DO MAILROOM - FREQUENTLY ASKED QUESTIONS

1.	**Q: What services does the District Office Mailroom Provide?**
	A: 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.
2.	**Q: How does PONY mail work?**
	A: 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.
3.	**Q: How do I prepare First Class mail?**
	A: 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.
4.	**Q: How do I mail Student Records?**
	A: Student Records should include the school name, district name, and the full address. Envelopes must be flat and not contain any bulky items. If a student record is more than ¼" thick, you may use a flat rate box available at the DO.
5.	**Q: Can the Mailroom process packages?**
	A: 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.
6.	**Q: Can the Mailroom process Certified Mail?**
	A: 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.
7.	**Q: How can I minimize postage expenses?**
	A: 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.
8.	**Q: Who can answer my Mailroom related questions?**
	A: 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.
Do not send cash in the pony – even in a locked money bag!	

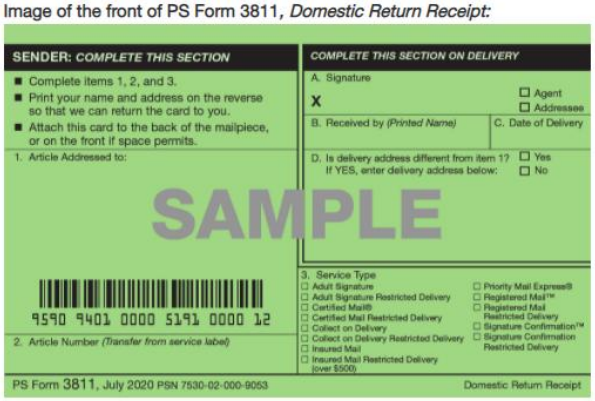
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PROCEDURE FOR CERTIFIED MAIL

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:*



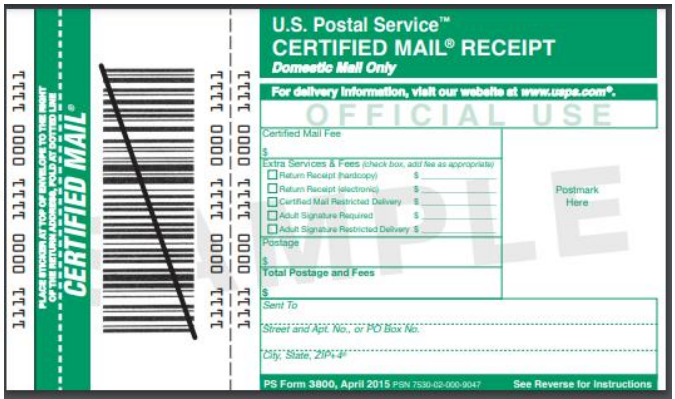
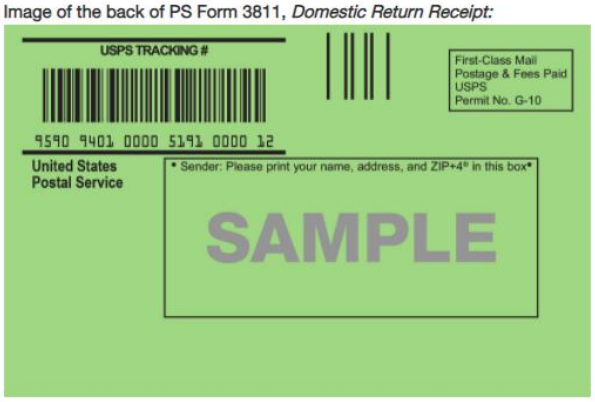
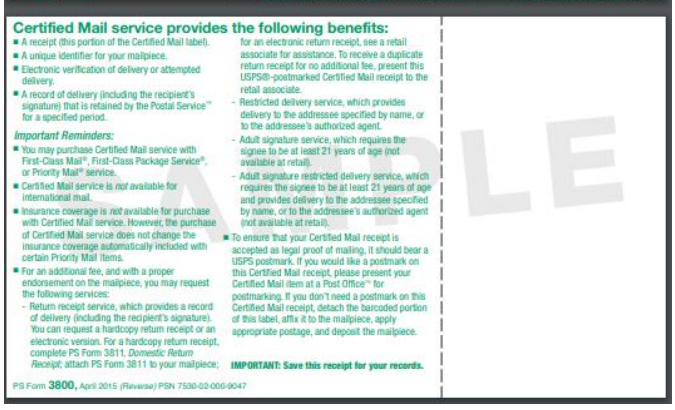


Image of the back of PS Form 3811, *Domestic Return Receipt:*





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.

