



STATE OF NORTH CAROLINA
DEPARTMENT OF ADMINISTRATION

ROY COOPER
GOVERNOR

MACHELLE SANDERS
SECRETARY

April 13, 2018

Dear Mail Service Center Customers:

RE: Mail Service Center Courier Rates

The Mail Service Center (MSC) division of the Department of Administration (DOA) provides consolidated mail operations for all state agencies and strives to meet agencies postal needs with the most efficient means of mail delivery and pick-up while ensuring mail security. Agencies receive 30% to 40% discounts off United States Postal Service (USPS) rates for courier and interoffice deliveries. Rate changes are necessary to address rising costs of operations coupled with significantly discounted rates which can no longer be sustained.

DOA and the Office of State Budget and Management (OSBM) have been working closely together since July 2017 to evaluate MSC operations and costs to identify needed adjustments and determine appropriate rates for supporting MSC operations. At a minimum, we have determined that the current discounts on courier rates are not financially sustainable.

Effective June 1, 2018, the 30% and 40% discounts on courier rates will end. Courier rates will be billed as noted in the chart below beginning June 1, 2018. OSBM will work with all State agencies to help identify funds and provide flexibility to cover unanticipated costs resulting from these changes.

These changes help ensure that agencies will continue to receive next day delivery - the most efficient courier service than with other service providers for similar rates.

Current Discounted Rates

Class	Class Name	Rate
1 & 11	Courier	USPS rate -30%
2 & 12	Courier Over 50lb.	USPS rate -30% +\$12
3 & 13	Time Crit./Biohazard	USPS rate -30% +\$6
6 & 67	Wake Interoffice	USPS rate - 40%
7 & 17	Evidence	\$6 flat rate

Mailing Address:
NC DEPARTMENT OF ADMINISTRATION
1301 MAIL SERVICE CENTER
RALEIGH, NC 27699-1301

Telephone: (919) 807-2425 *Fax:* (919) 733-9571
COURIER #51-01-00
E-mail: Machelle.Sanders@doa.nc.gov
Website: www.ncadmin.nc.gov

Location:
116 WEST JONES STREET
RALEIGH, NORTH CAROLINA 27603

New Courier Rates

Class	Class Name	New Rates Effective 6-1-18
1 & 11	Courier	USPS rate
2 & 12	Courier Over 50lb.	USPS rate + \$18
3 & 13	Time Crit./Biohazard	USPS rate + \$12
6 & 67	Wake Interoffice	USPS rate
7 & 17	Evidence	\$12 flat rate

We look forward to continuing to meet your mail service needs. Should you have any questions or concerns regarding services, please contact the MSC at (919)733-2913.

Thank you in advance for supporting MSC in providing quality mail and courier services to your agency.

Sincerely,



Secretary Machel Sanders
Department of Administration