



Central Mail Services Quick Reference Guide

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Mission

To provide efficient, cost-effective, and customer-focused daily sorting, delivery, insertion, and posting services to State of Alaska agencies located in Juneau.

Core Services:

- Retrieves, sorts, and distributes State incoming mail from the United States Postal Service.
- Receives, sorts, and delivers interagency mail.
- Completes high volume scheduled inserting services.
- Receives, processes, and posts State outgoing mail (examples: IRIS vendor warrants, HRM payroll warrants, and annual tax documents).

Actual fees for services will be collected annually based on your agency's pro-rata share of the annual cost needed to operate each cost center. Billing for services will be handled via ITI/ITA.

Service Level Outcomes

Central Mail Services is dedicated to providing outstanding customer service. Any questions regarding customer service or performance should be addressed to the Central Mail Services Manager.

Contact Options:

Customer Service Feedback Form ([URL](#))

Phone: 907-465-6546

Email: doa.ssoa.cms@alaska.gov

Central Mail Services

Incoming Mail

Central Mail Services (CMS) serves as a post office hub for State agencies based in Juneau. On days that both CMS and the United States Postal Service are open, CMS picks up mail from the U.S. Postal Service and transports the mail to of the CMS mailroom.

Using the secure environment of the CMS mailroom, CMS sorts mail using established agency mail stops. Incoming USPS mail is sorted and ready for pick-up or delivery by 9:00 a.m. and interagency mail is sorted throughout the day upon receipt.

Agencies with scheduled Service Stops ([URL](#)) have their mail (both USPS and interagency mail) delivered and picked up. Agencies not scheduled for Service Stops collect and drop off their mail at the Central Mail Services mailroom, located on the 7th floor of the Juneau State Office Building.

Agencies wishing to make changes to their Mail Stops, Service Stops, or mailing address are encouraged to submit a Change Request Form ([URL](#)).

Hours of Operation:

7:00am – 4:00pm Monday – Friday

Mailroom is closed when State holidays are observed.



Outgoing USPS Mail

Agencies must legibly address and provide a Mail Stop code on all outgoing USPS mail. Preferably, the Mail Stop code should be above the return address on the envelope or box. CMS runs outgoing USPS mail through postage meters and postage is charged to these Mail Stop codes and billed back to agencies. See below for an example:

MS ****

State of Alaska Agency

PO Box 11####

Juneau, AK 99811-####

Letter Recipient

123 Any Street

Anchorage, AK 99502

The Mail Stop code is **** and the Service Stop code (or ZIP + 4) is ####.

To take advantage of lower USPS rates, CMS staff sort outgoing mail by the destination's zip prior to dropping off at the USPS Post Office. All outgoing mail received by 1:45 will be dropped off to USPS the same day, provided both USPS and CMS are open.

Agencies wishing to make changes to their Mail Stops are encouraged to submit a Change Request Form ([URL](#)). Postage statements ([URL](#)) are available for agencies wishing to track their postage costs.

Interagency Mail

To send interagency mail within Juneau, either an interagency envelope or routing slip may be used. A routing slip template can be found on the Central Mail Services SharePoint site ([URL](#)). Agencies are responsible for procuring envelopes for their use.

Please refer to the Service Stop schedule to determine the code to use for the receiving agency ([URL](#)).

High Volume Insertion Jobs

Central Mail Services partners with agencies and the DOA-OIT Print Shop on large volume mailouts. CMS has specialty mailroom equipment designed to quickly collate, fold, and insert documents (letters, pamphlets...) into envelopes and apply postage. These insertion machines can be configured for a variety of different jobs. Examples of current jobs include:

- IRIS FIN Vendor Warrants
- IRIS HRM Payroll Warrants
- Retirement and Benefit Checks
- Unemployment Insurance
- Risk Management Checks
- Permanent Fund Dividends

If your agency is interested in learning more about this service, please reach out to the Mailroom Manager to discuss job specifications. Depending upon the job, Optical Character Recognition (OCR) lines may need to be applied to the print job in order for the machine to properly collate. Once all the details have been identified agencies can email the Job Request Form ([URL](#)).



Additional Services

Central Mail's standard for sending outgoing USPS mail is first-class, providing that the mail piece is within USPS specifications. If the mail piece exceeds the limitations, then CMS will select the next lowest class postage. Agencies may also request alternative mailing rates and additional information can be found on USPS' website ([URL](#)).

Agencies may also request the following add-on services. Note that some of these services require forms to be attached to the mail piece and an accompanying "Firm Book" USPS form 3877 (see example on page 6). If you have any questions or need USPS supplies (flat-rate boxes, flat-rate envelopes, forms, etc.), please contact Central Mail Services at (907) 465-2259.

- Priority Tracking – Provides tracking updates an item travels to its destination, including the date and time of delivery or attempted delivery. Available for domestic US deliveries only. USPS Form 888 is required.
- Certified Mail – Provides sender with a mailing receipt where sender can electronically verify if the mail piece was delivered or if a delivery attempt was made. Available for domestic US deliveries only. USPS Form 3800 is required.
- Return Receipt – Provides sender with evidence of delivery showing the recipient's signature. Available for domestic US deliveries only. USPS Form 3811 is required.
- Signature Confirmation – Before delivery, the recipient must show an acceptable primary ID with a clear photo. USPS Form 153 is required.
- Restricted Delivery – Sender specifies who can sign and receive the mail piece. Recipient must show an acceptable primary IT with clear photo. The mail piece must be marked "Restricted Delivery."
- Insured – Protect your mail piece up to \$5,000 against loss or damage. Form 3813 (under \$500) or 3813-P (over \$500) must be attached.
- Registered – Protect your mail piece up to \$50,000. Registered Mail must bear the barcoded red Label 200, or a non-barcoded red Label 200-N.
- Foreign Mail – For international mail.
 - If package weighs 1lb – 3lb 15 oz a USPS Customs Declaration Form 2976 is required to be attached.
 - If package weighs 4lbs or more a USPS Customs Declaration Form 2976A is required to be attached.

Online Postage

Central Mail Services only provides services to agencies located in Juneau. Other postage solutions are available for agencies located in other communities. Employees can utilize their PCards to purchase postage online and download postage labels. A few retailers that provide this service are listed below.

USPS ([URL](#))

Stamps.com ([URL](#))

Pitney Bowes ([URL](#))

Endicia ([URL](#))

Other Delivery Service Providers

Central Mail Services only partners with the United States Postal Service. Agencies have the option to work directly with other delivery service providers. Please remember when doing so to provide your agency's physical address as Central Mail cannot accept mail from other carriers.

DHL ([URL](#))

FedEx ([URL](#))

UPS ([URL](#))



Safe Mail Handling

Please review poster #84 from USPS (last page). For additional federal safety information, refer to USPS Publication 166 ([URL](#)).

Emergency Numbers

Juneau Police Department	907-586-0600
US Postal Inspector	907-562-8790
Juneau Fire Department	907-586-5322
Juneau Mailroom Employees	907-465-1100 option 3, or 907-465-2259



Name and Address of Sender		Check type of mail or service <input type="checkbox"/> Adult Signature Required <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"/> Return Receipt for Merchandise <input type="checkbox"/> Certified Mail Restricted Delivery <input type="checkbox"/> Signature Confirmation <input type="checkbox"/> Collect on Delivery (COD) <input type="checkbox"/> Signature Confirmation Restricted Delivery <input type="checkbox"/> Insured Mail <input type="checkbox"/> Priority Mail		Affix Stamp Here <i>(for additional copies of this receipt).</i> Postmark with Date of Receipt.												
USPS Tracking/Article Number	Addressee (Name, Street, City, State, & ZIP Code™)		Postage	(Extra Service) Fee	Handling Charge	Actual Value if Registered	Insured Value	Due Sender if COD	ASR Fee	ASRD Fee	RD Fee	RR Fee	SC Fee	SCRD Fee	SH Fee	
1.					Handling Charge - if Registered and over \$50,000 in value											
2.																
3.																
4.										Adult Signature Required	Adult Signature Restricted Delivery	Restricted Delivery	Return Receipt	Signature Confirmation	Signature Confirmation Restricted Delivery	Special Handling
5.																
6.																
7.																
8.																
Total Number of Pieces Listed by Sender	Total Number of Pieces Received at Post Office	Postmaster, Per (Name of receiving employee)														

SUSPICIOUS MAIL OR PACKAGES

Protect yourself, your business, and your mailroom.

If you receive a suspicious letter or package:

▪ Stop. Don't handle.

▪ Isolate it immediately.

▪ Don't open, smell, or taste.

▪ Activate your emergency plan. Notify a supervisor.



If you suspect the mail or package contains a bomb (explosive), or radiological, biological, or chemical threat:

- Isolate area immediately
- **Call 911**
- Wash your hands with soap and water

