State of Delaware's "Official Mail Courier Service"

“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
SOURCES OF INFORMATION

• Local Postal Personnel

  Mailpiece Design Analyst
  Mailing Requirements Clerk
  (610) 882-3310
  (610) 882-3222
  Reviews layouts before printing, explains Postal requirements concerning rates, mail sortation & preparation.
  Provides free Reply Mail artwork, free design publications & templates.

• 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.
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

- Width: 11 1/2" Max
- Height: 6 1/8" Max
- Depth: 3 1/2" Min
- Side: 5" Min

Thickness can be between .007" - 1/4"
(sizes over 4 1/4” X 6” must be a minimum of .009” thick)
MACHINABILITY
STANDARDS

Postcard Dimensions

Postcards

Thickness: .007" - .016"

Oversized cards: .009” minimum

4 1/4" Max.

3 1/2" Min.

5" Min.

6" Max.
MACHINABILITY STANDARDS

Shape

• Rectangular
  - Height

• Square
  - Height?
  - Length?
MACHINABILITY STANDARDS

Aspect Ratio

Length Divided by Height = 1.3 - 2.5

Unacceptable

\[ \frac{5}{4} = 1.25 \]

Acceptable

\[ \frac{6}{4} = 1.5 \]
MACHINABILITY STANDARDS

- RIGIDITY
- FLEXIBILITY
READABILITY STANDARDS

Letter Mail

RETURN ADDRESS AREA

OCR READ AREA
(Position address block in this area)

BARCODE CLEAR ZONE

33% of Height
50% of Length
1/2"
5/8"
2 3/4"
4 3/4"
READABILITY STANDARDS
Barcode Clear Zone

Barcode Clear Zone

Barcode Clear Zone

Barcode Clear Zone
APPLETREE POINT
123 MAPLE ST.
WASHINGTON DC 20260-6801
READABILITY STANDARDS

Addressing Standards

Return Address Area

(OPTIONAL) Information/Attention
Name of Recipient
Delivery Address
Post Office, State, ZIP

Postage Area

MR S ONEIL PRES
SEAN ONEIL INC
3241 MAPLE ST
BLACKSBURG VA 24060-1345

Barcode Clear Zone 4 3/4”
READABILITY STANDARDS

Insert Shift

MATT HELM
67 THUNDER LN
CANOGA PARK CA 91309-7922

1/8"

SALLY SMITH
123 MAIN STREET
WASHINGTON DC 20260-6801

1/8"

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

MAX SMART
86 K ST SE
WASHINGTON

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

Skew

Positional Skew \( \pm 5^\circ \)

Rotational Skew \( \pm 5^\circ \)

Baseline Shift \( \pm 0.15" \)
BARCODING
Accuracy and Readability

Accuracy

Readability

- Extraneous Ink
- Voids
- Dot Matrix
- Smeared
BARCODING

Address Block Bar Code Read Area

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

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

Stamp or Meter

4 Address Service Requested
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.
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.
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.