

## Courier Services Frequently asked questions

### 1. How do you address your mail correctly?

When sending mail, both courier and US Mail, using the correct packaging and addressing in the correct manner will expedite service.

#### ***COURIER MAIL (internal or inter-office)***

##### **Packaging**

Depending on what you are sending there are various ways to prepare your mail.

- Folded with the address on one side
- Plain envelope; **NOT** printed with return address
- Courier envelope
- Small cardboard box
- Paper bag

##### **Addressing**

Print legibly or type the address using complete location name (not abbreviation), department name (not abbreviation), and floor number (if applicable), and first and last name of the recipient as follows:

Location (school, building, area)  
Department name (if applicable)  
Recipient's full name

When using a number 10 envelope (standard business letter size), use a plain white envelope, **not** an envelope with the OCPS return address on it. Address the envelope parallel to the short side of the envelope to prevent it being mistaken for outgoing U.S. Mail pieces.

When using courier envelopes or boxes, be certain all previous markings have been crossed out on all sides to ensure proper handling and direction to the intended recipient.

All inter-office items should be sent in an appropriate size and strength envelope and/or box. All envelopes and packages need to be addressed as shown above. Do not use staples to seal envelopes. If you have any question as to whether or not an item can be sent through the courier, please contact Mail Services. No personal mail can be sent via courier.

## **UNITED STATES POSTAL SERVICE MAIL**

### **Packaging**

Make certain that your letter mail is the proper size. Mailpieces smaller than the dimensions below are not mailable. Letter mail larger than the dimensions is mailable but must be processed through slower, more expensive and less efficient methods at a flat or package rate.

<b>Dimensions</b>	<b>Minimum</b>	<b>Maximum</b>
Height	3-1/2"	6-1/8"
Length	5"	11-1/2"
Thickness	.007"	1/4"

### **Addressing**

You will get the best possible service if you:

- TYPE the address on the envelope or label
- CAPITALIZE EVERYTHING IN THE ADDRESS
- Use 2 letter state abbreviations Eliminate all punctuation (except hyphen between ZIP Code and + 4)
- Use common abbreviations
- Use Zip + 4 Codes

To keep the mailing costs as low as possible, the following are the Automation Requirements outlined by the Post Office for letters.

#### **Address Location**

The OCR (optical code reader) looks for the address within a rectangular space on each mailpiece, called the OCR read area. All lines of the address should fall within the OCR read area for best results. No portion of the return address should appear in the OCR read area (see example)

#### **Address Lines**

Keep address lines in the same order as shown in the example. It is necessary to address mail exactly as shown as the OCR reads addresses from the bottom to top; and from right to left. Every address should be as complete as possible, including apartment or suite numbers and proper delivery designations such as RD, ST, NW.

#### **Return Address**

All mail must have a return address located at the left upper corner of the mailpiece.

RETURN ADDRESS AREA	POSTAGE AREA		
<p style="text-align: center;">OCR READ AREA</p> <table> <tr> <td data-bbox="256 594 646 745"> NON-ADDRESS DATA (OPTIONAL)  INFORMATION/ATTENTION (OPTIONAL)  NAME OF RECIPIENT  APARTMENT, UNIT, OR SUITE  DELIVERY ADDRESS  CITY, STATE, ZIP </td> <td data-bbox="906 594 1190 745"> <b>CPRS 03672</b>  <b>MR S ONEILL PRES</b>  <b>SEAN ONEILL INC</b>  <b>STE 123</b>  <b>4321 MAPLE ST</b>  <b>OAKTON MD 12345-6789</b> </td> </tr> </table>		NON-ADDRESS DATA (OPTIONAL) INFORMATION/ATTENTION (OPTIONAL) NAME OF RECIPIENT APARTMENT, UNIT, OR SUITE DELIVERY ADDRESS CITY, STATE, ZIP	<b>CPRS 03672</b> <b>MR S ONEILL PRES</b> <b>SEAN ONEILL INC</b> <b>STE 123</b> <b>4321 MAPLE ST</b> <b>OAKTON MD 12345-6789</b>
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BARCODE CLEAR AREA			

Sealing

Automatic sealing of standard size gummed envelopes for mailing is provided for by Mail Services. Present envelopes to the Mail Center with the flaps turned down. Do not seal with tape. Bundle mail with your work location number written above the return address on the top envelope. Forwarded to Mail Services in this manner allows the envelopes to bypass sorting and are directly moved to the sealing and metering machine.

Flats (envelopes larger than 6-1/8" X 11-1/2") are to be sealed or secured on all four edges so that they can be handled by machine. If the envelope has a clasp, do not use the clasp; wet and seal as you would a letter-size envelope. **Do not use tape or staples.** Type the address in all capital letters using the standard format. The address is to be placed parallel to the short side edge of the envelope or on the far right side if using the longer side orientation in order to be processed by the USPS on automation equipment.

2. How do you file a complaint or concern regarding our service?

Please call or e-mail the Mail Center at (407)317-3446 or [OCPSMailroom@ocps.net](mailto:OCPSMailroom@ocps.net).

3. How do you fill out a Mail Center Services form?

When sending any special mail i.e. Priority Mail, Express Mail or Bulk Mail as well as any parcels, a Mail Center Services form must be completed and presented with the mail or package (see sample). This form can be found on the Mail Services webpage <https://www.ocps.net/op/mmb/Pages/Mail-Center.aspx> or obtained through the Mail Center.

Complete this form with the persons' full name and e-mail address that is sending package/mail, the name of the department or school (no abbreviations), 4 digit work location number, the ten digit chargeback account number and telephone number. Check which type of mail you are sending or the required delivery date for packages being sent. For packages print legibly or type the full name and address of the recipient on the back of the form.

<b><u>MAIL CENTER SERVICES</u></b>	
Name: _____	E-Mail address _____ Date: _____
Work Location Name: _____	Work Location #: _____
Chargeback to account _____	/4371 Phone Nbr: _____
Service Type: <u>US Mail</u> <input type="checkbox"/> First Class <input type="checkbox"/> Express <input type="checkbox"/> Priority <input type="checkbox"/> Automated Bulk Mail	
Delivery required by _____	Special notes _____
<i><b>ITEMS WILL BE SENT THE LEAST EXPENSIVE WAY. IF YOU REQUIRE A SPECIFIC CARRIER PLEASE INDICATE UNDER SPECIAL NOTES.</b></i>	
<i>This information to be completed Mail Service personnel</i>	
Pieces _____	Amount \$ _____ Job Completed By: _____ Date _____
PLEASE TYPE OR PRINT COMPLETE ADDRESS ON THE BACK OF THIS FORM FOR OUTSIDE CARRIER PACKAGE SERVICES. OTHERWISE APPLY A TYPED LABEL ON USPS ENVELOPES OR USE AN OCPS ENVELOPE WITH ADDRESS TYPED.	
9/29/14	

4. Where do I get courier envelopes?

Courier Services and the Mail Center have a limited supply of used courier envelopes. Order new envelopes through Print Services at [Printing.Services@ocps.net](mailto:Printing.Services@ocps.net)