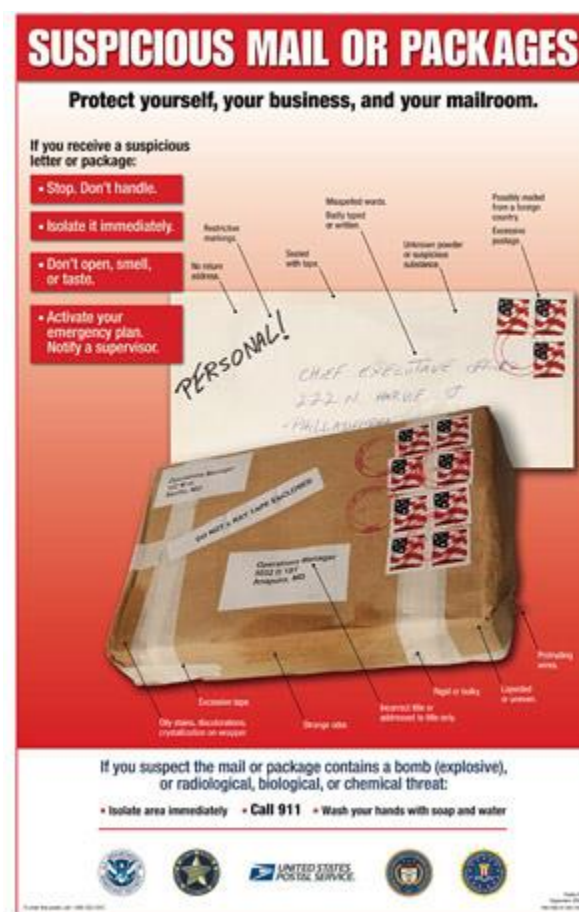


# Suspicious Mail & Packages

If you receive a suspicious letter or package:

- **Stop** — do not handle, open, smell, or taste
- Isolate the mail immediately
- Call UPS at **4444** or **911**
- Notify your office
- Anyone who comes into contact with suspicious mail should wash their hands and face immediately and isolate themselves from others
- To remember anyone else that came in contact with mail, write it down on paper

[suspicious-mail-packages-poster.jpg](#)



[Download a PDF of the suspicious mail poster](#)

## Suspicious characteristics

Some typical characteristics which ought to trigger suspicion include letters or parcels that:

- Have any powdery substance on the outside.
- Are unexpected or from someone unfamiliar to you.
- Have excessive postage, handwritten or poorly typed address, incorrect titles or titles with no name, or misspellings of common words.
- Are addressed to someone no longer with your organization or are otherwise outdated.
- Have no return address or have one that can't be verified as legitimate.
- Are of unusual weight, given their size, or are lopsided or oddly shaped.
- Have an unusual amount of tape.
- Are marked with restrictive endorsements, such as "Personal" or "Confidential."
- Have strange odors or stains