

# Oklahoma Department of Labor



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COMMISSIONER

## Mail Handling Procedures

1. Separate mail into two categories:
  - a) Familiar or source-known
  - b) Source-unknown or suspicious

<b>Familiar or source-known mail:</b> Routine handling and distribution	<b>Source-unknown or suspicious mail:</b> Isolate item, contact addressee or supervisor
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2. Avoid opening unnecessary mail, such as “junk” mail or mail from an unidentified or unknown source. Especially avoid opening mail that is suspicious in appearance. Such indications might include:
  - Marked with restrictive endorsements, such as “Personal” or “Confidential”
  - Shows a city or state in the postmark that does not match the return address
  - No return address
  - Excessive postage or mailed from a foreign country
  - Addressed to title only or incorrect title
  - Lopsided or bulky packages
  - Strange odor
  - Badly typed or written
  - Misspelling of common words
  - Oily stains, discolorations or crystallization on wrapper
  - Excessive wrapping tape or string
3. Mail that fits any of the above categories and has not been opened should be more closely evaluated before opening or discarding in the regular trash.
4. In the event mail from an unknown or uncertain source must be opened, follow these procedures:
  - Have the addressee or supervisor decide whether or not to open this piece of mail
  - If the mail need not be opened, discard of it in the regular trash
  - Open the mail as far away from the face as is comfortably possible
  - Open the mail over a clean, debris-free table or counter top
  - Use gloves and mask if available
  - The envelope should be opened carefully (e.g. with a letter opener) and the contents removed carefully to avoid dispersing any unusual substance that might be present
  - After opening the envelope or package, inspect the inside for any unusual substance before removing the contents

