

**CHAPTER 5**  
**MAILING INFORMATION**  
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**CHAPTER 5**  
**MAILING INFORMATION**

1. UNITED STATES MAIL PROCESSING.

a. Mail Carrier Options. The United States Postal Service (USPS) shall be used for regular and certified mail. The approved departmental shipping vendor, as outlined in HPM 11.2, Materials Management Manual, Chapter 15, Shipping Methods, may be used for packages that require tracking. The approved departmental shipping vendor provides barcode tracking options as part of their regular service. The USPS will provide tracking services for a fee.

b. Headquarters. The Mail Services Unit (MSU) is responsible for processing outgoing mail and distributing interoffice mail to headquarters sites.

- (1) Mail is sent to field offices once a week.
- (2) A regularly scheduled interoffice service is provided.
- (3) Unusual or volume mailings shall be coordinated with the MSU supervisor and/or the Business Services Section operations manager.
- (4) When practical, all material for a single address shall be included in one envelope. Material should fit the envelope; avoid placing smaller items into an overly large envelope.
- (5) Correspondence transmitted by certified mail, special delivery, etc., shall be clearly marked on the envelope. Contact the MSU supervisor for special requests/assistance.
- (6) Interoffice mail shall be handled according to the following practices:
  - (a) Staple a route slip (CHP 58, Headquarters Route Slip; CHP 58A, Executive Route Slip; CHP 58B, Field Route Slip; or CHP 79, Area Route Slip) on nonsensitive and nonconfidential mail rather than using an envelope. (Refer to Chapter 1, Definition and Policies, of this manual.)
  - (b) Tyvek envelopes shall only be used when using the mailing services of USPS or the approved departmental shipping vendor. Tyvek envelopes shall not be used in the interoffice mail system.
  - (c) Use the departmental mail services rather than the USPS or the approved departmental shipping vendor whenever possible.

(d) The use of the approved departmental shipping vendor should be limited to time-critical mailings or material which may require tracking.

(7) For same-day special pickups or deliveries, commands shall contact the MSU supervisor no later than 1300 hours at (916) 843-3650.

c. Field Offices. Mail shall be dispatched to headquarters daily.

(1) Sealed confidential mail may be included. When quantity is small, mail may be folded and placed in a smaller envelope.

(2) Special delivery service shall not be used for daily mail to headquarters.

NOTE: The approved departmental shipping vendor is the preferred carrier for all overnight mail and packages. To coordinate the proper handling of mail or packages requiring special treatment (e.g., certified, insured), commands should contact the MSU for assistance.

d. State Messenger Service. Correspondence or material to be sent between state offices contracting for Interagency Messenger Service shall be transmitted using that service.

(1) Correspondence shall contain a complete address including room number and a state messenger code (an electronic version of the codes is available online at [Acquire Interagency Mail Service \(ca.gov\)](http://Acquire Interagency Mail Service (ca.gov)) under Agency Mail Codes). A route slip is not required.

(2) The STD. 117, Messenger Service Envelope, shall be used when the correspondence or material being transmitted will not permit handling without an envelope. All previous addresses on the Messenger Service Envelope shall be crossed out. The full name (first and last) and full street address (including room number and state messenger code) of the intended recipient shall be inserted in the next consecutive space.

e. Prohibitions.

(1) Personal mail shall not be dispatched using departmental stationery, envelopes, or postage.

(2) The Department is not empowered to authorize use of MSU for any non-California Highway Patrol business. This includes mailings when reimbursement is offered.

## 2. PREPARATION OF ENVELOPES AND LABELS.

a. Addresses. The purpose of an address is to indicate the specific delivery location of a piece of mail. Mail must bear the legible address of the intended recipient on one side only. Addresses or address labels which appear on the front of the envelopes should be typed to expedite delivery and shall contain at least the following elements:

(1) Full name of the intended recipient (individual/office/business). Ensure the spelling of the name and address agrees with the spelling of the inside address (and with the spelling written on records or incoming document).

(2) Street number, apartment number, box number, general delivery, or rural or highway contract route designation, as appropriate.

(3) City and state. (Refer to Annex A for appropriate state abbreviations.)

(4) Zone Improvement Plan (ZIP) Code (5-digit or ZIP + 4). The USPS recommends one or two spaces between the state (CA) and ZIP Code. The CHP has traditionally used two spaces.

Example: California Highway Patrol—076 Business Services Section  
P.O. Box 942898  
Sacramento, CA 94298-0001

b. Street Addresses. Street addresses should be used for special delivery and should be placed immediately preceding the city and state. The ZIP Code must correspond with the address immediately preceding the city and state. Post Office (P.O.) Box numbers may be used for mail sent via the USPS.

c. Attention Line. An attention line, when used, is placed under the name of the recipient and above the street number, city, state, and ZIP Code.

Examples: CHP Northern Division  
Attention: MCSU  
2485 Sonoma Street  
Redding, CA 96001

Blake, Walsh & Company  
Attention: Mr. John R. Reardo  
598 East 77th Street  
Los Angeles, CA 90052

d. International Addresses. For international addresses, type the name of the country on a separate line in all-capital letters. Do not abbreviate the name of the country. In a Canadian address, the name of the province or territory may be spelled out or abbreviated.

Examples: Graf-Adolf Strasse 100  
Dusseldorf 4000  
GERMANY

134 Piccadilly  
London W1V 9FJ  
ENGLAND

267 West Esplanade, Suite 306  
North Vancouver, B.C. V7M 1A5  
CANADA

21 St. Claire Avenue  
Toronto, Ontario M4T 1L9  
CANADA

e. Style. Full block style shall be used when preparing envelopes/labels. Addresses are single-spaced for more than three lines; they may be double-spaced when there are only three lines. The traditional style (which uses capital and lowercase letters, plus punctuation as appropriate) is the style most commonly printed on envelopes. However, USPS accepts all-capital letters from high-volume mailers.

f. Originating Office Responsibility. The preparation of envelopes or mailing labels, when required, is the responsibility of the originating office.

(1) Envelopes shall be prepared for any interdepartmental correspondence that cannot be delivered by State Messenger Service.

(2) All letterhead correspondence requires envelopes.

(3) All CONFIDENTIAL mail requires envelopes.

(4) Envelopes should be used if the nature of the material requires enveloping to facilitate handling.

(5) Except as stated in paragraphs 2.f.(1) through 2.f.(4) above, intradepartmental or interdepartmental correspondence does not require an envelope.

(6) As a general rule, the MSU does not hand-stuff envelopes for mailings. The Office of Primary Interest is expected to stuff envelopes before submitting the envelopes to the MSU for processing/mailing. This does not apply to mass mailings when the MSU's folding/inserting equipment is utilized.

(7) Headquarters offices using the CHP 38, Mailing Label, and CHP 19, 20, or 21, series envelopes should insert the location code of the originating office in the return address. The location code is to be placed on the line following the words "California Highway Patrol" as shown in paragraph 2.a.(4) of this chapter. This procedure will aid MSU personnel in returning undeliverable mail to the originating office or identify the sender if the MSU has questions regarding package content, shipping information, or mailing priority. Location codes that have several units located at various sites may assist the MSU by adding a unit name/abbreviation to the location code, (e.g., 076-ABS, 076-MSU). Location codes 042, 071, and 076, in particular, consist of several units at various sites.

3. UNITED STATES POSTAL SERVICE INFORMATION. The limited information concerning mail classification, ZIP Codes, mailing requirements, etc., included in this chapter is for assistance in CHP mail management. For specific information not included in this chapter, field office personnel should direct inquiries to their local post office. Headquarters personnel can obtain assistance from the MSU or their local post office.

#### 4. MAIL CLASSIFICATIONS.

a. First-Class Mail. First-class mail receives priority handling; it is sealed against postal inspection. This class includes memorandums, letters, completed forms, accident and other reports, personnel documents, computer printouts, any written or typewritten material, or copies of such material. Both letters and postcards are first-class mail; however, a postcard requires less postage if it is not letter size. The postcard minimum size is 3 1/2" x 5". Other categories of USPS mail (second-class, third-class, and fourth-class) are not used by MSU.

(1) First-class mail does not provide any method of tracking.

(2) Items of value (badges, cap pieces, etc.) should be shipped insured, using the approved departmental vendor, as this method provides tracking numbers.

b. Approved Departmental Shipping Vendor. For shipping that is not time-sensitive, the MSU uses the approved departmental ground shipping vendor for merchandise up to 150 pounds (e.g., mass mailings, radar units, computers). Missing merchandise can be "researched" via the approved departmental shipping vendor tracking system.

NOTE: Overnight shipping shall only be used if directed by policy, or if the package is deemed critical by your Division commander. Contact the MSU supervisor for instructions.

5. AUTHORIZED STATE ABBREVIATIONS.

a. The USPS has created specific two-letter state abbreviations to assist in providing faster delivery of mail. Only authorized abbreviations shall be used when preparing addresses on envelopes or parcels for transmittal by USPS. (Refer to Annex A.)

b. When using two-letter state abbreviations, type them in capital letters, with no periods after or space between the letters (e.g., CA).

c. When writing an address in a sentence, insert a comma after the street address and after the city name. Leave one space between the state and the ZIP Code. For example: My new address will be 501 South 71st Court, Miami, Florida 33144-2728.

6. ZIP CODES.

a. The ZIP Code should appear on the last line of both the address of destination and return address, following the city and state. Two character spaces should be left between the last letter of the state name and the first digit of the ZIP Code. A comma should not be inserted between the state name and the ZIP Code.

Example: Mr. Henry Brown  
3438 Wyandotte Street  
Baton Rouge, LA 70805

b. For mail on which space or other factors make the positioning impractical, the ZIP Code may be carried on the bottom line of the address, provided it is immediately beneath the city and state and no character or digits precede or follow it. The ZIP Code should not extend further than one inch from the bottom and right edges of the envelope.

Example: Hot Springs National Park, AR  
71901

7. PLACEMENT OF POSTAGE ON PARCELS WITH ADDRESS LABELS. Postage shall be affixed on parcels so that the stamps overlap the upper right corner of the label. Parcels bearing address labels covering any portion of the postage or showing other significant evidence of overlabeling will be withheld from dispatch or delivery by the post office.

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## ANNEX A

### AUTHORIZED STATE AND TERRITORY ABBREVIATIONS

AUTHORIZED STATE/TERRITORY ABBREVIATIONS  
(For Use With ZIP Codes)

Alabama	AL	Missouri	MO
Alaska	AK	Montana	MT
American Samoa	AS	Nebraska	NE
Arizona	AZ	Nevada	NV
Arkansas	AR	New Hampshire	NH
California	CA	New Jersey	NJ
Colorado	CO	New Mexico	NM
Connecticut	CT	New York	NY
Delaware	DE	North Carolina	NC
District of Columbia	DC	North Dakota	ND
Federated States of Micronesia	FM	Northern Mariana Islands	MP
Florida	FL	Ohio	OH
Georgia	GA	Oklahoma	OK
Guam	GU	Oregon	OR
Hawaii	HI	Palau	PW
Idaho	ID	Pennsylvania	PA
Illinois	IL	Puerto Rico	PR
Indiana	IN	Rhode Island	RI
Iowa	IA	South Carolina	SC
Kansas	KS	South Dakota	SD
Kentucky	KY	Tennessee	TN
Louisiana	LA	Texas	TX
Maine	ME	Utah	UT
Marshall Islands	MH	Vermont	VT
Maryland	MD	Virgin Islands	VI
Massachusetts	MA	Virginia	VA
Michigan	MI	Washington	WA
Minnesota	MN	West Virginia	WV
Mississippi	MS	Wisconsin	WI
		Wyoming	WY

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