

Handling Suspicious Mail and Packages

Consider limiting the number of areas where mail is opened and establishing procedures to visually inspect letters and packages before opening

If you encounter any letter or package which meets **several of the suspicious package/letter criteria** below, and have any safety concerns regarding the letter/package contact your immediate supervisor and law enforcement (9-1-1)

Characteristics of suspicious packages or letters include:

- Excessive postage, no postage, or non-canceled postage
- Powder is evident on package/letter
- Has excessive securing material such as masking tape, string, etc.
- No return address or obvious fictitious return address
- Packages that are unexpected or from someone unfamiliar to you
- Improper spelling of addressee names, titles, or locations
- Packages that are addressed to someone no longer with your organization or are otherwise outdated
- Unexpected envelopes from foreign countries
- Suspicious or threatening messages written on packages
- Postmark showing different location than return address
- Distorted handwriting or cut and paste lettering
- Unprofessionally wrapped packages or excessive use of tape, strings, etc.
- Packages marked as "Fragile - Handle with Care", "Rush - Do Not Delay", "Personal" or "Confidential"
- Rigid, uneven, irregular, or lopsided packages
- Packages that are discolored, oily, or have an unusual odor or ticking sound
- Packages that have any powdery substance on the outside
- Packages with soft spots, bulges, or excessive weight
- Protruding wires or aluminum foil
- Visual distractions

