

RUSTY LUCAS
P.O. Box 422
SANDUSKY, OHIO 44871

November 25, 2011

United States Postal Service
475 L'Enfant Plaza SW
Washington, D.C. 20260-2202
ATTN: Envelope Orientation Department

Dear USPS:

I have an important question to ask, but before I get to that I must say I am a bit disappointed with your web site. I have been hearing quite a bit of news recently about shortfalls in the post office revenues. I hear that a number of smaller post offices are slated to close as a cost cutting measure. Saturday mail delivery is now in jeopardy as well. Much of the decline in post office revenue is blamed on the overall decline in letter writing and in the mailing of credit card and utility bill payments. With the alleged rise in e-mail and electronic bill payment services, the post office claims that it cannot seem to make ends meet.

I have an important question relating to mailing large envelopes and when I go to the USPS web site to find an address to send my question, the only options I see without having to dig deep into the web links are a customer service TELEPHONE number and a customer service E-MAIL address!!! Are you kidding me?!?!?

Why is there no "snail mail" address on the front page of your web site for customer service questions? Isn't postal mail your life-blood? That really befuddles me. In my search for your mailing address, I came across a recent article from the Los Angeles Times which discusses your organization's unveiling of new stamps and a letter writing campaign. I applaud the letter writing campaign. Writing letters is a dying art in my opinion and we have very few artists in our midst these days. But not having your OWN mailing address easily accessible on the web site is a serious oversight by your webmaster. That is like the preachy doctor who encourages everyone else to eat a healthy balanced diet and get plenty of exercise, who himself eats dinner at a fast food joint because it is convenient and rides around the golf course in a cart with a caddie.

If you want America to write more letters, but make it next to impossible to write to *you* (while freely encouraging us to telephone or e-mail you), what kind of an example are you portraying? Can you please fix this?

That said, let me get to the real question that is troubling me. When I mail a letter in a large 9"x12" envelope, I always get confused regarding which direction the envelope flap should face after I seal it up and stamp it. For lack of a better way to explain myself, let me put it into computer/printer orientation terms. I think there is an unwritten "rule of mailing" that all rectangular letter envelopes and packages should be addressed in "landscape" mode rather than "portrait" mode. Is that a fair statement, or am I mistaken? I know that once the item is addressed, the postage is supposed to go in

the upper right corner and the return address goes in the upper left corner. I once heard about a smart aleck who intentionally put a postage stamp on the upper left corner and the post office refused to deliver the letter for the sender's failure to follow protocol.

So that is where my problem comes up. With a standard size 10 envelope, the flap and seal is consistently on the long edge at the top of the envelope. So when addressing the envelope, it is easy to tell what are the top, bottom, left, and right sides without any difficulty. But the flap and seal on a 9"x12" envelope is on the shorter 9" side. When I address that large envelope in "landscape" mode, I have to put the flap and seal either to the left or to the right. I have to tell you I am always in a quandary trying to figure out which way is right and which way is wrong or which way is up and which way is down. Please tell me: is the flap and seal supposed to open on the right side of the envelope or the left?

I don't usually send letters that need a larger envelope like this, so it isn't usually a problem for me. But when I need to send a thick packet of papers or I want to send a special certificate or large photograph that cannot be folded I always run into this issue.

Even though it will fit in a standard size 10 envelope, I am sending this letter to you in a larger envelope to illustrate my problem. I will address this envelope to open on the left side behind my return address, which you can see if you did not already discard my envelope. Did I do it right or is left wrong.

Please explain to me the proper way to seal my envelope in these circumstances and please **fix your web site to include your address!!!** If you want my help in promoting a letter writing campaign you have to help yourself!!!

Sincerely,

Rusty Lucas

p.s. Do you have any free USPS baseball caps or are those reserved only for your letter carriers? I would like to own a USPS baseball cap and wondered if you could send me one. If there are regulations prohibiting me from wearing it in public without being a licensed postal carrier, I promise to keep it in my general collection and not one that I actively wear.