

## Office Administration – Chapter 10 Key Words – Answers

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|---------------------------|------------------------|----------------------|
| 1. Airmail Service        | 11. International Mail | 21. Registered Mail  |
| 2. Bar Code               | 12. Intranet           | 22. Spam             |
| 3. Bound Printed Matter   | 13. Library Mail       | 23. Special Delivery |
| 4. Certificate of Mailing | 14. Mailgram           | 24. Special Handling |
| 5. Certified Mail         | 15. Media Mail         | 25. Standard Mail    |
| 6. COD Mail               | 16. Netiquette         | 26. Telegram         |
| 7. Express Mail           | 17. Package Services   | 27. Web Site         |
| 8. First-class Mail       | 18. Parcel Post        | 28. Webmaster        |
| 9. Home Page              | 19. Periodicals        | 29. ZIP + 4 code     |
| 10. Insured Mail          | 20. Priority Mail      |                      |

- 10 \_\_\_\_\_ Additional postal protection up to \$500 against loss or damage.
- 21 \_\_\_\_\_ Additional postal protection for valuable items and important papers sent by first-class mail.
- 27 \_\_\_\_\_ All the Web pages, collectively, for a specific company or organization.
- 24 \_\_\_\_\_ 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.
- 6 \_\_\_\_\_ Buyer must pay the postage.
- 17 \_\_\_\_\_ Class of mail intended for catalogs, merchandise and other printed material that can be sent as parcel post, bound printed matter, media mail or library mail.
- 19 \_\_\_\_\_ Class of mail that includes publications such as newspapers, magazines and other publications whose primary purpose is transmitting information to a subscription list.
- 14 \_\_\_\_\_ Electronic message forwarded from Western Union to the post office that serves the XIP Code of the address for next-day delivery to any address in the US.
- 2 \_\_\_\_\_ Envelope imprints containing ZIP code info to enable mail to be processed quickly.
- 16 \_\_\_\_\_ Etiquette practices for the electronic environment.
- 7 \_\_\_\_\_ Fastest mail delivery service for any item weight up to 70lbs, which guarantees next-day delivery and second-day delivery.
- 9 \_\_\_\_\_ First page for a Web site that is registered on the WWW through a URL.
- 20 \_\_\_\_\_ First-class mail that weighs up to 70lbs and has a max size of no more than 108” in length and distance around the thickest part combined and is deliverable within 2 to 3 days.
- 8 \_\_\_\_\_ Mail not requiring the highest priority and weighing no more than 13oz.
- 26 \_\_\_\_\_ Message delivered to the receiver through Western Union.
- 25 \_\_\_\_\_ Not required to be sent first-class mail: two subclasses- A = less than 16oz, B= more than 1lb.
- 12 \_\_\_\_\_ Organization’s internal network for electronic communication available to employees.
- 23 \_\_\_\_\_ Payment of regular postage plus an extra fee that assures immediate delivery within prescribed hours and distances.
- 28 \_\_\_\_\_ Person in charge of the Web site.
- 11 \_\_\_\_\_ Postal service available for mail being sent to foreign countries.
- 1 \_\_\_\_\_ Postal service offered for international mail.
- 5 \_\_\_\_\_ Proof of mailing / delivery may be purchased for a first-class item with no dollar value of its own.
- 4 \_\_\_\_\_ Proof of mailing that can be purchased for a mailed item.
- 13 \_\_\_\_\_ Subclass of package service permitting qualifying institutions to mail educational / research material.
- 3 \_\_\_\_\_ Subclass of package services that includes advertising, promotional material, directories or editorial material securely bound with permanent fastenings.
- 15 \_\_\_\_\_ Subclass of package services including books - at least 8 pages, film, printed music, test material, sound recordings, play scripts, educational charts, medical information and computer-readable media.
- 18 \_\_\_\_\_ Subclass of package services that includes merchandise books, circulars, catalogs and other printed matter with a maximum weight of 70lbs.
- 22 \_\_\_\_\_ Unsolicited electronic mail messages sent through the Internet.
- 29 \_\_\_\_\_ Used by the U.S. Postal Service to expedite mail deliveries throughout the U.S.