

## CAPITOL COMPLEX MAIL GUIDE

Every day mail is delivered to the Capitol Complex, and many are undeliverable as addressed. The way that you give your address to others and the manner in which you address your outgoing mail serves as an example to others who may be trying to reach you by mail. Following the simple guidelines below will assure that your mail is delivered to you in a timely fashion, and could result postage savings to your department.



**ZIP CODES...** The 50319 zip code is reserved exclusively for Iowa State government, and mail containing that zip code will be delivered initially to the Department of Administrative Services Mail Center in the Grimes Building. Do not use 50319 for anything but state mail. Most state departments have a Zip+4 code. Find out what yours is and use it. If your supervisor cannot give you the code call DAS Mail Services at 515-281-5143.

**LOCAL MAIL...** Addressing LOCAL mail properly is critical to timely delivery. The address must include the recipient's DEPARTMENT, DIVISION OR BUREAU, BUILDING and/or CITY. DO NOT USE DEPARTMENTAL INITIALS; SPELL THE NAME OUT. Your return address should be written or stamped in the upper left corner. The use of preprinted labels may be the best option. The individual's name may be included on the Attention line, but is useful only for directing the piece of mail to an individual once it has reached its destination. Names alone are not enough to assist mail delivery staff.

Return Address _____ _____ _____	<b>LOCAL MAIL</b>
	PLEASE PRINT
	DEPARTMENT _____
	DIVISION/BUREAU _____
	LOCATION _____
ATTN _____	Building/City _____

State departments located in the Des Moines metropolitan area\*, offices of the Department of Transportation in Ames and Department of Human Services facilities and the Department of Corrections correctional facilities statewide are served by the LOCAL mail system. LOCAL Mail is at least as fast as mail sent through the US Postal Services: usually LOCAL mail is faster. LOCAL mail requires no postage. Use LOCAL mail whenever you can to save money for your department. \*Includes Ankeny, Camp Dodge, Des Moines and Johnston.

Agencies should have mail placed in the outgoing box ½ hour prior to the scheduled pickup time. The scheduled pickup times may vary depending upon mail volume, weather conditions or staff meetings.

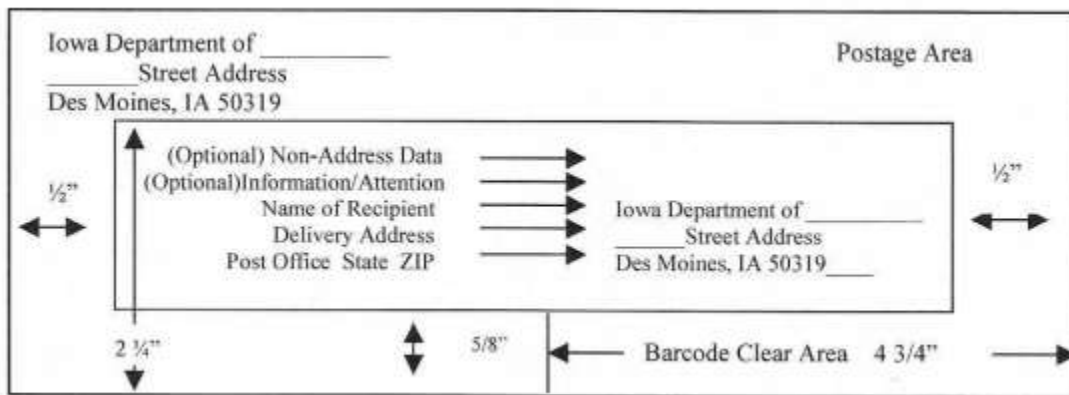
For more information contact DAS Mail Services at 515- 281-5143

Reviewed April 2019

U.S. POSTAL SERVICE MAIL (USPS)... Use the USPS when sending first class material to places not served by LOCAL mail. Postage rates vary widely for different types and weights of material, and levels of service. First class, presorted standard (bulk rate), presort, media mail (book rate), library mail, and myriad of Postal Service rules and regulations may be intimidating to the occasional user, but savings are sometimes available. The knowledgeable staff in the Mail Center will help you determine the most cost effective rate for the material you intend to mail. Give them a call.

ADDRESS FOR SUCCESS... Remember when persons correspond with you, they are likely to use the return address from your envelope or mailing. Be careful to provide a COMPLETE return address on all envelopes, forms and letters. (See illustration below) Also, when you attend a conference or seminar, the address you provide often becomes your address on a mailing list - please be sure it is correct.

For the most accurate and efficient handling of your mail by the USPS, it must be technically compatible with their high-speed reading and sorting equipment. This means your mail must be the right size and shape and be electronically readable. The illustration below shows the format requested by the USPS.



ADDRESS CORRECTIONS... Please correct addresses of incoming mail by doing one of the following.

- Change the name on the address by calling the person sending the mail piece ( or mail them an updated label) to reflect the current person in that position,
- Change the address by calling the person sending the mail (or mail them an updated label) so that this mail now go directly to the person on the mail piece at the correct address, or
- Delete this person from the mailing list by calling or writing the person sending the mail piece, if they no longer work in your area and you are not interested in receiving this mail piece.

PRIVATE CARRIERS... Private carriers, such as United Parcel Service and Federal Express, can frequently meet special quick delivery requirements or accommodate oversized parcels economically and reliably. If your department does not regularly use a private carrier, the Mail Center can help you get your package on its way.

For more information contact DAS Mail Services at 515- 281-5143

Reviewed April 2019

**CONTRACT CARRIERS...** Some state departments contract with a private carrier to handle intradepartmental deliveries. Check with your supervisor to learn if your department has a private carrier, and how you can use it.

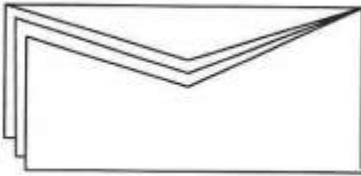
**SPECIAL MAIL...** If you have questions in regard to overnight delivery, special handling, certified, registered or insured mail, contact your mail services center for assistance.

**PREPARING MAIL FOR PICK-UP...** The Mail Center staff can process properly separated and bundled mail more efficiently. Please separate and bundle your department's mail as follows:

- |                         |                                 |                    |
|-------------------------|---------------------------------|--------------------|
| 1) Mail needing postage | 3) Mail already bearing postage | 5) Private carrier |
| 2) Local mail           | 4) Flats (defined below)        |                    |

Mail needing postage should be in one group; LOCAL mail in another and mail already bearing postage in a third. A 'flat' is any mail to be sent via USPS, other than a standard letter of business envelope, and should be in a fourth group. Pieces to be sent by private carrier should be clearly labeled. Note: Postage will be put on pieces only if they piece contains the return address of the sending department.

The Mail Center will seal your letter envelopes needing postage (up to ¼" thick) for you, if you prepare them so that all addresses face the same and the envelope flaps are "nested" inside each other as shown below.



**ONE LAST HINT...** When producing informational or promotional pieces; whether distributed in print or through audio or video media; please be sure to provide your COMPLETE return address. This may encourage response as well as make it easier for the Mail Center to route all responses to your department.

The state spends approximately six million dollars annually for postage. Help to assure that money is wisely spent by using the least expensive and most appropriate method of sending you department's mail. If you have questions about alternatives, call the Mail Center for the right answers.