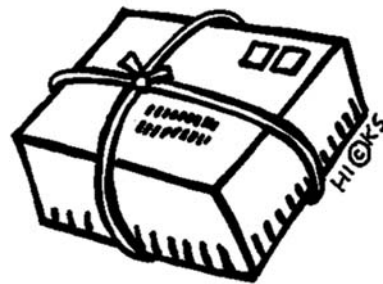




**Colorado State University**

**MAIL DISTRIBUTION &  
MAIL PRODUCTION  
OPERATIONS  
GUIDE**



## Mail Distribution

### **A. Telephone Information/Questions**

|                         |        |
|-------------------------|--------|
| Mail Distribution.....  | 1-6529 |
| Accounting/billing..... | 1-5346 |
| Mail Production.....    | 1-6142 |

### **B. Service Times**

1. The US Postal Service makes mail deliveries and pick-ups at Mail Distribution at 8:00 am and 3:30 pm, Monday through Friday.
  
2. Mail is delivered and picked up once daily to all campus locations, the foothills campus and Veterinary Teaching Hospital, Monday through Friday. Mail Service must be notified when large quantities of mail need to be picked up. Mail is only picked up in designated mailrooms, not individual offices.
  
3. Urgent outgoing mail that requires same day processing must be at Mail Distribution by 3:00 pm.

### **C. University Mail Policies**

1. **General**- The use of campus mail service is limited to University business. University business constitutes activity which the University as an institution can perform. CSU Mail Distribution is the designated contact point for University business conducted with the US Postal Service.

In no case should any personal use be made of mail having postage paid from University funds. State law requires that the University postmark bear the imprint "State of Colorado Official Mail - Penalty For Private Use".

Christmas or other greeting cards purchased with private funds shall not be mailed with postage furnished by the State of Colorado.

2. **Mailings for Campus Distribution** – Federal Private Express Statutes prohibit the distribution of mail on campus without postage being paid for any items that are not official University business. It is the policy of Mail Distribution to return such items to sender and to deny requests for mailings (without postage being paid) for the following:
  - a) Material promoting business interests other than University operations.

- b) Material promoting religious or charitable causes, other than causes given recognition by the University, such as activity of the Colorado State Combined Campaign and other contribution committees.
- c) Material promoting any candidate for elective office.
- d) Material relating to any ballot issue.
- e) Materials promoting organizations which are not a part of the University structure. For this purpose, organizations which are a part of the University structure consist of University departments, organizations sponsored by the University and organizations which have been given recognition as affiliated with the University.

### **3. Outgoing Bulk Mailings**

- a) The University is entitled to the lowest marketing mail postage rate from the US Postal Service through qualification and purchase of a special non-profit organization permit. The use of this permit has numerous restrictions.
- b) Any use of the special permit for organizations or individuals other than the University is illegal and jeopardizes use of the special non-profit organization postage rate and bulk mailing permit and may result in revocation of said permit. University membership or representation in a professional organization does not qualify such an organization for use of the University non-profit permit.
- c) All bulk mailings must be coordinated with Mail Production at the earliest date possible to ensure compliance with all regulations and to help expedite the mailing through the US Postal Service. All mailings using the University permit must be submitted or coordinated with Mail Production before entry to the US Postal Service (no exceptions).

### **4. Personal Mail and Proper Addressing of Mail**

- a) University mail services is state-funded and may only be used for carrying out official University business. Incoming mail of a personal nature is prohibited from being addressed to the University and will be returned to the sender. Personal mail with postage applied may not be placed in departmental mail collection containers. Outgoing personal mail may be dropped off at the Information Desk on the first level of the Lory Student Center.
- b) Mail Service attempts to deliver all mail to the correct campus location. Mail delivery can be expedited by having mail addressed properly:

#### **Off-Campus Mail**

#### **EXAMPLE:**

|  |                            |
|--|----------------------------|
| Name   | Rick Chapracki             |
| Department (optional)                          | Mail Distribution          |
| Colorado State University                      | Colorado State             |
| University 4 Digit Delivery Code               | Campus Delivery            |
| 6011 Campus Delivery                           |                            |
| Fort Collins CO 80523- (4 digit delivery code) | Fort Collins CO 80523-6011 |

**Intra-Campus Mail**

Name  
 Department or Activity (optional)  
 4 Digit Delivery Code  
 Room & Building (optional)

**EXAMPLE:**

Dan Kelso  
 Central Receiving  
 6011

- c) All mail is sorted by the 4 digit campus mail code; therefore, mail delivery can be expedited by using the above format with the correct department name and code. Campus mail codes can be found in the University Directory or on the Mail Distribution web page at [cr.colostate.edu/shiprec/Zip.asp](http://cr.colostate.edu/shiprec/Zip.asp) . This 4 digit code should be added to the University zip code on all letter head when printed.  
 PLEASE NOTE: Although many mail codes are the same as department numbers, this is not true in every case and use of the correct delivery code will ensure the fastest possible delivery of your mail. In addition, the 4 digit code for your mail may differ from your 4 digit code for freight delivery. Please check with Mail Distribution and Central Receiving if you are unsure of which codes to use in each situation.
- d) Incoming mail not bearing an identifiable address will be returned to the sender.

**D. University Mail Service Procedures**

1. Incoming mail from the US Postal Service is sorted and delivered on the scheduled mail route to the department's designated delivery location. Mail Service delivers and picks up mail at each campus delivery point Monday through Friday, and returns mail to Mail Distribution for processing.
2. Mail is sent according to departmental instruction, ie. Certified, Insured, Registered or Express. Mail without instructions provided by the department will be sent at the first class postage rate. Departments are responsible for completing all necessary forms for special services, and may order them from Mail Distribution, as well as find information regarding special services at <http://wsprod.colostate.edu/cwis50/maildist/SpecialServices.asp>.
3. Daily mailing expense is billed by electronic journal entry to the postage account prebarcoded on either the envelope or mail output form. Postage due charges, business reply mail, and stamps purchased from Mail Distribution, bulk mailings, and addressing or mail inserting charges are also billed by electronic journal entry.

4. All mail must have a University return address and account number for postage application by Mail Service. It is against University policy for Mail Distribution to meter mail that does not have a University department listed as the return address.
5. Outgoing mail should be preprinted with the barcoded account information, which appears as a small vertical barcode to the left of the logo and return address. Pre-barcoding enables Mail Distribution to process outgoing mail in a more accurate and timely manner. Departments that regularly charge multiple accounts for postage should order envelopes accordingly. University Graphic Standards have been modified to include the University account and subcode departments wish to use for postage charges. Contact Communications & Creative Services for more information when ordering envelopes.

SAMPLE:



6. The use of a postage accounting form (see example on page 15) with your account number in barcode format is strongly recommended for mail without preprinted barcode account information. Barcoded mail output forms can be generated at: <http://cr.colostate.edu/mailinput.aspx>
7. It is acceptable for departments to use recycled envelopes for intra-campus mailings; however, outgoing letters and flats must be in new (unused) envelopes.
8. Excluding the shipping of hazardous materials, it is acceptable to reuse boxes for shipment if all former package markings and labels have been removed or completely obliterated. For shipment of hazardous materials, please contact Shipping & Receiving at 1-5347.

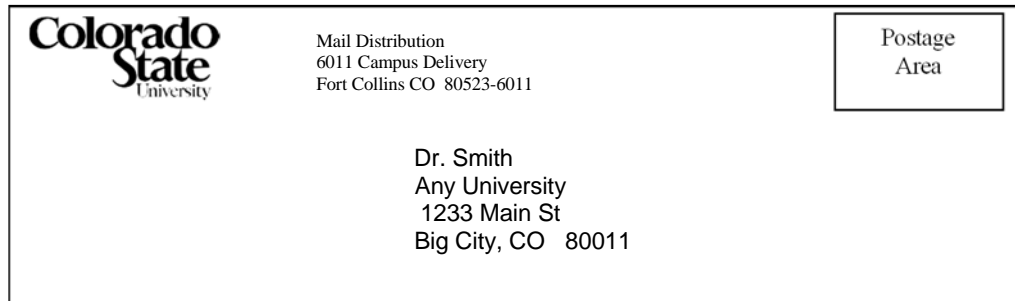
## **E. Mail Classification Descriptions and Guidelines**

### **1. First Class Mail**

- a) First class mail receives expeditious handling and transportation. The US Postal Service has established uniform guidelines for distribution and delivery of mail; however, there is no guarantee of delivery within a specified time. Mail that is type written is processed by automation equipment, which results in faster delivery than hand written mail. Mail should be addressed using a minimum 8 point type and Arial font is preferred.
- b) US Postal Service rates are based on size and weight, with separate rates for

letters, flats and parcels. Dimensions for each category are below. In order to reduce postage costs, it is suggested that all mail be formatted to fit the dimensions for letter-size mail when possible. For letter-size pieces, the address should be parallel to the longest side.

**SAMPLE:**



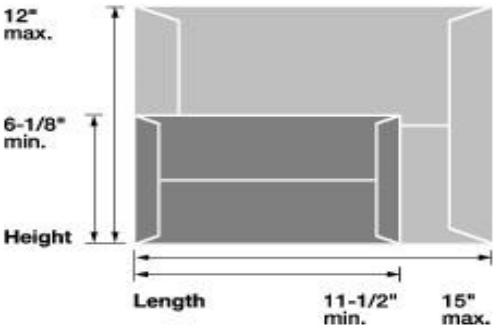
**Letter Mail Dimensions** – pieces exceeding letter dimensions will be mailed as flats

|  |                  |                |                |
|--|------------------|----------------|----------------|
|  |                  | <b>Minimum</b> | <b>Maximum</b> |
|  | <b>Length</b>    | 5 inches       | 11-1/2 inches  |
|  | <b>Height</b>    | 3-1/2 inches   | 6-1/8 inches   |
|  | <b>Thickness</b> | 0.007 inch     | 1/4 inch       |

**Postcard Dimensions** – pieces exceeding postcard dimensions will be mailed as letters

|  |                  |                |                |
|--|------------------|----------------|----------------|
|  |                  | <b>Minimum</b> | <b>Maximum</b> |
|  | <b>Length</b>    | 5 inches       | 6 inches       |
|  | <b>Height</b>    | 3-1/2 inches   | 4-1/4 inches   |
|  | <b>Thickness</b> | 0.007 inch     | 0.016 inch     |

**Flat Mail Dimensions** – pieces exceeding flat dimensions will be mailed as parcels. In addition, flats that are square, rigid or that are not uniformly thick are subject to parcel rates. Flat-size mail pieces are considered uniformly thick when any bumps, protrusions, or other irregularities do not cause more than 1/4-inch variance in thickness.

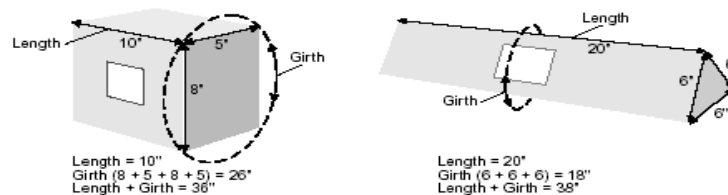
|   |                  |                      |                  |
|---|------------------|----------------------|------------------|
|  |                  | <b>Minimum*</b>      | <b>Maximum</b>   |
|   | <b>Length</b>    | <b>11-1/2 inches</b> | <b>15 inches</b> |
|   | <b>Height</b>    | <b>6-1/8 inches</b>  | <b>12 inches</b> |
|   | <b>Thickness</b> | <b>1/4 inch</b>      | <b>3/4 inch</b>  |
| * Flats exceed at least one of the minimum dimensions                             |                  |                      |                  |

- c) Mail Distribution uses postage-metering equipment to apply postage for outgoing mail. The metered mail imprint, or meter stamp, serves as postage payment and cancellation mark. It may be used for all classes of mail and for any amount of postage. Any quantity of mail may be metered and does not have to be identical in size and shape. Metered mail bypasses postal cancellation equipment and goes directly to the sorting unit, typically assuring faster processing and delivery for the mailer.

## 2. Priority Mail

All first class mail weighing over 13 ounces is considered to be priority mail. Items weighing less than 13 ounces may be sent priority mail, but will be charged at priority mail rates. The same special services available with first class mail are available with priority mail.

The maximum weight for priority mail is 70 pounds. The size is limited to 108 inches in combined length and girth (distance around parcel at thickest point).



## 3. Business Reply Mail (BRM)

Mailers who want to encourage responses by paying the postage for those responses may use business reply mail in any quantity.

The mailer guarantees that they will pay the postage for all replies returned to them. The postage rate per piece is the regular first class rate plus a business reply fee.

BRM must be in the format prescribed by the US Postal Service. Before

printing envelopes for business reply mail, you must have the camera-ready portion of your printing performed by Communications & Creative Services to assure compliance with the established approval method coordinated with the US Postal Service to use BRM.

#### **4. Standard Mail (marketing mail) – Nonprofit & Commercial**

There are two different marketing mail rates. The University qualifies for a lower nonprofit rate for certain authorized mailings. A sample copy of each mailing must be submitted to Mail Production for approval and to assure compliance with University and US Postal Service regulations. Not all marketing mailings qualify for nonprofit status. Mailings done in conjunction with entities outside the University or certain mailings containing advertising are not acceptable and must be mailed at commercial rate. A proof of your mailer must be sent to Mail Production or faxed to 1-5012 for review and you will be provided with the correct indicia to print on your mail piece. Marketing mail rates are based on size, as with first class mail, and in order to save postage it is suggested mail pieces be formatted to meet letter mail dimensions.

##### **Guidelines**

- Address files must be submitted on disk or as an email attachment prior to scheduled run date.
- Minimum quantity of 200 pieces or 50 pounds.
- Maximum piece weight is 1 pound.
- 2 sample copies must be provided along with account number.
- All pieces must be identical in size, weight and number of enclosures.
- Please avoid using staples whenever possible. Staples require extra processing and can jam the mailing equipment.
- Make sure that the final fold is at the bottom – See Example below. More information concerning folded self-mailers can be found at:  
<http://cr.colostate.edu/documents/MailPieceDesign.pdf>



- Each piece must have a University return address and Colorado State University must appear as the first line.
- The University permit imprint indicia should be printed on each piece of bulk mail. Please check with Mail Production to determine which imprint to use on each mailing.
- Anything that is considered to be personal in nature (i.e. date of birth, social security number, account numbers, etc.) cannot be mailed at the bulk rate.
- No personal messages, correspondence or communication is allowed.



## 5. **Media Mail**

Items must be marked MEDIA MAIL in the upper right corner 3 inches below the top edge of the mail piece. Pieces containing advertising cannot be mailed Media Mail. Only the following items may be mailed at the Media Mail rates:

- Books consisting wholly of reading matter or scholarly bibliography, or reading matter with incidental blank spaces for notations and containing no advertising matter.
- 16-millimeter or narrower width films in final form for viewing.
- Printed music, whether in bound or sheet form.
- Printed objective test materials and their accessories.
- Sound recordings and guides. Video recordings and player piano rolls are classified as sound recordings.
- Play scripts and manuscripts for books, periodicals, and music.
- Printed educational reference charts printed as a single sheet of non-narrative matter.
- Loose-leaf pages and their binders consisting of medical information for distribution to doctors, hospitals, medical schools, and medical students.
- Computer-readable media containing prerecorded information and guides.

## 6. **Library Mail**

Specific items loaned or exchanged between schools, colleges, or universities and public libraries, museums and herbaria, non-profit religious, educational, scientific, philanthropic, agricultural, labor, veterans, or fraternal organization or associations may use a special fourth class library rate. Materials must be labeled LIBRARY MAIL in the upper right corner 3 inches below the top edge of mail piece.

Only these items may be mailed Library Mail rate:

- Books consisting wholly of reading matter or scholarly bibliography, or reading matter with incidental blank spaces for notations and containing no advertising matter.
- 16-millimeter or narrower width films, transparencies, slides and microfilms, when positive prints in final form for viewing.
- Other library materials in printed, duplicated, or photographic form or in the form of unpublished manuscripts.
- Bound volumes of academic theses, in typewritten or duplicated form.
- Museum materials, specimens, collections, teaching aids, printed matter, and interpretive materials for informing and furthering the educational work and interests of museums and herbariums.
- Printed music, whether in bound or sheet form.
- Sound recordings.
- Periodicals, whether bound or unbound.

- Scientific or mathematical kits, instruments, or other devices.

## **F. Special Services**

### **1. Express Mail**

Express mail is a service available to mailers for shipment of any approved mailable matter that is submitted to the post office properly prepared. Express Mail service is 1 or 2 day delivery guarantee, based on destination zip code (contact Mail Service for guarantee). The latest time to bring express mail to Mail Service is 3:00. Express Mail can be tracked on the US Postal Service website [www.usps.com](http://www.usps.com) or by calling their tracking line at 1-800-222-1811. For further information, contact Mail Service at 1-6529.

### **2. Registered Mail**

Registry buys security. It is the safest way to send valuables through the mail system. The full value of the mailing must be declared when mailed for security and insurance purposes. Only first class and priority mail may be registered. A return receipt can be requested at an additional charge. You may request restricted delivery in which only the addressee may sign for the item. Registered mail cannot be enclosed in padded or tyvek envelopes, and cannot be sealed with slick tape (such as scotch tape). Registered Mail can be tracked on the US Postal Service website [www.usps.com](http://www.usps.com) or by calling their tracking line at 1-800-222-1811.

### **3. Insured Mail**

You can obtain payment for loss of, rifling of, or damage to domestic mail by having it insured. The maximum available insurance is \$5,000.00. Insured mail may be used on all classes of mail. You may obtain a return receipt, and you may request restricted delivery. Tracking online is not yet available for this service; however, you can fill out a tracer form for lost items by contacting Mail Service.

### **4. Certified Mail**

Certified Mail is available for domestic mail only. Certified mail provides a receipt to the sender and a record of delivery, which is kept at the office from which it was mailed. No insurance coverage is available. Certification may be used on first class and priority mail only. You may request a return receipt and restricted delivery. You may obtain certified forms from Mail Service. Certified Mail can be tracked on the US PostalService website [www.usps.com](http://www.usps.com) or by calling their tracking line at 1-800-222-1811.

### **5. Return Receipt**

A return receipt is your proof of delivery. The return receipt identifies the article

by number, who signed for it and the date it was delivered. For an additional fee you may obtain a receipt showing the exact address of delivery. You may request restricted delivery service by which delivery is confined to the addressee only, or to an individual authorized in writing to receive mail of the addressee.

#### **6. Certificate of Mailing**

A certificate of mailing provides evidence of mailing only. A receipt is not obtained upon delivery of the mail to the addressee. The fee paid for certificate of mailing does not insure the article from loss or damage. Certificates of mailing are prepared by the mailer.

#### **7. Delivery Confirmation**

Delivery Confirmation provides time, date and zip code of delivery or attempt of delivery information. It does not provide the name of the person accepting delivery. It can be used on priority mail and first class or package services mail pieces that meet specific size requirements (contact Mail Service). Delivery confirmation can be tracked on the US Postal Service website [www.usps.com](http://www.usps.com) or by calling their tracking line at 1-800-222-1811.

#### **8. Signature Confirmation**

Signature Confirmation provides time and date of delivery. A delivery record, including recipient's signature is maintained by the US Postal Service and is available via fax or mail upon request. Signature Confirmation is available for items sent via priority mail and first class or package services mail pieces that meet specific size requirements (contact Mail Service). Signature confirmation can be tracked on the US Postal Service website at [www.usps.com](http://www.usps.com) or by calling their tracking line at 1-800-222-1811.

### **G. International Mail**

#### **1. First-Class Mail International**

First-class international provides a reliable and economical means of sending correspondence (letters and postcards), documents, and merchandise weighing up to 4 pounds. Extra services, such as registered and return receipt, may be added on a country-specific basis.

#### **2. Priority Mail International**

Priority Mail International service offers 6-10 average business day delivery. Priority Mail International also offers flat-rate options via a flat-rate envelope and flat-rate box.

There is a 4-pound weight limit for the Priority Mail International Flat-Rate Envelope and a 20-pound weight limit for the Priority Mail International Flat-Rate Boxes. Tracking information will be available. Limited insurance coverage is included on Priority Mail International items, with the exception of the Priority Mail International Flat-Rate Envelope, where Registered Service will be available at the mailer's option.

### **3. Express Mail International**

Express Mail International provides reliable, 3-5 average business day delivery to more than 190 countries with money-back delivery guarantee to select destinations.

Express Mail International also offers a flat-rate option. Document reconstruction insurance and merchandise insurance up to \$100 is provided at no additional cost. Additional insurance coverage may be purchased at the mailer's option.

The availability of special services, such as Insured and Registered Mail varies by country; therefore, departments should check with Mail Service when desiring a special service to an international destination.

International mail is sent via First-Class Mail International unless otherwise instructed by the sending department. Departments are responsible for completing the proper customs forms when necessary. Instructions on when a customs form is required, as well as instructions on how to complete customs forms can be found at <http://cr.colostate.edu/maildist/Customs.asp>.

## **H. Security**

The following guidelines for handling suspicious mail are based on information and recommendations from the US Postal Service. For further information visit [https://about.usps.com/publications/pub166/pub166\\_tech\\_015.htm](https://about.usps.com/publications/pub166/pub166_tech_015.htm)

### **1. What To Do With Suspicious Mail**

For all mail pieces:

- Handle with care – Do not shake or bump Do not open, smell, touch or taste
- Isolate it immediately
- Treat as suspect
- For suspicious mail pieces contact University Police at 491-6425 and Mail Services 491-6529

- a) Suspected Mail Bomb:
  - Evacuate Immediately

- Call University Police at 911
- Call Mail services.

b) For Suspected Biological or Chemical Items:

- Isolate the Item – Don't Handle
- Evacuate the area immediately
- Wash your hands with soap and warm water
- Call the University Police at 911
- Call the University Biosafety Officer at 491-6729
- Call Mail Distribution at 491-6529

Further questions regarding mail should be directed to Mail Distribution at 491-6529.

### **Mail Production Guidelines**

**A. General** - The use of the Mail Production center is limited to University business. University business constitutes activity that the University as an institution can perform. All mailings submitted to Mail Production for processing are subject to the guidelines under University Mail Polices above and must be charged to a valid University account number.

### **B. Campus Mailings**

All campus mailings must be coordinated with Mail Production to ensure that items are folded correctly, printed on correct media type and that sufficient quantity is printed, including an overage of 25 to 50 pieces to allow for setup and machine malfunctions. If Mail Production runs out of material for a job an additional set-up fee will be assessed. Contact Mail Production to determine required quantities. Addressing jobs will be scheduled based on numerous factors. Custom lists can be created by Mail Production, such as all faculty in a certain college, etc.

The following standard lists are available for campus mailings:

- Faculty & Staff
- Academic Faculty
- Administrative Professionals
- State Classified Staff
- Deans, Directors, and/or Department Heads
- Department Secretaries
- Off Campus Faculty and/or State Classified Staff

### **C. Off-campus Mailings**

1. Departments wishing to have off-campus mailings addressed must contact Mail Production to schedule processing of orders. All mailings must be coordinated with Mail Production to verify items meet US Postal Service regulations. Departments must ensure sufficient quantity is printed, including an overage of 25 to 50 pieces to allow for setup and machine malfunctions. If Mail Production runs out of material for a job an additional set up fee will be assessed. Please allow sufficient time for

processing, depending on workload, quantity and services being performed.

2. The address space must be clear of all printing and graphics and must be at least 4 inches wide by 2.5 inches high to accommodate the barcode and 4 address lines.
3. Address files should be sent to Mail Production prior to scheduled run time to allow for mail list processing. Files may be sent on disk or as an email attachment to [mail.production@colostate.edu](mailto:mail.production@colostate.edu) Information must be structured to one of the following formats: comma delimited, fixed length records, fixed length fields with carriage return/line feed delimited records, MS Access, MS Excel or generic dbase.
4. All fields must be consistent and if there is not information for a particular field, such as address 2, this field should remain blank. First name and last name can be in separate fields or combined as one field. City, State and Zip must be in separate fields. Addresses with apartment or suite information should have this information in the same field as the street address. Please make sure there is no punctuation in your file (commas, periods, etc.).

**EXAMPLE: 123 Main St., Apt. 2** should appear as **123 Main St Apt 2**

**EXAMPLE:**

|         |            |                           |
|---------|------------|---------------------------|
| Field 1 | First Name | Rick                      |
| Field 2 | Last Name  | Chapracki                 |
| Field 3 | Company    | Colorado State University |
| Field 4 | Address 1  | 200 West Lake             |
| Field 5 | Address 2  |                           |
| Field 6 | City       | Fort Collins              |
| Field 7 | State      | CO                        |
| Field 8 | Zip        | 80523                     |

5. A copy of your proof must be submitted to Mail Production prior to printing to ensure the mail piece meets all US Postal Service regulations, machinable requirements and that the correct mailing permit is used.
6. US Postal Service equipment works best if mail pieces are printed on white or light-colored paper with the fold at the bottom.



7. Dark and fluorescent papers are unacceptable. If one of these papers is desired, contact Mail Production for possible solutions, such as leaving a white space for the address. Textured papers, papers with dark fibers and halftone screens should be checked by Mail Production prior to using. Slick, glossy stock is not recommended, as these items smear easily and can be rejected by the US Postal Service. If you must use a coated stock, please request a Matte or Dull, such as LX Velvet or LX

Gloss. All pieces must be printed with identical content and must be identical in weight. Postcards must be cut to identical size.

**D. Inserting**

Mail Production has the capability of inserting up to 6 items into a variety of machine-quality envelopes. To ensure your materials can be processed by machine contact Mail Production for machinable specifications and if possible, submit a sample for evaluation. Mail Production is available for hand inserting of items for those not capable of processing via machine. All inserting orders must be scheduled in advance.

**E. Other Services**

Mail Production offers many services to assist campus customers with their outgoing mail needs. We offer folding, inserting, tabbing, high speed address printing, labeling, address standardization and certification, NCOA (national change of address) processing, mail merge and letter printing services. Please contact Mail Production for assistance with any outgoing mailing.

Please contact Mail Production at 491-6142 with questions.

*Sample Mail Output Form*

**MAIL OUTPUT FORM**



Date Mailed: \_\_\_\_\_ Account To Be Charged: \_\_\_\_\_

Department Name: \_  4 Digit Mail Code: \_\_\_\_\_

\_\_\_\_\_ Campus Phone Number: \_\_\_\_\_

Mailer Contact Name: \_  
\_\_\_\_\_

Project Description: \_  
\_\_\_\_\_

**Mailing Instructions**

- |                         |                          |                             |
|-------------------------|--------------------------|-----------------------------|
| D First Class           | D Priority               | D Express                   |
| D Library Mail          | D Media Mail             | D Bulk Mail                 |
| D Parcel Post           | D Other _____            |                             |
| D International Express | D International Priority | D International First Class |

**INSTRUCTIONS**

Outgoing mail must be bundled together with a rubber band and have the appropriate charge slip attached. Large quantities of mail that cannot be secured by a rubber band may be placed in a mail tub or tray with the charge slip on top. Outgoing mail should be bundled with the addresses facing the same direction and international mail should be separated from domestic items.