
July 1995

Mail Services and Procedures

Foreword

This guide is being provided to inform you of available mail services and procedures to follow to ensure that your mail is handled as quickly and efficiently as possible.

Guidance in this publication supersedes chapter 5 of the GAO Order 0411.1 SUP, Supplement for Secretaries and Typists; material on mail and messenger service on pp. 42-43 of the June 1990 Publishing Survival Guide (GAO/OPC-90-1); and Mail Guidance for GAO Employees (1990 brochure).

We appreciate your cooperation and welcome your suggestions for improving our services and this guide.



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Abbreviations

BRM	Business Reply Mail
GAO	General Accounting Office
ISC	Information Services Center
OIMC	Office of Information Management and Communications
PCC	Publishing and Communications Center
PDD	Planned Document Distribution
USPS	U.S. Postal Service

Overview

The guidance in this publication is intended for all headquarters, audit site, and field office staff.

Hours of Operation and Telephone Number

The Mail Center of the Publishing and Communications Center (PCC), Office of Information Management and Communications (OIMC), is open from 8 a.m. to 4:30 p.m. Monday through Friday in room 1517 of the GAO Building. Mail Center staff can be reached at 202-512-5893.

Available Services and Where to Obtain Them

The following services are provided by the Mail Center:

- U.S. Postal Service (USPS) mail,
- audit site pickups¹ and deliveries,
- Business Reply Mail (BRM) assistance,
- certified and registered mail,
- express mail shipment,
- internal mail distribution,
- international mail,
- field office (pouch) mail,
- specialized mailings, and
- mail to be sent through USPS.

¹The Mail Center processes all mail picked up from audit sites that (1) is bound for headquarters, other audit sites, field offices, and sublocations and (2) is to be sent through USPS.

Scheduled Pickup and Delivery Times

Table 1.1 shows mail pickup, delivery, and cutoff times for selected services.

Table 1.1: Mail Pickup, Delivery, and Cutoff Times for Selected Services

Services	Time
Internal mail pickup and delivery	9:30 - 10:30 a.m. and 2:30 - 3:30 p.m.
Audit site pickup and delivery	9:30 a.m. - noon and 1:30 - 4:30 p.m.
Cutoff for ^a	
Certified and registered mail	11 a.m.
Field office pouch mail	3 p.m.
Next day air ^b	3 p.m.
Overnight ground shipments ^b	10 a.m.
U.S. Postal Service mail	3:30 p.m.

^aIf you miss the cutoff time, your material will be processed the next working day.

^bTry not to request Saturday delivery because additional charges will be incurred. Also, should you require Saturday service, determine if someone is going to be at the destination.

Late Mail

Late USPS mail not collected during the regular afternoon mail stops within the building may be brought to the Mail Center by 3:30 p.m. for delivery to the U.S. Post Office at 4 p.m. Internal mail may be brought to the Mail Center by 4:30 p.m. and will be delivered the next working day.

Interoffice Mail

Interoffice mail consists of memorandums, publications, and miscellaneous correspondence that is loose or has been placed in envelopes. This mail must bear the addressee's full name, street, apartment or suite number, city, state, and ZIP Code.

Mailing Address

Each unit and audit site has an assigned mailing address. See GAO's Telephone Directory and Administrative Services Guide for exact mailing addresses. Use your division or office name and mailing address as part of your return address for interoffice and external mail. It will speed your replies.

Packages

Place the addressee's full name and mailing address on each package.

Change of Address

Headquarters and audit site staff who move to new locations and mail stops should (1) fill out GAO Form 410, Headquarters Employee Information (see fig. 2.1), and submit it to their administrative staff and (2) send a note or a memorandum to the Mail Center, indicating the new and old mailing addresses, and the new telephone number. They may also want to fill out GAO Form 389, Mailing List Maintenance Information (see fig. 2.2), for distribution list changes. The form is available in Planned Document Distribution (PDD) of OIMC's Information Services Center (ISC), room 1116, and through the Supply Center, room 3811. Please bring completed forms to Distribution, room 1116, for processing.

Figure 2.2: GAO Form 389, Mailing List Maintenance Information

United States General Accounting Office	
GAO	Mailing List Maintenance Information
<p>Note: GAO employees must file a GAO Form 410 with Personnel whenever they have an address change. This form will not generate the change to your GAO address on a mailing list.</p>	
Please complete all applicable information.	1. Date
2. Change(s) Required (Check all that apply.)	
<input type="checkbox"/> Add/Change Name <input type="checkbox"/> Change Organizational Name <input type="checkbox"/> Change Address <input type="checkbox"/> Delete From List <input type="checkbox"/> Other _____	
Old Information as it Appears on Label	New Information (change or add)
3. Name	10. Name
4. Customer ID Number (top number on existing mailing label)	11. Organizational Name (if any)
5. Building Room Number	12. Building Room Number
6. Address	13. Address
7. City State/ZIP Code	14. City State/ZIP Code
8. Name of Mailing List (if known), List Code Number, or Name of Publication(s) involved	15. Contact Person Telephone Number (include area code)
	16. Staff Person Taking Request
	17. Name of Publication
9. Number of Copies	18. Number of Copies
19. Comments	
<div style="display: flex; justify-content: space-between;"> OPR:OIMC GAO Form 389 (11/93) </div>	

Single- and Multiple-Page Items

All mail, including single- and multiple-page memorandums, letters, magazines, books, reprints, etc., should be inserted in **interoffice envelopes**. This will prevent single-page correspondence and small pieces of mail from becoming trapped between the pages of multiple-page items. It will also prevent pages from becoming dislodged and lost.

Items Requiring Special Packaging and Handling

Items such as glass parts, metal pieces, product samples, and chemicals may not be mailed in envelopes. They require special packaging and handling. Contact the Mail Center for assistance.

Appropriate Envelopes

The type of contents determines the appropriate type of envelope to use in terms of **size** and **strength**. Choose a size that will properly accommodate the contents. Excessively large envelopes will not provide a snug fit for the contents. A snug fit is needed for effective handling. On the other hand, overstuffed envelopes will burst at the seams upon impact with other mail. In addition, use an envelope that is strong enough to hold the contents.

Field Office and Sublocation Mail

Pouch mail going to field offices and sublocations is boxed and sent by express mail Monday through Thursday. Our express service tracks all packages shipped and guarantees next-day delivery by noon. Make sure that the word "POUCH" is written prominently on the outside of each envelope and package, in addition to the recipient's name and room number and the field office or sublocation name.

Field offices and sublocations should use USPS first-class mail whenever possible. If you have a large amount of mail to ship, use express services.

Audit Site Mail

Audit site mail is delivered and picked up daily. Audit site mail requiring express, ground, or USPS mailing is processed by the Mail Center. All audit site mailings to field offices and sublocations are handled by the Mail Center using pouch mail.

Pouch mail from field offices and sublocations and USPS mail is processed through the Mail Center and is delivered daily. Express mail can be delivered directly to audit sites; it must include the agency or building name, the address, ZIP code, the room number, and the recipient's name and phone number.

Mail to Be Sent Through the U.S. Postal Service

Addressing

Place a return address and a delivery address on all mail. (See fig. 3.1 for sequence and positioning of items.)

You will get the best possible service if you

- use all caps for everything in the address and the return address;
- use common street abbreviations (see fig. 3.2);
- use ZIP+4 codes whenever possible;
- eliminate all punctuation, except the hyphen between the ZIP code and the four additional digits; and
- use standard state, directional, and secondary address abbreviations (see fig. 3.3).

If you are generating a mailing list for a large distribution, follow these instructions so that PDD can generate labels:

- Use no less than three, and no more than five, lines for each address.
- Use no more than 32 characters (any excess will be truncated). A blank or space counts as a character.
- Insert at least one blank line between addresses.
- Place city, state, and ZIP code on the last line in the address.
- Use two-letter state abbreviations.
- If the address contains a room or suite number, place that number if possible, on a line by itself beginning with: “Room,” “Rm,” “Suite,” or “#.”

Make sure that the recipient’s address appears on the line immediately above the city, the state, and the ZIP code line (for example, 123 West Main Street, Suite 400, or P.O. Box 125). Do **not** place both on the same line.

Figure 3.1: Domestic and International Address Format

SENDER'S NAME
SENDER'S ADDRESS (MAILING ADDRESS)
SENDER'S CITY, STATE AND ZIP + 4 CODE

RECIPIENT'S NAME
RECIPIENT'S ADDRESS
RECIPIENT'S CITY, STATE AND ZIP + FOUR

SENDER'S NAME
SENDER'S ADDRESS (MAILING ADDRESS)
SENDER'S CITY, STATE AND ZIP + 4 CODE

RECIPIENT'S NAME
RECIPIENT'S ADDRESS
RECIPIENT'S PROVIDENCE/POSTAL CODE
COUNTRY NAME (*spell out in English; no abbreviations*)

Source: U.S. Postal Service

Chapter 3
Mail to Be Sent Through the U.S. Postal
Service

Figure 3.2: Common Street Abbreviations

Alley	ALY	Estates	EST	Lakes	LKS	Ridge	RDG
Annex	ANX	Expressway	EXPY	Landing	LNDG	River	RIV
Arcade	ARC	Extension	EXT	Lane	LN	Road	RD
Avenue	AVE	Fall	FALL	Light	LGT	Row	ROW
Bayou	YU	Falls	FLS	Loaf	LF	Run	RUN
Beach	BCH	Ferry	FRY	Locks	LCKS	Shoal	SHL
Bend	BND	Field	FLD	Lodge	LDG	Shoals	SHLS
Bluff	BLF	Fields	FLDS	Loop	LOOP	Shore	SHR
Bottom	BTM	Flats	FLT	Mall	MALL	Shores	SHRS
Boulevard	BLVD	Ford	FOR	Manor	MNR	Spring	SPG
Branch	BR	Forest	FRST	Meadows	MDWS	Springs	SPGS
Bridge	BRG	Forge	FGR	Mill	ML	Spur	SPUR
Brook	BRK	Fork	FRK	Mills	MLS	Square	SQ
Burg	BG	Forks	FRKS	Mission	MSN	Station	STA
Bypass	BYP	Fort	FT	Mount	MT	Stravenue	STRA
Camp	CP	Freeway	FWY	Mountain	MTN	Stream	STRM
Canyon	CYN	Gardens	GDNS	Neck	NCK	Street	ST
Cape	CPE	Gateway	GTWY	Orchard	ORCH	Summit	SMT
Causeway	CSWY	Glen	GLN	Oval	OVAL	Terrace	TER
Center	CTR	Green	GN	Park	PARK	Trace	TRCE
Circle	CIR	Grove	GRV	Parkway	PKY	Track	TRAK
Cliffs	CLFS	Harbor	HBR	Pass	PASS	Trail	TRL
Club	CLB	Haven	HVN	Path	PATH	Trailer	TRLR
Corner	COR	Heights	HTS	Pike	PIKE	Tunnel	TUNL
Corners	CORS	Highway	HWY	Pines	PNES	Turnpike	TPKE
Course	CRSE	Hill	HL	Place	PL	Union	UN
Court	CT	Hills	HLS	Plain	PLN	Valley	VLY
Courts	CTS	Hollow	HOLW	Plains	PLNS	Viaduct	VIA
Cove	CV	Inlet	INLT	Plaza	PLZ	View	VW
Creek	CRK	Island	IS	Point	PT	Village	VLG
Crescent	CRES	Islands	ISS	Port	PRT	Ville	VL
Crossing	XING	Isle	ISLE	Prairie	PR	Vista	VIS
Dale	DL	Junction	JCT	Radial	RADL	Walk	WALK
Dam	DM	Key	CY	Ranch	RNCH	Way	WAY
Divide	DV	Knolls	KNLS	Rapids	RPDS	Wells	WLS
Drive	DR	Lake	LK	Rest	RST		

Source: U.S. Postal Service

Figure 3.3: Standard State, Directional, and Secondary Address Abbreviations

Alabama	AL	Kentucky	KY	Oklahoma	OK
Alaska	AK	Louisiana	LA	Oregon	OR
Arizona	AZ	Maine	ME	Palau	PW
Arkansas	AR	Marshall Islands	MH	Pennsylvania	PA
American Samoa	AS	Maryland	MD	Puerto Rico	PR
California	CA	Massachusetts	MA	Rhode Island	RI
Colorado	CO	Michigan	MI	South Carolina	SC
Connecticut	CT	Minnesota	MN	South Dakota	SD
Delaware	DE	Mississippi	MS	Tennessee	TN
District of Columbia	DC	Missouri	MO	Texas	TX
Federal States of Micronesia	FM	Montana	MT	Utah	UT
Florida	FL	Nebraska	NE	Vermont	VT
Georgia	GA	Nevada	NV	Virginia	VA
Guam	GU	New Hampshire	NH	Virgin Islands	VI
Hawaii	HI	New Jersey	NJ	Washington	WA
Idaho	ID	New Mexico	NM	West Virginia	WV
Illinois	IL	New York	NY	Wisconsin	WI
Indiana	IN	North Carolina	NC	Wyoming	WY
Iowa	IA	North Dakota	ND		
Kansas	KS	Northern Mariana Is.	MP		
		Ohio	OH		

***DIRECTIONAL
ABBREVIATIONS***

North	N
East	E
South	S
West	W
Northeast	NE
Southeast	SE
Southwest	SW
Northwest	NW

***SECONDARY ADDRESS
UNIT INDICATORS***

Apartment	APT
Building	BLDG
Floor	FL
Suite	STE
Room	RM
Department	DEPT

Source: U.S. Postal Service

Contents

Correspondence

Enclose mail of any kind for delivery by USPS in an appropriate envelope or package and seal. The types of envelopes and contents determine the mailing classification. Refer to “Envelopes” and “Mailing Tips” sections.

Items Requiring Special Packaging and Handling

Items such as paper clips, glass parts, metal pieces, product samples, and chemicals may not be mailed in envelopes. These not only will jam or damage the mailing equipment but also can cause injury to mail handlers. Also, all foreign countries impose restrictions on mailing such items.

In addition, envelopes and cards measuring less than 3.5 inches high, 5 inches long, or 0.007 inches thick and greater than 6.125 inches high, 11.5 inches long, or 0.25 inches thick are nonmailables and will be returned to sender. Mail, including GAO publications, that is being sent to foreign countries (even Canada) must be in envelopes. If you aren’t sure whether the items that you want to mail for either domestic or foreign delivery are acceptable, contact the Mail Center for assistance.

Metered Mail

All mail being processed for USPS must include the sender’s name, the division or the office, and the room number above the preprinted return address on the envelope. Do not use chain envelopes to send mail from GAO to other government agencies in the Washington area. Use GAO envelopes plus complete mailing addresses of other agencies, including ZIP codes.

Envelopes

Sizes and Types

The size of the envelope should properly accommodate the contents. If you use envelopes that are too big, the contents may be damaged or lost. For use in the USPS system, there are basically two categories of envelopes: letter size and “flats.”

Letters and flats (see p. 15) are assigned different rates by USPS; to ensure the best rate, call the Mail Center for sizes and rates before preparing the mail.

Letter-Size Envelopes for Domestic Mail

Letter-size mail must be rectangular for automated USPS processing. The Mail Center recommends that to ensure prompt and efficient processing of first-class mail

- you use only envelopes that are sealed or secured on all four edges so that they can be handled by machines and
- the dimensions of the envelopes and cards conform to USPS specifications.

Mail that is not of the size required for automated processing **will not** qualify for discounted rates.

Flats

Flats are envelopes larger than the maximum letter size but not larger than 15 inches long and 12 inches high.

Plain White or Brown Envelopes

Use these for all classes of mail. Mark all envelopes that are to be sent first-class.

Padded Envelopes

Use them when you need a cushioned lining to provide a degree of safety for mailing small or fragile items. These are available from the Mail Center upon special request.

Priority Envelopes

Use them for first-class mail weighing more than 11 ounces and mail weighing less than 11 ounces requiring expedited delivery. These envelopes are red, white, and blue and are available at the Mail Center customer service counter.

Window Envelopes

Use window envelopes when the contents are designed so that the address appears in the window. Do not use window envelopes for mailing correspondence that involves national security or is highly confidential to the agency or the addressee. Use window envelopes for form-type correspondence. Using window envelopes eliminates the typing of envelopes or labels. If the addressed contents do not properly fit the windows, use envelopes without windows. Do **not** staple mail into envelopes.

Business Reply Mail

Use Business Reply Mail (BRM) only when requesting a reply from the recipient. On the BRM envelope, type, print, or stamp the address to which

it is to be returned or affix a gummed label to the address area. The address must not be handwritten. The BRM will be returned only to a valid GAO business address. If a survey is being handled by an outside auditing firm, contact the Mail Center for authorization.

When you decide to design any BRM envelope or card, contact the Mail Center for proper USPS format.

Express Mail and Other Specialized Mailings

GAO Form 399, Express Mail Services Request (see fig. 3.4) (available from the Mail Center and the GAO Supply Store), is **required** to expedite specialized mailings other than field office pouch mailings.

The following types of mail require the form:

- all mail for next-day or second-day delivery (see ch. 4);
- all certified, registered, and insured mail;
- all international destination material; and

Processing Bulk Third-Class Presort Publications

PCC's mail policy requires that all publications be prepared for bulk third-class presort mailing. All publications must include the bulk third-class indicia on the back cover. It is also important that all items be suitable for mailing (saddle stitched, side stitched, or perfect bound with indicia, return address, and boilerplate postal information).

The exceptions to this policy are documents containing 196 pages or more and weighing 16 ounces or more, surveys, and special publications. Consult a customer service representative for help in handling these exceptions.

Planned Document Distribution requires that external mailing labels be submitted on a disk. PDD will process your list into machine-affixable labels, and will merge it with other list codes for optimal postal processing. Some restrictions apply; please obtain a copy of detailed instructions from PDD in room 1116.

Planned Document Distribution will provide additional guidance on how to submit mailing lists not maintained by GAO for inclusion in the automated third-class presort processing.

Figure 3.4: GAO Form 399: Express Mail Services Request

United States General Accounting Office		
GAO		
Express Mail Services Request		
Originator		
1. Name	2. Date	3. Telephone Number
4. Division/Office		
5. Justify why express service should be used.		
Authorized by (Director-level signature is required.) _____		
Recipient		
6. Name		
7. Organization (government agency, company, etc.)		
8. Address (Only USPS can deliver to box numbers or rural routes.)		
9. City	10. State or Country	11. ZIP Code
12. Excess Valuation (if over \$100)		
Requirements (Check one.)		
<input type="checkbox"/> Next working day by 10:30 a.m.	<input type="checkbox"/> Next working day by 5 p.m.	
<input type="checkbox"/> Next working day by noon	<input type="checkbox"/> Second working day	
<input type="checkbox"/> Next working day by 3 p.m.	<input type="checkbox"/> Third working day	
For Mail Center Use Only		
Amount of		

OPR:OIMC/PCC		
GAO Form 399 (2/94)		

Large Mailings

Whenever planning a large or specialized mailing (1,000 pieces or more), contact the Mail Center for advice and assistance to ensure that your mail is handled in the most cost-effective, efficient, and timely manner.

The Mail Center suggests a 72-hour advance notice to ensure that the following are available:

- appropriate size and quantity of enclosures (envelopes and/or boxes),
- Mail Center personnel and equipment to process the mailing, and
- sufficient postage on deposit.

Personal Mail

Outgoing Mail

Be sure to seal it and affix the proper amount of postage. The Mail Center will gladly help you determine the proper amount. The Mail Center is not permitted to apply metered postage to personal mail. GAO does not process outgoing personal mail. USPS mail deposit chutes are located on the G and H Street sides on each floor. Don't forget to include your return address with all mailings.

Incoming Mail

All incoming mail addressed to GAO's physical address becomes the property of GAO. All mail without a recipient's name that is addressed "GAO" or "General Accounting Office" or "U.S. General Accounting Office" is sent to the Office of the General Counsel for identification. If the mail is addressed to an individual employee and is third class, bulk rate, or nonprofit material as described below in "Unacceptable Mail," it will be handled according to those procedures.

If an item that appears to be personal is received as first-class mail, it will be given unopened to the Mail Manager. The Manager will contact the recipient, ask that he or she pick up the mail, and request that the recipient notify correspondents not to use the employer's work address. If the recipient cannot be located, first-class pieces will be returned to sender.

If the recipient refuses to refrain from using the GAO address for personal mail or if personal mail is still received after sufficient time has elapsed for

the recipient to notify correspondents, the Mail Center will refer the problem to the PCC Operations Manager.

Unacceptable Mail

GAO Mail Center facilities and delivery systems are for official business only. Commercial solicitations, advertisements, brochures, catalogs, magazines, etc., that do not pertain exclusively to GAO business **will not** be delivered under any circumstances.

Certain work-related materials of this nature, for example, professional and trade publications or journals, announcements of training courses, and special interest or advocacy publications, may be delivered provided they bear complete, legible addresses and clerical time is not required to identify and locate the recipient. **Note:** If the addressee is not located on the first attempt, no further effort will be made to locate the recipient or reroute the material.

All purely commercial mailings or work-related mailings with insufficient address information will be discarded by the Mail Center upon receipt.

Incorrectly Addressed Mail

Such mail will be processed through the Mail Center's Lookup System. If undeliverable, it will be returned to sender or discarded, depending on its nature. If the mail is found, through the Lookup System, to be deliverable, the Mail Center will attach a notice to it signifying your need to contact the sender to have your address corrected.

Lost Mail

Express, ground, registered, and certified mail originated by GAO can be traced through the Mail Center. Express, ground, registered, and certified mail sent to you must be traced by the sender.

Classified Correspondence

Classified material must be inserted and sealed in a brown envelope. (See GAO Order 0910.1, The GAO Security Manual.) Attach a GAO Form 393, Document Accountability Record. (See fig. 3.5.) This will ensure against misdirection and will provide proper security.

Chapter 3
Mail to Be Sent Through the U.S. Postal
Service

Figure 3.5: GAO Form 393, Document Accountability Record

United States General Accounting Office					
GAO		Document Accountability Record			
Section A. General Information					
1. Originator of Document		2. Date of Document		3. Control No.	
4. Classification	5. Date Received in GAO	6. Registered Mail No.		7. File Designation	
8. Unclassified Description of Material				9. Copy No.(s)	
				10. No. of Copies	
				11. No. of Pages	
Section B. Internal Routing/External Transmission					
12. Office/Rm.	13. Date	14. Signature*	15. Office/Rm.	16. Date	17. Signature*
a.			a.		
b.			b.		
c.			c.		
d.			d.		
18. Date of External Transmission			19. Date Received		
20. To:			21. Recipient's Signature and Title		
			22. Return Original Signature Copy of This Form to:		
<p><small>*Notice: The document(s) covered by this receipt contain national security (classified) information which must be safeguarded in the interest of national security. The unauthorized disclosure of this information may subject the individual responsible to criminal sanctions under title 18, of the U.S. Code. This statement does not apply if transmittal concerns only unclassified material.</small></p>					
Section C. Destruction Certification					
<p>Certification: We certify that the above-identified material was destroyed in the manner prescribed by GAO security policies. **Note: Two witnesses are required for destruction of TOP SECRET material.</p>					
23. Name and Title of Destroying Employee		24. Signature		25. Date	
26. Name and Title of Witness		27. Signature		28. Date	
29. Name and Title of Witness**		30. Signature		31. Date	
<small>*U.S. GPO: 1993-346-937/8:283</small>					
<small>OPR: GS&COSS</small>				<small>GAO Form 393 (Rev. 12/90)</small>	

Alternative Delivery Services

Statutes Governing Express Mail Letters

The USPS Private Express Statutes govern overnight express mail letters. The statutes are a group of federal laws that give USPS the exclusive rights, with limited exceptions, to deliver letters for others for compensation. The statutes apply only to the carriage of letters, which are defined as “messages directed to a specific person or address and recorded in or on a tangible object.”

Over the past several years, USPS has suspended the enforcement of the statutes in situations when the public interest was best served by specific suspensions. Two of the most common types of suspensions are those for (1) urgent letters and (2) letters for data processing.

Letters qualify for these two types of suspensions when delivery must be made by noon of the next business day. In addition, to qualify for the urgent letters suspension, the contents must be of such a nature that **the value or the usefulness would be lost or diminished** if the contents were not delivered by the deadline. To qualify for the data processing suspension, the material must be sent solely for processing and the processing must begin within 36 hours of receipt of the material.

Urgent letters and materials for data processing may also qualify if the cost paid for service is twice the applicable USPS first-class rate, including Priority Mail, or \$3 per piece, whichever is greater.

Express Mail Service

Express mail service is used for next-day express mail purposes only.

Try to eliminate the need for overnight deliveries by building sufficient lead time into your scheduling.

If you still have what you think is an extremely urgent letter, review your options. Can you fax or phone the information? If a letter or a package must be delivered by the next day, you must submit an Express Mail Services Request, GAO Form 399 (see fig. 3.4), justifying the need for express mail.

Individual packages may not weigh more than 150 pounds or be more than 119 inches in length. Please give the Mail Center at least 24 hours’ advance notice because it must notify the courier in advance if there are more than three skids of packages for pickup. For international shipments, a Customs Declaration may be required.

Do not send overnight mail on Friday unless the situation is an emergency and you have arranged for Saturday acceptance. Additional costs are incurred for weekend deliveries and nondeliverable items.

If delivery on the next business day is not needed and your piece weighs less than 2 pounds, use USPS Priority Mail Delivery Service for second-day delivery.

Post office box numbers or rural routes are unacceptable addresses for express mail.

When in doubt, consult the Mail Center for the best method of sending any mail. This will ensure that GAO complies with the statutes and keeps mailing costs down.

How to Properly Fill Out the Federal Express Airbill

Following are instructions for completing a domestic Federal Express Airbill for shipments made under the General Services Administration Contract No. GS-OOF-13300. (See fig. 4.1)

Chapter 4
Alternative Delivery Services

Figure 4.1: How to Properly Fill Out a Federal Express Airbill

AIRBILL
PACKAGE TRACKING NUMBER **0199450101**

4174M **0199450101**

USE THIS AIRBILL FOR SHIPMENTS WITHIN THE CONTINENTAL U.S.A., ALASKA AND HAWAII.
USE THE INTERNATIONAL AIR WAYBILL FOR SHIPMENTS TO PUERTO RICO AND ALL NON U.S. LOCATIONS.
QUESTIONS? CALL 800-238-5355 TOLL FREE.

1 1425-1753-1 Date **8/1/94**

From (Your Name) Please Print: **Mary Smith** Your Phone Number (Very Important): **(404) 679-1900** To (Recipient's Name) Please Print: **John Doe** Recipient's Phone Number (Very Important): **(202) 512-3000**

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11 <input type="checkbox"/> OTHER PACKAGING	51 <input type="checkbox"/> OTHER PACKAGING	1 <input type="checkbox"/> HOLD AT FEDEX LOCATION WEEKDAY (Fill in Section 1b)	2 <input type="checkbox"/> DELIVER WEEKDAY	3 <input type="checkbox"/> PACKAGES	20 <input type="checkbox"/> WEIGHT	9 <input type="checkbox"/> YOUR DECLARED VALUE			
12 <input type="checkbox"/> FEDEX LETTER	52 <input type="checkbox"/> FEDEX LETTER*	31 <input type="checkbox"/> HOLD AT FEDEX LOCATION SATURDAY (Fill in Section 1b)	3 <input type="checkbox"/> DELIVER SATURDAY (Extra charge (Not available to all locations))	Total 3	Total 60	Total			
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14 <input type="checkbox"/> FEDEX TUBE	54 <input type="checkbox"/> FEDEX TUBE	6 <input type="checkbox"/> DRY ICE (Dangerous Goods Shipment Declaration not required)	5 <input type="checkbox"/> HOLIDAY DELIVERY (if offered) (Extra charge)	1 <input type="checkbox"/> Regular Stop 3 <input type="checkbox"/> Drop Box		2 <input type="checkbox"/> On-Call Stop 4 <input type="checkbox"/> B.S.C.		5 <input type="checkbox"/> Station 6 <input type="checkbox"/> Station	
30 <input type="checkbox"/> ECONOMY**	46 <input checked="" type="checkbox"/> GOV'T LETTER							10 <input type="checkbox"/> SIGNATURE	
70 <input type="checkbox"/> OVERNIGHT FREIGHT***	41 <input type="checkbox"/> GOV'T PACKAGE								
80 <input type="checkbox"/> TWO-DAY FREIGHT***									

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