|  |  |  |  |
| --- | --- | --- | --- |
| ***Deactivate MSC Address:*** | ***Physical Address*** | ***Agency*** | ***Forward mail 60 days to:*** |
|  |  |  |  |

**EFFECTIVE DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

The Mail Service Center requires verification from an authorized designee to make changes to an official MSC mailing address. Please verify the request with a signature and return this form to:

**Mail Service Center - 5901 Mail Service Center - Raleigh NC 27699**

**The decision to deactivate this address is based on the following reasons:**

Consolidation of Divisions or work areas (see #1 below) Service did not meet expectations

Budget revisions *(see #2, 3 and 4)* Service provided internally *(see #3)*

*Comments:*

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| --- |
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|  |
|  |

*Signature Title*

*Printed Name Date*

1. **Mail addressed to a deactivated MSC address is redirected for 60 days:** This policy provides time for an Agency to update their websites, email signature blocks, business cards, stationery, and updating contacts with the new address. After 60 days, the mail is ‘returned to sender’.
2. **Do not use street address:** Most state buildings have addresses that are flagged as undeliverable by the USPS and some private carriers. Mail addressed to an undeliverable street address is returned to sender or directed to the Mail Service Center. The MSC attempts to match the mail to an active MSC address. In all scenarios, the mail is delayed or returned to sender.
3. **General Statute 143-341 (g):** The language in this Statute centralized mail services by consolidating independent mailrooms and established the mandatory use of the Mail Service Center. *“To establish and operate a mail service center that shall be used by all State agencies…...”*
4. **Do not rent a PO Box:** This is in direct conflict with the General Statute when the MSC provides identical services for less expense.

**Please email this completed form to** [**mschelp@doa.nc.gov**](mailto:mschelp@doa.nc.gov)**.**