



Office of State Mail Services
— VIRGINIA —



DEPARTMENT OF
GENERAL SERVICES

OFFICE OF STATE MAIL SERVICES (OSMS)

USER GUIDE

A Resource for State Agencies Utilizing Postal Services

2026

**SIMPLE.
SECURE.
EFFICIENT.**



(804) 236-3592



StateMail@dgs.virginia.gov



dgs.virginia.gov/office-of-state-mail-services

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OSMS USER GUIDE

Office of State Mail Services

Simple. Secure. Efficient.

OUR MISSION



Provide centralized mail services that are accurate, secure, and cost-effective for Virginia state agencies.

HOW MAIL MOVES

1 PICKUP



We pick up outgoing mail from your office.



2 OSMS PROCESSING



Mail is sorted, processed, and postage is applied.



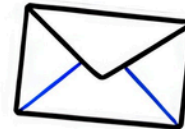
3 DELIVERY



To USPS for delivery or inter-agency routes.



4 RECIPIENT



Delivered to the intended recipient.



DAILY SCHEDULE

Morning Pickup:

9:00 AM



USPS Dispatch: 3:15 PM

Afternoon Pickup:

1:30 PM



USPS Dispatch: 3:15 PM

First Class mail is never held overnight.

MAIL STOP CODES

5 5-digit code that identify your delivery location in the OSMS system.

- Unique to each location
- Required for inter-agency mail
- Remain the same even if you move

Always include the correct mail stop code.

CHANGE OF ADDRESS







Notify OSMS before you move!

Provide:

- Agency name & current location
- New address (bldg., floor, room)
- Contact person
- Move dates

Mail stop codes remain the same and will continue routing correctly.

MAIL TYPES – CHOOSE THE RIGHT ONE

| TYPE | DESCRIPTION | THICKNESS | BEST FOR |
|---|-------------------|-----------|----------------------------|
|  POSTCARD | No envelope | Thin | Notices, reminders |
|  LETTER | Standard envelope | ≤ 1/4" | Bills, letters, documents |
|  FLAT | Large envelope | ≤ 3/4" | Forms, catalogs, documents |
|  PACKAGE | Box or tube | Variable | Parcels, bulky items |




QUESTIONS? CONTACT OSMS BEFORE SENDING – WE'LL HELP YOU CHOOSE THE BEST OPTION.



ADDRESSING MAIL – DO IT RIGHT!

- Use ALL CAPS
- No punctuation (except ZIP+4 dash)
- Left align
- Use USPS abbreviations

JOHN DOE
 FINANCE DIVISION
 DEPARTMENT OF GENERAL SERVICES
 1111 E. MAIN STREET, SUITE 300
 RICHMOND VA 23219-1234



Why it matters?

Correct addressing ensures faster delivery and avoids returns.

INCLUDE ZIP+4 WHEN POSSIBLE!

NON-MAILABLE ITEMS

Certain items cannot be sent through standard mail systems and require special handling. They may damage equipment or create safety risks.



Flammable Materials



Chemicals



Liquids



Glass Items



Sharp or Metal Objects








Hazardous Materials



If you are unsure, contact OSMS before sending.

SPECIAL USPS SERVICES – WHEN TO USE THEM

| | | |
|---|---|---|
|  | CERTIFIED MAIL Proof of mailing | Legal documents, important notices |
|  | SIGNATURE CONFIRMATION Proof of delivery | Contracts, sensitive information |
|  | INSURED MAIL Coverage for loss or damage | Items with monetary value |
|  | REGISTERED MAIL Highest level of security and tracking | Highly sensitive or irreplaceable items |
|  | RETURN RECEIPT Proof that mail was delivered | Compliance, legal, official records |

★ Most common combination: Certified Mail + Return Receipt



Packages over 70 lbs cannot be handled by OSMS.

PREPARING MAIL FOR METERING



- Separate by Cost Code
- Attach Metered Mail Card
- Align envelopes neatly
- Leave flaps open if sealing is needed

INTER-AGENCY MAIL



- Free delivery between state agencies
- Morning pickup → same-day delivery
- Afternoon pickup → next-day delivery

OTHER MAIL SERVICES

(Through Virginia Industries for the Blind)



- Folding
- Insertion
- Assembly / Collating
- Address Printing

Coordinate with OSMS before large mailings.

BILLING & PAYMENT



Monthly invoices include:

- Postage
- UPS charges
- Special service fees

Payment due within 30 days.

Use cost codes to track postage usage.

KEY TAKEAWAY



Use OSMS services to save time, reduce costs, and ensure secure, reliable delivery.

We're here to help!



QUESTIONS? CONTACT OSMS BEFORE SENDING – WE'LL HELP YOU CHOOSE THE BEST OPTION.



ABOUT THIS GUIDE



Office of State Mail Services
— VIRGINIA —

This guide provides state agencies and employees with the information needed to effectively send, receive, and manage mail through the [Office of State Mail Services \(OSMS\)](#).

It covers:

- USPS mail services
- Inter-agency mail
- Package delivery
- Special services
- Mail preparation requirements

The goal is to ensure mail is handled accurately, securely, and efficiently.

WHAT OSMS PROVIDES

OSMS supports agencies through:

- Daily mail pickup and delivery
- USPS mail processing and postage application
- Inter-agency mail delivery
- UPS package shipping support
- Mail security screening
- Mailing consultation and cost-saving guidance

ABOUT OSMS

OSMS, part of the [Department of General Services](#), provides centralized mail services for agencies in the Richmond metropolitan area.

OSMS functions as:

- A mail processing center
- A consultation resource for agencies

WHY USE OSMS?

Using OSMS helps reduce postage costs, improve delivery speed, and ensure secure handling of mail.



GENERAL INFORMATION

HOURS OF OPERATION

OSMS operates Monday through Friday, 7:00 AM – 4:00 PM, and follows the Commonwealth holiday schedule.

During inclement weather or closures:

- Routes may be reduced
- Only one delivery cycle may occur

CHANGE OF ADDRESS

Agencies must notify OSMS prior to relocating to avoid disruption in service.

Provide:

- Current location
- New address (building, floor, room)
- Contact person
- Move dates

Mail stop codes remain the same and will continue routing correctly

MAIL STOP CODES

Mail stop codes identify delivery locations within OSMS routes. Each location:

- Has a unique 5-digit code
- Is tied to an agency location
- Remains consistent even if the agency moves

Including the correct mail stop code ensures accurate delivery.

NON-MAILABLE ITEMS

Some items cannot be processed through standard mail systems and require special handling. Examples:

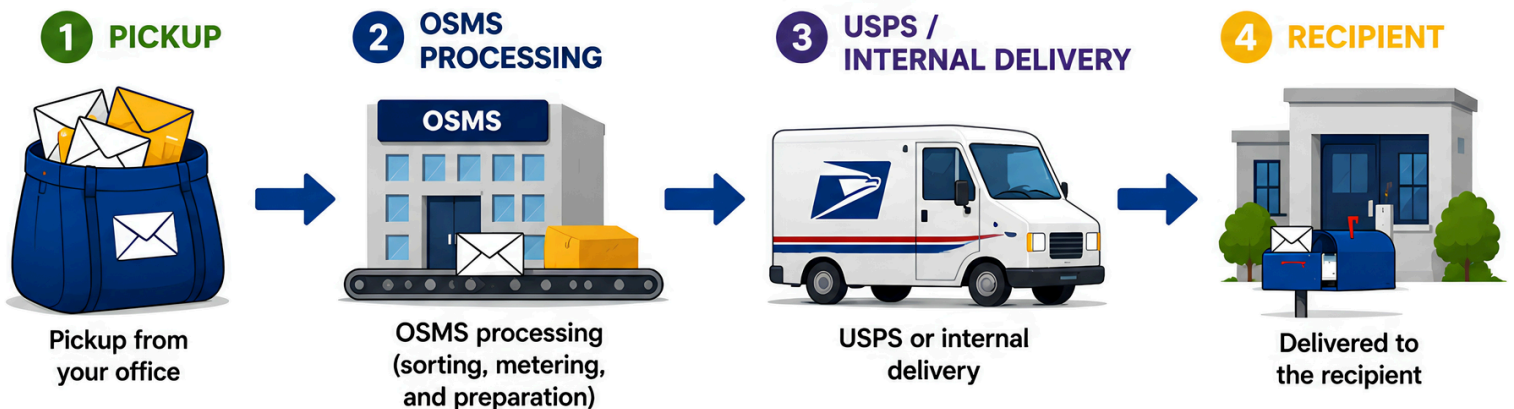
- Liquids or chemicals
- Glass or fragile items
- Metal or sharp objects
- Flammable or hazardous materials

These items can damage equipment or cause injury.

Always contact OSMS before sending unusual items.

MAIL FLOW

How Mail Moves



DAILY SCHEDULE



MORNING PICKUP

~ 9:00 AM

Mail is picked up from your office



AFTERNOON PICKUP

~ 1:30 PM

Mail is picked up from your office



USPS DISPATCH

~ 3:15 PM

Mail is dispatched to USPS once daily



FIRST CLASS MAIL IS NEVER HELD OVERNIGHT.

MAIL PIECES & ENVELOPES

CHOOSING THE RIGHT ENVELOPE

Selecting the correct envelope ensures protection and proper processing.

- Oversized envelopes → contents shift and tear
- Overfilled envelopes → may burst
- Weak materials → may fail during processing



ENVELOPES & MAIL TYPES



Choosing the Right Envelope Matters

The right envelope protects your contents and ensures smooth processing and delivery.

⚠️ TOO LARGE

Contents shift inside and may tear or crease.



❌ TOO FULL

Envelopes may burst or open during processing.



🛡️ TOO WEAK

Envelopes may tear or fail in sorting equipment



| TYPE | DESCRIPTION | THICKNESS | BEST FOR | EXAMPLE |
|----------|-------------------------------------|-------------------------------------|--|---------|
| POSTCARD | No envelope. Printed on card stock. | Thin (≤0.007") | <ul style="list-style-type: none"> ✓ Notices ✓ Reminders ✓ Announcements | |
| LETTER | Standard business envelope. | Up to 1/4" (≤0.25") | <ul style="list-style-type: none"> ✓ Bills ✓ Letters ✓ Documents (few pages) | |
| FLAT | Large envelope (not rigid). | Up to 3/4" (≤0.75") | <ul style="list-style-type: none"> ✓ Forms ✓ Catalogs ✓ Documents (multiple pages) | |
| PACKAGE | Box, tube, or rigid container. | Variable (based on size and weight) | <ul style="list-style-type: none"> ✓ Parcels ✓ Large or bulky items ✓ Fragile items | |



NEED HELP?

Contact OSMS if you are unsure about size, shape, or thickness.



TIPS FOR SUCCESS

- Seal envelopes securely.
- Avoid using paper clips, staples, or tape.

- Ensure addresses are complete and visible.
- Use the right envelope for the right job.

WINDOW ENVELOPES

Window envelopes reduce labeling but must be used correctly:

- Address must remain fully visible
- No extra text in window
- Must not shift during handling

UNUSUAL SHAPES & SIZES

These may require extra postage:

- Square envelopes
- Tubes or rolls
- Oversized packages

Contact OSMS if unsure.

USPS MAIL



ADDRESSING MAIL

Use the standard format:

NAME / ATTENTION
DEPARTMENT
AGENCY NAME
STREET ADDRESS or PO BOX
CITY STATE ZIP+4

STANDARD ABBREVIATIONS

Use USPS-approved abbreviations for:

- States (VA, NY, etc.)
- Directions (N, SE, etc.)
- Units (APT, STE, RM)

ADDRESSING GUIDELINES

- Use ALL CAPS
- No punctuation (except ZIP+4 dash)
- Left-align text
- Use USPS abbreviations

Incorrect addressing may cause delays or returned mail.

Refer to [USPS Publication 28](#) for Abbreviations for:

- [State, Directional, and Military State](#)
- [Street Suffix.](#)
- [Secondary Unit](#)

Return
Address



Jane Smith
123 MAIN STREET
ANYTOWN, NY 10010
USA



James Smith
321 MAIN STREET
LONDON
EC1Y 8SY
UNITED KINGDOM







Delivery
Address



OSMS MAIL SERVICES AT A GLANCE



Choose the right mail service for your needs.















| MAIL CLASS / SERVICE | BEST FOR | DELIVERY TIME (Est.) | KEY FEATURES | SPECIAL SERVICES AVAILABLE | PREPARATION & NOTES |
|---|--|---|---|--|--|
|  <p>1. FIRST CLASS MAIL For letters, cards, and small packages.</p> | <ul style="list-style-type: none"> Letters and documents Invoices and Statements Personal correspondence Small, lightweight items |  <p>1 – 3 BUSINESS DAYS</p> | <ul style="list-style-type: none"> Affordable Reliable Includes postcards, letters, flats, and small packages | <ul style="list-style-type: none"> Certified Mail Return Receipt Signature Confirmation Insured Mail | <p>Use correct addressing and ZIP+4. Letters must be at least 3½" x 5".</p>  |
|  <p>2. PRIORITY MAIL For faster delivery of letters and packages.</p> | <ul style="list-style-type: none"> Important documents Time-sensitive items Larger or heavier items (over 1 lb.) Cross-country shipments |  <p>2 – 3 BUSINESS DAYS</p> | <ul style="list-style-type: none"> Faster than First Class Mail Includes tracking Up to 70 lbs. | <ul style="list-style-type: none"> Certified Mail Signature Confirmation Insured Mail | <p>Use Priority Mail packaging or your own sturdy box. Flat Rate options available for predictable pricing.</p>  |
|  <p>3. PRESORT STANDARD MAIL (BULK MAIL) For large volume mailings.</p> | <ul style="list-style-type: none"> Newsletters Catalogs and flyers Mass communications Marketing materials |  <p>3 – 10+ BUSINESS DAYS <i>(Varies by destination)</i></p> | <ul style="list-style-type: none"> Lower postage rates for high volumes Requires presorting and proper preparation | <p>Limited services available:</p> <ul style="list-style-type: none"> Presort Return Service Electronic Verification | <p>Must meet USPS presort standards. Consult OSMS before large mailings to ensure discounts.</p>  |
|  <p>4. OVERNIGHT MAIL (EXPRESS MAIL) For urgent, time-critical deliveries.</p> | <ul style="list-style-type: none"> Urgent documents Time-critical shipments Legal or regulated items Next-day delivery needs |  <p>NEXT BUSINESS DAY <i>(Overnight Delivery by 10:30 AM, 12 PM, or End of Day)</i></p> | <ul style="list-style-type: none"> Fastest delivery Guaranteed by specific time Includes tracking and insurance (up to \$100) | <ul style="list-style-type: none"> Signature Confirmation Hold for Pickup Additional Insurance available | <p>Use Express Mail packaging. Include complete address and contact information.</p>  |
|  <p>5. PACKAGE / PARCEL SERVICES For parcels and larger shipments.</p> | <ul style="list-style-type: none"> Boxes and parcels Heavier or bulky items Online orders Equipment and supplies |  <p>1 – 5 BUSINESS DAYS <i>(Varies by service and distance)</i></p> | <ul style="list-style-type: none"> Multiple service levels available Tracking included Up to 150 lbs. (see service for limits) | <ul style="list-style-type: none"> Signature Confirmation Insured Mail Adult Signature Hold for Pickup | <p>Use sturdy packaging and proper cushioning. Weight and dimensions affect pricing.</p>  |



SPECIAL USPS SERVICES



Extra security. Proof of mailing. Peace of mind.

| SERVICE | WHAT IT IS / PURPOSE | HOW IT WORKS | BEST FOR |
|--|--|--|---|
|  CERTIFIED MAIL® | Provides proof that mail was sent. <i>Includes a mailing receipt as your evidence.</i> | <ul style="list-style-type: none"> Pay extra fee. Receive a Certified Mail receipt with date mailed. Recipient's signature is required |  Important documents where proof of mailing is needed. |
|  DELIVERY CONFIRMATION MAIL | Provides proof of delivery. <i>Shows the date, time, and address of delivery.</i> | <ul style="list-style-type: none"> Add service to eligible mail. Electronic record shows when and where it was delivered. No signature required. |  Items where proof of delivery is needed, but no signature is required. |
|  SIGNATURE CONFIRMATION™ MAIL | Provides proof of delivery with the recipient's signature. <i>Electronic record includes date, time, and signature.</i> | <ul style="list-style-type: none"> Recipient must sign. Signature and delivery details are provided electronically. Adult (18+) signature recommended. |  Important or sensitive items requiring proof of delivery and recipient signature. |
|  RETURN RECEIPTS | Provides a copy of the recipient's signature. <i>Physical return of the signed receipt card.</i> | <ul style="list-style-type: none"> Add service to your mail. Recipient signs a green card. Card is returned to you by mail. |  Legal documents, contracts, and other items requiring physical proof of delivery. |
|  RESTRICTED DELIVERY | Limits delivery to the addressee or a specific individual. <i>Extra control over who can receive it.</i> | <ul style="list-style-type: none"> Specify "Restricted Delivery." Addressee must sign. Can be combined with other services. |  Sensitive or confidential mail that should only be delivered to a specific person. |
|  INSURED MAIL | Provides financial protection for your mail. <i>Coverage up to the amount you declare.</i> | <ul style="list-style-type: none"> Declare value and pay fee. Covers loss or damage in transit. File claim for reimbursement if needed. |  Items with monetary value or irreplaceable contents. |
|  REGISTERED MAIL™ | Highest level of security and tracking. <i>Extra secure handling from start to finish.</i> | <ul style="list-style-type: none"> Handled with special care. Requires signature at each transfer point. Provides tracking and security features. |  Valuable or irreplaceable items requiring maximum security. |
|  ENDORSEMENTS (ADDITIONAL SERVICES) | Special instructions added to mail pieces. <i>Help ensure proper handling and delivery.</i> | <ul style="list-style-type: none"> Options include: <ul style="list-style-type: none"> Fragile Handle with Care Do Not Bend Forwarding Service, etc. |  Mail requiring special handling or delivery instructions. |
|  BUSINESS REPLY MAIL | Allows recipients to reply at no cost to them. <i>Postage is prepaid by the sender.</i> | <ul style="list-style-type: none"> Includes special permit and barcode. Recipient mails it back for free. Helps encourage response. |  Surveys, orders, payments, registrations, and customer responses. |



SHIPPING UPS DELIVERY

PACKAGE DELIVERY (UPS)

The Commonwealth requires agencies to use the statewide UPS contract.

1 OPTION 1: SHIP THROUGH OSMS

- Complete UPS Shipping Form
- Attach to package
- Leave for pickup
- **OSMS will** process shipment, arrange delivery, and bill the agency monthly.

2 OPTION 2: SHIP DIRECTLY WITH UPS

- Agencies may:
- Create UPS account
 - Print labels
 - Schedule pickup





PACKAGE DELIVERY SERVICES

Fast. Reliable. Secure.



UTILIZING UPS Commonwealth Contract

The Commonwealth requires state agencies to use the statewide UPS contract for all eligible shipments. This ensures **cost savings and consistent service**.

HOW TO SHIP



OPTION 1: SHIP THROUGH OSMS

- Complete the UPS Shipping Form
- Attach form to your package
- Leave with outgoing mail
- OSMS will process and bill the shipment



OPTION 2: SHIP DIRECTLY WITH UPS

- Create a UPS account
- Print labels and shipping documents
- Schedule pickup with UPS



IMPORTANT:

Packages over 70 lbs cannot be handled by OSMS. Use direct UPS services for heavy shipments.



UPS SERVICE OPTIONS

Choose the speed that fits your needs

| SERVICE | DELIVERY TIME (EST.) | BEST FOR |
|-------------------------|------------------------------------|---|
| Ground | 1-5 Business Days | Cost-effective ground shipping for most packages |
| 2nd Day Air® | 2 Business Days | Faster delivery for time-sensitive shipments |
| Next Day Air® | 1 Business Day | Next business day delivery by end of day |
| Next Day Air Early® | 1 Business Day (by 10:30 AM) | Earliest next day delivery option available |
| Next Day Air Saver® | 1 Business Day (by 3:00 PM) | Cost-saving next day delivery option |



EXPRESS MAIL

When time is critical

Express Mail is the fastest USPS service available for urgent documents and packages.



OVERNIGHT DELIVERY

Next business day delivery by 3:00 PM to most locations.



GUARANTEED SERVICE

Money-back guarantee for on-time delivery.



TRACKING INCLUDED

Track your item every step of the way.



TIP:

Use Express Mail for urgent, time-critical documents and items that cannot be delayed.



PLAN AHEAD: Select the service that best fits your delivery timeline and budget.



DELIVERY TIMING

Morning pickup → same-day delivery
Afternoon pickup → next-day delivery

METERING & MAIL PREPARATION GUIDE

Accurate Preparation. Maximum Savings.

1. METERING SERVICES

OSMS meters all outgoing mail using USPS approved equipment to ensure you receive the most efficient postage rates.

- ✓ Eliminates the need for stamps or postage meters
- ✓ Ensures correct postage every time
- ✓ Access to discounted postage rates
- ✓ Centralized billing for agency convenience

2. PREPARING OUTGOING MAIL

- 1 SEPARATE BY COST CODE**
Group mail by the appropriate cost code for accurate billing.
- 2 ATTACH METERED MAIL CARD**
Complete and attach a Metered Mail Card to the front of each tray or container.
- 3 ALIGN ENVELOPES**
Ensure all envelopes are facing the same direction with addresses visible.
- 4 PLACE IN TRAYS OR CONTAINERS**
Use containers provided by OSMS. Do not overfill.
- 5 LEAVE FOR PICKUP**
Place mail in your designated pickup area by the scheduled pickup time.

3. ENVELOPE SEALING

Proper envelope sealing protects your contents and ensures smooth processing.

DO

- ✓ Use a quality adhesive
- ✓ Seal securely along the entire flap
- ✓ Allow adhesive to dry
- ✓ Leave flaps open only if OSMS is sealing

DO NOT

- ✗ Use staples, paper clips, or binder clips
- ✗ Use excess tape
- ✗ Overfill envelopes
- ✗ Seal corners only

4. PRESORT DISCOUNTS

Presorting mail can significantly reduce postage costs.

- ✓ Mail is sorted by ZIP Code and class before reaching the USPS.
- ✓ OSMS can help you presort your mail to qualify for lower rates.
- ✓ Discounts increase with volume and proper preparation.

5. UTILIZING USPS SPECIAL SERVICES

Add extra security, tracking, or proof of delivery when needed.

CERTIFIED MAIL®

provides proof of mailing and delivery.

SIGNATURE CONFIRMATION™

provides proof of delivery with the recipient's signature.

RETURN RECEIPT

provides a copy of the recipient's signature.

RESTRICTED DELIVERY

Limits delivery to the addressee or authorized individual.

INSURED MAIL

Provides financial protection for valuable items.

REGISTERED MAIL®

Highest level of security and tracking.

ENDORSEMENTS (ADDITIONAL SERVICES)

Special instructions added to mail (e.g., Fragile, Do Not Bend).

DELIVERY CONFIRMATION™

Provides electronic record of delivery (date, time, and location).

BUSINESS REPLY MAIL

Allows recipients to reply at no cost to them.



Accurate Preparation. Maximum Savings.



DOMESTIC SERVICES COMPARISON

| SERVICE | BEST FOR | DELIVERY TIME (EST.) | PROOF PROVIDED |
|-------------------------|--------------------------------|----------------------|----------------------|
| Certified Mail® | Important documents | 1 – 3 Days | Mailing + Delivery |
| Signature Confirmation™ | Receipt of important items | 1 – 3 Days | Delivery + Signature |
| Return Receipt | Legal/official documents | 1 – 3 Days | Recipient Signature |
| Restricted Delivery | Sensitive or confidential mail | 1 – 3 Days | Identity + Signature |
| Insured Mail | Valuable items | 1 – 3 Days | Delivery |
| Registered Mail® | High value / irreplaceable | 1 – 3 Days | Mailing + Delivery |

SERVICE FEATURES AT A GLANCE

| SERVICE | PROOF OF MAILING | PROOF OF DELIVERY | SIGNATURE REQUIRED | TRACKING AVAILABLE | INSURANCE AVAILABLE |
|-------------------------|------------------|-------------------|--------------------|--------------------|---------------------|
| Certified Mail® | ✓ | ✓ | ✓ | ✓ | Optional |
| Signature Confirmation™ | ✗ | ✓ | ✓ | ✓ | Optional |
| Return Receipt | ✗ | ✓ | ✓ | ✗ | No |
| Restricted Delivery | ✗ | ✓ | ✓ | ✓ | Optional |
| Insured Mail | ✗ | ✓ | ✗ | ✓ | ✓ |
| Registered Mail® | ✓ | ✓ | ✓ | ✓ | ✓ |



IMPORTANT REMINDERS

Proper preparation and using the right services ensure your mail is delivered securely, efficiently, and at the best possible rate.

- ✓ Use the right service to balance speed and cost.
- ✓ Include ZIP+4 for faster, more accurate delivery.
- ✓ Contact OSMS for help selecting the best option for your mailing needs.



NEED HELP?

Contact OSMS for assistance with mail preparation, special services, and cost-saving solutions.



DELIVERY TIMING

Morning pickup → same-day delivery
 Afternoon pickup → next-day delivery

OSMS SERVICES



MAIL CONSULTATION

OSMS offers **free** expert guidance to help agencies manage mail efficiently and reduce costs. Contact OSMS:

- Before large or unusual mailings
- For help with USPS, UPS, or OSMS services
- To improve mail design and save on postage
- Before purchasing postage equipment

OSMS can provide consultation, training, and tailored solutions to meet your needs.



SPECIAL PICK-UPS

Available for:

- Large mailings
- High-volume shipments

Contact OSMS in advance.

UNKNOWN OR MIS-ADDRESSED MAIL

If mail cannot be delivered:

- OSMS will attempt to identify recipient
- Mail may be delayed or returned
- Inter-agency mail may be opened to determine routing



INTER-AGENCY MAIL



Efficient. Secure. Cost-Effective Communication.

1. INTER-AGENCY MAIL



Inter-agency mail is used for sending correspondence and materials between Commonwealth agencies and facilities without using the U.S. Postal Service.

- ✓ Cost-effective alternative to USPS.
- ✓ Delivered through the internal mail system.
- ✓ Must follow proper addressing and packaging guidelines.

KEY POINTS



For official business only.



Used for letters, documents, and parcels.



Ensure accuracy in addressing for timely delivery.



Items that cannot be sent inter-agency must use USPS or a delivery service.

2. ADDRESSING INTER-AGENCY MAIL



Proper addressing ensures your mail reaches the correct agency, division, or individual.

REQUIRED INFORMATION

- 1 **MAIL STOP CODE (REQUIRED)**
- 2 Full name of recipient
- 3 Agency name
- 4 Division or office (if applicable)
- 5 Building name and room number (if applicable)
- 6 City, State, and ZIP Code

MAIL STOP CODES

Mail stop codes identify the exact delivery location within the OSMS routing system.

- ✓ Required for all inter-agency mail.
- ✓ Place the mail stop code on the first line.
- ✓ Missing or incorrect mail stop codes can delay delivery or cause mail to be misrouted.

EXAMPLE

MAIL STOP: 194-02

Jane Smith
Department of General Services
Procurement Division
301 Finance Building, Room 452
Harrisburg, PA 17120

FROM: 150-04

3. INTER-OFFICE ENVELOPES



Use inter-office envelopes for routing inter-agency correspondence and documents.

- ✓ Preprinted inter-office envelopes may be used.
- ✓ Ensure all addressing information is complete and legible.
- ✓ Do not include items that require special handling (e.g., certified, insured, or time-sensitive mail).

4. PLAIN ENVELOPES



Plain envelopes may be used when inter-office envelopes are not available.

- ✓ Clearly write the complete address.
- ✓ Use a quality envelope and seal securely.
- ✓ Do not use inter-agency mail for items that require tracking, signature, or special services.



INTER-AGENCY MAIL

Efficient. Secure. Cost-Effective Communication.



5. INTERNAL PARCELS AND PACKAGES



Use the inter-agency mail system for parcels and packages between Commonwealth agencies.

- ✓ Package securely to prevent damage.
- ✓ Clearly address with complete recipient information including mail stop code.
- ✓ Use sturdy packaging for items over 70 lbs. or bulky items.
- ✓ Items that cannot be handled internally must be shipped via UPS, USPS, or another carrier.



IMPORTANT REMINDERS

- ✓ Use inter-agency mail for official business only.
- ✓ Ensure accurate addressing for timely delivery.
- ✓ When in doubt, contact State Mail Services (SMS) for assistance.



DELIVERY TIMING

Morning pickup

→ same-day delivery

Afternoon pickup

→ next-day delivery

OTHER MAIL SERVICES

Additional mail preparation services are available through Virginia Industries for the Blind (VIB). These services help agencies manage large or complex mailings more efficiently.



FOLDING

Documents can be machine-folded for large mailings and inserts.



INSERTION (ENVELOPE STUFFING)

Materials can be automatically inserted into envelopes to save time and improve consistency.



ASSEMBLY & COLLATING

Multiple documents can be organized, grouped, and assembled in the correct order for distribution.



COMPUTER GENERATED ADDRESSING

Addresses can be printed directly onto mail pieces or labels for cleaner formatting and faster processing.

Contact OSMS before large mailings to coordinate preparation services and scheduling.



MAIL SECURITY

All mail is screened using security equipment to detect harmful items.

OSMS staff are trained to identify suspicious mail and handle it safely.

These processes help protect employees, facilities, and mail integrity.



BILLING

OSMS provides monthly invoices that include:

- Postage usage
- UPS charges
- Special service fees

Payment

Invoices are due within 30 days.

Cost Code Tracking

Agencies may submit cost codes to track postage usage internally. Mail sent without a valid cost code will be charged to the agency's default account.

Contact OSMS with any billing questions or to update cost codes.

2026

OSMS OFFICE OF STATE MAIL SERVICES

USER GUIDE



DEPARTMENT OF
GENERAL SERVICES



Office of State Mail Services
— VIRGINIA —



PHONE :

(804) 236-3592



EMAIL:

StateMail@dgs.virginia.gov



WEBSITE :

dgs.virginia.gov/office-of-state-mail-services