

## Questions for USPS for KLA Conference

1. Is there a format difference between addressing US mail versus International mail? How should international packages be addressed? **Absolutely! The rules for International are more stringent.**

## INTERNATIONAL ADDRESS REQUIREMENTS (from the International Mail Manual)

### 122.1 Destination Address

- a. At least the entire right half of the address side of the envelope, package, or card should be reserved for the destination address, postage, labels, and postal notations.
- b. Addresses must be printed in ink or typewritten. Pencil is unacceptable.
- c. The name and address of addressee must be written legibly with roman letters and arabic numbers, all placed lengthwise on one side of the item. For parcels, addresses should also be written on a separate slip enclosed in the parcel.
- d. Addresses in Russian, Greek, Arabic, Hebrew, Cyrillic, Japanese, or Chinese characters must bear an interline translation in English of the names of the post office and country of destination. If the English translation is not known, the foreign language words must be spelled in roman characters (print or script)
- e. Mail may *not* be addressed to a person in one country "in care of" a person in another country.
- f. The name of the sender and/or addressee may *not* be in initials except where they are an adopted trade name.
- g. Mail may *not* be addressed to *Boxholder* or *Householder*.
- h. The following exceptional form of address, in French or a language known in the country of destination, may be used on printed matter: the addressee's name or *Occupant*.  
**Example:** Mr. Thomas Clark or Occupant
- i. The house number and street address or box number must be included when mail is addressed to towns or cities.
- j. The address of items sent to General Delivery must indicate the name of the addressee and the country of destination. The use of initials; figures; simple, given names; or fictitious names is not permitted on articles addressed for general delivery.
- k. The delivery address should be printed in all uppercase letters. The name of the place of destination and the name of the country of destination must be written in capital letters together with the correct post code number or delivery zone number, if any. The last line of the address must show only the country name, written in full (no abbreviations) and in capital letters. If possible, the address should have no more than five lines. For example:

Mr Thomas Clark	MS C P Apple
117 Russell Drive	Apartado 3068
LONDON W1P 6HQ	46807 PUERTO VALLARTA JALISCO
GREAT BRITAIN	MEXICO

**Exception:** To Canada, there must be two spaces between the province abbreviation and the postal code, as shown below between "ON" and "K1A 0B1":

MS HELEN SAUNDERS  
1010 CLEAR STREET  
OTTAWA ON K1A 0B1  
CANADA

### 122.2 Return Address

Due to heightened security, many foreign postal administrations require complete sender and addressee information in roman letters and arabic numerals on postal items. The complete address of the sender, including ZIP Code and country of origin, should be shown in the upper left corner of the address side of the envelope, package, or card. Only one return address may be used. It must be located so that it does not affect either the clarity of the address of destination or the application of service labels and notations (postmarks, etc.). Unregistered items bearing a return address in another country are accepted only at the sender's risk.

In the case of bulk mailings, the return address must be in the country of mailing. For the purpose of this section, a “bulk mailing” is 200 or more pieces mailed at the same time by the sender.

2. When using the mailing bags, do we need to tape the mailing labels in the ready made opening?

Assuming that the ready made opening is the vinyl covered slot, the mailing label should fit in the slot securely, so that it cannot easily slip out. If the label can slip out, the mailing label should be secured.

3. What are the step-by-step procedures for dealing with delivering mail to a non-existent address? For instance, the mail carrier finds that the address doesn't exist while out on mail route.

The procedures are different for each class of mail. First-Class Mail is returned to sender at no charge as nondeliverable. Standard Mail may be discarded and recycled, or it may be forwarded or returned for a fee (mailer's option at time of mailing).

4. Are there quality control checks in place to help ensure mail is being delivered to the correct addresses? If so, what are they?

Our primary quality control check is the letter carrier. For letter mail, the only human that looks at the address on the piece is the letter carrier. All letter mail is sorted into delivery order on automated equipment using sophisticated computer programs. To ensure that your mail is delivered to the correct address, follow the addressing guidelines in the Addressing for Success brochure – and make sure you are using the correct mailing address for the recipient. Some communities only have PO Box delivery or have changed mailing addresses due to the 911 Conversion where rural route addresses were converted to street style addresses to facilitate emergency response. Check addresses using the ZIP+4 Look-up on our website at [www.usps.com](http://www.usps.com).

5. How does the USPS handle delivering mail to an address with no mailbox? For instance, the mailbox has fallen off the house/stolen/damaged, etc. Do you hold the addressee's mail at the post office? Do you notify the addressee that their mail couldn't be delivered and is being held at the post office (for example: via a note posted to the door or some other method)?

We are mandated by law to make sure the mail is secured when delivered. If there isn't a mail receptacle, we return mail to sender with the No Mail Receptacle marking noted on the piece. Some classes of mail, Standard Mail for example, do not get returned unless the mailer requests the return at the time of mailing and is willing to pay the additional fee for this service.

6. I've also wondered about the time of delivery. I've sent and received packages that take almost two weeks to arrive. Do our packages sit in a truck or building somewhere when the postal staff is extra busy?

No, we don't store mail. Delivery standards depend on the rate that is paid and the distance the package has to travel. Only First-Class Mail, Priority Mail and Express Mail travel by air – all others travel by surface transportation. At the time of mailing, our retail associates provide estimated delivery time to the mailer so they can make a choice.

7. What are the procedures for tracking materials?

The only product that we have that allows for tracking throughout our system is Express Mail. We have a service called Delivery Confirmation that can be purchased in conjunction with Priority Mail, First-Class Mail parcels, Priority Mail, Standard Mail and Package Services parcels, that will allow you to look up mailing and delivery information, but not in-transit tracking. Look up delivery information at [usps.com](http://usps.com).

8. What happens with lost/damaged mail or mail that gets separated from its package? What are the search/repair procedures? How long does a postal search for lost mail usually take?

When mail items are found during our processing operations, they are collected in the "loose-in-the-mail" section of the post office and held for 7 days, pending a match with a sender or an addressee. Sometimes a match occurs as a result of an inquiry for one of the parties or from an address which may be enclosed with the contents. Unfortunately, at times no match occurs. The articles are then sent to a Mail Recovery Center in either Atlanta, GA, or St. Paul, MN, for a final delivery attempt to identify the mailer or addressee. If we are unsuccessful in making a match, items valued at \$10 or more are eventually disposed of through public auction. It is impossible to place a time frame on locating lost mail, considering the scope of our operations.

9. Do you still use the PS Form 1510 or is there an updated/revised form for lost mail inquiries? See example form. If this form is submitted, what steps does the USPS take to recover the item?

PS Form 1510 is obsolete. It has been replaced by PS Form 1000. (attached)