DEPARTMENT OF THE INTERIOR

National Business Center

Mail Management Handbook

MAIL MANAGEMENT HANDBOOK

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Exhibits

General Information

The Department Mail Management Program has been established to provide guidance to all Department of the Interior (DOI) employees who use Official Mail Services. Official mail channels are reserved for official mail and may not be used for employees' personal correspondence.

Purpose

This Departmental Handbook provides general guidance for managing mail operations throughout DOI. The handbook will be used in conjunction with the Domestic Mail Manual (DMM), the International Mail Manual (IMM), and the Postal Bulletin, issued by the United States Postal Service (USPS), and General Services Administration (GSA) standards and guidelines. Any questions concerning this handbook should be addressed to the Office of Mail Management (OMM), (202) 208-6748.

DMM

The DMM is updated periodically. It contains the basic standards and rates for USPS governing domestic mail services; descriptions of the mail classes and services and conditions governing their uses; and standards for rate eligibility and mail preparation. Domestic mail is classified by size, weight, content, service and other factors.

IMM

The IMM is updated twice a year. It contains standards and rates for mailing from the United States to other countries. It sets forth the conditions and procedures for the preparation and treatment of mail that is inbound (coming in) to the United States and outbound (going out) of the United States.

Postal Bulletin

The Postal Bulletin is published weekly. It is the official source of updates to USPS policies and procedures. It includes advance notice of updates, time-sensitive instructions, and other business information. The information in the Postal Bulletin is effective for 1 year. It is available on a paid subscription basis.

Each bureau mail facility in the Department should subscribe to the DMM, IMM, and the Postal Bulletin to obtain the latest revisions to the policies and procedures of the USPS regulations. You can view the DMM, IMM, and the Postal Bulletin online at USPS web site http://pe.usps.gov

General Services Administration (GSA)

GSA standards and guidelines that are included in this handbook are taken from the Government-wide Mail Regulations, Mail Management Policy, Part 01-9, Federal Mail Management. You can obtain a copy online at GSA's web site http://www.gsa.gov.

Mail Management Reports

Annually, GSA requests from the Department a Mail Management Report. Each year this report is due on March 30. Each bureau/office of the Department needs to track postage, shipping, and other mail service expenditures. This report includes all classes of USPS mail, courier services mail, and expedited mail (Federal Express, United Parcel Services, etc.).

Additionally, bureaus must have a security plan in place that is reviewed and updated whenever circumstances warrant (41 CFR Part 102-192 Federal Mail Management, Subpart D, Security Provisions).

The Departmental Mail Manager's office will request this information from the bureaus in February of each year.

Mail Facilities

Each bureau/office of the Department will provide efficient and effective mail services. The following guidelines will aid in establishing an efficient mail facility. A mail facility is defined as any location where mail is sorted, delivered, picked up, and sent out.

1. Plan mailroom layout, and ventilation for efficient workflow

2. Locate the mailroom where it is easily accessible to your employees as well as USPS employees. Whenever possible, locate your mailroom as the lowest practical level of

your building so gravity fed chutes can be used to move mail quickly down to the processing area.

3. Plan mailroom and layout to fit the organization's size, physical facilities, nature of functions, and type and volume of mail.

4. Mechanize repetitive tasks. Automated metering, opening, inserting and wrapping equipment will speed up mail processing.

5. If cost effective, provide laborsaving devices such as mail processing machines, conveyors, and automated delivery carts to expedite and simplify mail operations.

Mail Facilities

6. Secure all mail processing, staging, and transport equipment from unauthorized use. Use mail application software for scheduling, volume/production analysis, accounting, postage payment, addressee lookup, and cost control, etc.

Mail Services

The following elements will aid in providing efficient and effective mail services.

1. Staff your mailroom properly, and ensure adequate training.

2. Provide adequate supervision of mail operations

3. Provide "window service" for mail pickup and delivery, where deemed appropriate.

4. Do not assign tasks to mailroom personnel that could impede the delivery or dispatch of mail.

5. Provide adequately trained backup personnel to assist during times of peak volume or as temporary replacements when regularly assigned personnel are absent.

Each bureau should conduct an annual analysis of mailroom operations. Written notes are required on each phase of your operation.

Postage

There are several options for postage payment methods that include stamps, precanceled stamps, postage meters, pc postage, and permit imprint. The USPS will accept credit card, check, money order or cash for postage payment. In addition, the USPS will accept electronic payment such as automated clearing house (ACH) transactions.

Stamps

All postage stamps issued are valid for postage from any point in the United States or from any other place where U. S. Mail service operates. Stamps are available in various denominations. No permit or fees are required when you use stamps. Stamps can be purchased online at http://shop.usps.com or at local post offices. Postage stamps are invalid for use for postage due, special delivery, special handling. Stamps that are mutilated or defaced; cut from stamped envelopes, aerogrammes, or stamped cards are also invalid.

Precanceled Stamps

Precanceled stamps may be used to pay regular postage and fees for extra services if the mailpiece is endorsed under the standards and for the class of mail and service requested. Precanceling is the cancellation of adhesive stamps, stamped envelopes, or stamped cards before mailing. Precanceling may be done by the USPS or by the mailer under a postal permit. Precanceled postage is an optional postage payment method for mailings at Presorted and automation First-Class Mail rates and at all Standard Mail rates.
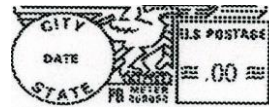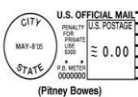
Metered Postage

Meters are used to affix postage to your mailpieces. The meter stamp shows the amount of postage paid. Meters are leased from an authorized provider. You must obtain a license to use a postage meter. You must file an application (Form 3601-A, Application or Update for a License to Lease and Use Postage Meters) for a meter license through your meter provider. There is no application fee. To find out more about postage meters, including authorized meter providers visit www.usps.com/postagesolutions.

Metered postage must be legible and not overlap each other if more than one impression is applied to the same piece. Metered postage must be printed or applied in the upper right corner of the envelope or address label. Indicia must be printed with USPS-approved fluorescent ink. The month, day, and year must be shown in the meter stamp on all First-Class Mail and on all certified, COD, insured, Registered Mail, and special handling mail, whether the stamp is printed on the mailpiece or on a separate label or tape.

All postage meters are remotely reset by your meter provider. ACH Credit can be used for Postage Meter resetting. Call your meter company and initiate an ACH Credit (CCD+) payment account. You'll need to provide the following:

1. Bank routing transit number
2. Meter company bank account

Contact information for Postage Meter Providers:

Hasler – 1-800-248-8013
Neopost – 1-800-867-3738
Pitney Bowes – 1-800-243-7800
Francotyp-Postalia – 1-800-407-3738

$0.00
MONTH DAY YEAR
US POSTAGE
FIRST-CLASS MAIL
CITY STATE ZIP CODE

10161981RW0012B

PC Postage Systems

PC Postage systems generate indicia imprinted on or affixed to a mailpiece as evidence of prepayment of postage. This method of postage payment may be used on any class of mail except Periodicals. PC Postage is easy to use for all mailing needs. It enables you to print the exact postage needed and keep track of mailing expenses. You use PC Postage technology from your computer at any time. In order to use, you must obtain PC Postage software and services from an authorized provider, and obtain a license. PC Postage providers will prompt you through the application process (Form 3601-A) online. There is no fee. Postage is paid through the PC Postage provider. To find out more and to see a list of authorized providers, visit www.usps.com/postagesolutions.

FIRST-CLASS MAIL
U.S. POSTAGE PAID
NEW YORK NY
PERMIT NO. 1
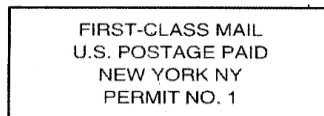
Permit Imprints

Permit Imprints are the most popular way to pay for postage, especially for high volume mailings. Instead of using precancelled stamps or a postage meter, the mailer prints postage information in the upper right corner of the mailpiece, this is called an indicia. The postage block is called a permit imprint. The permit imprint can be printed directly on the mailpiece or on a label, including the address label that is permanently affixed to the mailpiece. A permit imprint must include the class of mail, city and state where the permit is held and the mailer's mailing permit number, except for company-style perm

PRESORTED
STANDARD
U.S. POSTAGE PAID
JOHN DOE COMPANY

Company Imprints

A company-style permit uses the company's name (agency name) in the indicia instead of its permit number, city and state.

This postage payment method involves the use of a printed or hand-stamped permit imprint. You must have a mailing of at least 200 pieces or 50 pounds to be eligible. All pieces in a permit imprint mailing must be of identical weight unless otherwise authorized by USPS Business Mailer Support. Mailings must be prepared in specified containers and must be taken to the postal facility where mail will be verified.

You must file an application (Form 3615) for a permit and pay a one-time application fee at the post office where your mailings will be deposited and where your postage will be paid. Postage is paid from an account you set up at the post office where you will enter mail. When you bring your mailing to the Post Office, the total postage is deducted from your account. To remain active, you must use your permit imprint at least once within 2 years.

Mail Management

The mail management objective is to establish policy and requirements for all of the Department's mail. Ensure that the mail receives rapid handling and accurate delivery throughout the Department at minimum cost that is consistent with the agency's mission requirements. Identify the primary responsibilities of bureaus/offices and officials in the implementation of the Departmental Mail Policy.

Responsibility

Secretary of the Interior

Provides management direction and support necessary for the Department of the Interior to effectively fulfill its policy commitments.

Assistant Secretary
Policy Management and Budget

Presents to the Secretary an annual report on the Program. Includes mail as an agenda item for the Secretary's staff briefings when appropriate.

Departmental Designated Mail Manager

➢ Exercises authority of the Secretary for the management and administration of the Mail Management Program.

➢ Directs Program activities through a Departmental Deputy Mail Manager who has specific program knowledge and expertise, and ensures that adequate resources are provided to the Deputy to develop and administer the program.

➢ Advises the Assistant Secretary, Policy, Management and Budget, as to the status of the program and annually prepares and submits a comprehensive report on program status.

Departmental
Designated
Mail Manager

➢ Promulgates policy, directives, and alternate or supplemental standards applicable for implementation of an effective program.

➢ Encourages Bureau Mail Managers to use the Departmental Mail Council as a forum to exchange program information, a focal point for coordinating mail activities, and a vehicle for formulating recommendations to the Departmental Designated Mail Manager.

Departmental Deputy Mail Manager

➢ Exercises the authority of the Departmental Designated Mail Manager.

➢ Represents the Department on Government-wide Mail Policy Councils and other mail related Government-wide organizations.

➢ Represents the Department on the Departmental Mail Council

➢ Ensures development of systems to track workload

➢ Identifies and pursues initiatives related to cost savings, such as prompt payment, work sharing, volume discounts, electronic transmission in lieu of mail, etc.

➢ Encourages the decentralization of mail budgets and the tracking of related costs by mail center.

➢ Ensures the establishment of appropriate performance measures for mail handling.

➢ Ensures the development, implementation, and update of a departmental mail cost control program that includes all forms of mail.

➢ Ensures the availability of technical training for Mail Facility Managers and support staff.

➢ Ensures the development, implementation, and periodic update of a Departmental mail security plan in accordance with Executive Order 12977.

Heads of Bureaus

➢ Exercises the authority of the Departmental Designated Mail Manager.

Heads of Bureaus

➢ Develops directives and alternate or supplemental standards to meet the unique mailing needs of the bureau.

➢ Directs program activities through a Bureau Mail Manager who has specific program knowledge and expertise, and ensures that adequate resources are provided to the Bureau Mail Manager to develop and administer the program.

➢ Presents to the Assistant Secretary, Policy, Management and Budget, an annual report on the bureau's program.

Bureau Mail Managers

➢ Exercises the authority of the Bureau Head for the management and administration of the mail program.

➢ Directs Program activities through Mail Facility Managers and administration of the program.

➢ Advises the Bureau Head on the status of the Program, and annually prepares and submits a comprehensive report to the Departmental Designated Mail Manager.

➢ Represents the bureau on the Department Mail Council.

➢ Develops systems to track workload and cost data, and to identify savings related to work sharing initiatives.

➢ Develops systems to reconcile bills and to achieve prompt payment.

➢ Develops ways and means to decentralize mail budgets and systems to track related costs by Mail Center.

➢ Develops, implements, and updates bureau mail cost control program that includes all forms of mail.

➢ Ensures the availability of technical training for Mail Facility Managers and support staff.

Mail Facility Managers

➢ Implements policies and procedures developed by the Departmental and Bureau Mail Managers.

➢ Provides training opportunities for managers, supervisors, and employees on cost effective mailing practices for incoming, outgoing, and internal mail.

➢ Works to enhance processes and to reduce costs of mail practices and procedures.

Facility Mail Managers

➢ Works closely with mass mailers to minimize postage expenses through improved mail piece design, mail list management, electronic transmission in lieu of mail, etc.

➢ Ensures that expedited mail and courier service are cost effective when used.

➢ Ensures that mail and packages are prepared in accordance with courier specifications.

➢ Reviews any activities associated with the unauthorized use, loss, or theft of postage and report such incidents to the appropriate authorities.

➢ Implements and updates the facility mail security plans.

Departmental Mail Council

The Departmental Mail Council is comprised of the Departmental Deputy Mail Manager and Bureau Mail Managers. The council will discharge its direction and findings through the Assistant Secretary, Policy, Management and Budget, and internal bureau line command.

> ➢ Provides executive level bureau and office involvement in the formulation of policy and management of the Departmental Program.

Cost Control

Bureaus whose total annual payments to all service providers exceed $500.000 must develop, implement and periodically update a mail cost control plan. The mail cost control plan should address the following:

> ➢ Choose the lowest cost and/or best service available while adhering to USPS regulations. The plan should also include alternatives to expedited mail.

> ➢ Take advantage of worksharing and automated mail procedures including automated addressing, mail list management, electronic mail, and use of the Internet.

> ➢ Control procedures and instructions on cost-effective use of expedited mail, mail piece design, mass mailings, and couriers.

Security

Each bureau must develop, implement, and periodically update a mail security plan. The plan must be coordinated with the bureau's security officer. Security is extremely important to mail center operations. Incoming mail should be screened for suspicious items. Bags or bundles of mail, and other courier deliveries must be delivered to a centralized mail center for screening and distribution.

Security

Each bureau should appoint a mail center security coordinator (the coordinator) and an alternate that are mature, responsible, and emotionally stable. The mail center security coordinator oversees the screening process of all items and train employees in detecting suspicious packages, verifications, safe handling, and communications with security and management in any crisis. A few of the duties of the coordinator are:

> ➢ The coordinator is to assume command of the situation when mail center employees in the screening process identify a suspicious package.

> ➢ The coordinator is responsible for seeing that personnel who have detected a suspicious item place sufficient safety distance between themselves and the item and ensure that other employees do not cluster around.

> ➢ The coordinator will then notify management directly and provide them with specific details of the item and carry out the established security plan.

Each bureau should appoint a mail security coordinator. This person should oversee the security process and establish a security plan. Everyone should be made aware of the security plan and routine drills should be performed.

Annual Review

Annually a review should be conducted on mail operations. The review should identify problem areas and make recommendations for improvements. Some things to consider are the:

- ➢ overall effectiveness of the mail service as it relates to misdelivered mail, pickup and delivery times,

- ➢ postage accountability (actual postage costs),

- ➢ courier services closely monitored and documented to obtain refunds and improvements,

- ➢ using letter-size mail to obtain lower rates, and

- ➢ are records being kept.

Expedited Mail Services

Expedited mail is any mail designated for overnight or two-day delivery such as USPS Express Mail or Federal Express. General Service Administration is the governing agency that negotiates expedited mail services. GSA negotiated a non-mandatory multiple award contract for the government expedited mail services.

Expedited
Mail Services

The Departmental Mail Council and the Acquisition Managers Partnership decided that the best interest of the Department is to have a unified Department-wide contract for expedited mail services. Each bureau must follow the established guidelines of the Department-wide contract for Domestic and International Express Package Delivery Services.

USPS Classes of Mail

Express Mail is the fastest mail service offered by the USPS, and has several service offerings that include Next Day Service, Same Day Service and Military Service etc. It provides guaranteed expedited service for any mailable matter. Express Mail rates are based on the weight of the piece without regard for how far the piece travels. Express Mail has a maximum weight of 70 pounds. There are no discounted or bulk rates for Express Mail. Express Mail is considered closed against postal inspection.

Priority Mail is First-Class Mail weighing more than 13 ounces and, at the mailer's option, any other mailable matter weighing 13 ounces or less. Priority Mail rates are based on zone and weight. All Priority Mail receives expeditious handling and transportation, with a maximum weight of 70 pounds. The word "Priority" must be placed prominently on each mail piece. The USPS follows uniform guidelines for Priority Mail but does not guarantee delivery within a specified time. Local postmasters can provide more information.

USPS
Classes of
Mail

First-Class Mail does not have a minimum weight. Anything that weighs over 13 ounces becomes Priority Mail. All mailable matter can be mailed as First-Class Mail. Some things must be mailed as First-Class (or Priority Mail), such as handwritten or typewritten material, bills, statements of account or invoices, personalized correspondence, credit cards, and any matter sealed against inspection.

Periodicals is designed for newspapers, magazines, and other periodical publications whose primary purpose is transmitting information to an established list of subscribers or requesters. The Department does not use this class of mail. For more information on periodical publications refer to the DMM.

Standard Mail is any matter not required to be mailed as First-Class Mail or Periodicals. Standard Mail is used to send printed matter, flyers, circulars, newsletters, bulletins, catalogs, and small parcels. There is a minimum quantity of 200 pieces or 50 pounds. All Standard Mail rates are bulk rates and each mailing must meet a minimum quantity of 200 pieces or 50 pounds of mail. There are no single-piece rates. It is important to know that Standard Mail parcels are charged a residual shape surcharge.

Package Services is a class of mail primarily intended for merchandise, books, catalogs, and other printed material. It was formerly known as Standard B. There are four subclasses Parcel Post, Bound Printed Matter, Media Mail and Library Mail.

If any bureaus are mailing merchandise, compare the costs and service between Priority Mail and Package Services. The Package Services postage costs are very similar to Priority Mail but Priority Mail gets there faster and includes free forwarding and return. The chart below indicates the features of each class of mail.

Domestic Mail – All domestic mail that is not endorsed will receive First-Class mail service by the USPS and must have the correct postage.

Exhibit 2-1
Features of Each Class of Mail

Class of Mail	Speed	Low Cost	Free Forwarding and Return	Special Services	Presort Discounts
Express Mail	Yes	No	Yes	Yes	NO
Priority Mail	Yes	Maybe	Yes	Yes	No
First-Class Mail	Yes	Yes	Yes	Yes	Yes
Periodicals	Yes	Maybe	Yes	No	Yes
Standard Mail	No	Yes	No	Only for parcels	Yes
Package Services	No	Yes	No	Yes	Yes

International (Foreign) Mail

Most items are mailable to foreign countries. However, International Mail requires the sender to adhere to certain restrictions and use customs declaration forms. If customs regulations are not followed, the item will be impounded by customs. Bureaus are to refer to the IMM prior to sending any mail internationally to ensure that all USPS requirements are met. The IMM can be accessed online at http://:pe.usps.gov. The correct international mail address format is shown in Exhibit 2-2 below.

Exhibit 2-2
International Address Format

```
Department of the Interior
Logistics Office                                    PAR AVION          POSTAGE
1849 C St NW – MS 1731
Washington DC  20240-001


              JOHN DOE
              STATION 321
              OTTAWA ONTARIO  K1A 0B1
              CANADA
```

Accountable Mail

Accountable Mail is mail that requires special handling by the USPS. It usually requires a signature of the addressee or addressee's agent upon receipt to provide proof of delivery or indemnification for loss or damage. These services include registered, certified, insured mail, return receipt, and merchandise return service.

Bureaus must maintain a Firm Book, PS Form 3877, provided free of charge from the USPS, on all accountable mail.   When this mail is delivered a signature is required to show proof of receipt. For more information on accountable mail, refer to Chapter 9, Special Services, Domestic Mail Manual.

Controlled Mail

All Bureaus must established guidelines for processing controlled mail. The guidelines must include maintaining a log on all controlled mail, incoming and outgoing.

Any controlled mail received late in the afternoon and cannot be delivered the same day must be secured until the next day.

Contractor Mailings

Bureaus may use a contractor to prepare mailings. A contractor submitting a mailing that requires a postage statement must prepare the statement in duplicate and provide a copy to the mail manager. All envelopes and labels must show the bureau's printed return address in the upper left corner. The name and address of a private person, concern, organization, or contractor may not be shown in the return address.

Incoming Mail

Any mail received from USPS and other couriers for distribution and delivery throughout the Department is considered incoming mail. Incoming mail must be sorted and delivered in a timely manner once it is received from the USPS or any other courier. Bureaus and office heads must establish instructions for handling any mail that requires special handling.

Staffing

Each facility mail manager must ensure that adequate personnel is on hand to receive and process early USPS deliveries or remain after hours to accommodate late USPS pickups. Mail managers may have to adjust an employee work schedule to prevent going into an overtime status.

Distribution

Bureaus must document daily quantities of incoming mail received, percentage of letter-size mail and flat mail, number of people involved with handling incoming mail, and any related problems. Each bureau must prepare written instructions for processing incoming mail that is clearly understood by mailroom personnel. The instructions should include procedures for but are not limited to:

➢ collecting, analyzing, and evaluating information on the volume and physical characteristics of incoming mail.

➢ for handling misdelivered and returned mail.

➢ for processing electronically transmitted messages such as facsimile, email and telegrams transmissions.

➢ on mail control and when to omit controls when processing urgent and expedited mail.

Distribution

Official Mail. Official mail directed to employees of the Department at their office address will be delivered to that office. All official mail belongs to the office and not the employee. If an employee transfers to another office or facility, the mail will be delivered to the appropriate office. Official mail addressed to former employees will be delivered to the appropriate office for action.

Personal Mail. Any mail addressed to the Department or any Bureau becomes the property of the Department. Once the mail is received it can be opened, if required, by a mailroom supervisor or any other department official. Mailroom personnel are not required to pickup or deliver personal mail. Employees should not use their office address for personal mail matter such as bonds, bills, Earnings and Leave statements, salary checks etc. Only mail matter that is solely related to official business will be delivered with a few exceptions.

Printed Matter. Unsolicited commercial mail properly addressed for easy delivery may be forwarded to the appropriate office. This mail consists of advertisements, subscriptions, training material, flyers, etc.

Postage Due. The Department may receive postage due mail for business reply mail, address service requested, forwarding and return service, certificates of mailing, mailing list corrections, and short paid mail. Meter strips or penalty stamps may not be used to pay postage due charges. All penalty postage due charges must be assessed through OMAS.

Misdelivered Mail. Any mail delivered to the wrong office should promptly be returned to the mailroom or rerouted to the correct office. The mail should not be delayed unnecessarily. Mailroom personnel will accept misrouted mail from any office and promptly deliver it to the correct office or return it to the mailroom.

Each bureau should have instructions in place for handling misdelivered mail. This type of mail should be rerouted as quickly as possible to avoid any further delay.

Accountable Mail

The Department's mail received from a service provider that requires a signature from the addressee upon receipt to provide proof of delivery. Bureaus should establish special instructions to handle this type of mail. Accountable mail items are checks, registered mail, certified mail, insured mail, return receipts, and classified mail.

Registered Mail. Provides added protection for valuable mail. First-Class or Priority mail that is registered by the sender is to have the mail monitored from the point of acceptance by the USPS to delivery. Upon delivery it is signed for by a designated individual and logged in on a controlled mail log form. Mailroom personnel delivers mail to the appropriate office and obtain the addressee's signature.

Accountable
Mail

Certified Mail. USPS special service that the sender obtains a receipt at the time of acceptance. Upon delivery First-Class or Priority mail are signed for by a designated individual and logged in on a controlled mail log form. Mailroom personnel must deliver the mail to the appropriate office and obtain the addressee's signature.

Insured Mail. A service that provides indemnity coverage for a lost rifled, or damaged article, subject to the standards for the service and payment of the applicable fees. Mailroom personnel must deliver the mail to the appropriate office and obtain the addressee's signature.

Return Receipt. The mailing card (Form 3811 for domestic and Form 2865 for international) signed by the addressee of an article and mailed back to the sender as evidence of delivery. Mailroom personnel obtain a signature from the addressee and mail the back to the sender.

Classified Mail. This type of mail is identified with the markings "Secret" and "Confidential." Mailroom personnel should carry the mail unopened to the addressee and obtain a signature when the item is delivered.

Controlled Mail

All Bureaus and office heads must establish guidelines for processing controlled mail. The written procedures must be kept current and reviewed annually. At a designated central location, incoming controlled mail must be stamped with the current date and time. The Department must maintain a log on all controlled mail. The log will provide when the controlled item was received, action taken, assigned personnel, response date and status. The Department will control all Congressional mail items. Any controlled mail received late in the afternoon and cannot be delivered the same day must be secured until the next day.

Congressional Mail. This is correspondence that comes from the White House, Congress, Cabinet Members, or from a Governor.

All mail managers must maintain a log on all controlled mail items. The log will provide such information as when the controlled item was received, action taken, assigned personnel, suspense date and status.

Internal Mail Service

Each bureau and office heads must establish internal mail service that would support the needs of their facility. Bureaus that have more than one facility should consider the possibility of centralizing to eliminate duplicate efforts and to streamline the mail operation. The Department internal mail service should provide such services as sorting, delivering, and picking up mail for USPS and other couriers as well as distributing interoffice mail. To expedite delivery, the recipient's name, bureau, office, and mail stop are required. The Department internal mail service is for the official business of the government. Personal mail must not be deposited into the penalty mail system.

Internal Distribution

The runs that are scheduled for the Department internal mail service must coincide with the USPS delivery and pickup times. To make certain that the mail is processed or rerouted the same day, at least two mail runs must be scheduled daily. The runs should occur once in the morning and again in the afternoon. Some offices may require additional runs because of heavier mail volume.

The Department mandates that each bureau or office head fully describe and publish how messages and other documents move within their facility. Describe the assigned time of scheduled trips, number of trips, length of time it takes to complete a trip, cut-off times for mail pickup by the USPS, and maintain a record of any problems. Each mail facility must review the Department's internal mail system annually to identify and eliminate any problems and to ensure that the most efficient internal mail service is being provided.

Mail Stop Codes. The term mail stop is used to identify a location internally. All internal mail requires a mail stop to expedite delivery. Mail stop codes must be used in the return address of all outgoing mail. See the Department directory to obtain mail stop codes.

Internal
Distribution

Establishing Mail Stop.   Each facility must assign mail stop codes according to guidelines already established by the mail manager. A new mail stop should be established for ten or more employees receiving mail at a location. The request should be made in writing or by email.

Interoffice Mail. Each facility must establish and disseminate guidelines for delivery of interoffice mail. Interoffice mail must be separated from other outgoing mail. It clearly needs to identify the recipient by name, title, bureau, office, and mail stop code. The Department must transmit Interoffice mail by means of the "U.S. Government Message Envelope" or the "Special Attention Mail," blue envelope. Mailroom personnel must deliver all interoffice mail collected while in route to avoid the mail from being delayed.

Inter-Office Envelopes. These envelopes are used repeatedly for internal mailings. When using Inter-Office envelopes make sure all previous markings have been marked out. The intended recipient should always appear on the last line and include the name or title of addressee, agency, organizational unit, and room number.

Exhibit 4 –1
Inter-Office Envelope

U. S. GOVERNMENT MESSENGER			
NAME (OR TITLE) OF ADDRESSEE, AGENCY, ORGANIZATIONAL UNIT, ADDRESS, AND ROOM		NAME (OR TITLE) OF ADDRESSEE, AGENCY, ORGANIZATIONAL UNIT, ADDRESS, AND ROOM	
	STOP		
	STOP		
	STOP		

Restricted Mail. "Special Attention Mail," i.e., blue envelopes, will be delivered to the addressee unopened by mailroom personnel. This mail is for official use only (see exhibit 4-2).

Exhibit 4 -2
Restricted Mail (blue envelope)

SPECIAL ATTENTION MAIL

S P E C I A L   A T T E N T I O N   M A I L

To be opened only by _____

Office_____

STOP NO. _____

Internal Distribution

<u>Incoming Couriers Deliveries.</u> Each bureau must implement security procedures for package services. All incoming packages delivered by United Parcel Service (UPS), Federal Express, Federal Express Ground, or any overnight service should be scanned or examined prior to delivery.

<u>Special Deliveries.</u> When couriers deliver flowers or other specialty items, it is not the responsibility of the mailroom to deliver them. The courier must make arrangements through security to contact the recipient.

All bureaus must establish security procedures for processing incoming packages delivered by couriers. Any problems or concerns about items received from couriers should be addressed to the Logistics office of each bureau or security.

<u>New Employees/Relocation.</u> Procedures must be established for new employees and employees who relocate to contact the mail center regarding delivery of mail. Incoming mail for new employees who are not in the locator system and for an employee who has moved to another office and did not notify the mailroom will be returned to the sender.

Anytime a new employee comes aboard or an employee relocates to another office the mailroom personnel must be notified immediately. A form or card must be completed promptly to ensure proper delivery of mail.

Outgoing Mail Service

Any mail that requires transporting by the U.S. Postal Service or other couriers outside of the Department is considered outgoing mail. All bureaus and office heads must establish guidelines for outgoing mail to cover the specific requirements of their organization. Mail managers should review the plan annually to make certain that the organizational needs are being met.

Procedures must be established to systematically collect data on volume, category, and cost of outgoing mail. Also, information must be disseminated regarding mail preparation, postage rates and regulations that govern outbound mail. Mail managers, at all times, must use the most economical mail service available to help reduce overall postage cost.

Official Mail

Authorized Use. Official Mail may only be used for mailing articles, documents and packages that relates solely to Government business. Personal correspondence such as job resumes, applications, appeals, complaints, and grievances and all similar materials may not be sent as official mail. Anyone found using official mail for private use, will be fined up to $300. Departmental employees will also incur disciplinary action.

Mail Preparation

Return Address. All mail of the Department must have a complete return address (bureau/office, mailing address, and mail stop) must be in the upper left corner of each mailpiece. The preprinted words "Penalty for Private Use, $300," and "Official Business" must be immediately below the return address. The return address and penalty statements must not be handwritten or typed.

Envelopes. All envelopes must be prepared for mailing in a manner that will be compatible with USPS automated processing equipment. The smallest standard size envelope that will accommodate the contents must be used. Please note that six single sheets folded once and inserted into a standard size envelope that measures 5.5 x 8.5 is the approximate maximum size and weight for a one-ounce letter. Avoid at all times placing one single sheet; i.e. 8.5 x 11 into a 9 X 12 envelope. The USPS will charge an extra surcharge for using the larger envelope.

Window Envelopes. When using a window envelope the address must remain visible at all times during the full movement of the insert. A clear space at least one-eighth of an inch must be maintained between the address and edges of the window when the insert is moved to its full limits (see chapter 6 on addressing).

Self-mailers. The USPS requires self-mailers to have one or two tabs depending on their construction and the basis weight of the paper. Self-mailers can be sealed with tabs or glue spots. Refer to Chapter 6, Addressing, to see required basis weight of the paper for folded self-mailers.

Addressing. The Departmental Outgoing mail standards requires that all letter-size mail be compatible with the U. S. Postal Service automated mail processing equipment. All outgoing penalty (official) mail must have a return address and a correct recipient's address that includes the ZIP code. The following are examples of what is required to have a complete standard address format.

Exhibit 5 –1
Standard Address Format

> 1. AGENCY NAME………………………..DEPARTMENT OF THE INTERIOR
>   RECIPIENT/OFFICE NAME………..... JOHN DOE
>   MAIL STOP CODE……………………..MS 1731
>   ADDRESS……………………………….1849 C ST NW RM 1731
>   CITY STATE ZIP CODE………………WASHINGTON DC 20240-0001
>
> 2. RECIPIENT'S NAME…………………JANE DOE
>   ADDRESS……………………………….123 4TH ST NW
>   CITY STATE ZIP CODE ……………...WASHINGTON DC 20001-0000

For domestic mail, the city, state and ZIP Code or ZIP+4 must appear like in the preceding order, on the bottom line of the address. If all three elements cannot fit onto one line, place the ZIP Code or ZIP+4 on the line immediately below the city and state, aligned with the left edge of the address block.

Dual Addressing. It is called dual addressing when two addresses are shown in the address block; a street address is used with a post office box. Try to avoid using a dual address. However, when using a dual address the delivery address must be the line above the city and state line that coincides with it. The standard format for a dual address is shown below.

Exhibit 5 –2
Dual Address Standard Format

> 1. AGENCY NAME………………………..DEPARTMENT OF THE INTERIOR
>   RECIPIENT/OFFICE NAME………....JOHN DOE
>   MAIL STOP CODE……………………..MS 1731
>   ADDRESS 1…………………………..1849 C ST NW RM 1731
>   ADDRESS 2…………………………...P O BOX 200   ← Mail is delivered to the P O Box
>   CITY STATE ZIP CODE…..………...WASHINGTON DC 20000-0000

Mail
Preparation

Internal Mail. Interoffice mail must be separated from domestic and international mails. Interoffice mail must be delivered the same day. Any mail received on the last pickup that cannot be delivered while enroute maybe held for next-day delivery.

Accountable mail. Any mail that is accountable such as Certified, Express Mail and Priority Mail, going out must include all necessary forms and markings. The sender needs to make certain that the forms are completed not the mailroom personnel. However, customers should be able to obtain the appropriate forms from the mailroom.

Mailroom must stock appropriate forms and make them available to customers. Instructions on how to complete the forms should also be provided by mailroom personnel.

Reply Mail

The Department may distribute penalty reply mail by using the penalty business reply mail format, the penalty metered reply format; penalty mail adhesive stamps or penalty mail stationery; or the penalty merchandise return service label.
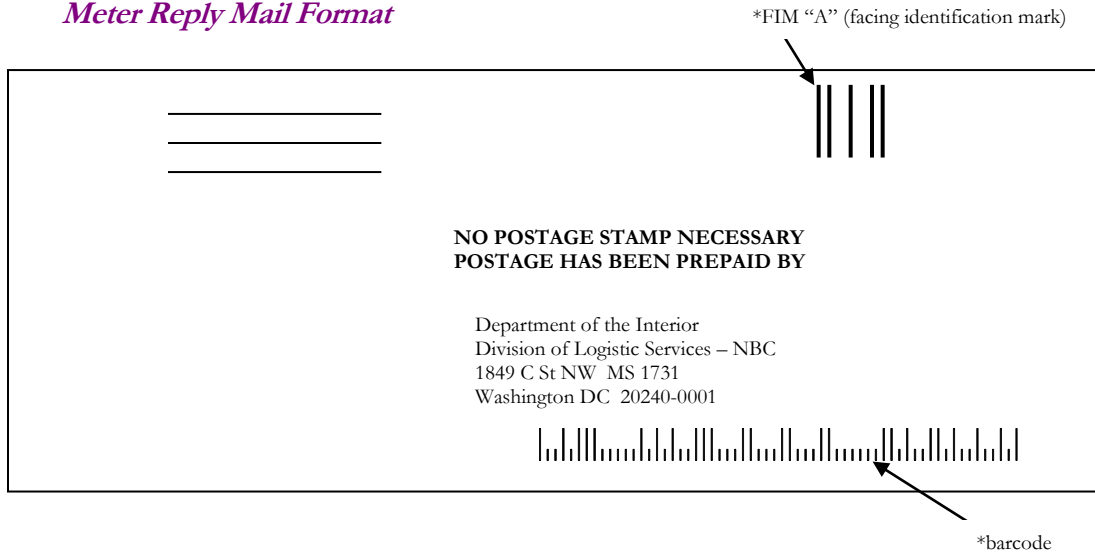
Bureaus may also use courtesy reply mail when they are certain of a response. The customer returning the pre-addressed envelope will pay the postage. For more information about courtesy reply mail refer to the DMM.

Prepayment. Bureaus or offices may affix prepaid adhesive postage stamps to cards and envelopes for reply purposes.

Metered Reply Mail. Any bureau or office that have a postage meter license may distribute metered reply cards and envelops, for return to the meter license holder. Meter stamps may be used to prepay postage on Express Mail; Priority Mail (up to 5 pounds); all First-Class postcards, letters, and flats up to a maximum of 13 ounces; single piece Media Mail; and Library Mail. A log must be maintained on all metered reply mailings to document postage used.

*The USPS provides free of charge the FIM (facing identification mark) and appropriate barcode to print meter reply letter-size mailpieces.

Exhibit 5 –6
Meter Reply Mail Format

*FIM "A" (facing identification mark)

NO POSTAGE STAMP NECESSARY
POSTAGE HAS BEEN PREPAID BY

Department of the Interior
Division of Logistic Services – NBC
1849 C St NW MS 1731
Washington DC 20240-0001

*barcode

Reply Mail

Business Reply Mail (BRM). Bureaus and offices may participate in business reply mail service (including Qualified Business Reply Mail). An office can choose to pay postage and per piece charges for BRM by setting up a BRM advance deposit account at their local post office.

 All offices must apply for a BRM Permit on Form 3615 at each post office where its BRM is to be returned. A contractor for the bureau may submit the form if it is signed by an authorized representative.

Exhibit 5 –7
Business Reply Mail Format
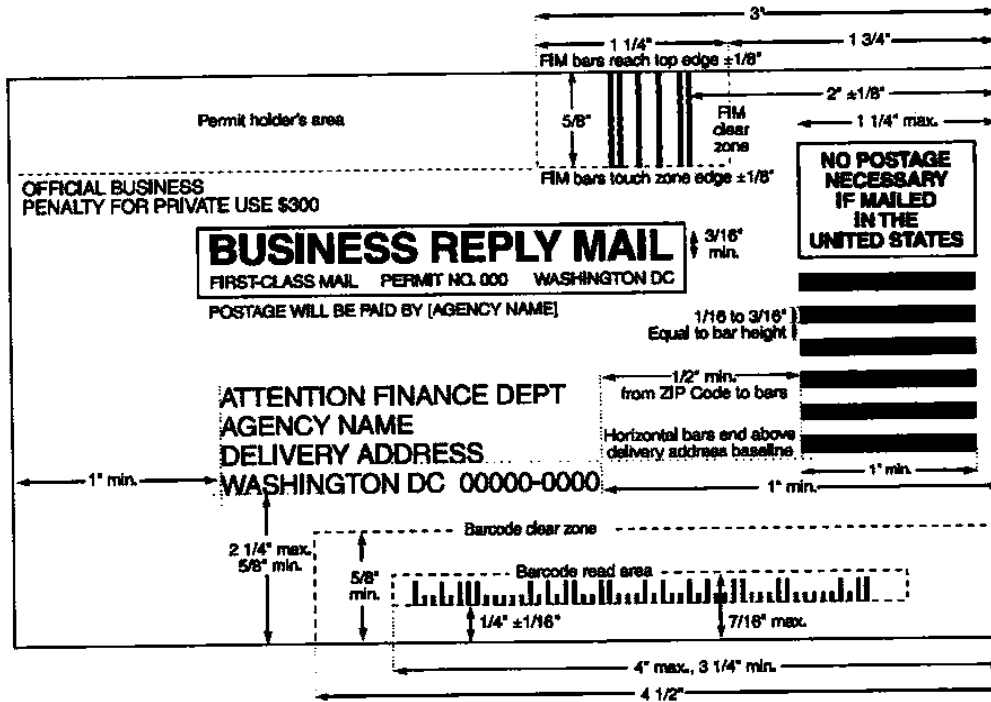
International Business Reply Service (IBRS). IBRS works the way domestic business reply mail works, but internationally. In order to use IBRS, bureaus must have an active BRM permit and participate in Qualified Business Reply Mail. The replies come back to the United States by airmail and postage is paid only for the actual number of returned. For more information on IBRS, refer to the International Mail Manual or visit USPS website at www.usps.com.

USPS will provide camera-ready artwork for BRM and IBRS cards and envelopes.

Reply Mail

Penalty Merchandise Return Service. Merchandise return service allows an authorized permit holder to pay the postage and special service fees on single-piece rate First-Class Mail, Priority Mail, and Package Services (Parcel Post, Bound Printed Matter, and Media Mail only) that is returned by the permit holder's customers via a special label produced by the permit holder, see exhibit below. For more information, please refer to the Domestic Mail Manual chapter on special services.

Exhibit 5 –8
Merchandise Return Service Format

Recommended Blank Space for Insurance Label or Marking,
or Special Handling Marking if Appropriate
1-5/16 x 2-7/8 inches

Class of Mail Endorsement

AGENCY NAME
DELIVERY ADDRESS
CITY STATE ZIP CODE

OFFICIAL BUSINESS
PENALTY FOR PRIVATE USE $300

POSTAGE DUE COMPUTED BY:
DELIVERY UNIT IF NO SPECIAL SERVICES
(OR)
ACCEPTANCE POST OFFICE IF
SPECIAL SERVICES ARE
REQUESTED

POSTAGE _____
INSURANCE FEE (IF ANY) _____
SPECIAL HANDLING FEE (IF ANY) _____
TOTAL POSTAGE AND FEES DUE $ _____

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

MERCHANDISE RETURN LABEL
PERMIT NO 1   CONESTOGA PA   17516
ABC CO   501 FIRST AVE

POSTAGE-DUE UNIT
US POSTAL SERVICE
PO BOX 9998
CONESTOGA PA 17516-9998

Insurance and/or Special
Handling Endorsement

Agency Name

Addressing

This chapter will cover addressing your mail to be compatible with USPS processing equipment such as the optical character reader (OCR's) and barcode sorters (BCS's). Mail that is properly addressed speeds through the equipment and can be separated right down to the letter carriers who deliver it. Addressing takes into consideration whether your mail is machinable and readable by USPS automated processing equipment. Machinable mail is the right size, shape, and thickness that allow the mail to speed with ease through the equipment. Readable mail is quickly and accurately read, coded, and sorted by the equipment.

Automation Requirements

Size

Make sure that your letter and flat mail are the proper size. Mailpieces smaller than minimum letter-size dimensions below are not mailable. A mailpiece that exceeds any of the dimensions will incur a surcharge and be processed through slower and less efficient manual methods.

Exhibit 6-1
Letter Mail Dimensions

Dimension	Minimum	Maximum
Height	3 1/2 inches	6 1/8 inches
Length	5 inches	11 1/2 inches
Thickness	0.007 inch	1/4 inch

Exhibit 6-2
Flat Mail Dimensions

|		
Height	6 inches	12 inches
Length	6 inches	15 inches
Thickness	0.009 inch	3/4 inch

Surcharge. First-Class Mail weighing 1 ounce or less is nonstandard and subject to a surcharge if its thickness exceeds 1/4 inch or if, based on the placement of the address, its length exceeds 11 1/2 inches, its height exceeds 6 1/8 inches, or its length divided by its height, the aspect ratio, is less than 1.3 or more than 2.5.

Mailpiece Clear Zones

Several places on the address side of a letter-size mailpiece are reserved for addressing and related information only. These areas are return address, the OCR read area, and the barcode clear zone. Exhibit 6-3 shows the area on letter mail where address information must be placed in order to be read by OCRs and other postal automated equipment.

Exhibit 6-3
Mailpiece Clear Zones

Mailpiece Clear Zones (White Areas)
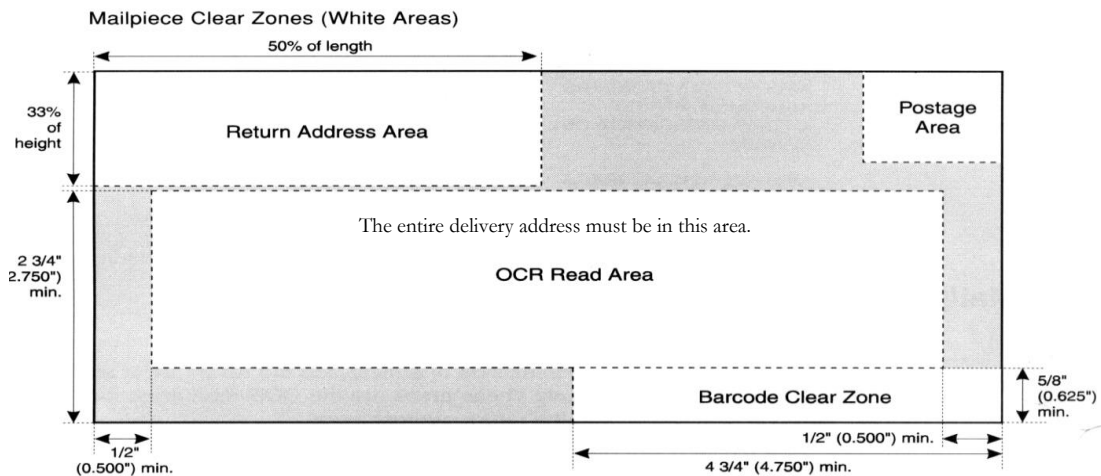
Return Address. Always keep the OCR read area clear of the return address information. If all or part of the return address appears in the read area and, the OCR reads this address, the mailpiece will be returned.

OCR Read Area. The complete delivery address must be placed within the OCR read area. Extraneous printing or markings should appear as high on the mail piece and as far away from the address as possible.

Barcode Clear Zone. This area must remain clear of all printing. It is reserved for the barcode that will be printed by the OCR.

Barcode. All letter-size mail that has a preprinted barcode must have the 11-digit, delivery point barcode except business reply mail. The delivery point of the barcode is made from the last two numbers of street address or box number. Please contact a USPS mailpiece design analyst to obtain additional information on barcodes or refer to the Domestic Mail Manual.

ZIP Codes. Each bureau mail manager or heads of offices should have a National Five-digit ZIP Code and Post Office Directory (Publication 65). This will allow mailroom personnel to lookup ZIP Code information if necessary.

Ancillary Endorsements

Ancillary Service Endorsements on the mailpiece allows the sender to obtain on request, additional services, and informs the USPS how to handle the mailpiece if it is undeliverable. The endorsements consist of one keyword: "Address," "Return," "Change," or "Forwarding," followed by the two words "Service Requested." The endorsements are the same for all classes of mail, but the treatment and cost differ by class of mail. Use of an ancillary service endorsement on a mailpiece obligates the mailer to pay any applicable charges for forwarding, return, and separate address notification charges.

Endorsements must be printed in no smaller than 8-point type, and it must stand out clearly against its background. There must be a 1/4 inch clear space around the endorsement. The endorsement must be placed in one of these four positions:

1. Directly below the return address.
2. Directly above the delivery address area.
3. Directly to the left of the postage area.
4. Directly below the postage area.

Exhibit 6-4
Ancillary Service Endorsements Placement

JAMES WARRICK
RUSS GALLERY LTD
4016 MAIN ST
FORT WORTH TX 76133-5559

Presorted
First-Class Mail
U.S. Postage Paid
Fort Worth TX
Permit No.1

ADDRESS SERVICE REQUESTED[3]

ADDRESS SERVICE REQUESTED[1]

ADDRESS SERVICE REQUESTED[4]

ADDRESS SERVICE REQUESTED[2]

JOHN DOE
10 ELM ST
ANYTOWN NY 12345-6789

Exhibit 6-5
Ancillary service levels and USPS action

Endorsement	If Forwarding Order on File		If No Order, Expired Order, or Bad Address	
	Forwarding	Separate Notification	Return	Notification
Address Service Requested	Yes	Yes, new address	Yes	New address or reason, attached
Forwarding Service Requested	Yes	No	Yes	New address or reason, attached
Return Service Requested	No	No	Yes	New address or reason, attached
Change Service Requested	No	Yes, new address or reason	No	New address or reason, separate
No endorsement: per class				
First-Class Mail	12 months	No	Yes	New address or reason, attached
Periodicals	60 days	No	No	New address or reason, separated*
Standard Mail	No	No	No	No
Package Services	12 months	No	Yes	New address or reason, attached

* Mailer is only notified after 60 days or if the piece is undeliverable as addressed (additional notification options are available via electronic Address Change Service (ACS). The periodical is disposed of if not forwarded.
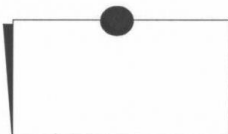
Self-Mailers

Self-mailers must be secured (tabbed, wafer sealed or glued) to prevent an open edge from jamming high-speed processing equipment. Number and location of tabs or wafer seals are specified in exhibit 6-6. In all cases, additional tabs may be used. Tabs, wafer seals, tape, or glue must not interfere with postage or facing identification mark (FIM), rate markings, required address information, or barcode. The bound edge must be at the bottom and parallel to the longest dimension and the address of the mailpiece. Adequate adhesion is required.

Exhibit 6-7
Specifications for Self-Mailers

Double Postcard
Tabs   1 (middle)
Folded Edge   Top or Bottom
Sheets   Single
Basis Weight 75 lb.

Folded Self-Mailer
Tabs   2 (start ≤ 1 inch from edges)
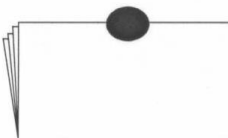Folded Edge   Top or Bottom
Sheets   Single
Basis Weight 20 lb.

Folded Self-Mailer
Tabs   1 (middle)
Folded Edge   Bottom
Sheets   Multiple
Basis Weight 24 lb.

Folded Self-Mailer
Tabs   1 (middle)
Folded Edge   Bottom
Sheets   Single
Basis Weight 28 lb.

Folded Self-Mailer[1]
Tabs   1 (middle)
Folded Edge   Right
Sheets   Single
Basis Weight 75 lb.

1. Pieces 7 inches or longer must be sealed on the top and bottom; the middle tab is optional (C810.7).

Folded Self-Mailer
(Invitation Fold)
Tab   Address Label
Folds   Top and Bottom
Sheets   Multiple or Single
Basis Weight 20 lb.

Folded Self-Mailer
(Continuous Glue Strip)
Open Edge   Top
Folded Edge   Bottom
Sheets   Single
Basis Weight 20 lb.
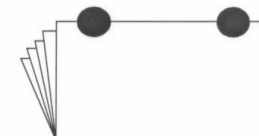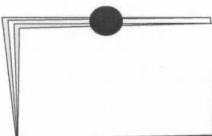
Booklet
Tabs   2 (start ≤ 1 inch from edges)
Spine   Bottom
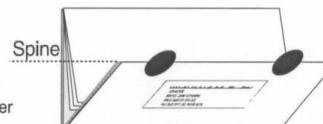Sheets   Multiple with Cover
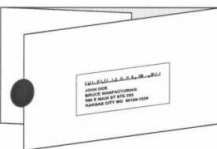Basis Weight 20 lb. (Cover)

Folded Booklet
Tabs   2 (start ≤1 inch from edges)
Spine   Top
Folded Edge   Bottom
Sheets   Multiple with Cover
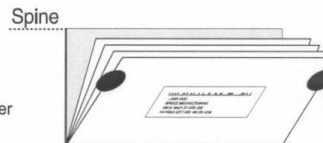Basis Weight 20 lb. (Cover)

Folded Booklet
Tabs   2 (start ≤ 1 inch from top edge)
Spine   Top
Folded Edge   Bottom
Sheets   Multiple with Cover
Basis Weight 20 lb. (Cover)

Booklet
Tabs   2 (start ≤ 1 inch from top and bottom edges)
Spine   Right (open edge left)
Sheets   Multiple with Cover
Basis Weight 24 lb. (Cover)

Appendix

Safe Mail Handling

Bureaus/Office Mail Profile

Mailing Tips

Mail Services Guide

Document personal and equipment information. Collect data on all incoming, internal, and outgoing mail. Create a profile or obtain address management software (see sample profile). Take advantage of automation incentives by using complete addresses and meeting physical requirements to reduce postage cost.

Stay up to date by establishing a library with mail related information and subscriptions. For example, each bureau/office should have at a minimum the Domestic Mail Manual, International Mail Manual, Postal Bulletins, National 5-Digit ZIP Codes and Post Office Directory. Should obtain a free subscription to Memo to Mailers and any other literature that is free. Also attend the postal customer councils meetings, National Postal Forums, mail related trade shows and vendor demonstrations.