



# Mail Service Center

## Tips for Handling

# Suspicious Packages or Envelopes

1. Carefully inspect mail for unusual characteristics. If in doubt, **DO NOT OPEN**.
2. If opened mail reveals a suspicious substance, set it down on a flat surface immediately. If possible, cover the area. Do not try to clean up the substance.
3. Clear people from the area and cordon off to restrict access.
4. Make a list of anyone who may have had contact with the item or substance and direct them to wash hands and other exposed skin with soap and water. Isolate them in a designated area to await further instructions.
5. Shut down all equipment in the area, including heating, ventilation and air conditioning systems, as well as personal fans or heaters.
6. Wearing protective equipment, write down the following details:
  - Location of the mail item or substance,
  - Description of the substance,
  - Description of the mail item (markings, labels, declarations, postage),
  - Name and address of sender,
  - Name and address of addressee.
7. If yours is a state agency in Wake County, report the incident to the State Capitol Police 919-733-3333; if outside of this area, contact your local law enforcement agency.
8. Also notify the Postal Inspection Service (toll-free) at 1-877-876-2455. They may conduct a threat assessment.

*This online document is a collaborative production of the State Capitol Police and Mail Service Center. 8/10*



**If a package or envelope appears suspicious,  
DO NOT OPEN IT.**

**Call State Capitol Police (919) 733-3333  
if in Raleigh/Wake County;  
otherwise contact your local law enforcement agency.**

