

## DO MAILROOM - FREQUENTLY ASKED QUESTIONS

1.	<p><b>Q: What services does the District Office Mailroom Provide?</b></p> <p><b>A:</b> The Business Office staff manages the receipt and distribution of all inter-district PONY and First Class mail. Additional services include Certified mail, and customer service related to any postal questions.</p>
2.	<p><b>Q: How does PONY mail work?</b></p> <p><b>A:</b> PONY mail boxes are picked up at the District Office by 7 a.m. for delivery to schools by our Deliver Specialists. All U.S. mail and PONY mail at your site is picked up and brought to the Mailroom at the DO for distribution. Any additional PONY mail may be brought to the Mailroom after 2 p.m. and placed in the appropriate PONY boxes.</p>
3.	<p><b>Q: How do I prepare First Class mail?</b></p> <p><b>A:</b> Business Office staff prepares mail for pick up by the postal worker. Mail received in the Mailroom before noon will be postmarked the same day.          Envelopes should be sorted with addresses facing forward and flaps down not tucked in.          Manila envelopes used for mailing should not exceed 15" in length whenever possible to avoid excess postage charges to your site, and should not have metal clasps (you may tape over metal clasps).          Do not use old pony envelopes for outgoing U.S. mail.          Ten or more envelopes will be charged to the site.</p>
4.	<p><b>Q: How do I mail Student Records or other mail within Santa Clara County?</b></p> <p><b>A:</b> Student Records should include the school name, district name, and the Mail Code if being sent through the County mail. Any student records going outside Santa Clara County, or to non-public schools will be sent via U.S. mail. Envelopes must be flat and not contain any bulky items. If student record is more than ¼" thick, you may use a flat rate box available at the DO. Search mail code at: <a href="http://publicschooldirectory.sccoe.org/">http://publicschooldirectory.sccoe.org/</a></p> <p>Put mail codes on outgoing mail for schools within Santa Clara County whenever possible. These envelopes are picked up from the DO by the County once a week on Mondays at no charge. Write the mail code on the envelope if your mail is <u>not</u> urgent. Any mail received at the DO with no mail code will be processed with regular postage and your site will be charged. Here is the link to the Santa Clara County directory listing the mail codes: <a href="http://publicschooldirectory.sccoe.org/">http://publicschooldirectory.sccoe.org/</a></p>
5.	<p><b>Q: Can the Mailroom process packages?</b></p> <p><b>A:</b> Our Warehouse can send packages via UPS and FedEx. Send your package to the warehouse through the PONY and include a budget number so they can charge your site. Contact the warehouse at ext. 100359 with specific questions.</p>
6.	<p><b>Q: Can the Mailroom process Certified Mail?</b></p> <p><b>A:</b> Yes! You must complete the green Domestic Return Receipt card and the white Certified Mail Receipt for each piece of Certified Mail. These forms are available at the Post Office, or by calling the Mailroom at ext. 100384. Certified mail is hand delivered to the post office by warehouse staff on Wednesdays and Fridays so please allow additional time for processing. Please call MJ at ext. 100217 or David at ext. 100359 if the mail needs to go out sooner.</p>
7.	<p><b>Q: How can I minimize postage expenses?</b></p> <p><b>A:</b> Keep your letter size envelopes under ¾" thick. Use manila envelopes, without clasps, under 15" in length to avoid package rates rather than regular flat rates. Small manila envelopes over 6" in height require additional postage. Use postcards instead of first class letters.</p>
8.	<p><b>Q: Who can answer my Mailroom related questions?</b></p> <p><b>A:</b> Management of the Mailroom is a shared responsibility by all Business Office staff and is an extra duty from our normal daily duties. Please call the Mailroom at ext. 100384 and leave a message. Business Office staff will return your call by the next business day. If you have an urgent matter, call ext. 100217.</p>
<p><b>Do not send cash in the pony – even in a locked money bag!</b></p>	

# PROCEDURE FOR CERTIFIED MAIL

Certified Mail Receipts (shown below) are available at the Post Office or by calling the Mailroom at ext. 100384.

1. Complete the Domestic Return Receipt and the Certified Mail Receipt for each piece of mail.

Image of the front of PS Form 3811, Domestic Return Receipt:

SENDER: COMPLETE THIS SECTION	COMPLETE THIS SECTION ON DELIVERY														
<ul style="list-style-type: none"> <li>Complete items 1, 2, and 3.</li> <li>Print your name and address on the reverse so that we can return the card to you.</li> <li>Attach this card to the back of the mailpiece, or on the front if space permits.</li> </ul>	<p>A. Signature <b>X</b> <input type="checkbox"/> Agent <input type="checkbox"/> Addressee</p> <p>B. Received by (Printed Name) C. Date of Delivery</p> <p>D. Is delivery address different from item 1? <input type="checkbox"/> Yes <input type="checkbox"/> No If YES, enter delivery address below:</p>														
<p>1. Article Addressed to:</p> <p style="font-size: 2em; color: purple; opacity: 0.5;">SAMPLE</p> <p>9590 9401 0000 5191 0000 12</p>	<p>3. Service Type</p> <table border="0"> <tr> <td><input type="checkbox"/> Adult Signature</td> <td><input type="checkbox"/> Priority Mail Express®</td> </tr> <tr> <td><input type="checkbox"/> Adult Signature Restricted Delivery</td> <td><input type="checkbox"/> Registered Mail™</td> </tr> <tr> <td><input type="checkbox"/> Certified Mail®</td> <td><input type="checkbox"/> Registered Mail Restricted Delivery</td> </tr> <tr> <td><input type="checkbox"/> Certified Mail Restricted Delivery</td> <td><input type="checkbox"/> Signature Confirmation™</td> </tr> <tr> <td><input type="checkbox"/> Collect on Delivery</td> <td><input type="checkbox"/> Signature Confirmation™ Restricted Delivery</td> </tr> <tr> <td><input type="checkbox"/> Collect on Delivery Restricted Delivery</td> <td><input type="checkbox"/> Signature Confirmation Restricted Delivery</td> </tr> <tr> <td><input type="checkbox"/> Insured Mail</td> <td><input type="checkbox"/> Restricted Delivery (over \$500)</td> </tr> </table>	<input type="checkbox"/> Adult Signature	<input type="checkbox"/> Priority Mail Express®	<input type="checkbox"/> Adult Signature Restricted Delivery	<input type="checkbox"/> Registered Mail™	<input type="checkbox"/> Certified Mail®	<input type="checkbox"/> Registered Mail Restricted Delivery	<input type="checkbox"/> Certified Mail Restricted Delivery	<input type="checkbox"/> Signature Confirmation™	<input type="checkbox"/> Collect on Delivery	<input type="checkbox"/> Signature Confirmation™ Restricted Delivery	<input type="checkbox"/> Collect on Delivery Restricted Delivery	<input type="checkbox"/> Signature Confirmation Restricted Delivery	<input type="checkbox"/> Insured Mail	<input type="checkbox"/> Restricted Delivery (over \$500)
<input type="checkbox"/> Adult Signature	<input type="checkbox"/> Priority Mail Express®														
<input type="checkbox"/> Adult Signature Restricted Delivery	<input type="checkbox"/> Registered Mail™														
<input type="checkbox"/> Certified Mail®	<input type="checkbox"/> Registered Mail Restricted Delivery														
<input type="checkbox"/> Certified Mail Restricted Delivery	<input type="checkbox"/> Signature Confirmation™														
<input type="checkbox"/> Collect on Delivery	<input type="checkbox"/> Signature Confirmation™ Restricted Delivery														
<input type="checkbox"/> Collect on Delivery Restricted Delivery	<input type="checkbox"/> Signature Confirmation Restricted Delivery														
<input type="checkbox"/> Insured Mail	<input type="checkbox"/> Restricted Delivery (over \$500)														
<p>2. Article Number (Transfer from service label)</p>															
<p>PS Form 3811, July 2020 PSN 7530-02-000-9053</p>	<p>Domestic Return Receipt</p>														

U.S. Postal Service™ CERTIFIED MAIL® RECEIPT Domestic Mail Only	
<p>For delivery information, visit our website at <a href="http://www.usps.com">www.usps.com</a>®.</p> <p style="font-size: 1.5em; color: green; text-align: center;">OFFICIAL USE</p>	
<p>Certified Mail Fee</p> <p>\$</p> <p>Extra Services &amp; Fees (check box, add fee as appropriate)</p> <p><input type="checkbox"/> Return Receipt (Hardcopy) \$</p> <p><input type="checkbox"/> Return Receipt (electronic) \$</p> <p><input type="checkbox"/> Certified Mail Restricted Delivery \$</p> <p><input type="checkbox"/> Adult Signature Required \$</p> <p><input type="checkbox"/> Adult Signature Restricted Delivery \$</p>	<p>Postmark Here</p>
<p>Postage</p> <p>\$</p> <p>Total Postage and Fees</p> <p>\$</p>	
<p>Sent To</p> <p>Street and Apt. No., or PO Box No.</p> <p>City, State, ZIP+4®</p>	
<p>PS Form 3800, April 2015 PSN 7530-02-000-9047 See Reverse for Instructions.</p>	

Image of the back of PS Form 3811, Domestic Return Receipt:

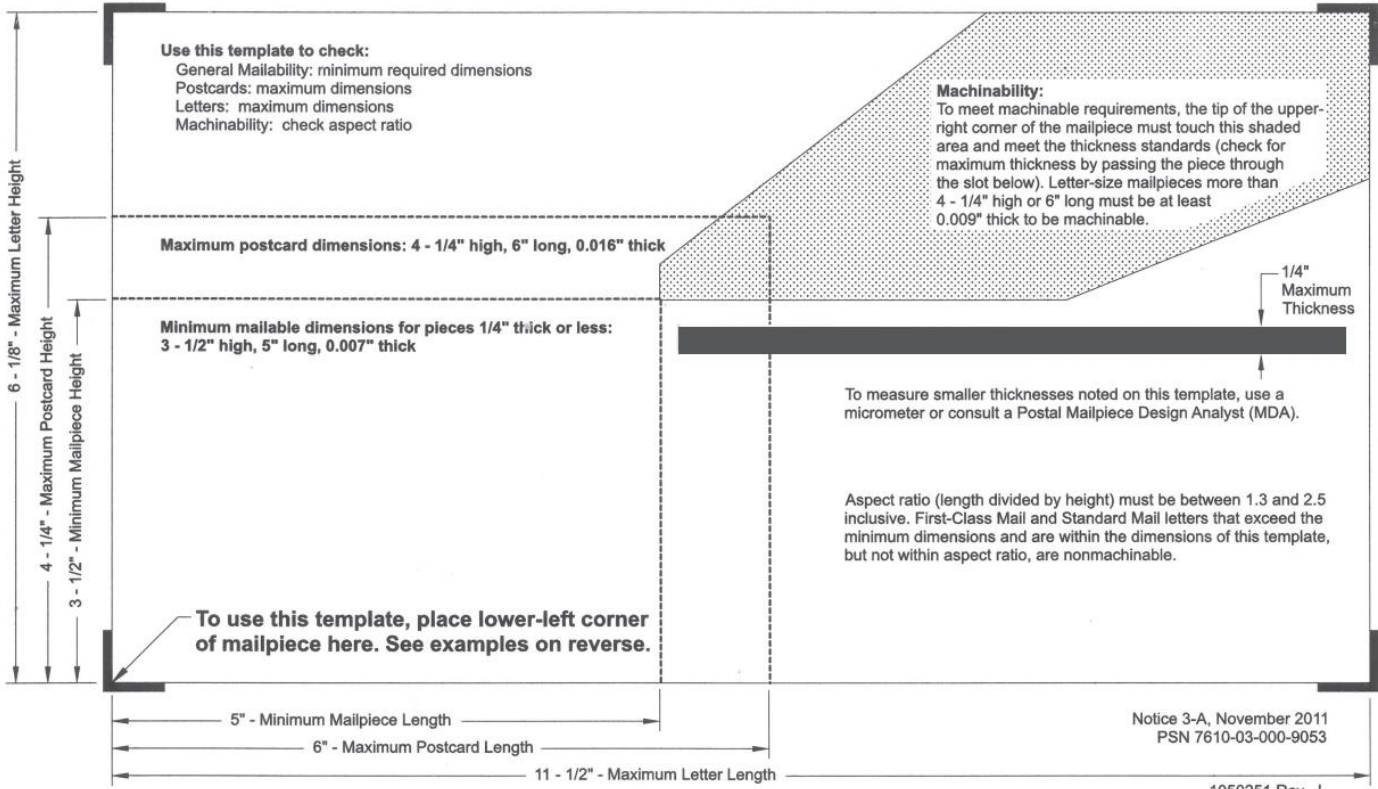
<p>USPS TRACKING #</p> <p>9590 9401 0000 5191 0000 12</p>	<p>First-Class Mail Postage &amp; Fees Paid USPS Permit No. G-10</p>
<p>United States Postal Service</p>	<p>Sender: Please print your name, address, and ZIP+4® in this box®</p> <p style="font-size: 2em; color: purple; opacity: 0.5;">SAMPLE</p>

<p><b>Certified Mail service provides the following benefits:</b></p> <ul style="list-style-type: none"> <li>A receipt (this portion of the Certified Mail label).</li> <li>A unique identifier for your mailpiece.</li> <li>Electronic verification of delivery or attempted delivery.</li> <li>A record of delivery (including the recipient's signature) that is retained by the Postal Service™ for a specified period.</li> </ul> <p><b>Important Reminders:</b></p> <ul style="list-style-type: none"> <li>You may purchase Certified Mail service with First-Class Mail®, First-Class Package Service®, or Priority Mail® service.</li> <li>Certified Mail service is not available for international mail.</li> <li>Insurance coverage is not available for purchase with Certified Mail service. However, the purchase of Certified Mail service does not change the insurance coverage automatically included with certain Priority Mail items.</li> <li>For an additional fee, and with a proper endorsement on the mailpiece, you may request the following services: <ul style="list-style-type: none"> <li>Return receipt service, which provides a record of delivery (including the recipient's signature). You can request a hardcopy return receipt or an electronic version. For a hardcopy return receipt, complete PS Form 3811, Domestic Return Receipt; attach PS Form 3811 to your mailpiece;</li> </ul> </li> </ul>	<p>for an electronic return receipt, see a retail associate for assistance. To receive a duplicate return receipt for no additional fee, present this USPS®-postmarked Certified Mail receipt to the retail associate.</p> <ul style="list-style-type: none"> <li>Restricted delivery service, which provides delivery to the addressee specified by name, or to the addressee's authorized agent.</li> <li>Adult signature service, which requires the signee to be at least 21 years of age (not available at retail).</li> <li>Adult signature restricted delivery service, which requires the signee to be at least 21 years of age and provides delivery to the addressee specified by name, or to the addressee's authorized agent (not available at retail).</li> </ul> <p>To ensure that your Certified Mail receipt is accepted as legal proof of mailing, it should bear a USPS postmark. If you would like a postmark on this Certified Mail receipt, please present your Certified Mail item at a Post Office™ for postmarking. If you don't need a postmark on this Certified Mail receipt, detach the barcoded portion of this label, affix it to the mailpiece, apply appropriate postage, and deposit the mailpiece.</p> <p><b>IMPORTANT: Save this receipt for your records.</b></p>
<p>PS Form 3800, April 2015 (Reverse) PSN 7530-02-000-9047</p>	

2. Paperclip both cards to each piece of mail and place in a large envelope addressed to the Mailroom at the DO or drop it in the blue tray on the desk in the mailroom at the DO.

3. Warehouse staff will take certified mail to the post office on Wednesdays and Fridays. If you require it to go out sooner, please contact the mailroom at ext. 100384 or ext. 100217 and arrange for Business personnel to process the mail so you can take it to the post office yourself.

# LETTER - SIZE MAIL DIMENSIONAL STANDARDS TEMPLATE



# Rate Change - Cheat Sheet

Effective January 21<sup>st</sup>, 2024.

You can download the new rates ahead of time,  
for more information go to: [www.fp-usa.com/rate-change](http://www.fp-usa.com/rate-change)



## First-Class Mail®

Format (Single Piece)	Size	Meter Rate
Postcard	Max 4 <sup>1/4</sup> H x 6 L	\$0.53
Letter	up to 1 oz.	\$0.64
Large Envelope	up to 1 oz.	\$1.39
International Letter	up to 1 oz.	\$1.55
Letter/Large Envelope	additional oz.	\$0.24

## USPS® Extra Services

Type	Retail Rate	Type	Retail Rate
Collect on Delivery (starting price)	\$10.80	Certified Mail	\$4.40
Registered Mail (starting price)	\$16.80	Return Receipt Retail	\$3.65
Certified Mail™ Restricted Delivery	\$11.65	Electronic Return Receipt	\$2.32

Certificate of Mailing \$1.95

## Priority Mail®

Product	Size	Commercial
Flat Rate Envelope	12 <sup>1/2</sup> x 9 <sup>1/2</sup>	\$8.50
Legal Flat Rate Envelope	15 x 9 <sup>1/2</sup>	\$8.80
Padded Flat Rate Envelope	12 <sup>1/2</sup> x 9 <sup>1/2</sup>	\$9.30
Small Flat Rate Box	8 <sup>5/8</sup> x 5 <sup>3/8</sup> x 1 <sup>5/8</sup>	\$9.05
Medium Flat Rate Box	11 x 8 <sup>1/2</sup> x 5 <sup>1/2</sup> 13 <sup>5/8</sup> x 11 <sup>7/8</sup> x 3 <sup>3/8</sup>	\$16.00
Large Flat Rate Box	12 x 12 x 5 <sup>1/2</sup> 23 <sup>11/16</sup> x 11 <sup>3/4</sup> x 3	\$21.85
APO/FPO/DPO Large Flat Rate Box	up to 3.5 oz.	\$20.15

## Priority Mail Express®

Product	Size	Commercial
Flat Rate Envelope	12 <sup>1/2</sup> x 9 <sup>1/2</sup>	\$26.35
Legal Flat Rate Envelope	15 x 9 <sup>1/2</sup>	\$26.65
Padded Flat Rate Envelope	12 <sup>1/2</sup> x 9 <sup>1/2</sup>	\$26.85



TIPS



### Meter Discount

The reduced postage meter rate is \$.04 less than stamps.

Find Postage Meters:  
[www.fp-usa.com/postage-meters](http://www.fp-usa.com/postage-meters)



### Tracking and Account Management Software

Manage user access and departmental accounts. Control PostBase meter operation from PC.

MailOne™  
[www.fp-usa.com/mailone](http://www.fp-usa.com/mailone)  
ReportOne™  
[www.fp-usa.com/reportone](http://www.fp-usa.com/reportone)



### RATES BELOW COMMERCIAL\*

Gain access with  
FP Parcel Shipping (FPPS)  
[www.fp-usa.com/fp-parcel-shipping](http://www.fp-usa.com/fp-parcel-shipping)



### More Info

You can find more information about the rate change at:

Rate Change Info:  
[www.fp-usa.com/rate-change](http://www.fp-usa.com/rate-change)