

MAIL MANAGEMENT BULLETIN

FY 2014

April 14 – May 14

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Welcome to the NOAA/USPS mailing and shipping bulletin! The home of new and exciting postal information!

Spring is here but spring has not sprung! A new season, is on the way, everything is about to change!

Your contacts for NOAA's Mail Management functions:

Rita E. Argueta – NOAA Mail Manager, (301) 713-2220 x181

Floyd Creecy – National NOAA Mail Manager, (301) 713-2411 x165

It is important that you read the information provided in this bulletin. The mail bulletin provides most up-to-date, cost-saving, and correct information regarding NOAA mailing procedures and safety.

You are encouraged to suggest fresh and interesting postal topics. Please feel free to submit changes and/or offer suggestions to make this bulletin useful and beneficial to you and everyone who reads it. It would be appreciated if you would pass this information along and notify us of anyone you know who is responsible for mail and is not receiving this bulletin.

POSTAGE METERS

Postage Meter Information

“Zero \$ Download”

If your location has a Franco Postalia (FP) meter please read the following very carefully (*if not, please disregard*):

For all Franco Postalia (FP) locations, if you have not downloaded any funds to your postage meter in the last 30 days please execute a zero reset. All you have to do is attempt a postage download and select a value of \$0.00 as the amount to be downloaded. Please repeat this procedure during any month that funds are not downloaded to the postage meter.

Completing this procedure will allow the NOAA Mail Manager to collect data regarding your pieces mailed and postage used on reports from FP. This data must be reported to the Department of Commerce to comply with GSA requirements.

If you have any questions regarding this please contact your Mail Management Team Floyd Creecy at floyd.creecy@noaa.gov or Rita Argueta at rita.e.argueta@noaa.gov. We appreciate your prompt attention to this and taking the time to keep us informed.

“Postage Meter Head Refunds”

When a postage meter head is picked up by your local meter machine vendor, the funds remaining in the meter head will automatically be credited back to your reserve account. There is no action required on your part to have this process done.

If you have any questions concerning this process, please contact your Mail Management Team.

“Need Supplies?”

Pitney Bowes supplies can be ordered at pb.com or phone orders at **800.243.7824**.

Customer Service - 800.243.7800

Use Courtesy Supply Discount #: TC00029228

Account#: VARIOUS

Franco Postalia (FP) supplies can be ordered at **877.770.7230**.

Customer Service - 800.341.6052.

NOAA Mail Services Guide

“Stay Informed”

The [NOAA Mail Services Guide](#) (for NOAA headquarters) is now available on the [NOAA Mail Management](#) website. This guide is used for the NOAA headquarters mail management office in Silver Spring, Maryland. You are welcomed to use this guide as a springboard in developing a guide for your respective location if you feel one is needed.

The guide has pertinent information such as mail delivery/pick-up schedules, personal mail policy, classes of mail, and much more mailing information.

USPS NEWS & UPDATES

Safety and Security

“That’s Suspicious”

The Mail Center is a first line of defense for your agency therefore, examining every piece of mail before you do anything else with it is mandatory. Below is a standard list of characteristics that will assist you with identifying a suspicious letter.

Characteristics of suspicious packages or letters

- Excessive postage, no postage, or non-canceled postage
- No return address or obvious fictitious return address
- Packages that are unexpected or from someone unfamiliar to you
- Improper spelling of addressee names, titles, or locations
- Unexpected envelopes from foreign countries
- Suspicious or threatening messages written on packages
- Postmark showing different location than return address
- Distorted handwriting or cut and paste lettering
- Unprofessionally wrapped packages or excessive use of tape, strings, etc.
- Packages marked as "Fragile - Handle with Care", "Rush - Do Not Delay", "Personal" or "Confidential"
- Rigid, uneven, irregular, or lopsided packages
- Packages that are discolored, oily, or have an unusual odor
- Packages that have any powdery substance on the outside
- Packages with soft spots, bulges, or excessive weight
- Protruding wires or aluminum foil
- Visual distractions

Mail Center employees should be trained to recognize and report suspicious packages. Characteristics of a suspicious package or letter vary, depending upon the types of mail that your operation routinely processes. What is suspicious in one Mail Center is not necessarily suspicious in another. However, anything from the following list that is unusual, in terms of your normal mail, or multiple items from this list, should draw your attention.

Copies of a “suspicious letter” poster should be displayed in every Mail Center. These posters are available on the [NOAA Mail Management](#) website, from the local Federal Bureau of Investigation (FBI) and the USPS offices. Make sure your office has the posters visible. Phone numbers of who to call should be filled in for easy access during an emergency.

[Publication 166, Guide to Mail Center Security](#), is a great source for understanding, accessing, and preventing threats. A PDF publication version of the USPS Guide to Mail Center Security is also available, <http://about.usps.com/publications/pub166/welcome.htm>.

MAILING AND SHIPPING

Mailing

“Personal Mail”

Please be advised that as a federal employee, or contractor, personal mail cannot be accepted at a federal facility—no exceptions. Any mail that is considered personal mail is automatically returned to the sender.

You may find this information on [NOAA's Mail Management](#) webpage.

Shipping

“Free Online International Package Tracking”

Mailers now have free online tracking of international shipping services for lightweight packages shipped to select countries.

Free tracking is available for:

- First-Class Package International Service
- Priority Mail International Flat Rate Envelopes
- Priority Mail International Small Flat Rate Boxes

Nations where this service is available include Canada, Australia, New Zealand, Belgium, Great Britain, Germany, France, Netherlands, Croatia, Denmark, Spain, Switzerland, Israel and Brazil.

Online tracking information includes the date and time packages left the U.S., when they were received in the destination country. Tracking also includes when packages are delivered, or when a delivery attempt was made at the destination address.

Customers wishing to take advantage of free tracking must use an online, or electronically generated shipping label through one of the following methods:

- USPS-approved PC Postage Providers (Endicia.com, Stamps.com).
- [usps.com](#) (Click-N-Ship, Click-N-Ship for Business, Web tools apps).
- USPS Global Shipping Software or other USPS-approved software providers.

Mail Management

Information

“For your Reference”

All past and future mail bulletins as well as mail management guidance is posted on the Mail Management website at:

http://www.corporateservices.noaa.gov/facmd/logistics_management/mail_management/

“Your Mail Management Team”

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