STATE MAIL SERVICE

GENERAL INFORMATION

OVERVIEW

The DAS Mail Service Office provides a wide range of services to state agencies at no cost. These services, which are described below, offer tremendous cost saving opportunities. We encourage you to take a moment to review the information below and contact us with any questions you may have. State agencies spent a combined total of $37,974,529 for postage and related postal charges in FY 06. The programs outlined below provided a net savings for the State of Ohio in FY 06 of $7,354,021.

MAIL SCANNING PROGRAM

The State Mail Service maintains a mail scanning operation to increase security and heighten protection to state employees and property. All incoming U.S. mail addressed to state government offices in the Riffe Tower and the Rhodes State Office Tower is routed through the DAS mail centers on the B-1 level at each location to be scanned (x-rayed). We also provide special handling of the Governor's mail including the Governor's residence mail. This mail is inspected piece by piece, stamped with a custom imprint, kept in a secure location and then hand delivered. All courier mail such as Fed Ex, UPS, DHL and U.S. Post Office accountable mail (certified, registered) is also scanned. Additionally, our mail processing staff continually receives extensive training to remain current on potential threats. The State Mail Service provides this service at no cost to state agencies.

CHARACTERISTICS OF A SUSPICIOUS PARCEL

- Unexpected or from someone unfamiliar to you
- Addressed to someone no longer with your agency or an otherwise outdated address
- No return address or one that cannot be verified as legitimate
- Unusual weight, given its size, or lopsided
- Restrictive markings such as "Personal" or "Confidential"
- Exhibits protruding wires, strange odors or stains
- Postmarked from a city which does not match return address
- Displays distorted handwriting or addresses with homemade labels or cut and paper lettering
- Unprofessionally wrapped or secured with combinations of tape
- Excessive postage

WHAT TO DO IF YOU RECEIVE A SUSPICIOUS PARCEL

- Remain calm; do not get excited or excite others.
- Do not try to open the parcel.
- Isolate the parcel.
- Evacuate the immediate area.
- Notify your supervisor and they will notify the proper authorities.

WHAT TO DO IF YOU RECEIVE AN ENVELOPE OR PARCEL WITH A POWDER SUBSTANCE OR AN ANTHRAX THREAT BY MAIL

- Do not handle the mail piece or package suspected of contamination more than necessary.
- Notify your supervisor.
- If instructed to secure the mail piece, cover mouth and nose with face mask
- Make sure that the suspicious package is isolated, employees are evacuated and the immediate area cordoned off.
- Double bag the letter or package in zipper type or zip-lock type plastic bags using latex gloves.
- Wash hands with soap and water.
- Ensure that all persons who have touched the mail piece wash their hands with soap and water.
- List all persons who have touched the letter and/or envelope, including contact information.
- If the package or letter has been opened and powder spills out, DO NOT ATTEMPT TO CLEAN IT UP AND KEEP OTHERS AWAY FROM THE AREA.
- Notify the building security office which will coordinate the response and notify all necessary emergency and law enforcement agencies.

INTEROFFICE MAIL DELIVERY

Interoffice mail delivery is offered to agencies located in the central Ohio area, to most institutional facilities of the Departments of Rehabilitation and Correction, Youth Services, Mental Health and Mental Retardation & Developmental Disabilities. Interoffice mail delivery is also provided to state agencies located at 615 West Superior Avenue in Cleveland. The State Mail Service processes approximately 3,700 pieces of interoffice mail per day (962,000 annually). The average weight of these pieces is 3.4 ounces and would cost $1.11 if sent through the U.S. Postal Service. In FY 2006, state agencies saved an estimated **$1,067,820** by utilizing interoffice mail. This service is provided at no cost to state agencies.

INTEROFFICE MAIL POLICIES AND PROCEDURES

- Interoffice mail service may only be used for interdepartmental correspondence relating to state government business. Use of this service for political or personal correspondence is prohibited.

- Interoffice mail envelopes should be used for all internal mailings. Envelopes are available in a variety of sizes.

- Interoffice envelopes should be reused until all address spaces are filled. Each department should establish a central location where excess envelopes may be deposited for redistribution.

- Interoffice envelopes should be sealed by tape or stapled only in the case of confidential correspondence.

- Large size interoffice envelopes should be used only for items that cannot be folded.

- Envelopes with printed departmental logos and return addresses should not be used for interoffice mail to avoid the risk of being entered into the U.S. Postal mail stream and using unnecessary postage.

INTEROFFICE MAIL ADDRESS FORMAT

To ensure prompt delivery, mail should be printed clearly in ink and addressed as follows:

Name: John Doe
Department: Department of Administrative Services
Division/Office: General Services Division – State Mail Service
Address: 30 E. Broad, B-1 Level

Note: Failure to include complete information may delay delivery.

TIPS FOR UNINTERRUPTED MAIL SERVICE WHEN AGENCY MOVES

Special care should be taken to insure uninterrupted mail service for state agencies that are moving locations. Please notify DAS State Mail Services of your moving plans as soon as move dates are established to insure all agency mail is properly routed.

NECESSARY RELOCATION INFORMATION

- Name of Department, Division and present location
- Address of new location to include building, floor(s), and room number(s)
- Name(s) of staff being relocated
- Name(s) and phone number(s) of contact person in charge of move and mail
- Dates of move to include vacating date and new move in date
- Any requested changes in service

Submit the above information in writing to:
Mike Trackler
DAS State Mail Service
30 E. Broad Street, B-1 Level
Columbus, OH 43215-3414
Phone: 614-466-8684
Fax: 614-728-0455
Email: mike.trackler@das.state.oh.us

MAIL CONTRACTS FOR STATE AGENCY USE

FLAT SORTING PROGRAM

The State Mail Service maintains a flat sorting program designed specifically for bound printed material. Agencies with outgoing mail such as calendars, annual reports, informational books, etc., can utilize this program. Savings are quite significant versus using first class mail. The current contractor, UPS Mail Innovations, will pick up at the agency location, sort and meter the flats, and deliver them to the U.S. Postal Service. The contractor will direct bill the agency for the actual postage cost plus the contract service cost. One of the largest using agencies of this program saved over $416,940 in FY 06. Overall the state processed 564,503 pieces of mail through this program in FY 06 for a net savings of **$569,769.**

UPS Mail Innovations contact information:

Brian Belskie, Account Executive
UPS
5601 Blue Sky Court
Westerville, OH 43081-6602
Phone: 614-865-0028
Fax: 614-901-8862
Cell: 614-571-6424
Email: bbelskie@ups-mi.com

EXPRESS MAIL CONTRACT

Each state department and agency should have a designated contact person to serve as a liaison between the DAS State Mail Service and the providing vendor. The guidelines for this program are as follows:

- Each department and agency is responsible for setting up a personal account with the providing vendor; any agency with an independent account for expedited services should convert to a state account to benefit from the discounts.
- After preparing mail, you may call the vendor for a direct pick-up or place your mail in the nearest receptacle for the intended vendor. There is also a scheduled pick-up at the Rhodes Tower and Riffe Center B-1 Mail Centers.
- Each department/agency should contact the vendor direct to obtain a supply of envelopes, forms, etc.

Current contractor, DHL Express, contact information:

Gail Vorhees, National Account Manager, DHL Express
3550 East 7th Avenue
Columbus, OH 43219
Phone: 614-237-2191 x 4058
Fax: 614-237-8666, Cell: 614-348-3242
Email: gail.vorhees@dhl.com

Rob McClary, Account Executive, DHL Express
3550 East 7th Avenue
Columbus, OH 43219
Phone: 614-237-2315 x 4058, Fax: 614-237-8991
Email: rob.mcclary@dhl.com

PRESORT MAIL SERVICE

Presorting mail is a process in which the mail is separated according to zip code and prepared for the U.S. Postal Service (USPS) for immediate distribution, thereby eliminating the USPS' sorting process. The State Mail Service coordinates mail pick-up for state agencies in the central Ohio area which are eligible for USPS presort discounts. All state agencies in central Ohio are expected to utilize the presort services. There is an ongoing pursuit to recruit new customers to participate in the program as well as ongoing efforts to enhance the participation of existing customers. There is a contractor charge of $0.011 per piece for the presort service. However, during FY 06, over 71,200,000 pieces of state mail was processed through this program with a net savings of **$5,056,432.**

Current contractor, Presort America, contact information:

Linda Gorby, Operations Manager
Presort America, Ltd.
4227 William Road
Groveport, OH 43125-9484
Phone: 614-836-5120
Fax: 614-836-4832
Email: LGorby@WCNJCD.com

Robin Ferguson, Manager of Support Services
Presort America, Ltd.
4227 William Road
Groveport, OH 43125-9484
Phone: 614-836-5120
Fax: 614-836-4832

Presort rate information effective January 8, 2006:

- 1 ounce (.39) = .308 **net savings of .071** (after service fee of .011)
- 2 ounce (.63) = .545 **net savings of .074** (after service fee of .011)
- 3 ounce (.87) = .782 **net savings of .077** (after service fee of .011)

CENTRALIZED METERING PROGRAM

The State Mail Service provides a full-service metering program that includes processing of all classes of mail, parcels, certified, presort standard, and first class presort. By utilizing this program, agencies can take advantage of immediate savings by eliminating the cost of metering equipment, service contracts, meter leases, supplies and even square footage expenses where current mail operations are located. Agencies are only billed quarterly for the amount of postage they have used. There is no other fee. All state agencies are encouraged to utilize the metering program offered by the State Mail Service. In FY 06 State Mail Service metered over 1,670,806 pieces of mail providing state agencies with an estimated savings of $660,000.

For additional information about this program, please contact Mike Trackler at 466-8684.

MAIL PIECE DESIGN

State Mail Services offers consulting services at no cost to state agencies to assist in correctly designing mailings for automation discounts and lowest possible postage rate. Mail Services, State Printing, and representatives from the U.S. Postal Service work together to insure you receive the most cost efficient postage rate without sacrificing the purpose of the mail piece.

Suggested guideline:

- Seek assistance at the beginning of your project
- Seek guidance regarding paper stock such as weight, texture, color, etc.
- Work within the U.S. Postal Service templates to be eligible for discounts

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For additional information regarding your mailing needs, please contact:

DAS State Mail Service
Mike Trackler at 466-8684

DAS Office of State Printing
Kirk Schneider at 644-6351

U.S. Postal Service
Sue Hefner at 472-0391