

Dear MSC Customer,

Per G.S. 143-341(8)g., the Mail Service Center (MSC) shall be used by all State agencies. MSC is also used by cities, counties and universities. Using MSC helps your agency to be efficient and saves time and money.

Our goal is to work together with all agencies and institutions to offer the best customer service experience. In order to achieve this, we need everyone's cooperation. Below is a guide on how to use MSC services effectively to ensure the greatest efficiency and value for your agency.

### 1- Position of the address on the envelope



When addressing Courier mail, please be sure that the return courier or MSC address is in the upper left hand corner of your letter/package and that the recipient Agency Name and courier or MSC address is listed in the center of the letter/package.

Note: **It is not necessary to have the agency's physical street address.**

## Why the MSC and Courier Number is So Important

The Mail Service Center processes all mail by box number instead of physical street address. The process of sorting the mail is manual. So, having the mailbox numbers make this possible. We have more than 1,200 accounts which makes it impossible for MSC team members to know all physical addresses of all agencies.

When we receive mail with a street address, the letter goes to what we call **“Trouble Mail”** until a supervisor can check and try to find where this letter needs to go or return it to the sender to be corrected. This delay the sender agency mail and separates the supervisors from their essential duties.



## 2- Examples of proper Courier and MSC addresses:

### Courier Address

Clerk of Court  
Mecklenburg County  
Courier # 05-19-43  
Att. John Smith



### MSC Address

Driver License Services  
3118 Mail Service Center  
Raleigh, NC 27696-3118  
Att. Laura Jones



For more examples go to <https://files.nc.gov/ncdoa/images/MSC/courier-mail.jpg>.

Note: It's also important to emphasize that each agency has different divisions and one agency can have more than one MSC box number. Some locations have more than 12 different divisions on different floors which means 12 different box numbers. For more information about agency MSC and Courier addresses refer to: <https://ncadmin.nc.gov/about-doa/divisions/mail-service-center/msc-and-courier-database-listings-search>

**Please do not to mix USPS mail with courier mail.**

### 3- Mail Service Center required form

Another important part of the process is to be sure to attach a Mail Service Center Mailing Form with a valid barcode number on the form (MSC Barcode with Facing Slip or Courier Barcode with Facing Slip) for all outgoing mail. Mail can be bundled with one mailing form. However, each mail type (Courier, USPS) must be individually grouped with the appropriate mailing form properly marked with the mail type – i.e. “Courier” or “USPS”.

Note: The MSC Mailing Form or Facing Slip is very important because it identifies the account number that will be used to charge the agency for the mail service. You can go to our website and print a copy of your Facing Slip if you need it. The link is <https://ncadmin.nc.gov/about-doa/divisions/mail-service-center/billing-supplies> .

### 4- When Mail is Delivered

Courier mail is delivered at night in the central portion of the state and delivered during the day in the western and most eastern portions of the state. All agencies inside of Wake County receive mail during the day.

## 5- Tracked Mail in Wake County

When tracked mail is sent via USPS, FedEx or UPS without the correct MSC address, it WILL NOT be delivered to agency locations; it will be marked “DELIVERED” and sent to the carrier’s distribution center. It will then be forwarded to the Mail Service Center to be delivered even though it had already marked “DELIVERED”. This is why is important to have the correct MSC address.

Note: The mail has not been misplaced or not delivered on time; the mail is delayed by not having the correct MSC address.

**Beginning November 1, 2019, MSC will return to sender any mail received without an MSC or Courier addressed affixed to it. Mail received with no Facing Slip will also be returned to the agency.**

Please visit our website for more information.

<https://ncadmin.nc.gov/government-agencies/mail-service-center>

It you would like to arrange a tour of the Mail Service Center, please feel free to contact us and we will make it possible.

Thank you,

Jorham Diaz

Mail Service Center Director