

1. Give short answers to the following questions:
 - i. What is meant by the term 'Non-Address Information'? Provide examples
 - ii. What is postal automation and how can it be beneficial?
 - iii. List several examples of hazardous and illegal items that cannot be posted.

2. For a package to arrive in good condition at its destination, it's important to observe four basic principles in packaging your shipments. Discuss.

3. Provide examples of when Insurance, Registered Mail and Special Handling may be required. Explain the benefits of each.