

# **Pine Tree Independent School District Mail Room Procedures Guide**

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This guide is designed to assist all staff on the method of processing mail within Pine Tree ISD. It is important for all staff to familiarize themselves with the information contained in this guide to insure proper handling of mail and to expedite mail in a timely manner. These procedures and rules apply to all employees who interact with the district mailroom, but do not supersede any PTISD Board Policy or any U.S. Postal Regulation.

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If you have any questions about these procedures, please send an email to [mail@ptisd.org](mailto:mail@ptisd.org) or call the mail room at 903-295-5100 ext 134.

# 1. MAIL ROUTE TIMES

## AM ROUTE (Times are estimated)

Estimate time	AM Route
7:15 AM	Leave Facility Services
	CO Mail Room
	PACE
	Special Ed
7:45 AM	JR. High School
	High School 9 <sup>th</sup> grade office (pick up only)
	High School
	Athletics
	Discipline Center (pick up only)
	ExCEL
8:10 AM	Middle 5/6
	Parkway
8:30 AM	Birch
	Primary
8:45 AM	STOP School Route to pick up US MAIL
9:00 AM	McCann Postal Office
9:45 AM	Transportation
10:00 AM	Facility Services

*Note: Route is stopped at 8:45 AM for post office pick up at 9:00. Route will pick back up where it was left off.*

## PM ROUTE Monday - Thursday

Estimate time	PM Route
12:30 AM	Leave Facility Services
	CO Mail Room
1:00 PM	JR. High School (pick up and box delivery only)
	High School (pick up and box delivery only)
	Other campuses/locations who have emailed for a pick up
1:45 PM	PACE
	Special Ed
	Transportation
2:00 PM	Facility Services

## PM ROUTE Friday and Day before Holiday

Estimate time	Friday Route
12:30 PM	Leave Facility Services
	CO Mail Room
1:00 PM	JR. High School
	High School
	ExCEL
1:30 PM	Middle 5/6
	Parkway
2:00 PM	Birch
	Primary
	PACE
	Special Ed
	CO-Mail Room
2:30 PM	Facility Services

## 2. TIME OF OPERATION

- a. Mailroom hours are 7:15 AM - 3:45 PM.
- b. Mail van leaves on morning route between 7:30 AM – 8:00 AM and ends between 10:30 AM – 11:00 AM.
- c. Mail van leaves on afternoon route between 12:30 PM – 1:00 PM and ends between 2:00 PM – 2:45 PM
- d. U.S. Postal Mail is picked up at the McCann Post Office at 9:00 AM.
- e. Mail distribution will be made daily, however times may vary due to unforeseen schedule changes. Feel free to call or email [mail@ptisd.org](mailto:mail@ptisd.org) if you have questions about delivery times.

## 3. CAMPUS MAIL SERVICE

- a. U.S. Mail and Interdepartment Envelopes are sorted in the mailroom and not on the route.
- b. Mail picked up will be delivered the next day. (Exceptions will be made for priorities).
- c. There can be special runs mixed in throughout the day for priorities. If you need a special run contact the mailroom as soon as possible so arrangements can be made. There may be some rescheduling needed in order to meet your needs.
- d. Not all schools/departments are on the afternoon route. If an afternoon pick up is needed, please email the mailroom [mail@ptisd.org](mailto:mail@ptisd.org) before 12:30 PM.
- e. To help prevent delays please see **Interdepartment Mail Procedures**.

## 4. INTERDEPARTMENT MAIL PROCEDURES

- a. Interdepartment mail envelopes/packages need to have the date, recipient's name, the campus/department, and your name. (Please see example on page 5)
- b. Please do not rubber band your Interdepartment mail.
- c. Please do not put books and heavy objects in the Interdepartment envelopes. Group together and place a sticky note with all the information on it and attach to books and heavy objects.
- d. Please initiate a work request in *SchoolDude* for bulky items and heavy boxes.
- e. Arrangements need to be made if pickup is not in the designated mail pick up area.
- f. Please complete the form on the Interdepartmental mail envelope in its entirety. Do not skip lines.

**Example For Completing Interdepartment Envelope**

<b>A: Date</b>	<b>B: Deliver To</b>	<b>C: Department/Campus</b>	<b>D: Sent By</b>	<b>E: Department/Campus</b>
10/Nov	Jane Doe @ ABU	High School	John Doe	Birch Elementary
14/Nov	Bill Jones/ Art Room 100	Birch Elementary	Sam Smith - Arts and Crafts	Parkway Elementary
15/Dec	Tim Brown	Tax Office	Jane Doe ABU	High School

*A sample of the Interdepartment Envelope is on page 10.*

- A. Date:** Day /Month
- B. Name of person who will receive mail:** *You can make it more clear by adding the Office such as: ABU or FS after their name to help the person putting the mail up on the campus or office.*
- C. Mail Drop Location-(Delivering to):** Address mail with one of the following locations identified below.
- D. Sender’s Name:** Your Name
- E. Mail Drop Location-(Sent From):** Address mail with one of the following locations identified below.

**Interdepartment Envelope must be labeled with one of the following mail drop locations:**

CO-Superintendent	Human Resources	Business Office	Curriculum
Tax Office	PEIMS/Student Records	Child Nutrition	Special Ed
Community Relations	Education Foundation	Jr. High School	PTA
Technology	Transportation	Facility Services	Primary School
ExCEL	Athletic Office	High School	Payroll
Middle School	Parkway Elementary School	Birch Elementary School	PACE

*Note: If not addressed to one of the above mail drop locations, the mail will be delivered to CO-Superintendent’s Office for opening and distribution.*

*If you should ever have an abundance of Interdepartment envelopes please give to courier for distribution to other campuses.*

**5. OUTGOING U.S. POSTAL MAIL**

- a. Postage embossed and stamped mail must be sealed. The mail room does check to see if they are sealed, but they can be missed.
- b. To prevent the postage machine from jamming, please separate sealed and unsealed mail. Rubber bands or paper clips may be used on letter mail.
- c. Unsealed mail must be stacked with the flap down.
- d. All over stuffed and expanded envelopes must be taped closed. Tape must not lap over the front of the envelope.
- e. Mail in mailbox (example: High School mailbox or Athletic mailbox) is charged under that budget. If mail is not from the box you are using, please make sure it is properly marked so that the appropriate budget is charged postage.

- f. All mail must have **PO BOX 5878 LONGVIEW TEXAS 75608-5878** as the return address.
- g. Mail, not included in the regular mail pick-up, must be delivered to the Facility Services building no later than 2:45 PM to be processed the same-day. Any mail delivered to the Facility Services building after 2:45 PM will be processed the next business day.
- h. U.S. Mail leaves Facility Services for delivery to the drop box at 2:55 PM.
- i. If you regularly receive mail that is addressed incorrectly please notify the vendor/company/sender of the correct address.
- j. Certified U.S. Mail is delivered to Post Office in the morning. Please email as soon as you know you are going to have a certified letter. If it must go out the same day, special arrangements must be made.
- k. The outgoing mail must be stamped by 2:45 PM to make the 3:00 PM drop.
- l. The school address cannot be used for personal mail, however if you have a stamped letter, you may put it in the outgoing mail.

## 6. IMPORTANT REMINDERS FOR ALL U.S. OUTGOING MAIL

- a. Avoid using paper clips or thick clips inside the envelopes.
- b. No fold over or tri-fold pieces of mail. Fold over mail cannot be put through the postage machine.
- c. Make sure all envelopes are stuffed correctly, nothing sticking out.
- d. Glossy postcards will not go through the postage machine.
- e. If using self-adhesive envelopes, they must be sealed.
- f. No cash or coins should be in envelopes.
- g. When sealing envelopes, campuses should ensure that the top right hand corner has no tape or other obstructions that will prevent the permanent printing of the postal fee in that area.
- h. Whenever possible, try and use USPS Flat Rate shipping products for larger items (i.e. flat rate envelopes/boxes). If you need flat rate envelopes/boxes contact the mailroom at [mail@ptisd.org](mailto:mail@ptisd.org).
- i. Minimum size for Postcards and Letters: 5" long x 3-1/2" high
- j. Maximum size for Postcards: 6" long x 4-1/4" high.

## 7. BULK MAIL

Bulk Mail is considered a large volume mail out. As soon as you know your campus/department will have a large volume mail out (200 or more pieces), please notify.

- a. **Presort Standard** (200 pieces to qualify)

Presort Mail is a discount mailing service. In order to receive this discount, strict guidelines have to be met. Some preparation for this mailing is done by the mailer (campus). Additionally, bulk mail may be delayed by the USPS no more than 3 days. The requirements are as follows:

- Addresses must be computer generated or hand written clearly.
- Address must be visible in window (after tapping on the bottom and left side of

- window envelopes).
- No International Mail allowed under this category
- No Glossy finished mail.
- White or light color mail only.
- No Manila or Craft Colored Envelopes.
- Letter Size: #9, #10, 6x9, #11. [Standard USPS® Letter Sizes] less than 1/4" thick
- All letters must be of identical sized and content **with no personal individual information in the content of letters.**
- Each card must be the exact same size and weight (the measure cannot deviate by 1 mm) otherwise it will be returned for correction.
- To ensure consistency in card sizes, it is recommended to use cardstock that is perforated. (Product available at OfficeDepot.com, item #'s 518037 and 518046)
- Group all zip codes (**example:** 75604's, 75601's) together and the mailroom will sort the rest.

**b. Presort First Class** (500 pieces to qualify)

- Addresses must be computer generated or hand written clearly.
- Address must be visible in window (after tapping on the bottom and left side of window envelopes).
- No International Mail in this category
- No Glossy finished mail
- White or light color mail only
- No Manila or Craft Colored Envelopes
- Letter Size: #9, #10, 6x9, #11. [Standard USPS® Letter Sizes] less than 1/4" thick
- Letters **do not** have to be identical and they **can** have personal individual information (like report card, medical information, etc).
- Group all zip codes (**example:** 75604's, 75601's) together and the mailroom will sort the rest.

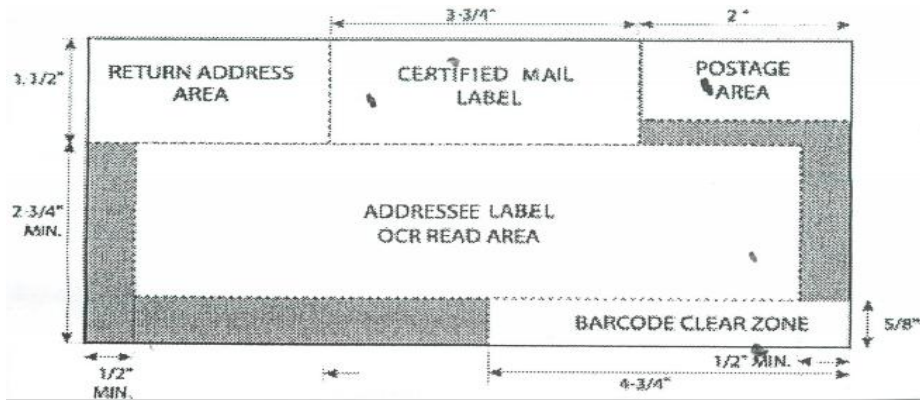
## **8. PREPARING U.S. MAIL**

Proper addressing insures timely delivery. To assist us in processing your mail efficiently, please use the following information on address formats and placement when addressing your mail.

You will get the best possible service if you:

- Capitalize everything in the address
- Use two-letter state abbreviations
- Eliminate all punctuation
- Use common abbreviations
- Use ZIP + Codes

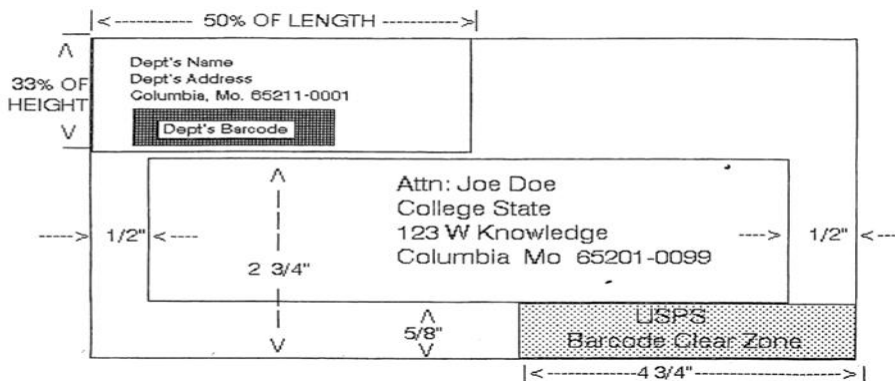
Make sure the place where you want the mail delivered appears on the line immediately above the city, state and zip code line; i.e. 123 MAIN ST STE 400. If both the street address and the PO Box on the same line, the mail piece will be delivered to the PO Box. Please see Diagram below:



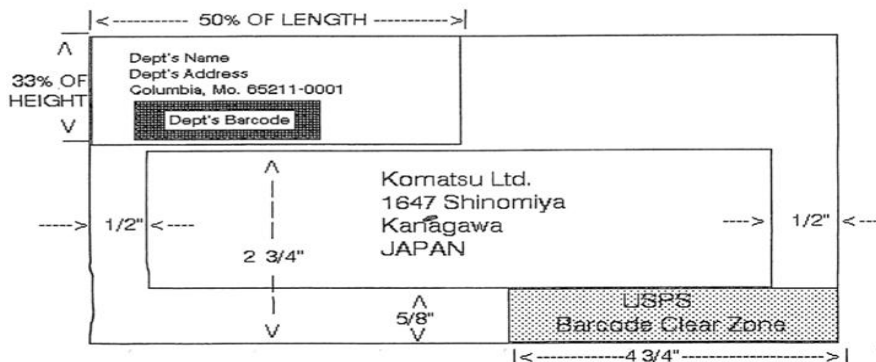
## 9. ENVELOPE FORMAT – USPS

All mail requires a deliver address and a return address. The following information is recommended in the sequence and position indicated for addressing:

### Domestic Address Format



### International Address Format



## 10. EXAMPLES

### Window Letters Do's And Don'ts

Correct:





PINE TREE INDEPENDENT SCHOOL DISTRICT  
P. O. Box 5878  
Longview, Texas 75608  
*A Tradition of Excellence*

Jane Smith  
701A Park Lane  
MEADVILLE, MS 00000

**Incorrect:**



PINE TREE INDEPENDENT SCHOOL DISTRICT  
P. O. Box 5878  
Longview, Texas 75608  
*A Tradition of Excellence*

Jane Smith  
701A Park Lane  
~~MEADVILLE, MS 00000~~



PINE TREE INDEPENDENT SCHOOL DISTRICT  
P. O. Box 5878  
Longview, Texas 75608  
*A Tradition of Excellence*

Smith  
A Park Lane  
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