



MAIL CENTER TRAINING MANUAL

Designed for New and Current Employees

This training program provides a comprehensive overview of the essential functions of the mail center, including best practices for processing outgoing mail and guidelines for preparing certified mailings.

Participants will gain a thorough understanding of efficient mailing procedures to enhance operational effectiveness within the county mail department.

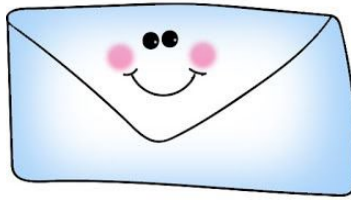
Sauk County Mail Department
Committed to Serving Our Community with Excellence

QUESTIONS, COMMENTS, OR CONCERNS?

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Phone EXT.: 4412



SAUK COUNTY MAIL CENTER SERVICES:

1. Efficiently process mail and packages weighing up to 70 pounds.
2. Handle Priority Mail, Express Mail, Certified Mail, and Registered Mail.
3. Provide envelopes and boxes for Express, Priority, Certified, and Registered Mail services.
4. Offer tracking information for mail items upon request.
5. Facilitate pickup of prepaid return packages via UPS and USPS.
6. Able to process international mail. (to most countries)

IMPORTANT NOTE:

UPS packages should be left at the West Square dock for collection, requiring a pre-paid Authorized Return Service (ARS) label.

FedEx Ground pickups can also be made at the dock. However, ***FedEx Express*** returns *need* to be arranged through the company for pickup at your department.

PRESORT MAILING INFORMATION

❖ *Sauk County utilizes United Mailing Service (UMS) for presort mailing.*

What is Presorted Mail?

Presorted mail refers to mail that is organized by zip code and delivered through the United States Postal Service (USPS). This method reduces processing time and can lead to cost savings on postage due to improved efficiency in mail delivery.

Guidelines for Presort Mail:

All mail sent through UMS must be *typed* rather than handwritten, as handwritten mail is challenging for automated machines to read, causing delays in processing. This requirement applies *specifically* to #10 envelopes. However, larger envelopes (flats) may be handwritten, as they are processed by staff rather than machines.

Why is Presorting Important? – COST SAVINGS!

Please refer to this chart for a comparison between regular metered mail rates and presorted mail costs.

UMS
UNITED MAILING SERVICES, INC.
g you save more on Mailing, Printing and Fulfillment
www.unitedmailingservices.com

Corporate: 262-783-7868

as of
July
14th
2
0
2
4

Metered Letters			Flats		
Ounces	Full-Rate	Auto-Rate AADC	Ounces	Full-Rate	Auto-Rate 5-Digit
1	0.69	0.593	1	1.50	0.874
2	0.97	0.593	2	1.77	1.144
3	1.25	0.593	3	2.04	1.414
3.5	1.53	0.593	4	2.31	1.684
Stamped Letters			5	2.59	1.964
Ounces	Full-Rate		6	2.87	2.244
1	0.73		7	3.15	2.524
2	1.01		8	3.43	2.804
3	1.29		9	3.71	3.084
3.5	1.57		10	4.01	3.384
Postcards			11	4.31	3.684
Ounces	Full-Rate	Auto-Rate AADC	12	4.61	3.984
N/A	0.56	0.406	13	4.91	4.284

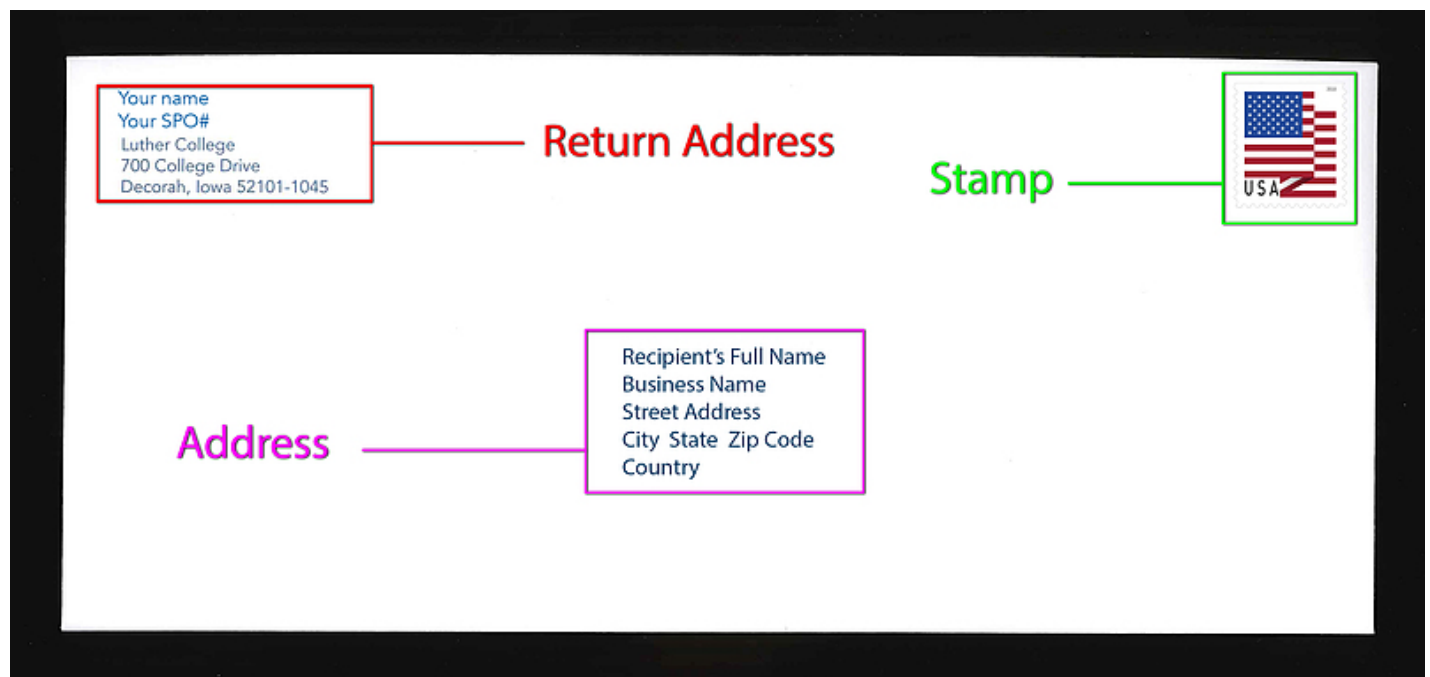
Contact United Mailing Services for emergency and future metering needs. (262) 783-7868

PROPER LETTER ADDRESSING TECHNIQUES

❖ To ensure efficient delivery of your mail, please adhere to the following guidelines:

- When addressing envelopes, utilize all capital letters and numbers for clarity.
- Punctuation is not necessary in the address.
- If handwriting is required, please use all capital letters and avoid cursive writing for better legibility.
- Use only black or blue ink; colored ink is discouraged.
- Add in mail code or stamp in upper corner
- Place into designated office mailbox for pick up.

See attached image for an example of a properly addressed letter.



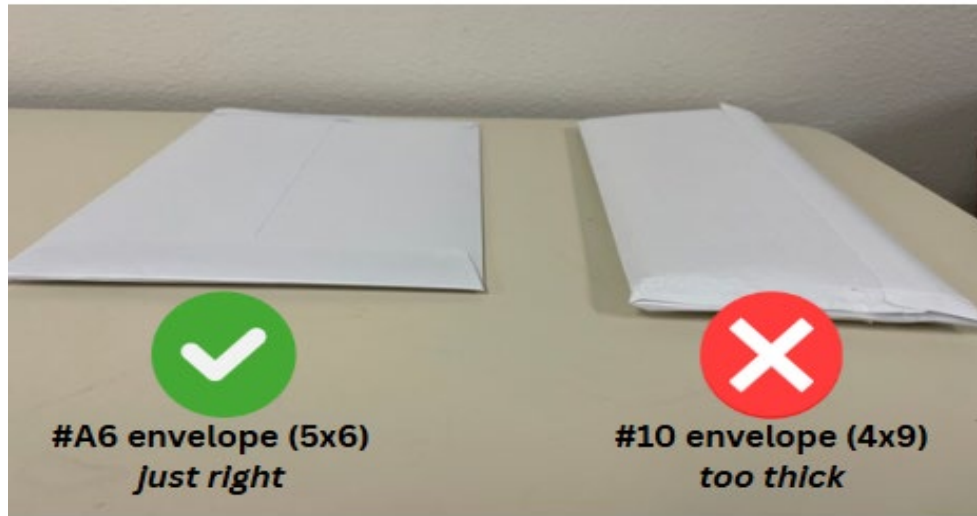
MAIL PROCESSING GUIDELINES

To ensure seamless processing within our mail department, it is crucial to select the appropriate envelope size for your correspondence.

If you find that your #10 envelope (4x9 inches) is overfilled, we recommend transferring the contents to a larger #A6 envelope (5x6 inches).

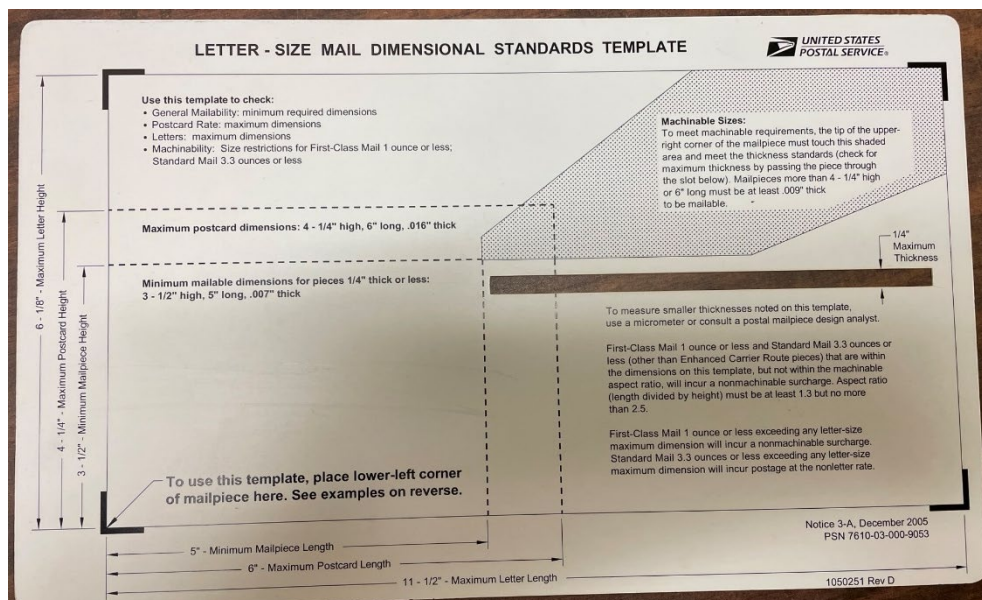
This simple adjustment allows for the possibility of transitioning from flat rate to first-class shipping; thereby saving cost, and improving delivery efficiency.

Takeaway: Properly sizing your mail not only accelerates communications from your department, but also enhances the overall quality of our mailing services.



Please see the image below for a comparison of two letters with identical content presented in different envelope sizes.

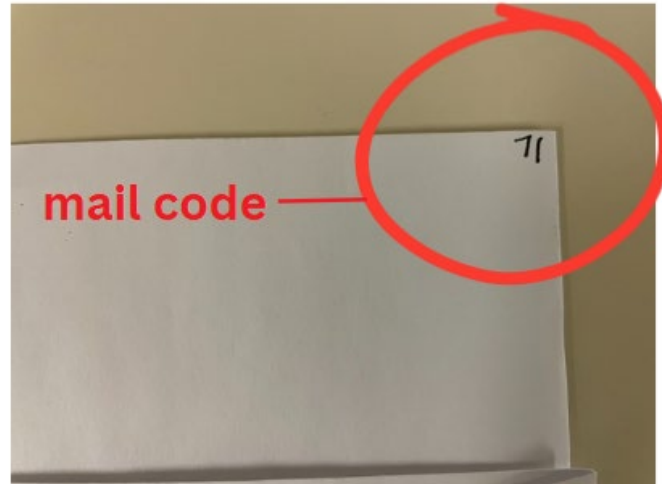
Also, please see the image for the Mail Dimensional Standards Template for letters.



MASS MAILING PROCEDURES

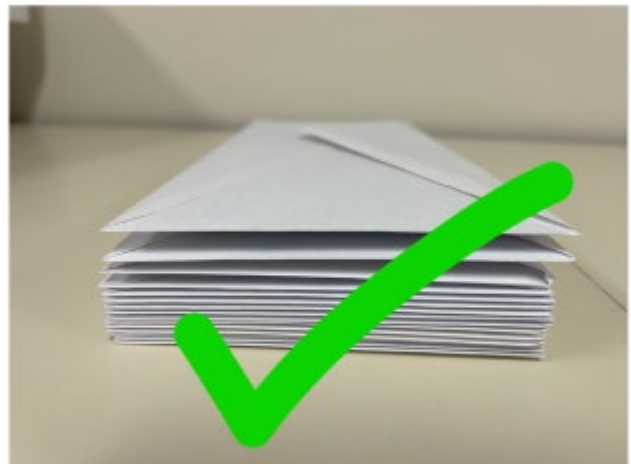
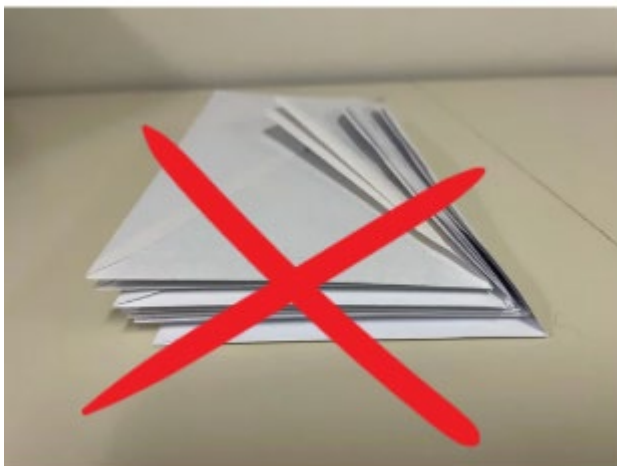
For large volumes of mail, our mail room is equipped with a self-sealing envelope machine to facilitate the process.

To ensure efficient handling, *please* affix a sticky note indicating the mail code on the stack of mail, or alternatively, place the code on the top envelope.



IMPORTANT NOTE:

Please refrain from "dove-tailing" (tucking the envelope in); instead, stack envelopes flat on top of one another to streamline processing.



CERTIFIED MAILING INSTRUCTIONS

1. Log into the Pitney Bowes system and select the Certified Mail icon.
2. Choose the E-Certified option and click process your ERR Ship Request.
3. Enter the recipient's information and ensure that the address is verified.
4. Input an email address into all three locations to receive a 'shipment delivered' signature.
5. Select appropriate sending options, enter the weight of the envelope, and ensure the Cost Account is designated for your department.
6. Choose the certified envelope size (6 x 9.5 inches).
7. Print the coversheet and stamp.

Print Options

PRINTER

SELECT PRINTER

Use browser printer ▼

 [Refresh Printer List](#)

Not finding your printer? Make sure your DeviceHub is online or restart your DeviceHub.

[Learn More](#)

While using browser printer make sure to **allow pop-ups** in your browser settings.

SELECT PRINT SIZE

Plain Paper - 8.5" x 11" ▼

Print Sample

PREVIEW

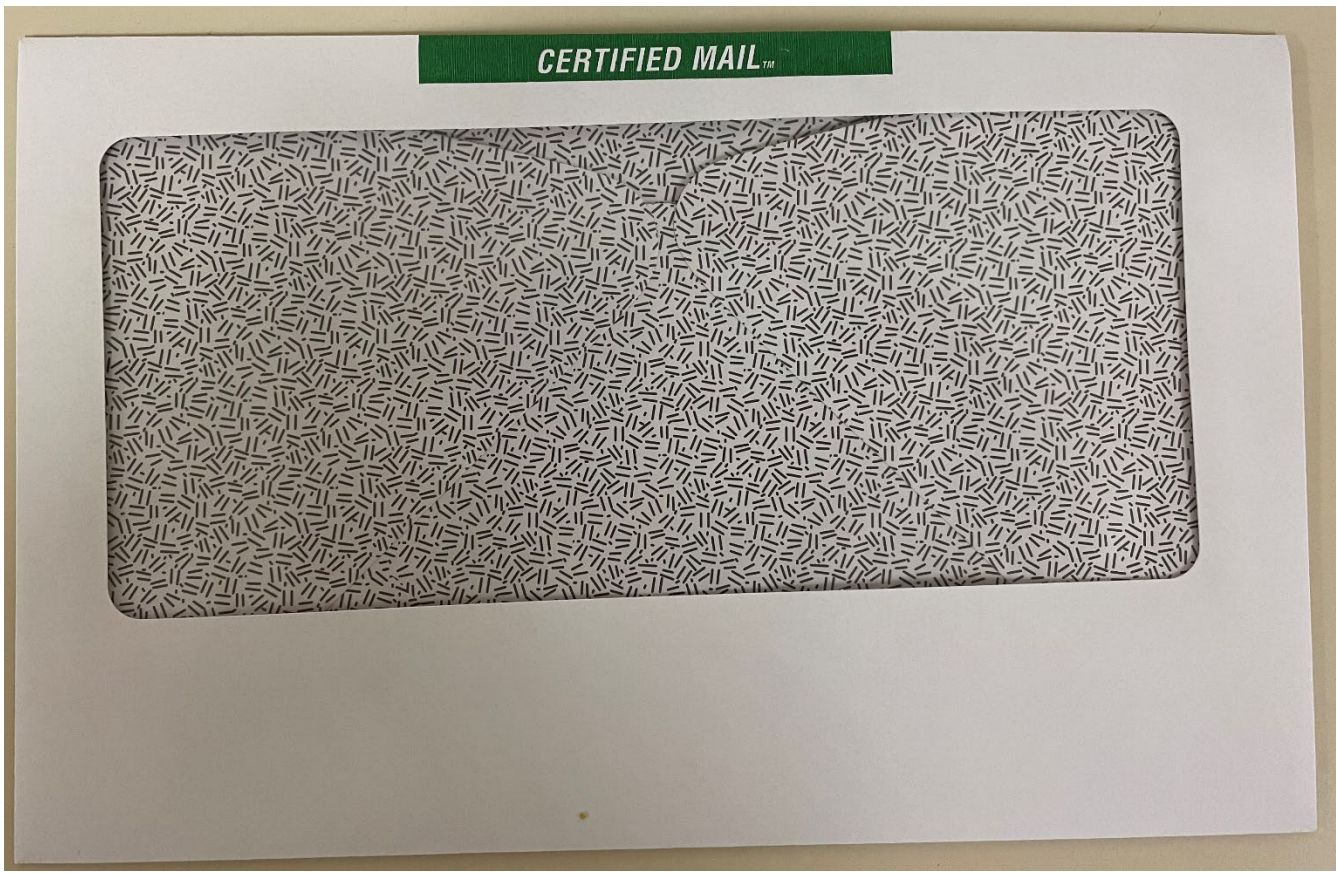


[Advanced Printer Settings](#)

Print

Once you've completed these steps, leave all settings unchanged and click the green Print button. A PDF containing the full label will be generated; select your printer to print the USPS Certified Mail barcoded page. Finally, fold the printed page in half and place it into the window envelope.

See photo of a certified mailing window envelope.



Please Note: “Users” of the Certified Mail Program will need to request an invite to the Pitney Bowles system. Please contact the mail room for an invitation to sign up, via e-mail.