

Central Mail & Print Services

# **Quick Reference Guide**

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# **Central Mail Services**

## Purpose

This document is only a "description of services" provided by Central Mail Services (CMS). Actual fees for services will be collected annually based on your agencies pro-rata share of the annual cost needed to operate each cost center. Billing for services will be handled through an RSA.

## Posting and Metering Services

Central Mail Services will post and meter all mail for each agency on a daily basis. A division level accounting statement tracking postage expenditures will be sent to each agency on a quarterly basis. Mail received by 2:00 p.m. will be posted the day of receipt and packaged for delivery to the U.S. Post Office.

Central Mail Services will make every effort to optimize and take advantage of lower rates offered by the U.S. Postal Service by consolidating and sorting mail when time permits.

## Mail Receipt and Sort Service

Central Mail Services will receive mail daily from the U.S. Postal Service at the seventh floor loading dock of the State Office Building. CMS will open mail containers and sort the mail using mail stops established for your agency by CMS in a secure environment. The first mail sort will be completed on a daily basis and made available for further distribution by 9:00 a.m. The second sort will be completed by 3:00 p.m.

## Interagency Mail Service

Central Mail Services will serve as the hub post office for the State of Alaska interagency mail distribution in Juneau. Interagency mail received by CMS will be sorted daily and put in agency's mail bins in the central mail center. Agencies currently receiving pick up and delivery service will have their interagency mail picked up and delivered through that service. Agencies without regular pick up and delivery service will pick up their interagency mail pickup and delivery will include mail bound for the U.S. Postal Service and mail received from the U.S. Postal Service.

## Mail Delivery to the U.S. Postal Service

Central Mail Services will deliver participating agency's mail, regardless of amount, to the United States Post Office by 4:00 p.m. each day that CMS and the U.S. Post Office are open.

## **AKPAY Service**

Central Mail Services will receive, insert, post, package, and deliver all AKPAY payroll warrants and W-2 forms to the U.S. Post Office on the day the warrants are received. Central Mail Services will provide a secure and controlled environment for the warrant processing and will account for all warrants received from the Division of Finance.

## **AKSAS Service**

Central Mail Services will receive, insert multiple insertions, post, package, and deliver all AKSAS vendor warrants within two days of receipt from the Division of Finance.

Annual Internal Revenue Services 1099 statements will be processed and mailed by CMS. CMS will maintain a secure and controlled environment for warrant processing and will account for all warrants received from the Division of Finance.

## Agency Pick Up and Delivery Service

CMS will deliver and pick up U.S. Postal mail, accountable mail, and interagency mail. Please see current Mail Pick-Up and Delivery Schedule.

## **Additional Services**

CMS is available to provide additional mail services to your agency such as inserting, folding, mail-out processing, and labeling on a project-by-project basis or as a continuing service. If you have a need for additional services, contact the CMS Manager for a quote and completion schedule. Billing will be handled through quarterly reconciliation of your departments RSA.

## Service Level Outcomes

Central Mail Services is dedicated to providing outstanding customer service. Any questions regarding customer service or performance should be addressed to the Mail Services Manager.

# SendSuite: Create a Shipping Request

The ship request is created by the sender to assist the mailroom. This process creates a document that is attached to the package in place of an address label. Log in Username & Password are both: **desktop** 

### DESKTOP MENU OPTION:

- 1) Highlight "AK Admin Desktop"
- 2) Click ""Login"
- 3) On the first screen:

"SHIP FROM" Enter the complete agency mailing address "SHIP TO"

Enter the complete mailing address Make sure "ATTENTION" and "PHONE NUMBER" are complete If no phone number is available enter the number "1" IGNORE all other fields Click NEXT to continue

4) On the second screen: "CONTENTS"

IGNORE this screen

Click NEXT to continue

5) On the third screen: "BILLING & SERVICES"

Enter the Agency Mail Account Code

Click NEXT to continue

6) On the fourth screen: "PROCESS SHIPMENT"

PRINT SHIP REQUEST FROM MY DESKTOP

Click NEXT to continue

7) On the fifth screen: "CONFIRMATION" OF SHIPMENT SUMMARY.

Click NEXT to continue

8) On the sixth screen Print Ship Request and attach to the package for the mailroom to process.

# **Foreign Certified Mail**

Many customers don't realize that "certified mail" (the green cards and green numbers) are for domestic mail only (mail with destinations in the United States). When sending foreign mail and you need a "return receipt" to verify receipt of the package or envelope, you will need to send the package or envelope Registered.

To send a package or letter Registered, you will need to follow the instructions below.

- Address the envelope or package with the destination of the foreign mail.
- Attach a Registered Mail article number below the return address on the front of the envelope or package.
- Fill out a pink return receipt card with the sender's address, your return address, mark the appropriate box on the back to indicate whether letter or package, copy the Registered article number onto the pink receipt card, and declare a value of the contents if you needinsurance.
- Before you can attach the pink return receipt card, you must use special fiber-reinforced paper tape, required by federal postal regulation, to cover all of the seams on the back of an envelope. If you are sending a box, you will still need to cover all the seams on the box. You cannot have any exposed seams or edges to qualify.
- Any package weighing 1lb to 3lb 15oz requires USPS Customs Declaration Form #2976 attached to the package.
- Any package weighing 4lb or more requires USPS CustomsDeclaration Form #2976A attached to the package.

If you have any questions about this procedure, your mail carrier can show you hands-on when they pickup your mail. Please call Central Mail Services to schedule training at 907-465-6546.

To order supplies for Registered article numbers, pink international return receipt cards, and special reinforced paper tape, call Central Mail Services at 907-465-6546.

# **PC Postage**

PC Postage is US postage that is purchased across the internet on your Personal Computer. Organizations exist that allow you to download postage, print labels, and apply postage to envelops.

To utilize PC Postage one must have a Purchasing Card. Various organizations that

provide this service:

- Stamps.com
- PitneyBowes.com
- Endicia.com

# **External Shipping Resources**

USPS Zip + 4 http://www.usps.com/zip4/

DHL http://www.dhl.com/

FedEx <a href="http://www.fedex.com/">http://www.fedex.com/</a>

UPS http://www.ups.com/

# Handling and Processing Mail Safely

Screen all mail and packages for suspicious items when they first arrive at your mailroom for sorting. Staff who sort mail by hand should perform the screening, as they are the ones most likely to notice a suspicious item. Unfortunately, screening procedures for incoming mail and packages are not foolproof. The person who first detects a suspicious letter or package is often not the intended recipient.

Prominently display a list of suspicious letter and package indicators in your mailroom and provide a copy of the list to all staff to ensure they're familiar with it. The Postal Inspection Service's Poster 84, *Suspicious Mail or Packages,* illustrates key characteristics of a suspicious or potentially dangerous mail item.

## Establish a letter and package bomb-screening program

- Evaluate your organization to determine if your business or an employee is a potential target.
- Appoint a mail center security coordinator and an alternate to be responsible for your screening plan and to ensure compliance.
- Establish lines of communication between the mail center security coordinator, management, and the security office.
- Develop screening procedures for all incoming letter and package deliveries. Train employees in the procedures.
- Develop handling procedures for items identified as suspicious and dangerous.
- Develop procedures for confirming the contents of suspicious letters and packages identified through screening.
- Establish procedures for isolating suspicious letters and packages.
- Train mail center, security, and management staff to validate all phases of your letter and package bomb- screening program. What are the roles and responsibilities of the mail center security coordinator relative to letter and package bomb safety?

?

Postal Inspectors recommend including the mail center manager, or a designee, as a member of the group that develops your Bomb Threat Response Plan. Corporate management should ensure the mail center security coordinator and alternate are mature, responsible, and emotionally stable. They should be trained in the Bomb Threat Response Plan.

## What about bomb threats received in writing?

Written threats provide physical evidence that must be protected from contamination. Written threats and any envelopes in which they are received should be placed under clear plastic covers. All circumstances of their receipt should be recorded.

## What about bomb threats received by phone?

Phone threats offer an opportunity to obtain more detailed information, perhaps even the caller's identity. For that reason, your receptionist or others who take calls from the public should be trained to remain calm and to solicit as much information as possible. The bomber's intentions may be to damage property, not to injure or kill anyone. If so, the person receiving the call may be able to obtain useful information before the caller ends the conversation.

• Keep the caller on the line, ask him or her to repeat the message several times, and gather more

information, such as caller ID.

- Write down the threat verbatim, using the caller's own words, and record any other information.
- Don't hang up under any circumstances!
- Ask corporate and security management to decide on the proper response, such as evacuation.
- Notify police and the fire department immediately.

## What should employees do if they receive an unexpected mailpiece?

Because of the increased sophistication of letter or package bombs and placed devices, fewer bombs can be readily identified by examining the exterior of a mailpiece. Remind employees: If you're not expecting a letter or package, be suspicious.

If you receive an unexpected mailpiece:

- First check the return address.
- If you don't recognize the return address, contact the security office.
- The security office should attempt to contact the sender.
- Don't open the mailpiece until verification proves it's harmless.

Poster 84: Suspicion Mail or Packages



What should the mail center security coordinator do after encountering a suspicious letter or package during screening?

Response	Action				
First	Follow your local established protocols.				
Inquire	Ask the employee who found the suspicious letter or package to write down the specific recognition point in the screening process that caused the alert (excession postage, no return address, rigid or bulky, lopsided or uneven appearance, strandor, protruding wires, oily stains, discolorations, excessive tape, etc.).				
Isolate	solate the area where the mailpiece was found—do not touch it.				
Alert	Alert employees that a suspicious letter or package has been found, what the points of recognition are, and to remain clear of the isolation area.				
Notify	Inform management and security that a suspicious item has been detected by the				
Document	Without touching the mailpiece, record from each visible side of the item all				
Inform	Inform police (and Postal Inspectors if sent through the U.S. Mail) of all information recorded from the suspect item.				

What are some questions to ask the addressee or sender during the verification process?

- Is the addressee familiar with the name and address of the sender?
- Is the addressee expecting a letter or package from the sender? If so, what's the approximate size of the item?
- Ask the sender to fully explain the circumstances surrounding the sending of the item and describe the contents. At this point, management and security must decide whether or not to proceed to open the letter or package.
- If the sender is unknown, is the addressee expecting business correspondence from the city, state, or country of origin of the item?
- Is the addressee aware of any friends, relatives, or business acquaintances currently on vacation or on business trips in the area of the return address?
- Has the addressee purchased or ordered any merchandise from a business whose parent organization might be located in the area of the return address?

If you determine the sender is unknown at that return address or the return address is fictitious, consider this scenario as an indication the letter or package may be dangerous.

## What is the importance of testing contingency plans?

The Postal Inspection Service can't overemphasize the need to test contingency plans with mock suspicious parcels placed in the mail center or elsewhere in the facility. The tests should be conducted in a manner that does not alarm employees.

Dress rehearsals help ensure that your lines of communication function as planned and that each person who has a role to play knows his or her part.

Test the efficiency of your emergency contingency plan by conducting scheduled tests. Hold post-test meetings to address problems and resolve them before the next test.

# MAIL CENTER SECURITY QUICK REFERENCE GUIDE

## For suspicious letters and packages

- First, if there is a known medical emergency or chemical reaction with the mailpiece, call 911. If you are unable to verify mail contents with the addressee or sender:
- Do not open it.
- Treat it as suspect.
- Isolate it—don't handle.
- Contact building security, if available.
- Call Postal Inspectors at 877-876-2455 (press 2) if the item was received in the U.S. Mail.

## For a bomb

- Evacuate immediately.
- Call 911 for police, fire and hazmat unit.
- Call Postal Inspectors at 877-876-2455 (press 2) if the item was received in the U.S. Mail.

## For chemical, biological, or radiological contamination

- Isolate it—don't handle.
- Wash your hands with soap and warm water.
- Call 911 for police, fire, and hazmat unit.
- Call Postal Inspectors at 877-876-2455 (press 2) if the item was received in the U.S. Mail.

### For air contamination

- Turn off fans or ventilation units and shut down the air handling system in the building, if possible. Leave area immediately and close the door or section off the area to prevent others from entering it.
- Notify your building security official or a supervisor and call 911.
- If possible, list all people who were in the room or area. Give the list to public health authorities for any needed medical advice and to law enforcement authorities forfollow-up.

### For a placed device

Do not disturb. If you're unable to verify the owner:

- Evacuate immediately.
- Call 911 for police, fire, and hazmat unit.

This guide is intended only for mail center supervisors and their employees. 877-876-2455 press 5

postalinspectors.uspis.gov

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# Chemical, Biological, or Radiological Threats

Biological threats may include the following substances:

### Chemical

Any substance designed or intended to cause death or serious bodily injury through the release, dissemination, or impact of toxic or poisonous chemicals, or their precursors, such as mustard gas, nerve agents, and sarin gas.

### **Biological**

• Any substance involving a disease organism, such as smallpox, botulinum toxin, anthrax, and ricin.

### Radiological

• Any substance designed to release radiation.

## Ricin

There have been a few incidents of mail purporting to contain the chemical poison ricin.

Ricin is made from castor beans, a plant that is plentiful in many areas of the world, including the United States. Castor beans are used to make castor oil and other beneficial products used for many purposes. In fact, castor oil is often used in the manufacture of paper, including paper used as envelopes. Trace amounts of castor are present in many common items. The process for making ricin from castor beans is rather difficult and quite dangerous. To cause harm, ricin must be injected, inhaled, or ingested.

### Anthrax

Anthrax is a bacterial disease caused by *Bacillus (B.) anthracis*. In humans, three types of anthrax infections can occur based on the route of exposure.

For detailed recommendations from the Centers for Disease Control (CDC) on protective gear for your employees, contact your local CDC representative or visit <u>*cdc.gov*</u>.

Туре	Exposure	Transmittal & Characteristics	Symptoms					
Cutaneous	Skin	The most common, naturally occurring anthrax infection. May be transmitted via skin contact with contaminated meat, wool, hides, or leather from infected animals. Incubation is from 1 to 12 days. Infection occurs through scratches or skin abrasions.	Infection appears as a raised bump resembling a spider bite. Within 1 to 2 days, it develops into a blister and then a painless ulcer, with a black necrotic (dying) area in the center. The lesion may cause fever, malaise, and headache. Lymph glands in the area may swell.					
Inhalation	Inhalatio n	Anthrax spores must be aerosolized to cause inhalational anthrax. It is contracted by inhaling spores and occurs in workers handling infected animal hides, wool, and fur. The number of spores that cause infection is unknown. Incubation period is unclear, but may range from 1 to 7 days or up to 60 days.	Inhalation anthrax resembles a viral respiratory illness. Initial symptoms include sore throat, mild fever, muscle aches, and malaise. Symptoms may progress to respiratory failure and shock with meningitis. After incubation of 1 to 7 days, the onset of inhalation anthrax is gradual.					

### **Anthrax Characteristics**

Gastro-	Ingestio	Gastrointestinal anthrax usually follows Causes acute inflammation of the	
intestinal	n	consumption of raw or undercooked intestinal tract. Initial signs are in	
		contaminated meat and has an loss of appetite, vomiting, fever f	
		incubation period of 1 to 7 days. by abdominal pain, vomiting of blood	

## How to Limit Exposure to a Suspicious Substance in the Mail?

- Develop an emergency plan in response to a known or possible exposure to a suspicious substance.
- Train workers how to recognize and handle a suspicious letter or package.
- Identify a single point of contact to open mail.
- Screen all mail for suspicious letters or packages.
- Do not open mail in an area where other personnel are present.
- If appropriate, have personal-protective equipment (gloves, masks, etc.) available for employees who handle mail.

## What should you do if you receive a suspicious substance by U.S. Mail?

Ste	Action
1.	Above all else, follow your local established protocols. Notify your supervisor.
2.	If there is a known medical emergency or chemical reaction to the mailpiece, call 911 and then call Postal Inspectors at 877-876-2455 (press 2).
3.	If there is no known medical emergency or chemical reaction, call Postal Inspectors at 877-876-2455 (press 2).
4.	Isolate the damaged or suspicious letter or package. Cordon off the immediate area.
5.	Ensure that anyone who touched the mailpiece washes his or her hands with soap and water.
6.	List everyone who touched the mailpiece. Include contact information and have the information available for authorities. If asked, provide the information to first responders.
7.	Follow first responders' instructions on decontamination procedures.

You can find more guidance on suspected chemical, biological, or radiological contamination from the Centers for Disease Control at *cdc.gov* 

# MAIL CENTER EMERGENCY NUMBERS

JUNEAU POLICE DEPARTMENT 907-586-0600

US POSTAL INSPECTOR 907-562-8790

JUNEAU FIRE DEPARTMENT 907-586-5322

INSERT SECTION WORKSHEET	Insert Area	a Phone Nu	mber 465-6	546 Workloa	ıd in thi	is area va	rles. Please	schedule all inse	rt jobs in	advance.
JOB NO.	Jobs: DInsert	Fold	Label	🗖 Burst		Trim N	o. of pieces p	er envelope		Please provide samples of
	Return extras:	□ No	□ Yes	Return env	elope:	□ No	□ Yes		t	he finished job.)
MAILING INSTRUCTION	FORM				Ne	ed Info	rmation?			
Central Mail Services PO Box 110210					Ne	ed Sup	plies?	Call 465-6	546	
Juneau Alaska 99811-0210					То со	omply with th	e Private Express	Statutes, all mail will be s	ent USPS 1s	t Class unless otherwise specified.
					AGEN	CY			PO BOX NO.	DATE
					CONT	ACT PERSON			PHONE NO.	
					E-MAII	-			FAX	

# NAME OF PROJECT:\_\_\_\_\_

Notes / Special	
Notes / Special Instructions:	

Mail Station No.	Agency	Location
OFFICE C	OF THE GOVERNOR	
0001	Office of the Governor/OMB/Lt Gov	240 Main St,3rd Fl, Ct Plaza
0017	Director of Elections	240 Main St,4th FI, Ct Plaza
0018	Elections Southeast Supervisor	Mend. Hall Mall

## DEPARTMENT OF ADMINISTRATION

0200	Comm/Tax Appeals/Risk mgmt./Admin. Service	10th Floor, SOB
0201	DOP/Labor Relations	10th Floor, SOB
0201	Personal 02P07,02P11,02P20	Goldbelt Suite 100B
0203	Division of R & B	6th Floor, SOB
0203A	R&B Annex	400 Willoughby Av. Annex Bld
0204	Division of Finance/State Travel	10th Floor, SOB
0206	Information Technology Group	5th Floor, SOB
0208	Division of Administrative Services	10th Floor, SOB
0210	Division of General Services	7th Floor, SOB
0216	Public Defender's Agency	150 3rd st 1st floor
0218	Division of Risk Management	10th Floor, SOB
0220	Labor Relations	10th Floor, SOB
0221	DMV Main Office	Sherwood Lane
0222	Ak Public Offices Commission	2nd Floor, Court Plaza
0225	Office of Public Advocacy	150 3rd st. ste 120
0226	Data Network Services/Info. Services	5th Floor, SOB
0227	OPA / JPCD	150 3rd St. Ste. 120
0230	Violent Crimes	240 main Street 5th floor
0231	Office Of Administrative Hearings	802 3rd St. Douglas Rm 226
0232	State Travel Office	10th floor S.O.B.
0233	Systems Replacement Projects	410 Willoughby Ste 107
0235	Shared services	8th floor SOB

### DEPARTMENT OF LAW

0300 LAW Diamond Court Bldg. 7th floor
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## DEPARTMENT OF REVENUE

0400	Commissioners Office/ Treasury	11th Floor, SOB
0401	Permanent Fund Corp	801 W 10th St
0405	Treasury	11th Floor, SOB
0420	Tax/ Unclaimed Property	11th floor SOB
0430	Gas Line	11th Floor, SOB
0461	PFD Juneau Division Info Office	11th Floor, SOB
0462	PFD Document Processing	11th Floor, SOB
0463	PFD	11th floor SOB
0464	PFD	
0467	PFD	

## DEPARTMENT OF EDUCATION & EARLY DEVELOPMENT

0500	Education	801 W 10th St
0505	Alaska Commission on Postsecondary Education	3030 Vintage Blvd
0507	Alaska State MuseumLibrary	395 Whittier Dr

Mail Station No.	Agency	Location
DEPART	MENT OF HEALTH & SOCIAL SERVICES	
0600	Health & Social Services Mailroom	350 Main St
	H&SS (02P06)	240 main Street 5th Floor
	ADA/Advisory Board	431 N. Franklin 2nd floor
	AK. Mental Health Board	431 N. Franklin 2nd floor
	DHSS Business Applications	410 Willoughby Ste 109
	Heating & Assistance	400 Willoughby Ave Ste 302
	Commission of Aging	240 main St. STE # 100
	DPA Child Care Licensing	130 Seward Ste # 512
0612	Public Health Center	3412 Glacier Hwy
	H&SS Probation office	450 Whittier
	Johnson Youth Ctr.	3252 Hosp. Drive
0215	Juneau Pioneer's Home	4675 Glacier Hwy
	Office of Childrens Services	130 Seward St. 3rd floor
	Office of Childrens Services	Mendenhall Mall # 300
	Public Assistance	10002 Glacier Hwy (job ctr)
	Womens Infant Children	130 Seward St. 5th floor
0675	Vital Statistics	5441 Commercial Blvd

#### DEPARTMENT OF LABOR

	DVR (Labor)	1111 W 8th st.
	DVR (Labor) 1st,2nd,3rd floors	10002 Glacier Hwy
	DOL DP	240 Main St. 5th floor
0700	Labor	1111 W 8th St
	U.I. Call Center	7th floor SOB

#### DEPARTMENT OF COMMUNITY & ECONOMIC DEVELOPMENT

0800	Commerce	9th Floor, SOB
	Investments	9th Floor, SOB
	Banking Sec. & Corp	9th Floor, SOB
	Community Advocacy	9th Floor, SOB

#### **DEPARTMENT OF MILITARY & VETERANS AFFAIRS**

I	0900	Military & Veterans Affairs	12300 Mendenhall Blvd
	0900	Military & Veterans Affairs	431 N Franklin # 204

#### DEPARTMENT OF NATURAL RESOURCES

1000	Natural Resources	400 Willoughby Av, 3rd fl
0030	Coastal Mgmt Program	302 Gold St.

#### **DEPARTMENT OF FISH & GAME**

1100	Fish & Game	1255 W 8th St
	Bendwood Tag Lab	10107 Bendwood Place
	Twin Lakes Pathology Lab	333 Glacier Hwy
	CFEC	Jordan Crk, Mall
1120	Southeast Region	802 3rd street RM 119

### DEPARTMENT OF PUBLIC SAFETY

1200	Public Safety	150 3rd St 3rd floor
	Judicial Services	123 4th St. 1st Floor
	Public Safety (Sherwood Lane)	2760 Sherwood Lane

Mail Station	Agency	Location
No.		
DEPART	MENT OF ENVIRONMENTAL CONSERVATION	

1800 Environmental Conservation

410 Willoughby Av

#### DEPARTMENT OF CORRECTIONS

2000	Corrections Main Office Douglas	802 3rd Street RM 224
2002	Probation	121 Seward St
2003	Lemon Crk. Correctional Ctr	2000 Lemon Crk Rd
2004	Pretrial Enforcement Division	2760 Sherwood Ln Ste 2C

#### **DEPARTMENT OF TRANSPORTATION & PUBLIC FACILITIES**

2500	3.5 Mile; 3132 Channel Drive	Juneau
2506	7 Mile; 6860 Glacier Hwy	Juneau
2505	AMHS, 7 Mile	Juneau

#### OFFICE OF OMBUDSMAN

3000	Ombudsman	130 Seward St Ste 501
3100	Alaska State Legislature	Rm 5 State Capitol Bldg

#### LEGISLATIVE AFFAIRS AGENCY

#### LEGISLATIVE FINANCE DIVISION

3200 Legislative Finance Division 6th Floor, SOB
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#### LEGISLATIVE AUDIT DIVISION

3300 Legislative Audit Division	6th Floor, SOB
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### ALASKA COURT SYSTEM

4100	Alaska Court System	Rm 21, Diamond Court Bldg
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#### UNIVERSITY OF ALASKA SE

UAS	1415 Harbor Wy 2nd floor rm
UAS	11120 Glacier Hwy Back door