERVICE® **Post Office To Addressee**

PRESS HARD. YOU ARE MAKING 3 COPIES.

**ORIGIN (POSTAL SERVICE USE ONLY)**

PO ZIP Code	Day of Delivery <input type="checkbox"/> Next <input type="checkbox"/> 2nd <input type="checkbox"/> 2nd Del. Day	Postage \$
Date Accepted	Scheduled Date of Delivery	Return Receipt Fee \$
Mo. Day Year	Month Day	COD Fee \$
Time Accepted <input type="checkbox"/> AM <input type="checkbox"/> PM	Scheduled Time of Delivery <input type="checkbox"/> Noon <input type="checkbox"/> 3 PM	Insurance Fee \$
Flat Rate <input type="checkbox"/> or Weight lbs. ozs.	Military <input type="checkbox"/> 2nd Day <input type="checkbox"/> 3rd Day	Total Postage & Fees \$
	Int'l Alpha Country Code	Acceptance Emp. Initials

**DELIVERY (POSTAL USE ONLY)**

Delivery Attempt	Time <input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Mo. Day		
Delivery Attempt	Time <input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Mo. Day		
Delivery Date	Time <input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Mo. Day		

**CUSTOMER USE ONLY**

**PAYMENT BY ACCOUNT**  
Express Mail Corporate Acct. No.  **WAIVER OF SIGNATURE (Domestic Mail Only)**  
Additional merchandise insurance is void if customer requests waiver of signature.  
I wish delivery to be made without obtaining signature of addressee or addressee's agent (if delivery employee judges that article can be left in secure location) and I authorize that delivery employee's signature constitutes valid proof of delivery.

Federal Agency Acct. No. or Postal Service Acct. No. \_\_\_\_\_

**NO DELIVERY**  Weekend  Holiday  Mailer Signature \_\_\_\_\_

**FROM:** (PLEASE PRINT) \_\_\_\_\_ PHONE ( ) \_\_\_\_\_

**TO:** (PLEASE PRINT) \_\_\_\_\_ PHONE ( ) \_\_\_\_\_

ZIP + 4 (U.S. ADDRESSES ONLY. DO NOT USE FOR FOREIGN POSTAL CODES.)

+

FOR INTERNATIONAL DESTINATIONS, WRITE COUNTRY NAME BELOW.

\_\_\_\_\_

**FOR PICKUP OR TRACKING**

Visit [www.usps.com](http://www.usps.com)  
Call 1-800-222-1811



State Mail & Distribution Services

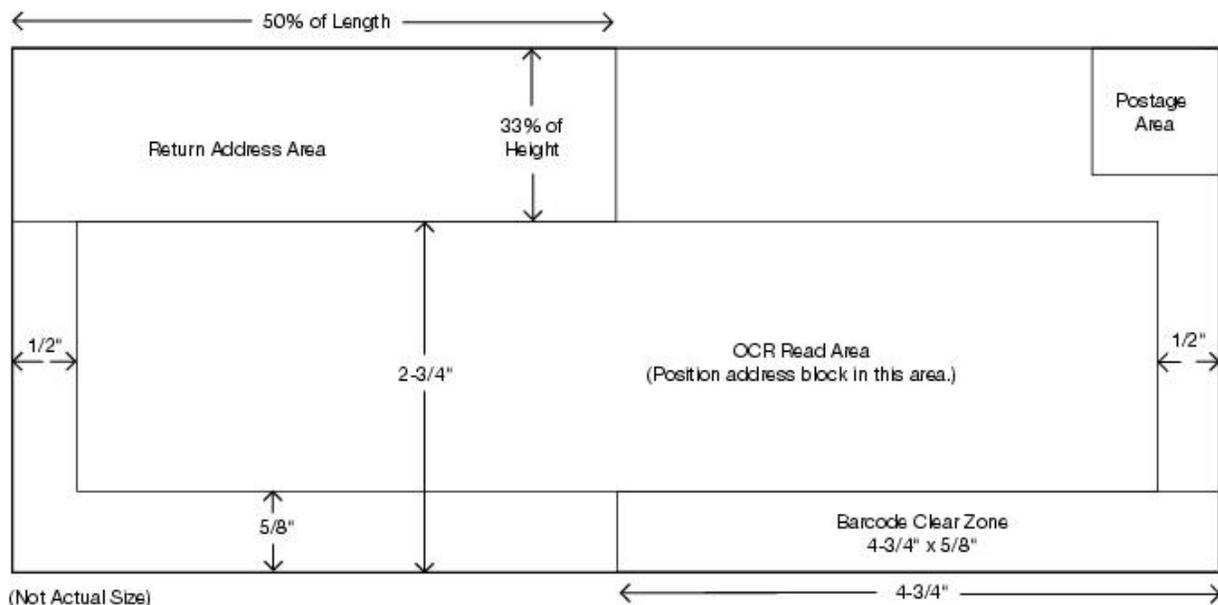
## U.S. Postal Service Mail

### Letter Addressing

#### Address Placement

The destination address block must be more than  $\frac{1}{2}$ " from both the left and right edges of the envelope and  $\frac{5}{8}$ ", but no more than  $2\frac{3}{4}$ " from the bottom. Keep the bottom  $2\frac{3}{4}$ " of the envelope clear of everything but the delivery address.

**Address Format.** It is crucial that the destination address (street address or PO



Box number) appears on the line immediately above the city, state, zip code. For best results, always use the following format.

- Capitalize everything in the address.
- Use sans serif, non-proportional fonts. Arial and Helvetica, 10-12 point fonts read best. Do not use bold, italics or underlining.
- Use two-letter state abbreviations (UT, NV, ID, CA, MO, etc.).
- Eliminate all punctuation except the hyphen between the zip code and plus-4. If abbreviations are used, use common abbreviations:

ST-Street	BLVD-Boulevard	CIR-Circle
CT-Court	DR-Drive	PKY-Parkway
AVE-Avenue	APT-Apartment	FL-Floor

- Left justify the address block.
- Use Black ink on white envelopes. Colored envelopes do not read well and do not accept meter ink well.
- Ensure that only the address information is visible in the window.

### Dual Address Format

You may use both a Post Office box number *and* a street address when addressing mail. However, the mail delivery will be determined by the bottom two address lines. For example:

Mail will be delivered here ➡ STATE MAIL & DISTRIBUTION SERVICES  
250 N 1950 W STE C  
PO BOX 141106  
SALT LAKE CITY UT 84114-1106

**OR**

Here ➡ STATE MAIL & DISTRIBUTION SERVICES  
PO BOX 141106  
250 N 1950 W STE C  
SALT LAKE CITY UT 84116-7903

**NOTE:** The zip code must be correct. If both the PO Box and Street address are on the same line, mail will be delivered to the PO Box.

### Ancillary Service Endorsements

Endorsements are placed on envelopes to instruct the USPS what to do if the mail piece cannot be delivered as addressed. For automation purposes, only *Return Service Requested* (a free, first class service which returns the mail piece to the sender with the corrected address information) and *Address Service Requested* (a fee service which forwards the mail piece to the recipient and returns to the sender the corrected address information) are permissible. An endorsement must be used for "Move Update Compliance" page13.

#### *Endorsement Standards*

Must be printed no smaller than an eight point type font, have ¼ free space surrounding the endorsement and appear in one of the following locations:

- 1- Immediately below the return address
- 2- Immediately above the delivery address

**Due to metering considerations, SMDS prefers that our customers use location 1**

**International Format** -- All foreign countries impose various restrictions depending on the country and item(s) being mailed. Contact Patty Wilson at 323.4307 for information regarding international mailings.

## USPS Mail Classifications

**Business Reply Mail** – This service is a postage paid service for mailers wanting to pay the postage on return pieces of mail. When determining if Business Reply Mail (BRM) is appropriate, the mailer should consider the importance of the response to the agency.

**Courtesy Reply Mail** - If the recipient is required to respond, the mailer should use a properly formatted CRM envelope (BRM should not be used). **However, the use of BRM typically increases the response rate.**

SMDS has established a Business Reply account with the USPS for state use. All agency Business Reply Mail is sorted to PO BOX 31431 by the USPS and postage charges are accumulated daily. SMDS picks up the mail from this box at 7:00 a.m. daily, sorts the mail, and charges back postage and handling fees to each agency according to usage.

SMDS will design the artwork for the BRM's and CRM's. Only SMDS can generate camera-ready artwork for use with the state's permit. Each BRM is unique to the size of the mail piece. Post Cards, Labels, Letters and Flats will each have a unique zip code and bar code. Each agency is responsible for printing their Business Reply Mail envelope.

Do not alter the design of the BRM by changing the information in the address block area or adjusting the scale of the BRM. Altering the design of the BRM will create a "readability" issue and could cause State Mail to forfeit their Qualified Business Reply Mail account status. Contact Scott Sutherland at 801.323.4306 to request new or revised artwork or for information about Courtesy Reply and Business Reply Mail.

Every BRM that is sorted to the USPS PO Box 31431 should have a Mail Authorization account number (MA\*\*\*\*) included in the design. State Mail is now in the process of including a SMDS box number (this will improve our sorting capabilities) to every BRM that is sorted to locations that have State Mail Courier Service. The BRM will also include the new Intelligent Mail Barcode (IMB).

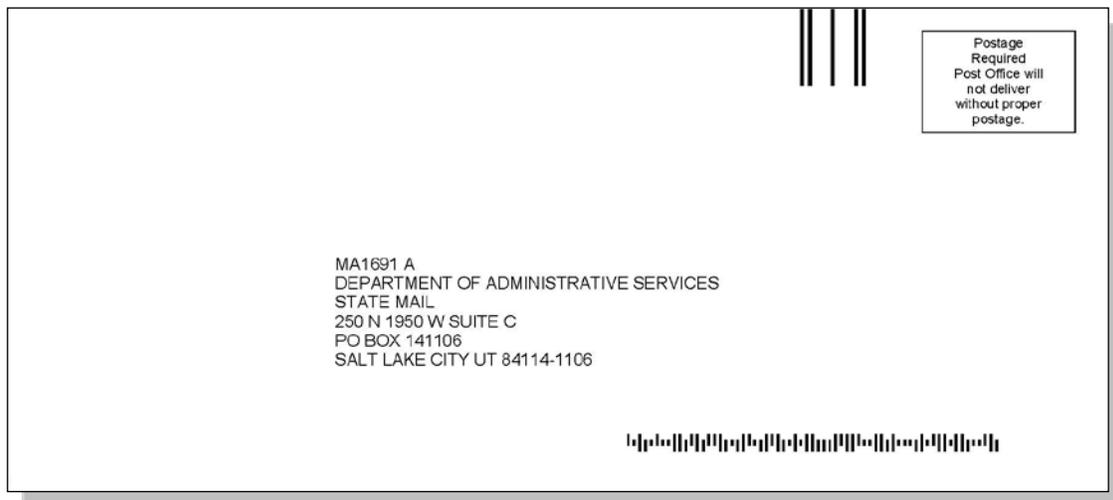
**All Business Reply Mail, Business Reply Labels and Courtesy Reply Mail must have an Intelligent Mail Barcode. See Samples on the following page.**

## Business Reply Mail sample:



## Courtesy Reply Mail sample:

Intelligent Mail Barcode (IMB)



**Accountable Mail** – Accountable Mail includes Certified Mail, Return Receipt, Registered Mail, Insured Mail, International Mail, FedEx, and DHL. This type of mail provides a mailing receipt, and the mailer can track delivery.

### Priority and Parcel Post

Maximum size      108 in. (length and girth combined)  
Maximum weight    70 pounds

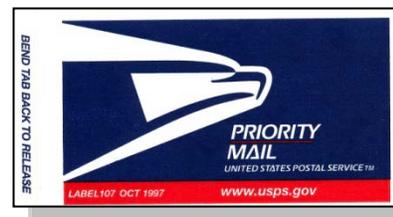
**First Class Mail** - First Class regular mail refers to mail that goes through the mail stream unsorted, non-barcoded, and at the full postage (\$0.44 for the first ounce). Non-standard sized pieces of mail (flats), hand-written or non-readable mail is mailed at the “regular” First Class Single Piece Rate.

All mail that weighs up to but does not exceed 70 pounds may go First Class. However, anything over 13 ounces, but not exceeding two pounds, will be sent Priority. First Class mail has an average destination arrival time of two days within the state and is the quickest transportation service, with the exception of special delivery and Express mail.

**International Mail** -- International surface mail is available to most countries. However, certain restrictions may apply. If you are sending international mail, contact SMDS to determine the proper classification and documentation. SMDS will also assist you with alternate mailing services for international mail.

The form is titled "Return Receipt for International Mail (Registered, Insured, Recorded Delivery, Express Mail)" and features the United States Postal Service logo. It includes fields for "Administration des Postes des Etats-Unis d'Amérique", "Par Avion", and a circular area for a "Postmark of the office returning the receipt". The form contains instructions in both English and French for returning the receipt, including fields for "Name or Firm (Nom ou raison sociale)", "Street and Number (Rue et no.)", and "City, State, and ZIP + 4 (Localité et code postal)". It also includes the text "UNITED STATES OF AMERICA" and "Etats-Unis d'Amérique" at the bottom, along with "PS Form 2865, February 1997", "Avis de réception", and "CN07 (Old C5)".

**Priority Mail** -- Priority Mail is a fast domestic service of 1-3 business days based on where your package starts and where it's being sent. Weight and destination determine postal rates for Priority mail.

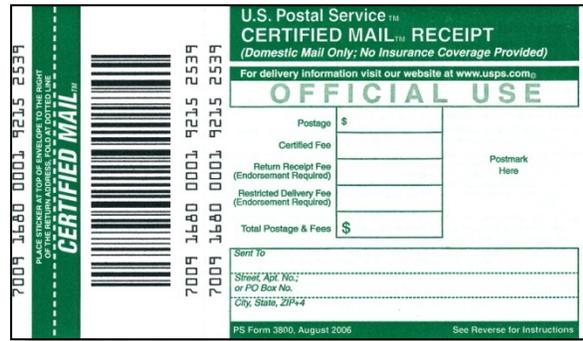


Priority Mail is a 1-3 day domestic service between 64 major markets (i.e. Atlanta to Dallas or Chicago to New York). When using Priority Mail, we recommend using priority envelopes that are available for no extra charge from SMDS or your local Post Office.

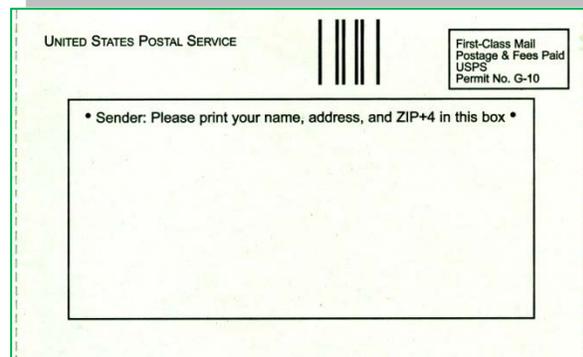
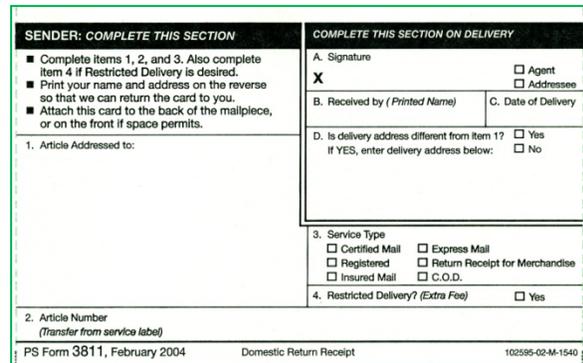
**Registered Mail** – Registered Mail, the most secure mail the USPS offers, provides added protection for valuable mail. Insurance may be purchased to cover articles valued up to \$25,000. Restricted delivery and return receipt are available for additional fees.



**Certified Mail** - Certified Mail service provides the sender with a mailing receipt and, upon request, electronic verification that an article was delivered or that a delivery attempt was made. Certified Mail fee is in addition to postage and other fees, and is charged per piece.



**Return Receipts** – A return receipt is your proof of delivery, and is available for Insured, Certified, Registered, and domestic Express mail shipments. The return receipt identifies the article number, who signed for it, and the date it was delivered. You do not need to use a return receipt on all certified and registered mailings. Be sure to identify your mail stop, and department, on all return receipts so that we can route them back to you.



### 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. No acceptance record is kept at the office of mailing. Signature Confirmation service is available only at the time of mailing.

Signature Confirmation service does not include insurance, but insurance may be purchased as an additional service. Signature Confirmation service is available for First-Class Mail parcels, Priority Mail, Package Services, and Parcel Select parcels.



### USPS Tracking/Delivery Confirmation

USPS Tracking/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. USPS Tracking/Delivery Confirmation service is available only at the time of mailing. No record is kept at the office of mailing. USPS Tracking/Delivery Confirmation service does not include insurance, but insurance may be purchased as an additional service.



**Insured Mail**

Insured mail purchased at a retail Post Office provides up to \$5,000.00 indemnity coverage for a lost, rifled, or damaged article, subject to the standards for the service and payment of the applicable fee. Insurance fee is in addition to postage and other fees for merchandise insurance liability, per piece.

**U.S. Postal Service®  
INSURED MAIL RECEIPT**

**OFFICIAL USE**

Postage \$ \_\_\_\_\_  
 Insurance Fee \$ \_\_\_\_\_  
 Restricted Delivery Fee (Domestic only; endorsement required) \$ \_\_\_\_\_  
 Special Handling Fee \$ \_\_\_\_\_  
 Return Receipt Fee (Except for Canada; endorsement required) \$ \_\_\_\_\_  
 Total Postage & Fees \$ \_\_\_\_\_

Fragile  Liquid  
 Perishable Insurance Coverage: \_\_\_\_\_

Postmark Here

Sent to:  
 Street, Apt. No., or PO Box No. \_\_\_\_\_  
 City, State, ZIP+4®, Country \_\_\_\_\_

PS Form 3813-P, May 2004 See Reverse for Instructions

**Express Mail**

Express Mail is an expedited service for shipping any mailable matter, with guaranteed delivery. Express Mail postage is charged for each addressed piece according to its weight and zone.

**EXPRESS MAIL**  
 UNITED STATES POSTAL SERVICE®  
**Mailing Label**  
 Label 11-B, March 2004  
**Post Office To Addressee**

**ORIGIN (POSTAL SERVICE USE ONLY)**

PO ZIP Code	Day of Delivery <input type="checkbox"/> Next <input type="checkbox"/> 2nd <input type="checkbox"/> 2nd Del. Day	Postage \$
Date Accepted	Scheduled Date of Delivery Month Day	Return Receipt Fee \$
Mo. Day Year	Scheduled Time of Delivery <input type="checkbox"/> AM <input type="checkbox"/> Noon <input type="checkbox"/> 3 PM	COD Fee \$ Insurance Fee \$
Time Accepted <input type="checkbox"/> AM <input type="checkbox"/> PM	Military <input type="checkbox"/> 2nd Day <input type="checkbox"/> 3rd Day	Total Postage & Fees \$
Flat Rate <input type="checkbox"/> or Weight lbs. ozs.	Int'l Alpha Country Code	Acceptance Emp. Initials

**DELIVERY (POSTAL USE ONLY)**

Delivery Attempt	Time	<input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Mo. Day	Time	<input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Mo. Day	Time	<input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Mo. Day	Time	<input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature

**CUSTOMER USE ONLY**

PAYMENT BY ACCOUNT  **WAVER OF SIGNATURE (Domestic Mail Only)**  
 Express Mail Corporate Acct. No. \_\_\_\_\_  
 Federal Agency Acct. No. or Postal Service Acct. No. \_\_\_\_\_  
 Additional merchandise insurance is void if customer requests waiver of signature. I wish delivery to be made without obtaining signature of addressee or addressee's agent (if delivery employee judges that article can be left in secure location) and I authorize that delivery employee's signature constitutes valid proof of delivery.

NO DELIVERY  
 Weekend  Holiday  Mailer Signature

**FROM: (PLEASE PRINT)** PHONE ( ) \_\_\_\_\_

**TO: (PLEASE PRINT)** PHONE ( ) \_\_\_\_\_

ZIP + 4 (U.S. ADDRESSES ONLY. DO NOT USE FOR FOREIGN POSTAL CODER.)  
 [ ] [ ] [ ] [ ] [ ] + [ ] [ ] [ ] [ ] [ ]

FOR INTERNATIONAL DESTINATIONS, WRITE COUNTRY NAME BELOW.  
 \_\_\_\_\_

**FOR PICKUP OR TRACKING**  
 Visit [www.usps.com](http://www.usps.com)  
 Call 1-800-222-1811

**EMS**

PRESS HARD. YOU ARE MAKING 3 COPIES.

## Letter and Postcard Requirements

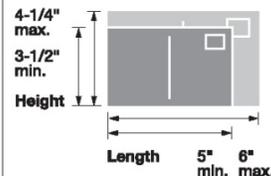
### Commercial Letters and Postcards Physical Standards for Commercial Letters and Postcards

# 201

Quick Service  
Guide

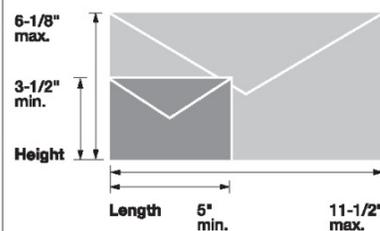
#### Overview

#### Card Dimensions



	Minimum	Maximum
Length	5 inches	6 inches
Height	3-1/2 inches	4-1/4 inches
Thickness	0.007 inch	0.016 inch

#### Letter Dimensions



	Minimum	Maximum
Length	5 inches	11-1/2 inches
Height	3-1/2 inches	6-1/8 inches
Thickness	0.007 inch	1/4 inch

Mailpieces are classified by shape and by the way they are prepared. These classifications are based on how efficiently mailpieces can be processed on Postal Service equipment. The Postal Service classifies letters and cards into one of three categories: machinable, nonmachinable, and automation. For the purposes of determining mailability or machinability, the length is the dimension parallel to the address as read (601.1.4).

#### Machinable Letters and Cards (201.1.0)

If you prepare your letters and cards so that they have an accurate address and can be processed on Postal Service equipment, your mail is "machinable" and eligible for "presort" prices. Machinable mailpieces must meet specific standards, including size, shape, and weight.

Maximum weight: First-Class Mail, machinable letters and Standard Mail machinable letters: 3.3 ounces, Periodicals letters: 3.5 ounces.

Machinable letters must not meet any of the nonmachinable characteristics (201.2.0).

Dimensions:

- Minimum: 5 inches long, 3-1/2 inches high, and 0.007 inch thick.
- Maximum for First-Class Mail card prices: 6 inches long, 4-1/4 inches high, and 0.016 inch thick.
- Maximum for letters and other cards: 11-1/2 inches long, 6-1/8 inches high, and 1/4 inch thick.
- Rectangular, with four square corners and parallel opposite sides. Letter-size, card-type mailpieces made of cardstock may have finished corners that do not exceed a radius of 1/8 inch.

#### Nonmachinable Letters (201.2.0)

Maximum weight: First-Class Mail and Periodicals nonmachinable letters 3.5 ounces; Standard Mail nonmachinable letters; 3.3 ounces.

- Presorted First-Class Mail letters are subject to a nonmachinable surcharge if they meet any of the characteristics in 201.2.1. The nonmachinable characteristics do not apply to pieces mailed at card prices.
- Standard Mail letters that weigh 3.3 ounces or less and have one or more of the nonmachinable characteristics in 201.2.1 are subject to the nonmachinable letter prices in 243.1.2.
- Standard Mail letters that weigh more than 3.3 ounces and are prepared as nonmachinable letters are mailable at nonautomation flats prices.

Examples of a nonmachinable letter include:

- It has an aspect ratio (length divided by height) of less than 1.3 or more than 2.5 (a square envelope has an aspect ratio of 1, making it nonmachinable).
- It is more than 4-1/4 inches high or more than 6 inches long and is less than 0.009 inch thick.
- It has clasps, strings, buttons, or similar closure devices.
- It is too rigid.
- It has a delivery address parallel to the shorter side of the mailpiece.
- It contains items such as pens, pencils, or keys that create an uneven thickness.
- Letters with nonpaper surfaces, other than envelope windows or attachments that are allowed under eligibility standards by class of mail.

## Flat-Size Mail Requirements

### Commercial Flats Physical Standards for Commercial Flats

# 301

Quick Service  
Guide

#### Overview



For physical standards of automation flats, see [Quick Service Guide 301a](#).

In addition to shape, the Postal Service classifies mailpieces by the way they are prepared. These classifications are based on how efficiently your mailpieces can be processed on Postal Service equipment. The Postal Service classifies commercial flats as either nonautomation or automation flats or machinable and nonmachinable for Periodicals.

A flat meets automation standards and qualifies for automation prices if it meets the specific addressing, barcoding, and design standards. Automation flats must have a POSTNET or Intelligent Mail barcode with a delivery point routing code.

#### Dimensions, Shape, Flexibility, and Uniform Thickness (301.1.0)

Dimensions:

- Minimum: more than 11-1/2 inches long, or more than 6-1/8 inches high, or more than 1/4 inch thick.
- Maximum: 15 inches long, 12 inches high, and 3/4 inch thick.

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

Shape: rectangular, with four square corners, or with finished corners that do not exceed a radius of 0.125 inch (1/8 inch).

Flexibility: flat-size piece must meet flexibility criteria in [301.1.3](#).

Uniform thickness: the contents must be uniformly thick so that any bumps, protrusions, or irregularities do not cause more than 1/4 inch variance in thickness ([301.1.4](#)). When determining variance in thickness, exclude the outer edges of a mailpiece (1 inch from each edge) when the contents do not extend to the edges.

Mailpieces that do not meet the standards for flexibility in [301.1.3](#), or for uniform thickness in [301.1.4](#), must pay applicable prices as follows:

- First-Class Mail—parcel prices.
- Standard Mail—Not Flat-Machinable or parcel prices.
- Bound Printed Matter—parcel prices.

#### Presorted Nonautomation Flats (301.2.0)

Maximum weight:

- First-Class Mail: 13 ounces.
- Standard Mail: less than 16 ounces.
- Bound Printed Matter: 15 pounds.

#### Automation Flats (301.3.0)

Flats may qualify for the automation discount based on the physical standards in [301.3.0](#).

See [Quick Service Guide 301a](#), Designing Flats for Automated Processing, for an overview.

#### Standard Mail Not Flat- Machinable Pieces (401.2.4)

For Standard Mail Not Flat-Machinable pieces, see [Quick Service Guide 401](#).

New Address Standards for Flat-Size Mail

# New Address Standards for Commercial Flat-Size Mail

Effective March 29, 2009

## Address Placement

New address placement standards apply to all Periodicals, Standard Mail, and Package Services flats mailed at presort, carrier route, and automation prices (optional for First-Class Mail). The delivery address must be in the top half of the mailpiece.

### The "top" is:

- Either of the shorter edges on enveloped or polywrapped pieces.
- The upper edge when the spine or final folded edge is placed on the right-hand side of an unenclosed piece.
- Either of the shorter edges on saturation Periodicals and Standard Mail pieces, without regard to the spine or final fold.

The address must be entirely within the top half, with two exceptions: On a loose enclosure polywrapped with a host piece, at least the first half-inch of each address line must remain within the top half throughout processing and delivery. On a digest-size flat, a vertical address may cross the midpoint if it begins or ends within 1 inch of the top edge.

**Address Orientation**

The address may be horizontal or vertical to the top edge, but not upside-down in relation to the top edge.

Vertical addresses can read right or left.

## Address Characteristics

New address characteristics standards apply to all flats mailed at presort, carrier route, and automation prices.

### Minimum Size

- All presorted and carrier route flats must be addressed using at least 8-point type (each letter or figure must be at least 0.080 inch high).
- Flats using an 11-digit POSTNET or an Intelligent Mail barcode may use 6-point type if the address is printed in all capital letters (each letter or figure must be at least 0.065 inch high).

### Style

Two preferences for best read rates:

- Sans-serif font ("block" style letters such as Arial or Helvetica).
- ALL CAPITAL LETTERS.

### Spacing

Additional standards for automation flats only:

- Address characters cannot overlap.
- Address lines cannot touch or overlap (0.028-inch clearance preferred).
- Address elements may be separated by no more than five blank spaces.

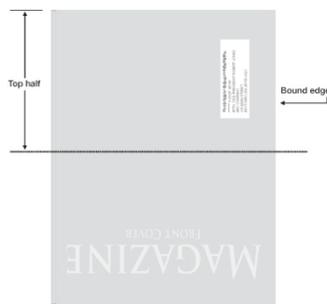
**The "delivery address" is:**

- Recipient lines
- Delivery address line
- City, state, ZIP Code

## Examples

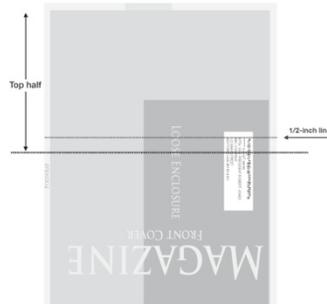
### Magazine

Usually addressed on front cover



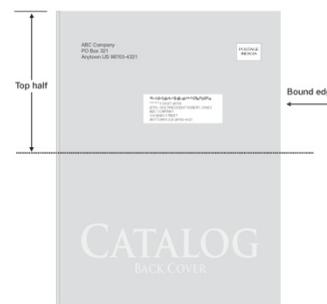
### Magazine in Polywrap

Addressed on loose enclosure



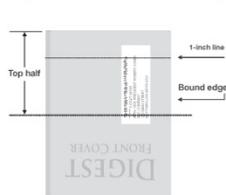
### Catalog

Usually addressed on back cover



### Small Digest

"Vertical" address may cross midpoint if it begins or ends within 1 inch of top edge



### Large Envelopes

Horizontal format is fine — "top" is left or right edge



For more information see the Flats Sequencing Strategy Web page on [ribbs.usps.gov](http://ribbs.usps.gov).

Poster 182, January 2009

## Tab requirements for Booklets

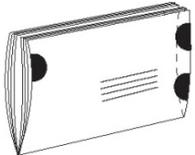
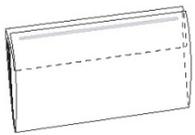
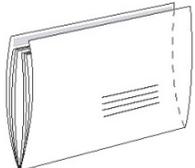
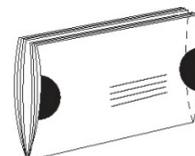
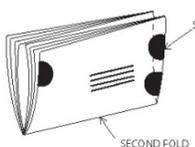
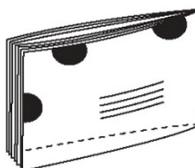


# 201

### Commercial Letters: Physical Standards for Letters and Cards

201.3.15.4

**Exhibit 3.15.4 Booklet Design**

If The Spine Or Final Fold Is...		Length	Cover Stock	Sealing	Tab In These Locations	
Simple Spine		Spine or final fold on the bottom (longer) edge.	5" to 9" long Over 9", up to 10.5" long	50-pound 60-pound	Three 1.5" non-perforated tabs	Two tabs on leading edge; one tab on trailing edge. Position lower leading tab 0.5 inch from the bottom edge. Position upper tabs within 1 inch from the top edge.
Simple Spine		Spine on bottom; longer front cover folded over inside pages to create a nonperforated inner flap sealed within top edge.	5" to 9.5" long	80-pound	Continuous glue line or glue spots	Perfect bound or saddle stitched, flap sealed inside, continuous glue line along flap preferred, minimum 1 inch glue spots acceptable if placed within 3/4 inch of right and left edges.
Simple Spine		Spine on the bottom (longer) edge. Cover extends no more than 1/2 inch beyond inner pages.	5" to 9.5" long	80-pound	Continuous glue line or glue spots	Perfect bound or saddle stitched with a continuous glue line along the 1/2 inch cover overhang preferred, minimum 1 inch glue spots acceptable if placed within 3/4 inch of right and left edges.
Simple Spine - Wallet Style		Spine on the bottom (longer) edge. 4" height only. Maximum Weight 2.5 ounces.	5.2" to 8" long	60-pound for cover and pages 70-pound cover with 50-pound pages	Two 1.5" or 2" non-perforated tabs	One tab on leading edge and one tab on trailing edge.  Booklets up to 2 ounces: • 1.5" tabs • 1-1/4" from bottom edge  Over 2 ounces up to 2.5 ounces: • 2" tabs • 3/4" from bottom edge  ±1/8" vertical tolerance for tab placement for both tab sizes.
Folded		Final fold on the bottom (longer) edge, with the folded spine on the leading or trailing (shorter) edge.	5" to 10.5" long	40-pound	Three 1.5" non-perforated tabs	Two tabs on leading edge; one tab on trailing edge. Position lower leading tab 0.5 inch from the bottom edge. Position upper tabs within 1 inch from the top edge.
Oblong		Spine on the leading (shorter) edge.	5" to 9" long Over 9", up to 10.5" long	60-pound 70-pound	Three 1.5" non-perforated tabs	Two tabs on top edge; one tab on trailing edge. Position top tabs 1 inch from left and right edge. Position trailing tab in the middle.

Domestic Mail Manual • Updated 11-29-09

## Tab requirements for Self Mailers

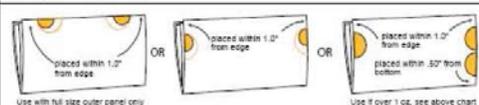
### Requirement Changes

- **Closure Method**  
(not newsprint)
  - **Tabs may be placed either at the Top or the Leading/Trailing Edge**
    - Tabs can be placed on the leading and trailing edge within 1" from top
    - Top edge placement: within 1" from leading and trailing edge(s)
    - If third tab is required, it must be placed on the leading edge ½" from the bottom

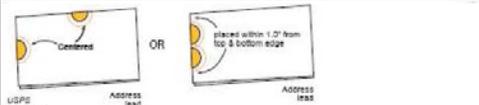
Folded Self Mailers: Tab Placement

Tab Size & Number		
Category	up to 1 oz	over 1 oz up to 3 oz
Basic FSM	(2) 1.0" tabs	(2) 1.50" tabs
FSM w/attachments; loose enclosures; OR Basic FSM with dies or perfs	(2) 1.50" tabs	(2) 2.0" tabs OR (2) 1.50" tabs, horizontal
Quarter Fold	(2) 1.0" tabs	(3) 1.50" tabs, horizontal (2) 1.50" tabs, oblong

**Horizontal Tab Placement**



**Oblong Tab Placement**



13

Now we will discuss closure methods. Please note that the closure method standards we discuss in this slide are not applicable to newsprint.

Tabs can be used but **cannot** be perforated or placed on the bottom edge. A minimum of two 1" tabs are now required. Three tabs may be required when the total weight is over 1 ounce and/or optional design elements are incorporated. Basic style folded self-mailers up to 1 oz only require two 1" tabs.

There are options available for tab placement. Both tabs can be placed along the edge opposite the final fold, so both can be placed at the top of horizontal folded pieces, or on trail edge of an oblong style folded self-mailer. For horizontal folded pieces, tab placement can also be one on the lead and the other on the trail edge, both within 1" from top. If a third tab is required, it must be placed on the lead edge within ½" from bottom.

Colored tabs may be used, if properly placed according to sealing standards for folded self-mailers and they do not obscure any pertinent information on the piece or affect required clear areas and spacing requirements.

## Glossary of Postal Terms and Abbreviations

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

**address correction service**—A system of ancillary service endorsements that allows mailers to obtain the addressee's new (forwarding) address or the reason for nondelivery.

**Alternate Mailing System (AMS)**—A procedure, authorized by the manager, Business Mailer Support, that provides methods for accepting permit imprint mail to ensure proper postage payment and mail preparation without verification by weight.

**ancillary service**—Forwarding, change, return, or address correction service included within a mail class. Depending on the mail class, these services are performed at a charge or at no additional charge, if and when the service is actually provided. Also see forward.

**ancillary service endorsement**—A marking used by a mailer to request the new address of an addressee and to provide the USPS with instructions on how to handle mail that is undeliverable as addressed. Also see address correction service.

**Army Post Office (APO)**—A branch of a designated USPS civilian Post Office, which falls under the jurisdiction of the postmaster of either New York City or San Francisco, that serves either Army or Air Force personnel. Also see Military Post Office (MPO).

**aspect ratio**—The dimension of a mailpiece expressed as a ratio of length divided by height (for letters and cards, length is the dimension parallel to the address as read). For example, a postcard 5-1/2 inches long by 3-1/2 inches high has an aspect ratio of 1.57. An aspect ratio between 1.3 and 2.5, inclusive, is required for automation compatibility.

**automated area distribution center (AADC)**—A distribution center that uses multiline optical character readers (MLOCs), barcode sorters, and other equipment designed for processing automation-compatible mail. Also see area distribution center (ADC).

**automation-compatible mail**—Mail that can be scanned and processed by automated mail processing equipment such as a barcode sorter.

**automation price**—A postage discount offered to mailers who barcode their mailpieces and meet addressing, readability, and other requirements for processing on automated equipment.

**barcode**—A series of vertical bars and spaces that represent any numerical series, most often a correct ZIP Code for the delivery address on a mailpiece. The barcode facilitates automated processing by barcode readers and scanners. A barcode also can be used to convey information for Delivery Confirmation and Signature Confirmation services. Barcodes that may be used for

postal processing are POSTNET, Intelligent Mail, and GS1-128. Also see delivery point barcode (DPBC) and Postal Numeric Encoding Technique (POSTNET).

**barcode clear zone**—A rectangular area in the lower right part of a letter-size mailpiece that must be kept free of printing and symbols, except for the barcode itself. This requirement allows automated processing machines to read or apply a barcode.

**barcode read area**—A small area within the barcode clear zone in which the barcode must be printed. This area is defined by the position of the leftmost bar of the barcode and the bottom edge of the bar.

**Bound Printed Matter (BPM)**—A subclass of Package Services that consists of permanently bound sheets of which at least 90% are printed with advertising, promotional, directory, or editorial matter (or a combination of such matter).

**Business Reply Mail (BRM)**—A service that allows a permit holder to receive First-Class Mail and Priority Mail back from customers and pay postage only for the returned pieces. These pieces must have a specific address and format. Postage and per piece charges are collected when the mail is delivered back to the permit holder.

**Certified Mail**—A service that provides the sender with a mailing receipt. A delivery record is maintained by the USPS. This type of mail must be sent at First-Class Mail or Priority Mail prices. Certified mail may be combined with return receipt service and restricted delivery service.

**Coding Accuracy Support System (CASS)**—A service offered to mailers, service bureaus, and software vendors that improves the accuracy of matching to delivery point codes, ZIP+4 codes, 5-digit ZIP Codes, and carrier route codes on mailpieces. CASS provides a common platform to measure the quality of address matching software and to diagnose and correct software problems. An Overview of the CASS Program and list of CASS certified vendors are available on [RIBBS.gov](http://RIBBS.gov).

**combined mailing**—A mailing in which individually addressed mailpieces are merged and sorted together, usually using two or more postage payment methods.

**Computerized Forwarding System (CFS)**—A centralized, computerized address label-generating operation that performs address correction and forwards or returns undeliverable-as-addressed mail to customers.

**Courtesy Reply Mail (CRM)**—Envelopes or postcards that a mailer provides to its customers to expedite delivery of their responses. The customer affixes the reply postage before mailing.

**dead mail**—Mail that is undeliverable as addressed and cannot be returned to the sender (usually because there is no return address on the piece).

**Delivery Confirmation**—A service that provides the date and time of delivery or, if delivery was attempted but not successful, the date and time of the delivery attempt. This service may be obtained in two forms: (1) an electronic option for mailers who apply identifying barcodes to each piece, provide an electronic file, and retrieve delivery status information electronically; and (2) a retail option for mailers who retrieve delivery status through the USPS Internet at [www.usps.com](http://www.usps.com) or by calling 800-222-1811.

**drop shipment**—Typically the movement of a mailer’s product on private (nonpostal) transportation from the point of production to a postal facility located closer to the destination of that product.

**eligibility**—Qualification standards such as content, mail processing category, and preparation applied to mail for a specific price or discount.

**endorsement**—An authorized marking on a mailpiece that shows handling instructions, a service, or a request for an ancillary service. Also see marking.

**Express Mail**—A mail class that provides expedited delivery service. This is the fastest mail service offered by the USPS. Express Mail International Service is available between the United States and most other countries.

**Express Mail Military Service (EMMS)**—An Express Mail service available between the United States and designated APO and FPO addresses that provides Department of Defense and other authorized personnel stationed overseas with expedited delivery service to or from the United States.

**face**—The side of a mailpiece with the delivery address. Also, to arrange mail in a uniform orientation; that is, with the delivery address facing forward and the postage area positioned in the upper right corner.

**facing identification mark (FIM)**—A series of five or six vertical bars used by automated postal equipment to identify, orient, and separate reply mail and mail produced by PC postage systems and some postage meters.

**FASTforward**—A USPS-licensed automated system that updates addresses by matching names and addresses with current change-of-address orders on file. A piece updated with FASTforward can be delivered directly to the new address rather than forwarded from the old address.

**First-Class Mail (FCM)**—A class of mail that includes all matter wholly or partly in writing or typewriting, all actual and personal correspondence, all bills and statements of account, and all matter sealed or otherwise closed against inspection. Priority Mail is a subclass of First-Class Mail. Any mailable matter may be sent as First-Class Mail.

**flat**—The general term for flat-size mail, so called because the large mail is sorted without bending it so that the mail remains flat.

**flat-size mail**—A flexible rectangular mailpiece that exceeds one of the dimensions for letter-size mail (11-1/2 inches long, 6-1/8 inches high, 1/4 inch thick) but that does not exceed the maximum dimension for the mail processing category (15 inches long, 12 inches high, 3/4 inch thick). Dimensions are different for Periodicals automation flat-size mail. Flat-size mail may be unwrapped, sleeved, wrapped, or enveloped.

**forward**—To redirect mail to the intended recipient's new delivery address in cases where PS Form 3575, Change of Address Order, or other written or personal notice has been filed with the local Post Office. Also see Address Change Service (ACS), address correction service, and ancillary service.

**hazardous material (HAZMAT)**—Any article or substance designated by the U.S. Department of Transportation (DOT) as being capable of posing an unreasonable risk to health, safety, and property during transportation.

**identical piece**—An individual mailpiece that has the same mail classification and physical aspect, size, and weight as all other pieces in a mailing.

**indicia**—Imprinted designation on mail that denotes postage payment (e.g., metered postage or permit imprint).

**insert**—A letter, card, or similar item placed inside another mailpiece (host piece).

**insured mail**—A service that provides indemnity coverage for a lost, rifled, or damaged article, subject to the standards for the service and payment of the applicable fee. Insurance is available for merchandise sent as First-Class Mail, Express Mail, Priority Mail, Standard Mail, and Package Services.

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

**letter-size mail**—A mail processing category of mailpieces, including cards, that do not exceed any of the dimensions for letter-size mail (i.e., 11-1/2 inches long, 6-1/8 inches high, 1/4 inch thick).

**Library Mail**—A subclass of Package Services for items sent to or from or exchanged between academic institutions, public libraries, museums, and other authorized organizations. Books, sound recordings, academic theses, and certain other items may be mailed at the Library Mail price if properly marked.

**mail**—Any mailable matter that is accepted for mail processing and delivery by the USPS. Also, the sum total of the mail at any time that is in USPS custody. To deposit a mailable item in a collection box or present the item (or a mailing for large quantities of mailpieces) at a Post Office or business mail entry unit.

**mail class**—The classification of domestic mail according to content (e.g., personal correspondence versus printed advertising). It is codified in the Mail Classification Schedule.

**mailing**—A group of mailpieces within the same mail class and mail processing category that may be sorted together under the appropriate standards. Also, the action of depositing or presenting mail at a Post Office.

**Media Mail**—A subclass of Package Services that consists of books, sheet music, printed educational material, film, videocassettes, and computer prerecorded media such as CD-ROMs. Advertising restrictions apply.

**Merlin**—[MERLIN](#) is an acronym for Mail Evaluation Readability Lookup Instrument, is a tool that is used by the U.S. Postal Service to assist with the acceptance of business mail.

**meter stamp**—Postage printed on a mailpiece or label by a postage meter or PC Postage System. Meter stamps may be used to pay postage for all mail classes except Periodicals.

**metered mail**—Any piece of mail with postage printed by a USPS-approved postage meter or PC Postage System.

**Military Post Office (MPO)**—A branch of a U.S. civil Post Office operated by the Army, Navy, Air Force, or Marine Corps to serve military personnel overseas or aboard ships. Also see Army Post Office (APO) and Fleet Post Office (FPO).

**minimum size standard**—The smallest dimensions permitted for all mailable matter or for a specific mail processing category or specific price.

**National Change of Address Linkage System (NCOA<sup>Link</sup>)**—An address correction service that the USPS provides to mailers through USPS licensees. The licensees match mailing lists submitted to them on tape or disk against change-of-address information for the entire country from all Computerized Forwarding System units. If a match is made, NCOA<sup>Link</sup> can correct the address before it is printed on a mailpiece. [Additional information and a list of Vendors and Licensees](#) that have been certified through CASS and MASS address matching software is available online.

**nonmachinable**—The inability of a mailpiece to be sorted on mail processing equipment because of size, shape, content, or address legibility. Such mail must be processed manually.

**nonmailable articles and substances**—Anything that, by statute, “may kill or injure another, or injure the mails or other property.” There are some exceptions to this rule that allow otherwise unmailable items to be mailed.

**Nonprofit price**—A preferred price for a Periodicals publisher authorized to mail as a nonprofit organization.

**Nonprofit Standard Mail**—A subclass of Standard Mail that is available only to qualified organizations specified by U.S. statute.

**Nonprofit Standard Mail Eligibility**— Publication 417, discusses eligibility, authorization, and the rules for mailing at the Nonprofit Standard Mail prices. Many customers find it helpful to reference this publication to gain authorization and determine the eligibility of their mailpiece. Also see the [Standard Mail Eligibility Decision Tree](#).

**official mail**—Mail authorized by federal law to be sent by government officials without postage prepayment. It includes franked mail sent by members of Congress and penalty mail sent by U.S. government agencies.

**optical character reader (OCR)**—An automated mail sorting machine that interprets the address information on a letter-size mailpiece and sprays the corresponding ZIP Code information onto the piece as a barcode.

**optional endorsement line (OEL)**—A series of specific printed characters on the top line of the address block that identifies the sortation level of a bundle and may contain an ACS participant code. The OEL is used in place of bundle labels.

**oversized price**—Parcel Post and Parcel Select price for pieces exceeding 108 inches but not more than 130 inches in combined length and girth.

**Package Services**—A class of mail that comprises four subclasses: Bound Printed Matter, Library Mail, Parcel Post, and Media Mail. There is no minimum weight limit for Package Services.

**parcel**—Mail that does not meet the mail processing category of letter-size mail or flat-size mail. It is usually enclosed in a mailing container such as a box.

**PC Postage System**—A postage system used to purchase and print postage with a personal computer, a printer, and Internet access.

**Periodicals**—A class of mail consisting of magazines, newspapers, or other publications formed of printed sheets that are issued at least four times a year at regular, specified intervals (frequency) from a known office of publication. Periodicals usually must have a legitimate list of subscribers and requesters.

**permit**—Any authorization required for specific types of preparation or postage payment. Specifically, an authorization to mail without postage affixed by using indicia or an imprint. Payment is made against an advance deposit account that is established with the USPS for postage and services. Permits also are required to participate in certain programs such as Business Reply Mail.

**permit imprint**—Printed indicia, instead of an adhesive postage stamp or meter stamp, that shows postage prepayment by an authorized mailer.

**piece**—An individually addressed mailpiece. This definition also applies when the term “piece” is used in eligibility standards. Quantities indicated for optional or required sortations always refer to pieces unless specifically excepted.

**postage**—Payment for delivery service that is affixed or imprinted to a mailpiece, usually in the form of a postage stamp, permit imprint, or meter stamp.

**Postal Numeric Encoding Technique (POSTNET)**—The barcode system used on letter-size and flat-size mailpieces for encoding the delivery point information and ZIP+4 code information. Also see delivery point barcode (DPBC).

**postcard**—A privately printed mailing card. Compare to stamped card.

**presort**—The process by which a mailer groups mail by ZIP Code so that it is sorted to the finest extent required by the standards for the price claimed. Generally, presort is performed sequentially, from the lowest (finest) level to the highest level, to those destinations specified by standard and is completed at each level before the next level is prepared. Not all presort levels are applicable to all mailings.

**Presorted Standard**—The postage price for Standard Mail pieces that are part of a mailing and that meet minimum volume and preparation requirements.

**Price List (Notice 123)**—The [Price List](#) is a 44-page publication that contains domestic and international prices and fees in a concise and accessible manner.

**Priority Mail**—First-Class Mail that weighs more than 13 ounces and, at the mailer’s option, any other mail matter weighing less than 13 ounces mailed at Priority Mail prices. Priority Mail provides expedited delivery. Any mailable matter may be sent as Priority Mail.

**prohibited matter**—Any material that is illegal to mail because it can kill or injure an individual or damage other mail. This includes certain poisons and controlled substances and certain flammable or hazardous matter.

**qualified business reply mail (QBRM)**—Business Reply Mail that is processed and rated by automated means, including the automated calculation of postage and fees. QBRM pieces must meet certain design specifications and may be eligible for the lowest per piece fee available for BRM and for reduced automation First-Class Mail postage.

**Registered Mail**—Provides the most secure service offered by the USPS. The sender receives a receipt at the time of mailing, and a delivery record is maintained by the USPS. This service also provides optional indemnity in case of loss or damage. Compare with Certified Mail and insured mail.

**restricted delivery**—A supplemental mail service that generally limits who may receive an item. This service is available for a fee when used with Certified Mail, collect on delivery, insured mail, and Registered Mail.

**restricted matter**—Any item on which certain mailing restrictions have been imposed for legal reasons other than risk of harm to persons or property involved in moving the mail and that require specific endorsements and markings. Examples include odd-shaped items in envelopes, motor vehicle master keys, and locksmithing devices as well as odor-producing materials, certain liquids and powders, and battery-powered devices. Compare to hazardous material.

**Signature Confirmation**—A service that provides information to the mailer about the date and time of delivery, including the recipient's signature or the date and time of the delivery attempt. This service may be obtained in two forms: (1) an electronic option for mailers who apply identifying barcodes to each piece, provide an electronic file, and retrieve delivery status information electronically; and (2) a retail option for mailers who retrieve delivery status through the Internet at [www.usps.com](http://www.usps.com) or by calling 800-222-1811.

**single-piece**—A postage price available for individual pieces of Express Mail, Priority Mail, First-Class Mail, Parcel Post, Media Mail, and Library Mail. It is not available for Periodicals except under the price category of basic. This type of price contrasts with prices available for commercial mail.

**skew**—The misalignment or slant of a character, bar, line of characters, or barcode with respect to the bottom or top edge of the mailpiece.

**stamped card**—A postcard sold by the USPS (as distinguished from a privately printed postcard) with a printed or impressed postage stamp. Compare to postcard.

**Standard Mail**—A class of mail that weighs less than 16 ounces. It comprises the subclasses of Regular Standard Mail, Nonprofit Standard Mail, Carrier Route Standard Mail, and Nonprofit Carrier Route Standard Mail. These subclasses include circulars, printed matter, pamphlets, catalogs, newsletters, direct mail, and merchandise. Standard Mail may be sent at Carrier Route, automation, nonautomation, and Not Flat-Machinable prices.

**tap test**—When an insert showing through the window is moved to any of its limits inside the envelope, the entire barcode must remain within the barcode clear zone, and a clear space must be maintained that is at least 1/8 inch between the barcode and the left and right edges of the window, at least 1/25 inch between the barcode and the top edge of the window, and at least 3/16 inch between the barcode and the bottom edge of the mailpiece.

**undeliverable-as-addressed (UAA)**—Mail that the USPS cannot deliver as addressed and must forward to the addressee, return to the sender, or send to a mail recovery center.

**unique ZIP Code**—A ZIP Code assigned to a company, government agency, or entity with sufficient mail volume, based on average daily volume of letter-size mail received, availability of ZIP Code numbers in the postal area, and USPS cost-benefit analyses.

**ZIP Code**—A system of 5-digit codes that identifies the individual Post Office or metropolitan area delivery station associated with an address. ZIP+4 is an enhanced code consisting of the 5-digit ZIP Code and four additional digits that identify a specific range of delivery addresses.

**ZIP+4 code**—A nine-digit numeric code composed of two parts: (a) the initial code: the first five digits that identify the sectional center facility and delivery area associated with the address, followed by a hyphen; and (b) the four-digit expanded code: the first two additional digits designate the sector (a geographic area) and the last two digits designate the segment (a building, floor, etc.).

**ZIP+4 barcode**—A nine-digit POSTNET barcode consisting of 52 vertical bars. Also see Postal Numeric Encoding Technique (POSTNET).

**zone chart**—The USPS Official National Zone Chart Data Program is administered from the National Customer Support Center (NCSC) in Memphis, TN. Single-page zone charts for originating mail are available at no cost from local Post Offices or online at [pe.usps.com](http://pe.usps.com).

**zoned price**—A price structure for Express Mail, Priority Mail, Periodicals, Parcel Post, and Bound Printed Matter that is based on weight and distance traveled (or number of zones crossed).

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