

MAIL SERVICES DIVISION CUSTOMER MAIL GUIDE

Department of Administration



Table of Contents

Mail Services Division Customer Mail Guide	2
Production	
Rural Mailing Machines and postage requests (QUADIENT)	5
One Time Rural Requests	5
Rural Account for Pitney Bowes	5
Interdepartmental Delivery	5
Business Reply and Business Reply Artwork	7
NCOA Address Validation	7
CERTIFIED MAIL	8
Registered Mail	10
USPS Holidays	16

Mail Services Division Customer Mail Guide

The Mail Services Division provides mail services to participating state and local government agencies in the Carson City, Reno, and Las Vegas areas. Services include pickup, processing, and delivery of outgoing, overnight, and interoffice mail (including service between Carson City and Las Vegas). The United States Postal Service processes and delivers all in-bound mail to the individual agencies on a daily basis. Other services provided in the Carson City and Reno areas include folding, inserting, pressure sealing, addressing, and bulk mailing. Statutory Authority: NRS 378.143-149.

Mail Services Carson City Address

720 E. Fifth Street

Carson City, NV 89701

Hours - 7am-5pm

Phone - 775-684-1860

Mail Services Las Vegas Address

505 E CAPOVILLA #107

Las Vegas NV 89119

Hours - 730am - 5pm

Phone - 702-486-2480

Contacts

Website- https://admin.nv.gov/MailSvcs/Home/MailSvcs/

Email- mailservices@admin.nv.gov

Administrator 775-684-1864

Program Officer 2 - 775-684-1862

Program Officer 1 - 775-684-1866

Carson City Mail Services Supervisor 775-684-1863

Las Vegas Mail Services Supervisor 702-486-2485

Las Vegas Lead 702-486-2481

Mail Services currently charges an administrative fee for total monthly postage applied to letters and packages. Current administrative fee rates can be found on our website. Customer agencies are expected to prepare mailings prior to pick up. Mail Services does not prepare mail for agencies (completing recipient or sender information,

certified/registered mail forms, international forms, etc.). Mail missing information will be sent back to the agency for correction when needed. Mail Services encourage customers to visit the USPS Domestic Mail Manual for questions on mail regulations and preparation. https://pe.usps.com/DMM300/Index

Current pricing for USPS packages can be found below.

https://pe.usps.com/text/dmm300/Notice123.htm? gl=1*ke9wpl* ga*MTAyMTAxNzQyNy4xNzM0N TYzNzly* ga QM3XHZ2B95*MTczODAwNDk2Ni44LjAuMTczODAwNDk2Ni4wLjAuMA..* gcl au*MTY 3ODE1OTQxNi4xNzM1ODg3NzA5* ga 3NXP3C8S9V*MTczODAwNDkxNS4xNy4xLjE3MzgwMDQ5N jYuMC4wLjA.

The USPS Postage Calculator can be found below.

https://postcalc.usps.com/

Mail Services has some mailing supplies on hand. Customers are free to request boxes for moving offices, priority boxes and envelopes from shipping vendors (FedEX and USPS) and interoffice manila envelopes when available. Please feel free to have your agency donate any extra interoffice envelopes on hand for redistribution. If Mail Services does not have any interoffice envelopes available, customer agencies are responsible for ordering interoffice envelopes from their preferred vendor.

Production

Production in Mail Services involves any folding, inserting, tabbing, addressing, pressure sealing, NCOA Move Update reports, or sorting bulk mailings for customers.

Turnaround time on production depends on the size of the mailing. For more details about turnaround for a job, please reach out to Mail Services at mailservices@admin.nv.gov. Jobs under 3000 pieces typically have the same day or next day turnaround (depending on delivery time). Please provide appropriate lead time for large jobs, the more time Mail Services has to process your job, the more likely it is to meet a due date.

Mail Services recommends using 6x9 envelopes for any job that has letters that are more than 7 pages. The equipment struggles to insert large page counts tri-folded into a regular #10 envelope. Additionally, the sorter equipment struggles with larger letters. Large page counts inserted into a #10 can result in your letter becoming a large envelope (flat) if its weight or dimensions exceed the criteria to qualify as a letter. This could increase charges for mail jobs and potentially result in mail being returned for insufficient postage.

Mail Services recommends that any jobs submitted with more than a single page have OMR barcodes to prevent breaches caused by mixed letters containing personal identifiable information.

Mail Services typically aims to have all production letters sent at the commercial first-class rate. If there are mitigating circumstances such as equipment failure, Mail Services may have to full-rate letters to meet deadlines. For customers where this is a concern, Mail Services will attempt to reach out and get confirmation from the agency prior to sending letters at the full rate.

Before placing any printing orders, agencies should have it reviewed by Mail Services Program Officers. Even if the order is a reorder, have it reviewed every time as there could be new regulation. that require changes to your order. Agencies are welcome to provide test jobs to Mail Services to make sure the pieces comply and that the job goes smoothly as intended.

All mailed materials MUST MEET POSTAL REGULATIONS. Please refer to the USPS Domestic Mail Manual for additional details on regulations.

Mail Services production meters have been changed over to print the permit indicia with a date. This change was made to follow the USPS compliance requirement to transition from IMI (Intelligent Mail Indicia) to IBI (Information Based Indicia).

Mail Services requests that customer agencies provide a work order for incoming jobs that require production for tracking and integrity purposes (folding / inserting / pressure sealing / tabbing / addressing / etc.) The work order form can be found on our website. This form contains important information for production such as an agency contact, number of mailers, date to be completed, and any special notes such as "requires return envelope." This form should be emailed to mailservices@admin.nv.gov prior to a job arriving.

Customer agencies should have materials (such as envelopes) on hand and delivered to Mail Services prior to the production job arriving. Mail Services can provide quotes for production upon request. These services will be billed the following month. Rates for services can be found on our website. https://admin.nv.gov/MailSvcs/Home/MailSvcs/

Rates for production services can be found on our website.

Rural Mailing Machines and postage requests (QUADIENT)

The Mail Services Division maintains a prepaid balance with Quadient for rural customer mailing meters. Agencies with this Mail Services account associated with their equipment are required to email a request for postage funds to mailservices@admin.nv.gov and receive approval prior to extracting funds from the account. These postage requests will be billed the following month. We ask that customers please deposit funds into the mailing machine as soon as possible (within 48 hours) after approval to avoid billing discrepancies.

One Time Rural Requests

Customer agencies can reach out to mailservices@admin.nv.gov to have a shipping label created and emailed for emergency situations. Please provide the sender/recipient address, weight, and dimensions for the package upon request.

Rural Account for Pitney Bowes

Rural agencies that are unable to participate in interoffice delivery due to location can be designated a "rural account" through Mail Services PB Software. The agency will need to request an account from Mail Services and meet the criteria to have a rural account. Mail Services only provides delivery and pick up to the Reno, Carson City and Las Vegas areas. Any agency with mailings needs from a rural area such as Ely, Elko, Lovelock, Gardnerville, Fallon, etc. are eligible for this service. The account will need to be associated with an email and a specific user for accountability. These accounts are locked to the customer agency budget account and other budgets cannot be accessed or charged, unless a special request is made. Agencies and users using this service are responsible for any postage applied. These charges are billed out the following month. Mail Services recommends that any agency using this service purchases a scale to get proper weight and mail pricing.

Interdepartmental Delivery

Interdepartmental mail consists of regular correspondence being picked up daily and delivered between participating state agencies and mail going to the USPS.

Rates for interdepartmental mailings are calculated each biennium based on the number of participating agencies. Agencies are billed annually for interdepartmental services.

Interdepartmental delivery services are available to state and local government agencies in the Carson City, Reno, and Las Vegas areas. To start, end, or change the address for service, the customer will need to complete the Mail Services Interoffice Request Form and submit to mailservices@admin.nv.gov. This form is available on our website or upon request.

NOTE: Agencies do not need to participate in interoffice mail to have postage added to letters or packages. Non-participants are allowed to drop off mailings at our northern and southern facilities for postage and mailing. The agency budget account to be charged is required to be on the top left of each envelope processed.

Interoffice mail must be segregated from mail that needs postage. Please segregate letters by budget account and please segregate international mail.

Use black or blue ink on white envelopes going to the Post Office. Mail Services equipment has difficulty reading other colored ink such as pink, purple or green.

Use the blue interoffice envelopes or the string tie manila interoffice envelopes. If you use regular white or manila envelopes, postage may be applied unnecessarily. If you must use a regular envelope, please clearly write INTEROFFICE or INTERDEPARTMENTAL on the front of the envelope.

We do not send freight or large boxes through the inter-office mail system.

Interoffice mail is charged by budget account and location. One budget account can have multiple charges if there are multiple locations. Similarly, one location can have multiple budget accounts charged for service. For example, Mail Services' primary budget account is 1346, which would be one charge, if Mail Services wanted to add mail for budget account 1347, that would be another charge, even though it is in the same location. This service includes pick up, drop off, and sorting. Other budget accounts that share an office are welcome to use the primary budget account and address for interoffice mail, if agreed upon. In this scenario, agencies will need to sort the mail internally to each unit. Agencies that use <u>budget accounts that are not tracked in the system</u> may have mail held or misplaced due to there not being a reference internally at Mail Services. Please refer to the participating agency list on our website to send mail accurately. If your agency needs an update to the naming convention, please reach out to mailservices@admin.nv.gov

There is one pick up/drop off daily for customer agencies. Interoffice mail should arrive at its destination the following day unless there are mitigating circumstances such as weather. Agencies are free to drop off additional mailings at either of our locations if the pickup time is missed.

A list of participants can be found on our website and is updated regularly. https://admin.nv.gov/MailSvcs/Home/MailSvcs/

Please address your interoffice mail as carefully as you would a letter going to USPS. The more information Mail Services has, the better. This will mitigate customer agency packages being lost in transit. Please include the date, sender's name, budget account, address, and recipient name and address. Please cross out any prior delivery information. In the event a package destination cannot be determined, Mail Services will reach out to the customer for additional information, given it is provided. In the event Mail Services is unable to deliver or return, the package will be held until the agency contacts the division.

Below is an example of a properly addressed interdepartmental envelope.

NOTE		EPARTMENT		
DATE	DELIVER TO	DEPARTMENT	SENT BY	DEPARTMENT
				THE REAL PROPERTY.
4/27/22	John Doe	Mail Senices 1346	JaneDoe	mail Services
		555 s. Washington		BA 1346 CC
12 12 13 13 13				
			0	

Again, Mail Services does not prepare mail for agencies (completing recipient or sender information, certified/registered mail forms, international forms, etc.). Mail missing information will be sent back to the agency for correction when needed.

Packages weighing over 25 pounds or that are bigger than a banker's box will be sent via FedEx ground.

Additional interoffice charges for weight are below.

INTEROFFICE MAIL RATES CARSON TO /FROM VEGAS

LBS	RATE	LBS	RATE	LBS	RATE
2	\$0.60	11	\$3.30	21	\$6.30
3	\$0.90	12	\$3.60	22	\$6.60
4	\$1.20	13	\$3.90	23	\$6.90
5	\$1.50	14	\$4.20	24	\$7.20
6	\$1.80	15	\$4.50	25	\$7.50
7	\$2.10	16	\$4.80	26	\$7.80
8	\$2.40	17	\$5.10	27	\$8.10
9	\$2.70	18	\$5.40	28	\$8.40
10	\$3.00	19	\$5.70	29	\$8.70
11	\$3.30	20	\$6.00	30	\$9.00

Effective 07/01/2018

High value and breakable items such as computers, laptops, and monitors are not recommended for interdepartmental mailing and should be sent via FedEx Ground with proper insurance. The Mail Services Division will not be held liable for any damaged items in interdepartmental transit. Mail Services requests that agencies submit documentation confirming approval to send high-value items via interoffice mail to mailservices@admin.nv.gov.

There is a 3:00pm deadline for interoffice mail.

Customers should be aware that the United States Postal Services (USPS) does not refund postage with no date. For this reason, Mail Services is also unable to refund no date postage and requests for refunds will be denied.

*If your agency has extra interoffice envelopes, please donate those to Mail Services to redistribute to agencies in need.

Business Reply and Business Reply Artwork

Mail Services can have #9 business reply envelopes created for your agency through USPS, just send a request to mailservices@admin.nv.gov. There is no charge for new artwork or a change to an existing business reply envelope. When sending a request, please include the address to be applied to the envelope.

Business reply mail received by Mail Services will be logged for postage and billing and then be sent via interdepartmental mail to the agency.

Mail Services maintains a postage due and business reply prepaid account with USPS.

NCOA Address Validation

Mail Services offers address validation to customers through vendor software. This software will check for address changes and updates with the USPS database to minimize return mail. This allows

customers to make corrections to addresses prior to mailing. To use this service, please provide an Excel spreadsheet with address information to mailservices@admin.nv.gov An example of an Excel format can be provided upon request. The charge for this service is \$25 per report.

CERTIFIED MAIL

Certified mail is used for tracking and to obtain a signature of the recipient.

Mail Services has these supplies on hand. Customers can walk in for supplies or send an email to have it delivered interoffice.

Certified mail is not for international mail delivery.

PREPARING CERTIFIED MAIL:

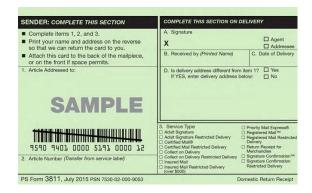
Follow all the addressing guidelines.

You must fill out Postal form PS 3800 (Certified Mail Receipt). Fill in SENT TO, STREET & NUMBER, CITY and STATE & ZIP CODE sections. Also, on the back of the PS 3800 write your name & agency so the receipt can be returned to you after mailing.

Leave the PS 3800 intact and pull the adhesive strip cover off the back. Attach the PS 3800 to the top of your envelope as close to your return address as possible. See example below.



If you want to use a RETURN RECEIPT postcard (Postal form PS 3811) to get a signature, you must fill out the front of the PS 3811 with your address, then fill out the address you're sending to, then copy the number from the Certified Mail Receipt (PS 3800 has a peel off self-adhesive number on the back), or if Express Mail, use the number on the 11-B label and lastly, check the box for certified. Be sure your envelope is sealed and then remove the cover from the adhesive strips on the PS3811 and stick it to the back of your envelope. If you are using a manila envelope, attach the return receipt postcard to the front of the envelope.



Do <u>not</u> use the return receipt postcard for a mailing address label.

Electronic Certified Mail

NOTE: All Electronic Certified letters received are automatically processed with an electronic return receipt, unless the agency specifies otherwise. Electronic Return Receipts are cheaper than regular certified return receipts. The cost for certified mail is \$4.35. If you wish to have a return receipt, that is an additional \$3.55, if you opt for e-return it is \$2.20.

An e-certified letter does not need a return receipt postcard! This is all handled digitally.

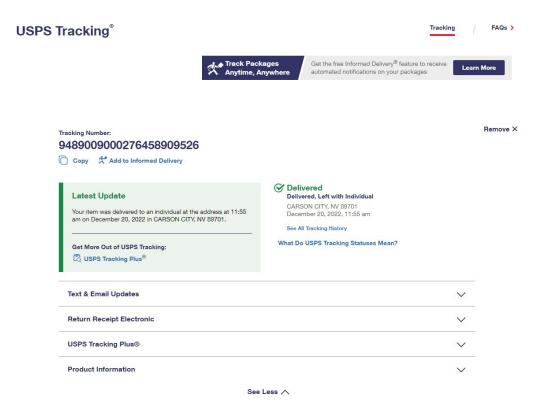
Electronic Certified stickers can be identified by the Pitney Bowes on the side (highlighted).



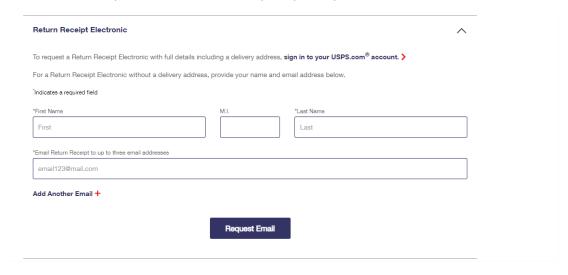
Here is the link to enter the tracking number.

https://tools.usps.com/go/TrackConfirmAction input

Once entered you will see this: (please see the following page)



Click Return Receipt Electronic and it will prompt for your name and email.



Once you request the email, you will see the info (signature) in the PDF attached.

Registered Mail

It is important to discuss Certified and Registered Mail in general. First, both of the named United States Postal Service, USPS, services allow a sender proof that they have sent a mail piece and to track and verify delivery of the item. However, the Registered mail service can provide higher security for valuable items and allows for providing insurance on the mailed piece.

The major aspect that the Nevada State Mail Services Division uses for the Registered Mail application is when a State Mail Services' <u>customer desires proof of service for an international</u> or out-of-country letter.

The Registered Mail requires a higher degree of manual manipulation by the Mail Clerk. Ultimately, it will be required to take the mail piece to the USPS for final processing in person.

From the USPS website:	

Certified Mail®

Prove you sent it. See when it was delivered or that a delivery attempt was made, and get the signature of the person who accepts the mailing when combined with Return Receipt.

Notes

- Present for mailing to a Postal employee if a postmarked sender's receipt is requested.
- Combine with Return Receipt to get an electronic or physical delivery record showing the recipient's signature.

VERSUS

Registered Mail

Get maximum security for your valuable items. Registered Mail® items can be insured for up to \$50,000 at your Post Office™ location.

Notes

 Receive a mailing receipt, and upon request, electronic verification that an article was delivered or that a delivery attempt was made.

To continue, both Certified and Registered mailing services have similar aspects, which include:

- A <u>BARCODE STICKER</u> with the designated mail piece's "ARTICLE NUMBER" (color coded dark GREEN for CERTIFIED MAILINGS)
 (color coded RED for REGISTERED MAILINGS)
- A <u>MAILING RECEIPT</u> for proof of initial mailing (CERTIFIED RECEIPT: PS Form 3800) attached to the green barcode sticker (REGISTERED RECEIPT: PS Form 3806) a separate receipt form
- An appropriate <u>RETURN RECEIPT</u> card (color coded light GREEN for CERTIFIED MAILINGS: PS Form 3811) (color coded PINK for REGISTERED MAILINGS: PS Form 2865)

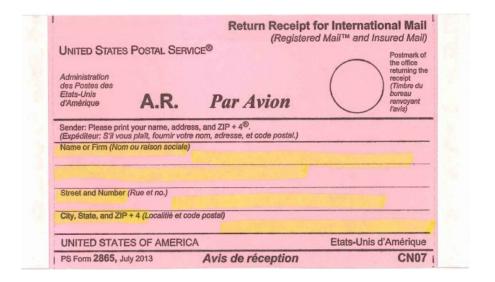
BARCODE STICKER:



REGISTERED MAIL RECEIPT:



REGISTERED RETURN RECEIPT CARD (front):



REGISTERED RETURN RECEIPT CARD (back):

Completed by the office of origin. (A remplir par le bureau d'origine.)	Item Description Registered Art (Nature de l'envoi) (Envoi recomm	rticle Insured Parcel (Colis avec valeur déclarée)
	Article Number (Numéro d'article)	Insured Value (Valeur déclarée)
e office bureau	Office of Mailing (Bureau de dépôt)	Date of Posting (Date de dépôt)
ed by the	Name of Person or Firm Receiving the Article (N	lom ou raison sociale du destinataire)
Complete (A rempli	Street and No. (Rue et no.)	
	Place and Country (Localité et pays)	Control the fire
destination.	This receipt must be signed by: (1) the addressee; or, (2) a person authorized to sit those regulations so provide, by the employee of the office of destination. This sig- (Cet awar dod dive signé por le destination ou par une personne y authorized en ver réglements le comportent, par l'agent du bureau de destination, et remoyé par le	sign under the regulations of the country of destination; or, (3) if Postmark of the office igned form will be returned to the sender by the first mail, writer des reglements du pays de destination, ou, si oss
destir à dest	réglements le comportent, par l'agent du bureau de destination, et remoye par le Office of Destination Employee Signature (Signature de l'agent du bureau du destination)	e premier courner directement a expediteur.) Date
ed at		
Completed at (A compléter a	Signature of Addressee (Signature du destinatai	ire)

REGISTERED MAIL PROCESSING PROCEDURE:

I. PRELIMINARY CHECK:

BEFORE STARTING, VERIFY THAT THE CUSTOMER PROVIDED INTERNATIONAL MAIL PIECE INCLUDES THE NECESSARY DOCUMENTATION, AND THAT IT HAS BEEN PROPERLY FILLED OUT (completed in ink, or by typewriter).

REQUIRED ITEMS:

- PS Form 3806 Registered Mail Receipt
 A. Customer must, completely, fill out the "TO" & "FROM" information;
 - B. Customer MUST DECLARE A VALUE for the mail piece (even if the Declared Value = \$0.00)
- PS Form 2865 Return Receipt for International Mail (*Pink* Return Receipt Card)
 A. On the front SENDER INFO must be filled out, including Name and Address of the Sender;
 - B. On the back check the ITEM DESCRIPTION (ie. "Registered Article")
 - C. On the back the DELIVERY INFO should be filled out, including the Delivery Name & Address.

NOTE: The Barcode Sticker for the Registered Mail piece is, ultimately, required. However, the customer may, but does not have to provide it for initial mailing. Many times, Mail Services will provide the Barcode Sticker for the customer at this point, if necessary.

I. REQUIRED SECURITY COMPLIANCE SEALING:

- A) FLAP SEALED: First, make sure that the international letter has the flap sealed.
- B) COVER EXPOSED LETTER SEAMS: All exposed mail piece seams must be covered with reinforced paper tape for security compliance purposes.
 - 1. Measure and cut reinforced paper sealing tape in necessary widths and lengths to cover various exposed seams on the back of letter.
 - 2. Activate the adhesive on the back of the sealing tape with water.
 - 3. Quickly, place the activated sealing tape, covering the exposed seams (NOTE: The adhesive is very strong and dries quickly you must work fast!)

II. <u>ENTER PRELIMINARY MAIL PIECE INFORMATION INTO USPS FIRM MAILING BOOK</u>: ("Firm Mailing Book For Accountable Mail" PS Form 3877)

- ** NOTE: A separate page must be filled out for each SENDER. **
- A) If necessary, attach the **Registered Mail Barcode Sticker** at this point, if the customer has not already done so. (USPS instructions for Registered Articles: "Affix Label 200 above the address and to the right of the returned address.")
- B) Enter the *Name and Address of the Sender*. (upper left-hand corner of page)
- C) **Check type of mail or service**. (top center of page)
- D) Enter the *Article Number*.

 (The *Article Number* corresponds to the affixed *Registered Mail Barcode Sticker*.)
- E) Enter the Name and Address of the Addressee.
- ****NOTE:** Final Mail Services' entry into the "Firm Mailing Book" will take place in the next section.

III. PROCESS THE INTERNATIONAL LETTER W/ APPROPRIATE POSTAL FEES:

- A) Adjust postal processing machine to correct settings for *International Registered Letter w/Return Receipt*.
 - 1. CLASS: International First Class Letter
 - 2. EXTRA SERVICES:
 - a. Registered;
 - b. w/ Return Receipt
- B) Include required **Budget Account** information.

- C) Weigh out the mail piece.
- D) Print out and affix the *Postage Meter Tag* to the mail piece.
- E) Enter the mail piece Postal Rate information into the "Firm Mailing Book."
 - 1. "Postage" = the applicable International Postage Amount for the letter.
 - 2. "Fee" = the Registered Fee Amount.
 - 3. "RR Fee" = the Return Receipt Fee Amount.

IV. FINAL PROCESSING BY USPS PERSONNEL:

- A) A designated Nevada State Mail Services staff member will take the Registered Mail and Firm Book to the USPS for final processing.
 - 1. **Proper Postage Amount:** The USPS mail clerk will verify that the mail piece has the proper postage amount. If correct, then, a zero-meter tape (\$0.00) will be affixed to the mail piece with an associated ink stamp to designate the date and post office location.
 - 2. **Security Standards Satisfied:** The USPS mail clerk will verify that all previously exposed letters have been properly covered to meet security standards. If standards are met, the mail clerk will place numerous ink stamps (as above) at various locations upon the reinforced tape. These ink stamps provide further Security to establish that no tampering of the mail has occurred before arriving at its final destination.
 - 3. **Final Firm Book Recordation:** The USPS mail clerk will complete the final recordation information into the Firm Book.
 - a. Total Number of Pieces Listed by Sender (located at lower left-hand corner of page);
 - b. Total Number of Pieces Received at Post Office;
 - c. Name of receiving employee; (bottom center of page)
 - d. All unused portions of the "Addressee" column will be obliterated by drawing a diagonal line through the unused portion of each form.
 - e. Final Postmark with date and place of mailing will be placed page.

$USPS\ Holidays-{\tt Mail\ Services\ will\ hold\ mail\ until\ the\ next\ business\ day}.$

November 11
Veterans Day
THURSDAY
November 28
Thanksgiving Day
WEDNESDAY
December 25
Christmas Day
WEDNESDAY
January 1
New Year's Day
MONDAY
January 20 Martin Luthor King, Ir. Birthday
Martin Luther King, Jr. Birthday MONDAY
February 17
Presidents' Day
MONDAY
May 26
Memorial Day
THURSDAY June 19
Juneteenth National Independence Day
FRIDAY
July 4
Independence Day
MONDAY
September 1
Labor Day
MONDAY
October 13
Columbus Day
TUESDAY November 11
Veterans Day
THURSDAY
November 27
Thanksgiving Day
THURSDAY December 25
Christmas Day
C