



State of Delaware's

"Official Mail Courier Service"

Messenger Services

Mail Processing Centers In Delaware

- **Messenger Services utilizes three mail processing center locations**

Main Processing Center

Government Support Services
100 Enterprise Place Suite 4
Dover, DE 19904
302-857-4500 - Fax: 302-739-3697
SLC: D100
Office Hours: 8:00 a.m. – 4:30 p.m.

Satellite Processing Center

Carvel State Office Building
820 French Street, 4th Floor
Wilmington, DE 19801
302-577-5087, Fax: 302-577-5096
SLC: C304
Office Hours: 8:00 a.m. – 4:30 p.m.

Satellite Processing Center

Stockley Center
Building C – 5
26351 Patriots Way
Georgetown, DE 19947
302-934-5066
SLC : S825
Office Hours: 7:00 a.m. – 3:00 p.m.

- Mail centers do not accept any mail for same day processing and delivery to post office after 3:30 p.m.
- Customers delivering mail for same day post mark after 3:30 p.m. may possibly have the mail metered, but must deliver the mail to the post office themselves if same day delivery is required. Please call ahead to make arrangements for this process when assistance is needed.

Mail Acknowledgements

- 24 hour turn around service on interdepartmental mail to daily locations
- Discounted postal rates on first class letters
- Better postage savings on all properly addressed typed letters
- Nine state wide courier routes
- Three mail processing centers; Dover, DE , Carvel Office Building Wilmington, DE and Stockley Center, Georgetown, DE
- 4.3 million pieces of metered mail processed in 2008 utilizing Pitney Bowes Postage equipment
- Electronic postage billing for State of Delaware agencies
- Mail preparation and cost effective savings training offered upon request
- Automated Metered Mail Benefits
 - Greater postage discounts
 - Faster mail processing
 - Better, more consistent service



Money Returned to your Budget!

How?



Why worry year after year about budget issues, searching for that last drop in the bucket for funding?

You can cut your postage cost each month, while redirecting the duties of your staff where needed. Plus do away with unnecessary paperwork, writers cramps and trips to the post office for stamps.



- Discounted postage prices for your number 10 white legal size envelopes are possible through Messenger Services for State Agencies. Don't mail it at full postage rate of .44 cents, SAVE THAT MONEY! Mail those letters at the discounted rate of .335 cents per one ounce letter.
 - Price discount applies only to all letters that meet machine-ability standards.

Envelopes must be addressed as follows

- Address delivery line – reflects the actual place of delivery. Street address or P.O. Box
- Last line reflects – City, State and zip code

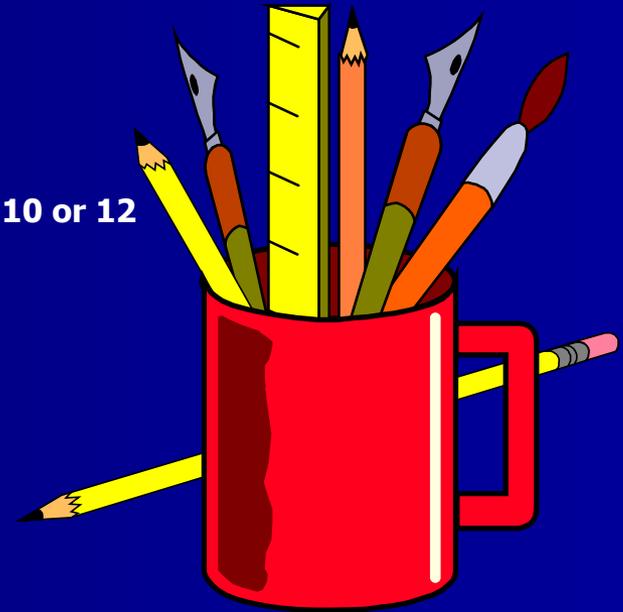
Address delivery line is directly above the last line on the envelope!

- Sorting those letters by zip code is an outdated function, contracted presort services is the present and future letter sorting process.
- Do away with your postage machine, yearly postage meter rental and maintenance agreements.
- Relieve your stress and headaches of assigning staff to deliver mail to the post office. Reassign that person other duties.

MAILPIECE DESIGN

USPS Metered Mail Requirements

- Received USPS metered mail is delivered 1-4 days to recipient when meeting USPS addressing regulations
- Mail piece must be correctly addressed
- Address is typed, not hand written. Font Style should be 10 or 12
- Bar code zone on envelope is clear of writing or logo's
- Envelopes must be sealed



UNITED STATES POSTAL SERVICE

SOURCES OF INFORMATION

- **Local Postal Personnel**

Mailpiece Design Analyst
(610) 882-3310

Reviews layouts before printing,
provides free Reply Mail artwork,
free design publications &
templates.

Mailing Requirements Clerk
(610) 882-3222

Explains Postal requirements
concerning rates, mail sortation
& preparation.

- **National Contact**

National Customer Support Center
(800) 238-3150

Postal services available for your address data base. Lists of certified
CASS & PAVE software. NCOA, ACS, Move Update Information.
Free Postal publications.

UNITED STATES POSTAL SERVICE SOURCES OF INFORMATION

- **US Postal Service Web site**

www.usps.com

Latest information, Postal Bulletin, vendors list, ZIP+4 lookup, forms and publications available for downloading, *lots of stuff!*

pe.usps.gov

Business Mail 101, Mailpiece Design

- **Free Subscription**

Mailers Companion

Address Quality

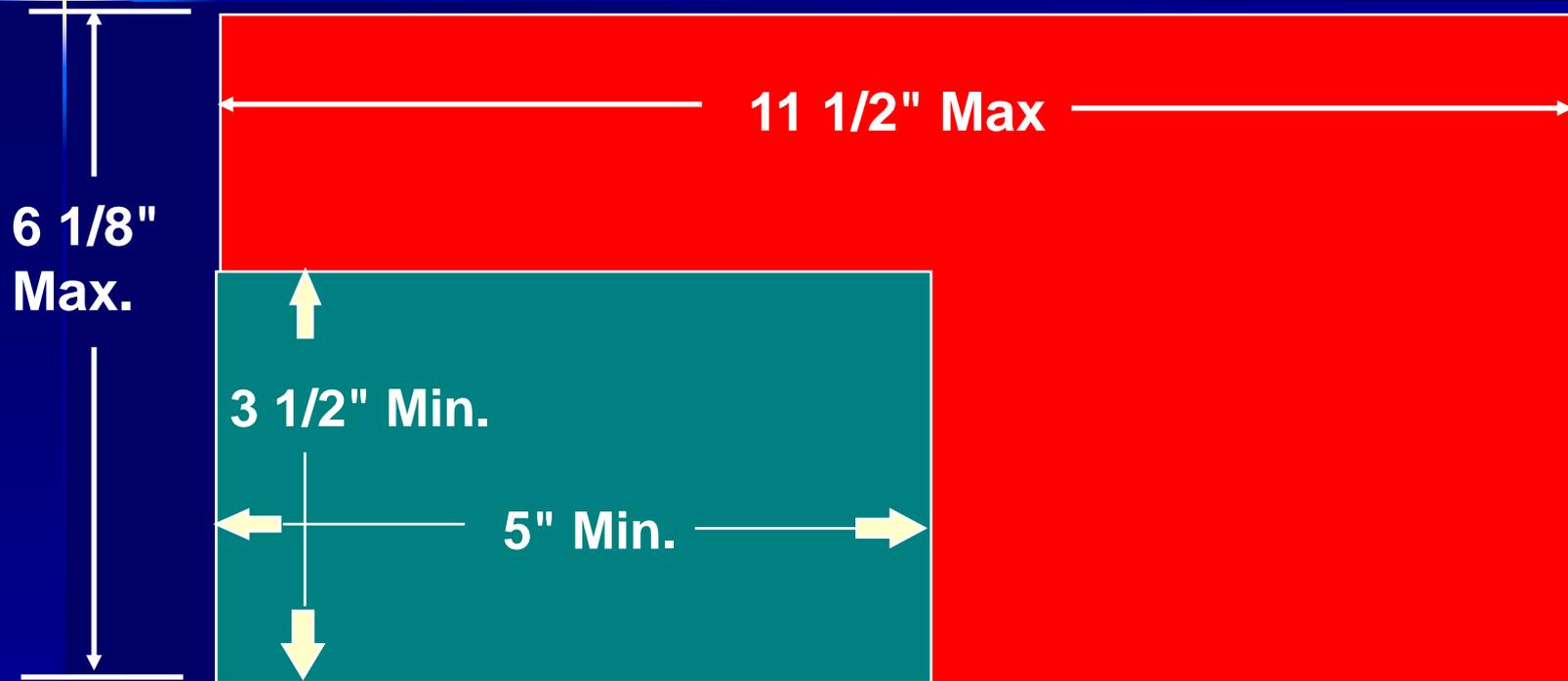
US Postal Service

6060 Primacy Pkwy Ste 201

Memphis TN 38188-0001

MACHINABILITY STANDARDS

Letter Dimensions



Thickness can be between $.007$ " - $\frac{1}{4}$ "
(sizes over $4 \frac{1}{4}$ " X 6 " must be a minimum of $.009$ " thick)

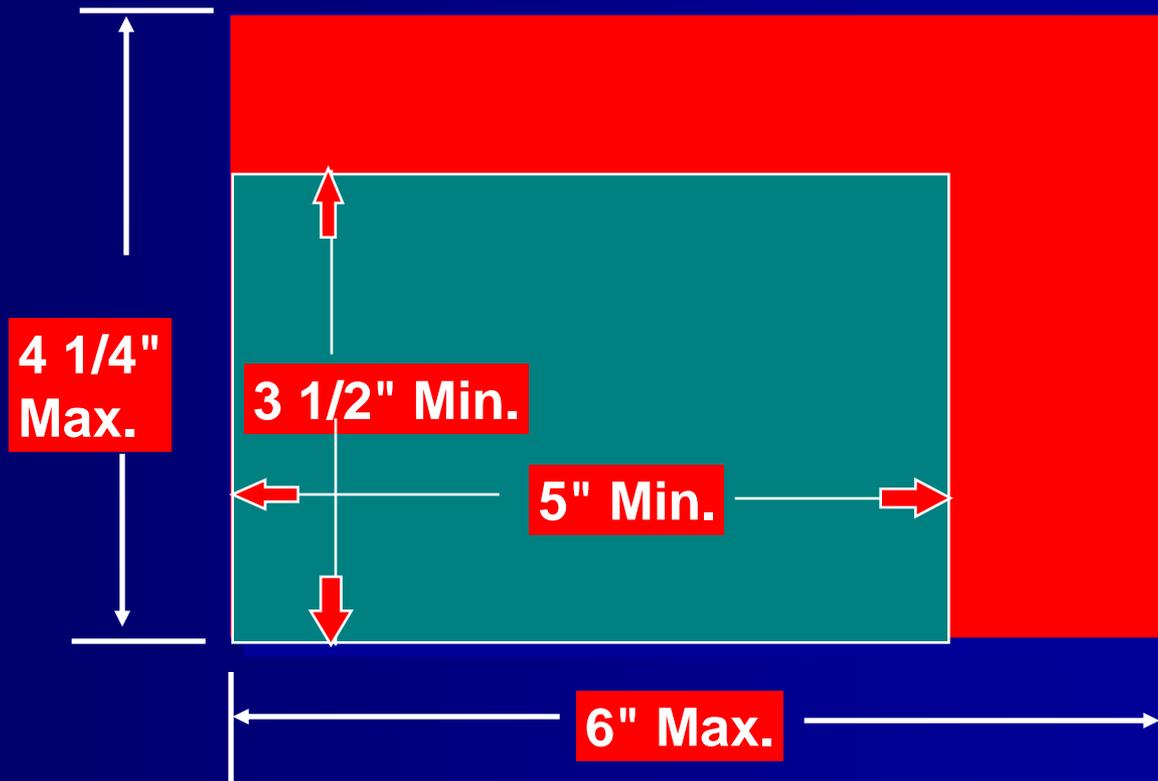
MACHINABILITY STANDARDS

Postcard Dimensions

Postcards

Thickness:
.007" - .016"

Oversized cards:
.009" minimum



MACHINABILITY STANDARDS

Shape

- **Rectangular**

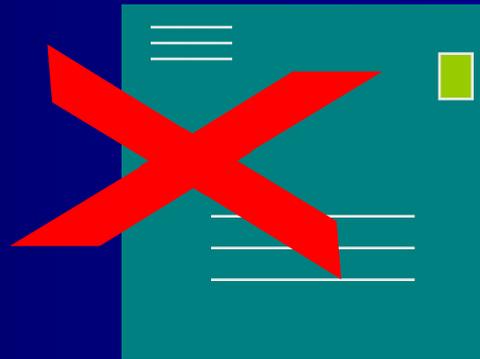
Height



Length

- **Square**

Height?



Length?

MACHINABILITY STANDARDS

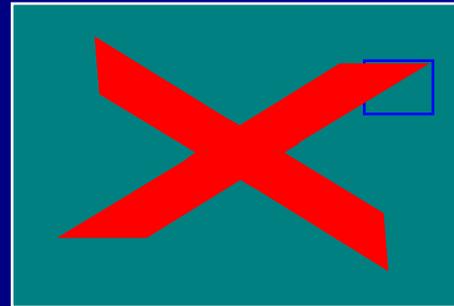
Aspect Ratio

Length Divided by Height = **1.3 - 2.5**

Unacceptable

$$5 \div 4 = 1.25$$

4"



5"

Acceptable

$$6 \div 4 = 1.5$$

4"



6"

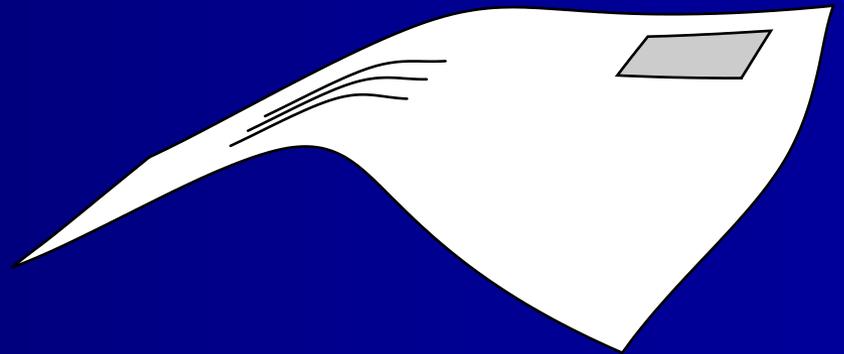
***Aspect
Ratio***

MACHINABILITY STANDARDS

■ RIGIDITY



■ FLEXIBILITY



MACHINABILITY STANDARDS

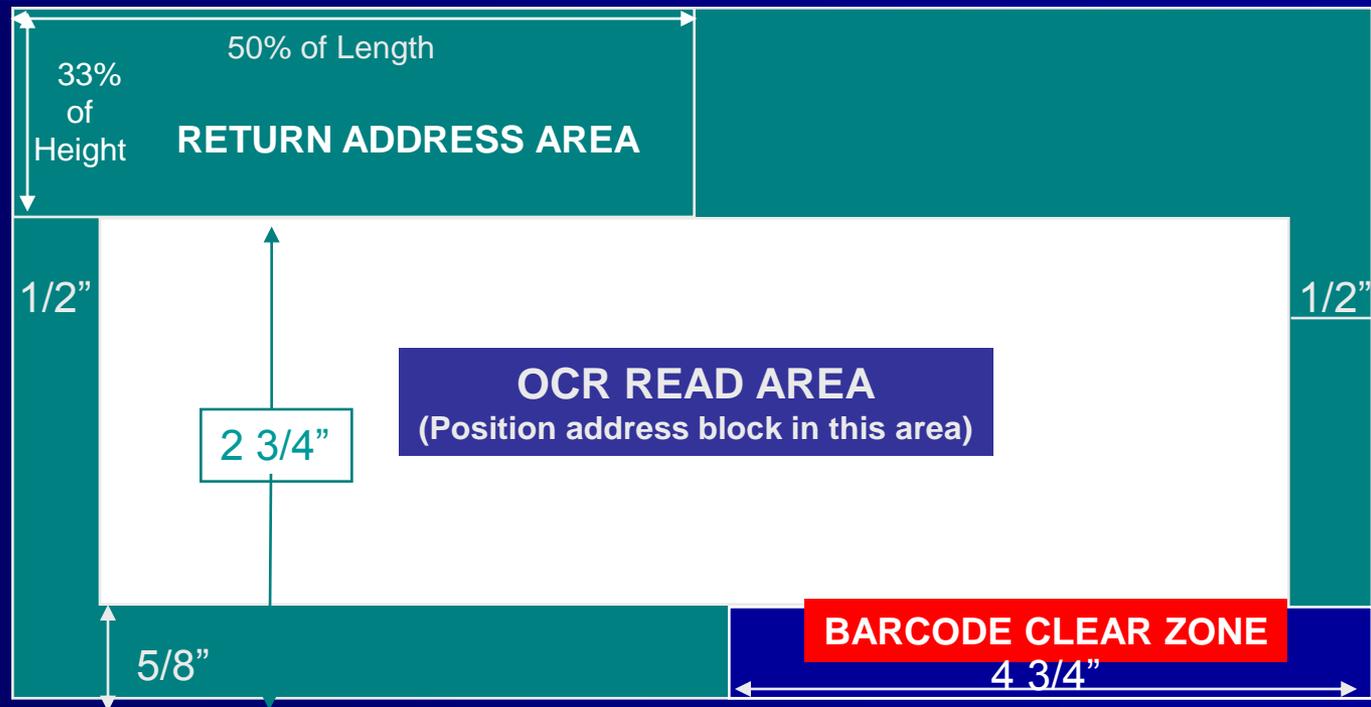
Polywrap, Polybag, Shrink-wrap

■ Don't even think about it!



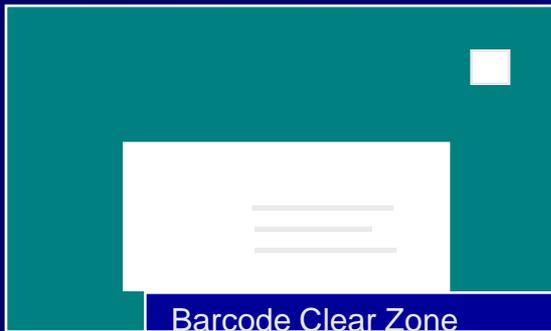
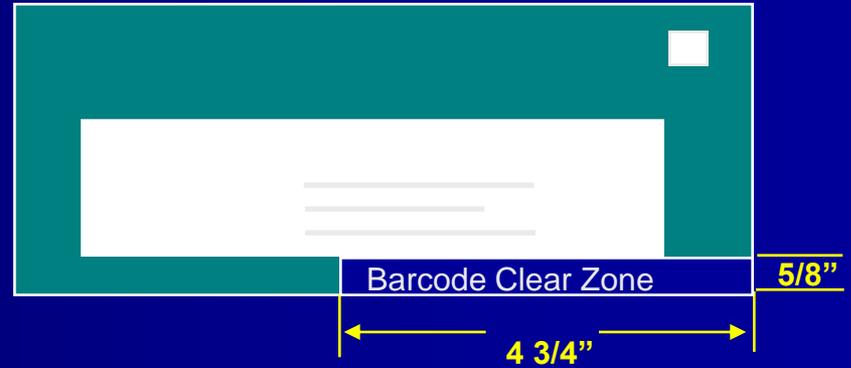
READABILITY STANDARDS

Letter Mail



READABILITY STANDARDS

Barcode Clear Zone



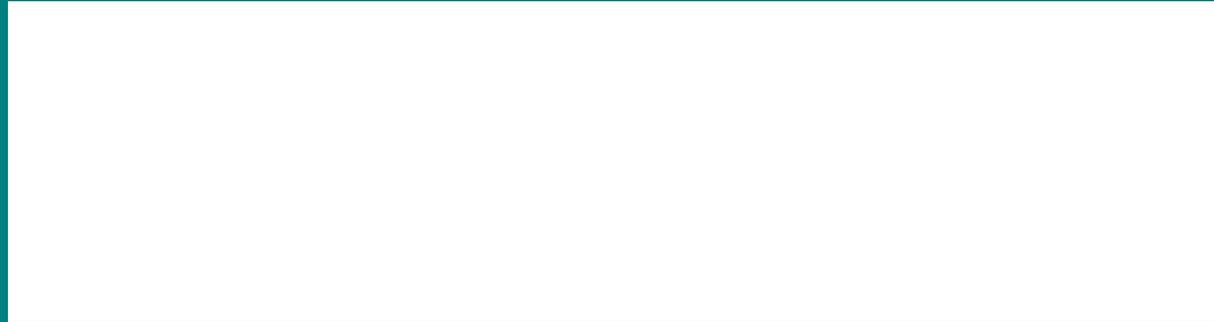
READABILITY STANDARDS

Return Address

← Left Half →

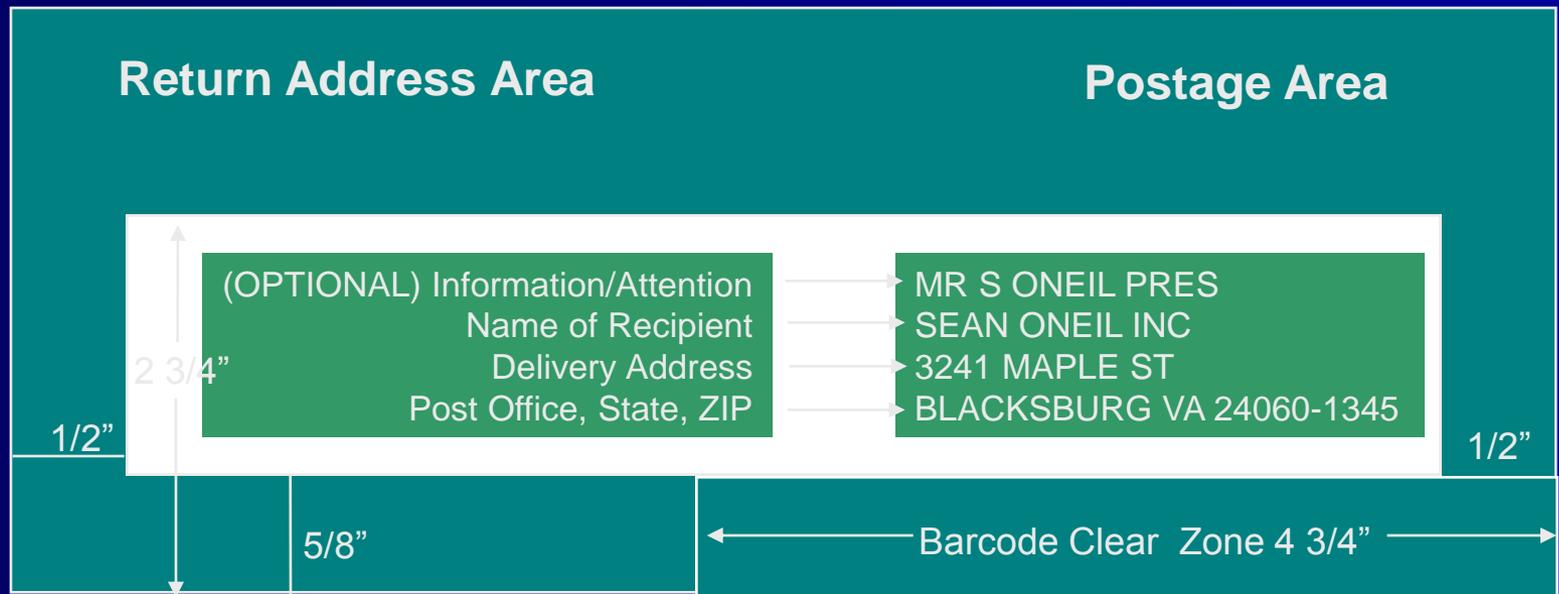
Top
Third

APPLETREE POINT
123 MAPLE ST.
WASHINGTON DC 20260-6801



READABILITY STANDARDS

Addressing Standards



READABILITY STANDARDS

Insert Shift

A diagram illustrating a correct insert shift. A teal rectangular mail piece contains the following text: "MATT HELM", "67 THUNDER I", "CANOGA PARK CA 91309-7922", and a postage box with "FIRST CLASS", "ZIP+4", "US POSTAGE PAID", "CANOGA PARK CA", and "PERMIT NO 1". A white rectangular insert with a blue background and rounded corners is placed over the mail piece, containing the text: "SALLY SMITH", "123 MAIN STREET", and "WASHINGTON DC 20260-6801". A large blue checkmark is positioned to the left of the mail piece. A white triangle with a vertex at the top is drawn around the insert, with a line connecting the top vertex to the top edge of the insert, labeled "1/8\"". Another line connects the bottom vertex to the bottom edge of the insert, labeled "1/8\"".

MATT HELM
67 THUNDER I
CANOGA PARK CA 91309-7922

FIRST CLASS
ZIP+4
US POSTAGE PAID
CANOGA PARK CA
PERMIT NO 1

SALLY SMITH
123 MAIN STREET
WASHINGTON DC 20260-6801

1/8"

1/8"

A diagram illustrating an incorrect insert shift. A teal rectangular mail piece contains the following text: "MATT HELM", "67 THUNDER I", "CANOGA PARK CA", and a postage box with "FIRST CLASS", "ZIP+4", "US POSTAGE PAID", "CANOGA PARK CA", and "PERMIT NO 1". A red rectangular insert with rounded corners is placed over the mail piece, containing the text: "MAX SMART", "86 K ST SE", and "WASHINGTON DC". A large red 'X' is drawn over the mail piece, indicating that this configuration is incorrect.

MATT HELM
67 THUNDER I
CANOGA PARK CA

FIRST CLASS
ZIP+4
US POSTAGE PAID
CANOGA PARK CA
PERMIT NO 1

MAX SMART
86 K ST SE
WASHINGTON DC

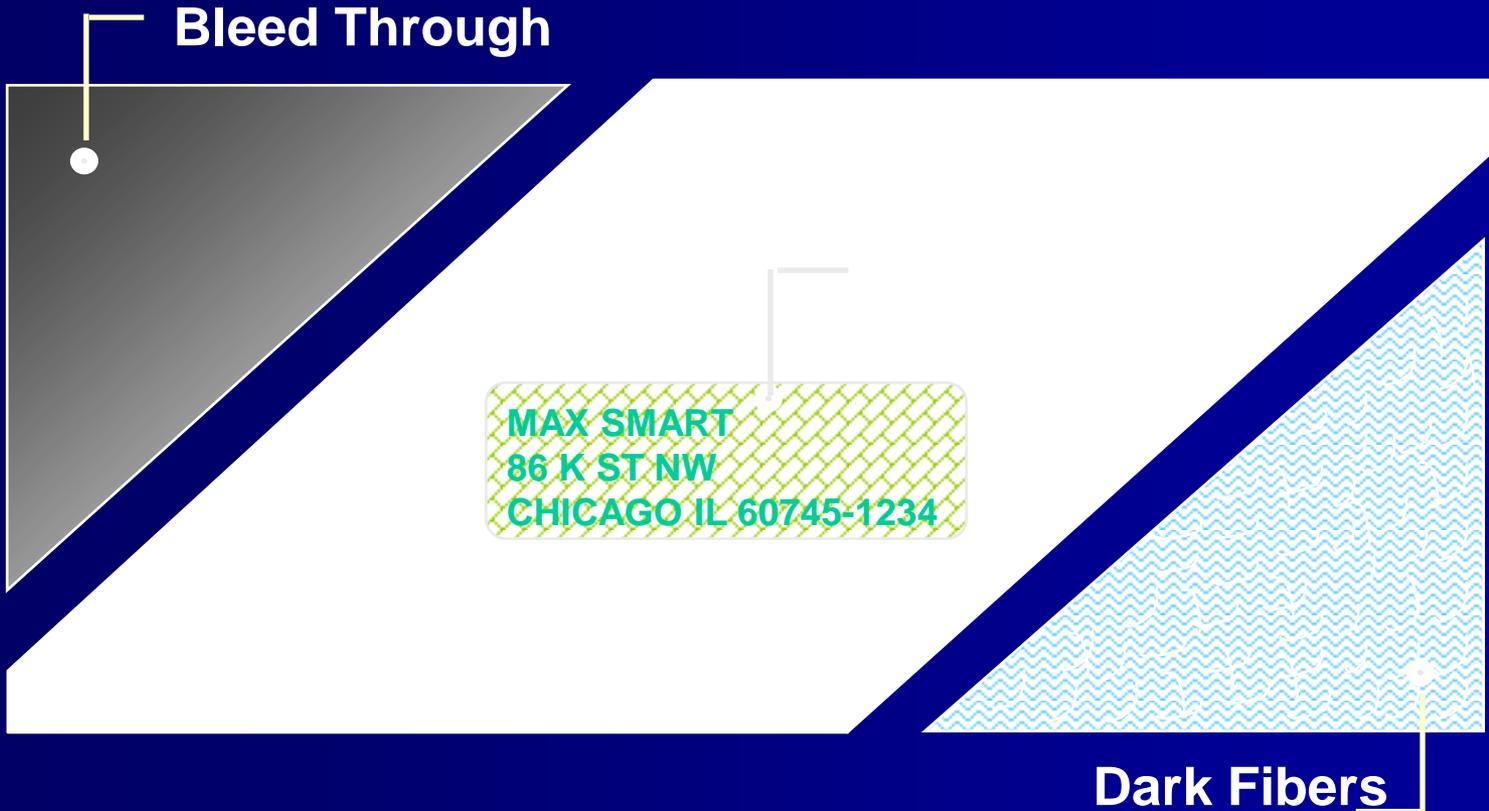
READABILITY STANDARDS

Contrast

<p>ABC Company 1 Main St LOS ANGELES CA 90214-1304</p> <p>BOB SMITH XYZ COMPANY 9876 ELM ST STE 110 LOS ANGELES CA 90214-1304</p> 	<p>ABC Company 1 Main St LOS ANGELES CA 90214-1304</p> <p>BOB SMITH XYZ COMPANY 9876 ELM ST STE 110 LOS ANGELES CA 90214-1304</p> 	<p>ABC Company 1 Main St LOS ANGELES CA 90214-1304</p> <p>BOB SMITH XYZ COMPANY 9876 ELM ST STE 110 LOS ANGELES CA 90214-1304</p> 	<p>ABC Company 1 Main St LOS ANGELES CA 90214-1304</p> <p>BOB SMITH XYZ COMPANY 9876 ELM ST STE 110 LOS ANGELES CA 90214-1304</p> 
<p>ABC Company 1 Main St LOS ANGELES CA 90214-1304</p> <p>BOB SMITH XYZ COMPANY 9876 ELM ST STE 110 LOS ANGELES CA 90214-1304</p> 	<p>ABC Company 1 Main St LOS ANGELES CA 90214-1304</p> <p>BOB SMITH XYZ COMPANY 9876 ELM ST STE 110 LOS ANGELES CA 90214-1304</p> 	<p>ABC Company 1 Main St LOS ANGELES CA 90214-1304</p> <p>BOB SMITH XYZ COMPANY 9876 ELM ST STE 110 LOS ANGELES CA 90214-1304</p> 	<p>ABC Company 1 Main St LOS ANGELES CA 90214-1304</p> <p>BOB SMITH XYZ COMPANY 9876 ELM ST STE 110 LOS ANGELES CA 90214-1304</p> 
<p>ABC Company 1 Main St LOS ANGELES CA 90214-1304</p> <p>BOB SMITH XYZ COMPANY 9876 ELM ST STE 110 LOS ANGELES CA 90214-1304</p> 	<p>ABC Company 1 Main St LOS ANGELES CA 90214-1304</p> <p>BOB SMITH XYZ COMPANY 9876 ELM ST STE 110 LOS ANGELES CA 90214-1304</p> 	<p>ABC Company 1 Main St LOS ANGELES CA 90214-1304</p> <p>BOB SMITH XYZ COMPANY 9876 ELM ST STE 110 LOS ANGELES CA 90214-1304</p> 	<p>ABC Company 1 Main St LOS ANGELES CA 90214-1304</p> <p>BOB SMITH XYZ COMPANY 9876 ELM ST STE 110 LOS ANGELES CA 90214-1304</p> 
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READABILITY STANDARDS

Background Interference



BARCODING

Skew



**Positional
Skew $\pm 5^\circ$**



**Rotational
Skew $\pm 5^\circ$**



**Baseline
Shift $\pm 0.15''$**

BARCODING

Accuracy and Readability

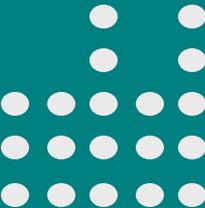
Accuracy



ACCT #247953

PAUL MARTIN JR.
212 N LIBERTY ST
JACKSONVILLE FL 32241-3045

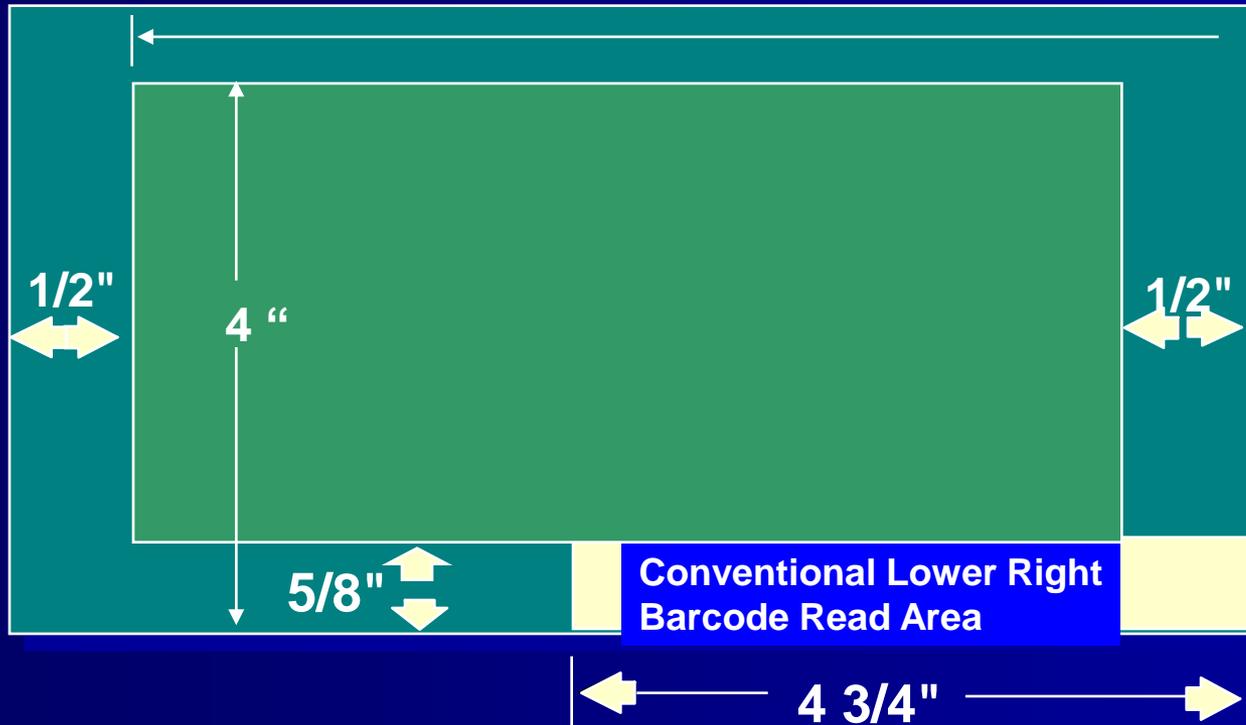
Readability

 <p>Extraneous Ink</p>	 <p>Voids</p>
 <p>Dot Matrix</p>	 <p>Smeared</p>

BARCODING

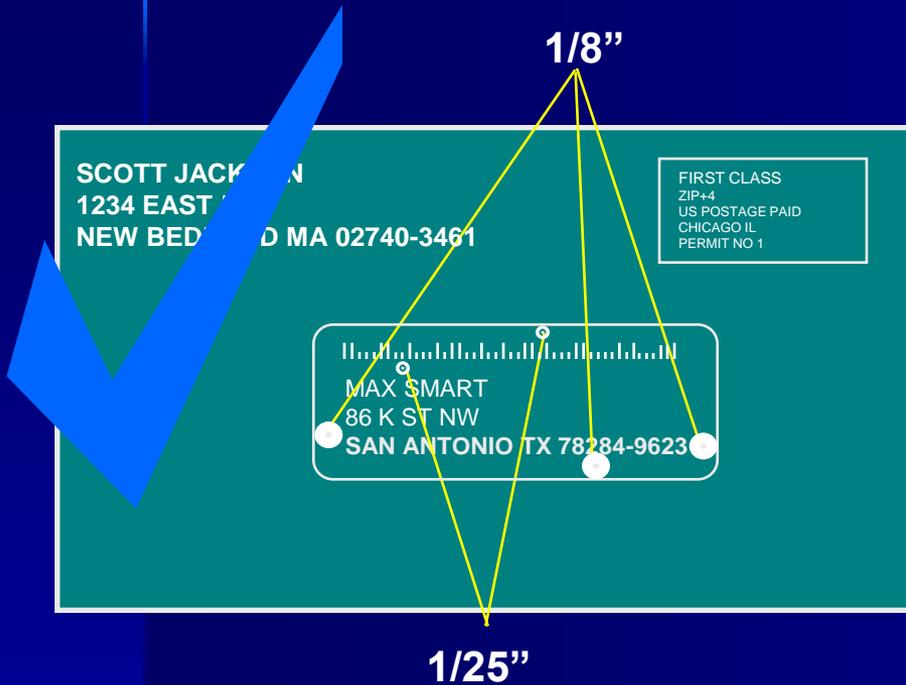
Address Block Bar Code Read Area

Left most bar in address block at 10 1/2" maximum from right edge



BARCODING

Insert Shift



ENDORSEMENTS

- Four acceptable endorsements:

- Address Service Requested

- Return Service Requested

- Change Service Requested

- Forwarding Service Requested

- Change Service must be used in conjunction with electronic notification.

- Forwarding Service Requested does not meet the Move Update Requirements for FCM Presort or FCM Automated.

ENDORSEMENTS

Acceptable Locations

Postal Business Center
2035 Hurley Way Ste 200
Sacramento CA 95825-3209

1 Address Service Requested

3 Address Service Requested

**Stamp
or Meter**

4 Address Service Requested

2 Address Service Requested
U.S. POSTAL SERVICE
3775 INDUSTRIAL BLVD
WEST SACRAMENTO CA 95799-0070

Certified Mail Forms

USPS regulations require mailers to complete and affix the following two forms to an envelope when presenting mail for processing as certified mail.

Messenger Services is unable to meter, process and present certified mail to the post office unless customer completes the attached forms to envelopes.

Please affix completed green card on the back of your envelope. **Do not affix addressed green card on the front of the envelope as the address for the envelope.**

Bar coded white slip is to have address completed and affixed to the front of the envelope. Affix slip as far to the left, under return address of envelope as possible. Do not affix slip on the far right of the envelope.



Is your RETURN ADDRESS completed on the reverse side?

SENDER: <ul style="list-style-type: none"><input type="checkbox"/> Complete label and affix to envelope reverse.<input type="checkbox"/> Complete Form 3811, line 4c.<input type="checkbox"/> Attach your return address label to the reverse of this label and affix to the envelope.<input type="checkbox"/> Attach this label to the front of the envelope, on the first postage-paid stamp.<input type="checkbox"/> Write "Return Receipt Requested" on the mailbox tube if you are mailing a letter.<input type="checkbox"/> The Return Receipt will be mailed when the article is delivered and is not returned.	I also wish to receive the following services for an extra fee: <ul style="list-style-type: none">1. <input type="checkbox"/> Addressee's Address2. <input type="checkbox"/> Restricted Delivery
3. Article Addressed to:	4a. Article Number
5. Received By: (Print Name)	4b. Service Type <ul style="list-style-type: none"><input type="checkbox"/> Registered<input type="checkbox"/> Certified<input type="checkbox"/> Express Mail<input type="checkbox"/> Insured<input type="checkbox"/> Return Receipt for Merchandise<input type="checkbox"/> COD
6. Signature (Addressee or Agent)	7. Date of Delivery
8. Addressee's Address (Only if requested and fee is paid)	

PS Form 3811, December 1994

1095845-0-0000 Domestic Return Receipt

Thank you for using Return Receipt Service.

Registered mail Forms

USPS regulations require mailers to complete the following forms to an envelope when presenting mail for processing as registered mail.

Green signature is for domestic mail.

Pink signature card is for air mail.

Red sticker with register number.

**Receipt for Registered Mail.
(PS form number 3806)**

Brown package tape across the sealed flap of envelope. Without this tape, USPS will not accept for processing.

SENDER:
 Complete form if article is for additional recipient.
 Complete forms 3800, 3801, and 3802 if additional recipient.
 Check your name for additional delivery address at this time so that we can return mail to you if no return address is provided.
 Return the form to the home of the recipient, or to the office if article does not return.
 Check "Return Receipt Requested" if it is mail item bearing a ZIP+4 number.
 If you are a recipient, this receipt will show to whom the article was delivered and the date.

1. Article Addressed to:
 2. Recipient's Name (Print Name)
 3. Signature (Art. Addressee or Agent)

4. Article Number
 5. Service Type
 Registered
 Registered Mail
 Registered Mail with Signature Confirmation
 Certified
 Insured
 COD

6. Date of Delivery
 7. Addressee's Address (Only if registered and new to post)

8. I wish to receive the following services (for an extra fee):
 Addressee's Address
 Restricted Delivery

PS Form 3811, October 1994

POSTAL SERVICE OF THE UNITED STATES OF AMERICA
Administration des Postes des États-Unis d'Amérique

PAR AVION

POSTAL SERVICE RETURN RECEIPT
Service des Postes Réception

To be returned by the addressee to the post office of origin. If return is not made, the addressee will be notified by the post office of origin.

Name or Firm _____
 Street and No. _____
 City, State and ZIP Code _____

UNITED STATES OF AMERICA

REGISTERED MAIL

Registered No. _____

Reg. Fee \$	Return \$
Handling \$	Receipt \$
Cr. Fee \$	Restricted \$
Postage \$	Delivery \$

Received by _____

Customer Must Declare Full Value \$ _____

with Postal Insurance
 without Postal Insurance

PS Form 3806, Receipt for Registered Mail, June 2002

Steps to ensuring delivery of interdepartmental mail

Essential addressing requirements of interdepartmental mail with correct SLC codes have been assigned to help insure your mail is able to achieve the 24 turn around delivery time between agencies.

Complete SLC code, "State Location Code", is required.

The SLC code assigned to your agency will begin with one of the following letters;

- C – state agencies located in the Carvel State Office Building
- N – state agencies assigned to the New Castle County Courier route
- D – state agencies assigned to the Dover, (Kent County) Courier route
- S – state agencies assigned to the Sussex County Courier route
- H – Divisions within Division of Health and Social Services
- T - Department of Transportation – Kent County

Last part of the SLC code are three numerical digits. Should a state location have multiply agencies utilizing the same building and three number, a suffix letter starting has been additionally assigned to the numbers as part of the address.



Steps to ensuring delivery of interdepartmental mail

SLC code reflects the following information:

- Building location on each assigned courier route
- State agency and/or public school district office
- Section in the agency where piece of mail is to be delivered
- Name of the school within the school district
- Most importantly, the name of the person you are mailing your information to
- Always cross out last address on envelope before readdressing the envelope

All interdepartmental mail must have a valid SLC listed on the outside of the envelope.

- Messenger Services delivers /routes mail by SLC code – not name on envelope.
- If SLC is invalid, Messenger Services will attempt to return envelope to sender

Correct addressing of interdepartmental mail:

Dustin Yerkes
Messenger Services
D100



Which way did it go?

"Official Mail Courier"

- Messenger Services utilizes nine statewide courier routes to distribute and retrieve mail from the state agencies.
- Kent County has five established courier routes. These routes cover from Smyrna to Delmar and Milford Delaware. Starting time for these routes each morning is 8:00 a.m.
- New Castle County has two established courier routes. These routes cover all of New Castle County extending down into the Middletown and Odessa Delaware area. Starting time for these routes each morning is 8:30 a.m.
- Sussex County has one established courier route. This route covers Ellendale, Georgetown, Selbyville and Lewes Delaware. Starting time for this route is 7:45 a.m.



Which way did it go?

"Official Mail Courier"

- Messenger Services evening courier route transports interdepartmental mail between each mail center in each county during the evening hours. This route originates out of Sussex County traveling to Kent and New Castle County backtracking to Kent County with completion of the route when returning to Sussex County. Starting time for this route is 3:00 p.m. daily.
- Special pickup service is possible for mass mailings when prearranged requests are submitted.
- A 5 box limitation per customer has been established per pickup location. We request customers to please place a courtesy call to the mail room when shipping boxes, large objects or mass mailings. Please call 302-857-4500.
- In the event of inclement weather, Messenger Services will generate a special news bulletin posted on the Courier Service Delay Notice page of our website:
<http://www.state.de.us/dss/messenger/outage.shtml>



Services We Don't Perform

The following items are not to be presented to Messenger Services for transporting nor for processing by the mail center:

- Bio- hazardous materials.
- Life stock, animals, reptiles ~ dead or alive.
- Personal gifts, clothing or similar items considered non job related.
- Cash money, checks, money orders, credit cards.
Messenger Services is not responsible for transporting cash monies unknowingly that become lost en-route to any location.
- Office Furniture, computers, file cabinets, etc. – Contact Surplus Property for these items.
- Items considered perishable and extremely valuable.
- Trash, materials considered waste materials of any nature.
- **Achievable files – agencies are to contact Hall of Records to schedule retrieval service arrangements for any files intended to be archived according to Delaware code.**