

It is important that every employee handling or receiving mail can identify a suspicious letter or parcel. Although occurrences are extremely rare, it is essential to know what to do when suspicious mail is received. All staff must remain alert for the tell-tale signs of potentially dangerous mail and packages.

One indicator of a suspicious package or piece of mail includes inappropriate or unusual labeling, such as:

- Excessive postage.
- Misspelled common words.
- No return address or strange return address.
- Unusual addressing, such as not being addressed to a specific person or the use of incorrect titles or titles with no name.
- Restrictive markings, such as "personal," "confidential," or "do not x-ray".

Other indicators include an unusual or inappropriate appearance, including:

- Powdery substances felt through or appearing on the item.
- Oily stains or discolorations on the exterior.
- Strange odors.
- Excessive packaging material, like tape or string.
- Lopsided or bulky shape of envelopes or boxes.