

Chapter 10
Office Administration
Key Terms

1.	Airmail service	J
2.	Bar codes	A
3.	Bound printed matter	W
4.	Certificate of mailing	CC
5.	Certified mail	O
6.	Collect-on-delivery (COD) mail	E
7.	Express mail	S
8.	First-class mail	BB
9.	Home page	Q
10.	Insured mail	Z
11.	International mail	B
12.	Intranet	M
13.	Library mail	G
14.	Mailgram	C
15.	Media mail	V
16.	Netiquette	R
17.	Package services	F
18.	Parcel post	N
19.	Periodicals	X
20.	Priority mail	D
21.	Registered mail	K
22.	Spam	U
23.	Special delivery	H
24.	Special handling	L
25.	Standard mail	P
26.	Telegram	Y
27.	Web site	T
28.	Webmaster	I
29.	ZIP + 4 Code	AA

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- A. Envelop imprints that contain ZIP Code information to enable mail to be processed more quickly. **(2) Bar codes**
- B. Postal service, such as Global Express Guaranteed and Global Express, available for mail being sent to foreign countries. **(11) International mail**
- C. Electronic message forwarded from Western Union to the post office that serves that ZIP Code of the address for next-day delivery to any address in the United States. **(14) Mailgram**
- D. First-class mail that weighs up to a maximum of 70 pounds and has a maximum size of no more than 108 inches in length and distance around the thickest part combined and is deliverable within two to three days. **(20) Priority mail**
- E. Sending an item so that the buyer must pay the postage, COD fee, and price of the item shipped in cash or personal check upon receipt. **(6) Collect-on-delivery (COD) mail**
- F. Class of mail intended for catalogs, merchandise, and other printed material that can be sent as parcel post, bound printed matter, medial mail, or library mail. **(17) Package services**
- G. Subclass of package services that permits qualifying institutions (libraries, universities, zoos, research institutions) to mail educational and research material. **(13) Library mail**
- H. Payment of regular postage plus and extra fee that assures immediate delivery within prescribed hours and distances. **(23) Special delivery**
- I. Person in charge of an organization's Web site who needs to be skilled in communication, artistic design, technology, and Web site management strategies. **(28) Webmaster**
- J. Postal service offered for international mail. **(1) Airmail service**
- K. Additional postal protection available for valuable items, money, checks, jewelry, bonds, stock certificates, and important papers sent by first-class mail. **(21) Registered mail**
- L. Postal service available for unusual mail and packages sent by first-class mail, priority mail, and package services that require preferential handling and will be delivered with regularly scheduled mail deliveries. **(24) Special handling**

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- M. Organization's internal network for electronically communicating company policies, procedures, news items, and data/information available to employees. **(12) Intranet**
- N. Subclass of package services that includes merchandise, books, circulars, catalogs, and other printed matter with a maximum weight of 70 pounds. **(18) Parcel post**
- O. Proof of mailing and delivery that may be purchased for a first-class item with no dollar value of its own. **(5) Certified mail**
- P. Class of mail that includes printed matter, flyers, circulars, advertising, newsletters, bulletins, catalogs, and small parcels not required to be sent by first-class mail or periodicals, two subclasses of standard mail exist A. for mail of less than 16 ounces and B. for mail of more than 1 pound. **(25) Standard mail**
- Q. First page for a Web site that is registered on the World Wide Web through a Web address – a uniform resource locator (URL). **(9) Home page**
- R. Etiquette practices for the electronic environment. **(16) Netiquette**
- S. Fastest mail delivery service for any item weighing up to 70 pounds, which guarantees next-day delivery and second-day delivery. **(7) Express mail**
- T. All the Web pages, collectively, for a specific company or organization. **(27) Web site**
- U. Unsolicited electronic mail messages that are sent through the Internet. **(22) Spam**
- V. Subclass of package services that includes books of at least eight pages, film, printed music, printed test materials, sound recordings, play scripts, printed educational charts, medical information, and computer-readable media. **(15) Media mail**
- W. Subclass of package services that includes advertising, promotional material, directories, or editorial material securely bound with permanent fastenings. **(3) Bound printed matter**
- X. Class of mail that includes publications such as newspapers, magazines, and other periodical publications whose primary purpose is transmitting information to a subscription list. **(19) Periodicals**
- Y. Message delivered to the receiver through Western Union. **(24) Telegram**

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- Z. Additional postal protection up to \$500 against loss or damage for express, first-class, priority, and standard mail as well as package services. **(10) Insured mail**

- AA. Zone Improvement Program Codes that are used by the U.S. Postal Service to expedite mail deliveries throughout the United States. **(29) ZIP + 4 Code**

- BB. Class of mail that includes personal and business correspondence, handwritten and printed messages, bills, statements of account, post cards, printed forms filled out in writing, and business reply mail not requiring the highest priority and weighing no more than 13 ounces. **(8) First-class mail**

- CC. Proof of mailing that can be purchased for a mailed item. **(4) Certificate of mailing**