

# **Department of Health and Human Services**

## **Program Support Center Mail Room Procedure Manual**

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## **Subject: Official Mail Policy**

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### **PSC: 01-01-00 PURPOSE AND SCOPE**

- A. The purpose of this chapter is to provide a wide range of information, policy and procedures used within the Program Support Center (PSC) for mail management. The objective of mail management is to ensure rapid handling and accurate delivery of mail throughout the agency at minimum cost consistent with the agency mission. The provisions of this chapter apply to all Staff Offices, PSC Agencies/CASUs and Regional Offices.
- B. The policies outlined in this chapter refer only to physical mail and are not applicable to any form of electronic or voice mail.

### **PSC: 01-01 10 RESPONSIBILITIES**

The agency mail manager must have visibility within the agency and be at a managerial level enabling him/her to execute an agency wide program. The responsibilities of the agency mail manager include:

- A. Ensuring agency wide awareness and compliance with the mail management standards set forth by the U.S. Postal Service in the Domestic Mail Manual, the International Mail Manual, the Postal Bulletin, as well as GSA standards and guidelines.
- B. Negotiating on behalf of the agency with the U.S. Postal Service for mail related services and implementing operational procedures for services acquired from private delivery vendors and couriers.
- C. Developing and distributing throughout the agency an agency mail cost control program. The agency cost control program must include, in addition to written policies regarding actions and procedures necessary to provide timely and cost-effective dispatch and delivery of mail, a plan for transition to automated mailing procedures, including: automated addressing, address list management, and electronic mail. This program must include:

- (1) Developing and issuing on an agency wide basis, program directives, policies, and guidance for timely and cost-effective mail management. Copies of program directives, policies, and guidance must be available for inspection by GSA. This includes at a minimum:
  - (a) Instructing mailers to use expedited mail only when required. Generally, expedited mail should not be used on Fridays, weekends, or the day before a holiday. If expedited mail is not necessary, alternatives to be considered include, but are not limited to First-Class and Priority Mail.
  - (b) Maintaining records of agency wide volumes (in pieces) and agency postage expenditures (in dollars) by class, weight, special services, and subclass/rate category of mail. One consolidated report on outgoing mail volumes, postage expenditures, and mailable matter dispatched to all carriers must be maintained.
  - (c) Establishing procedures for the review and verification of vendor charges including charges contained in the U.S. Postal Service's Official Mail Accounting System billings. U.S. Postal Service charges and other vendor charges must be reviewed and verified at each facility to ensure billing accuracy.
  - (d) Ensure the mail managers increase their knowledge and skills in mail management on a continuing basis. Training sources include, but are not limited to: U.S. Postal Forums, MailCom, etc.

PSC: 01-01-20      USE OF OFFICIAL MAIL

- A. Official Mail relates exclusively to United States Government business. Mail transmitted by the use of official mail must concern official PSC business. Any other use is prohibited.
- B. Effective October 1, 1992, the use of Official Mailing Indicia will not be valid for PSC official mail. All official mail must use either permit imprints, postage meters, penalty mail stamps or penalty mail envelopes after that date.
- C. Official mail should not be used for personal or unofficial mail purposes. Government envelopes, labels, cards, etc., regardless of type, should not be used for personal mail. Some examples of material which is not considered official are: SF-171's "Application for Federal Employment", personal messages including holiday cards, and chain letters. Not only should such material not be sent via USPS Official Mail, but it should also not be sent through interoffice

mail channels.

- D. Mail activities in the Rockville, Md., Washington, D.C. metropolitan areas and Silver Spring that are served by the interdepartmental messenger service should use the service for mailings to all facilities serviced. Standard Forms 65A, 65B and 65C, "U.S. Government Messenger Envelope", should be used for mail service whenever possible. Otherwise, plain envelopes may be used. The name, building and mail stop indicator for the addressee should be clearly shown on the envelope. Most of these numbers are listed in the HHS Telephone Directory.
- E. Re-addressed metered envelopes and labels may be furnished to persons or organizations for convenience in submitting information to a Federal Government office or officer for official purposes, or for delivery of official matter, when it is in the best interest of the Government.

Envelopes and labels may be furnished to licensed contractors for use in accordance with terms of the contracts. However, these must bear the printed return address of PSC over the words "Official Business" and "Penalty for Private Use, \$300." The identity of the mailing component and location code must also be included for accounting purposes. The name and return address of a private person or firm should never be used on an envelope or label bearing official postage. This includes envelopes mailed by a contractor as well as those used in reply to a contractor's inquiries.

All components requiring contractor mailing services using USPS must obtain a permit for the contractor's inquiries.

In those instances when a special service is required, the reply envelope or label furnished must be pre-printed with the type of special service desired. Users of such envelopes or labels may not add their own markings for these services.

- F. Reply envelopes and labels can not be furnished to an individual or organization under the following conditions:
  - (A) If the information requested is required by law or regulation.
  - (B) If the information requested pertains to the person's own business with the Government, such as a claim, personal matter, or application for Federal funds under a grant program.
  - (C) For use by respondents to circularized mailing lists.

PSC: 01-01-30

#### USE OF PENALTY POSTAGE STAMPS/ENVELOPES

- A. Penalty postage stamps or stamped envelopes should be used for official mailings in areas where there is not enough mail activity to justify a metered operation. The Director, PSC/AOS (or designee) for PSC staff offices; and the PSC agency heads (or designee) for their respective headquarters and field activities. These stamps/envelopes must be ordered from the Stamp Distribution Office serving the "Ship-To" address zip code using PS Form 17-G, "Penalty

Mail Stamp Requisition”.

- B. PSC employees located in foreign countries may be reimbursed for foreign stamps purchased for official business.
- C. Individual stamps not affixed to self-addressed envelopes furnished to PSC activities by individuals or organizations for use in replying to them should be returned unused.

PSC: 01-01-40 PAYMENT FOR POSTAL SERVICES

A. Developing FY Mailings and Postage Cost Estimates

The subsequent FY mailing and postage cost estimates and the year-end reimbursement adjustments to the current FY estimate will be based on data regarding metered mail, permit imprint mailings through contractors, express mail shipments, and penalty mail stamps and envelopes usage within PSC for the current year.

Accountable mail usage is captured by the USPS using the Official Mail Accounting System (OMAS). At the close of each quarter, USPS will compile a total of that quarter's usage by each PSC component using the pre-assigned agency codes and sub-codes, and produce a magnetic tape to include that quarter's data. The tape will be forwarded to the PSC Mail Manager who will be responsible for ensuring the agency mail managers will have access to the data.

This OMAS data will be used to project the anticipated mailings and postage costs estimates for the following FY. However, the final projected FY estimate for both the current and subsequent FY should take into consideration any anticipated increases or decreases in mailings as the result of program or organizational changes or plans. Substantial increases or decreases in postage costs should be explained.

PSC: 01-01-50 PAYMENT OF POSTAGE (COMMERCIAL ACCOUNT)

**PENDING**

PSC: 01-01-60 MESSENGER/DRIVER SERVICES

**PENDING**

# Definitions

This section defines words and phrases that are unique to federal mail managers, as outlined in FPMR 101-9 and the new FMR. The definitions do not provide comprehensive or precise legal definitions. For a complete list of USPS definitions, you can request Publication 32 from the USPS.

<b>Address Change Service (ACS)</b>	An automated process that provides change-of-address information to participating mailers who maintain computerized mailing lists.
<b>Address Element Corrections (AEC)</b>	A process that identifies and revises incomplete or incorrect addresses and then attaches ZIP + 4 and carrier route codes.
<b>Agency Mail Manager</b>	The person who manages the overall mail communications program of the agency and represents the agency in its relations with mail service providers, other agency mail managers, and the GSA.
<b>Automation Discount</b>	Postage reduction offered to mailers who pre barcode their mail pieces and meet addressing, readability and other requirements for processing on automated equipment.
<b>Barcode Sorter (BCS)</b>	A mail processing machine that reads barcodes on mail and automatically sorts the pieces.
<b>Bulk Mailing</b>	Allows you to present large quantities of mail to a particular post office for mailing at lower rates.
<b>Business Reply Mail (BRM)</b>	A service that enables mailers to receive first-class mail back from customers by paying postage only on the mail actually returned to them from their customers.
<b>Carrier Route</b>	The addresses to which a carrier delivers mail.
<b>Class of Mail</b>	The following classes of domestic mail as defined by the USPS in the Domestic Mail Manual (C100 through c6000.1.z) <ul style="list-style-type: none"><li>• Express Mail - Anything mailable, letters, merchandise</li><li>• First Class Mail (including Priority Mail) - anything Mailable, government bills, invoices, correspondence, Merchandise.</li></ul>

- Periodicals - Newsletters, magazines
- Standard Mail - Advertisements, circulars, newsletters, magazines, small parcels, merchandise. Must weigh less than 16 ounces.
- Package Services - Merchandise, catalogs, printed material, computer media.

**Commingling**

The merging of outgoing mail from one facility or agency with outgoing mail from another.

**Courier**

The private mail delivery company.

**Database**

A collection of information stored in a computer medium that can be easily accessed and manipulated.

**Domestic Mail**

Mail that is classified by size, weight, content, service, and other factors.

**Domestic Mail Manual (DMM)**

The USPS manual that contains the basic standards governing domestic mail services; descriptions of the mail classes and services and conditions governing uses; and standards for rate eligibility and mail preparation.

**Expedited Mail**

A generic term that describes mail designated for delivery more quickly than the USPS's normal delivery times (which vary by class of mail). Examples of expedited mail include USPS Express Mail and overnight and two-day deliver by other service providers.

**Facility Mail Manager**

The person responsible for mail in a specific Federal facility. There may be many facility mail managers with a Federal agency.

**Flat**

A piece of mail that exceeds the dimensions for letter-size mail, and remains flat without bending it so that the mail remains intact.

**Incoming Mail**

Any mail delivered to an agency by service providers, such as the USPS, UPS, FedEx or DHL.

**Indicia**

A preprinted marking on each piece of a bulk mailing that shows payment of postage by the sender.

**Insert**

Any item, such as a brochure or pamphlet that is placed in a direct mail package.

<b>Internal Mail</b>	Mail generated within a Federal facility that is delivered within that facility or to a nearby facility of the same agency. The mail must be delivered by agency personnel or a dedicated agency contractor (i.e., not a service provider)
<b>Layout</b>	The arrangement of text blocks, headlines and graphics on a page.
<b>Letter</b>	A message directed to a specific person or address and recorded in or on a tangible object.
<b>Mail Piece Design</b>	The preparation of letters, cards and flats and printing items to be mailed such that they can be processed efficiently and effectively by automated mail processing equipment. They must also be consistent with US Postal Service requirements and recommendations.
<b>Messenger</b>	An agency employee who delivers the agency's mail.
<b>Optical Character Reader (OCR)</b>	A computerized mail processing machine that scans addresses on mail and applies the proper barcode.
<b>Outgoing mail</b>	Mail generated within a federal facility that is going outside that facility and is delivered by a service provider.
<b>Postage</b>	Money due or paid to any service provider.
<b>Revenue Assurance</b>	An ongoing policy to prevent the loss of revenue by identifying un-cancelled postage stamps, and mis-classified mail and collecting postage and fees for unpaid or short paid mail.
<b>Service Provider</b>	Any agency or company that delivers mail. Some examples of service providers are UPS, FedEx, DHL, RPS, courier services, the Military Postal Agency and other Federal agencies providing services.
<b>Special Services</b>	Those services paid by fees added to basic postage: e.g., certified mail, business reply mail, registered mail, insurance, merchandise return service, certificates of mailing, return receipts, and delivery confirmation.
<b>Tray</b>	A container used in postal facilities to hold letters and First Class Mail flats. It is used as a basic unit of mail quantity for purposes of preparing mail to qualify for discounted postage rates.
<b>Typesetter</b>	An individual or company that generates high-resolution text and graphics. The typesetter can produce the output resulting in high-quality printed material.

**White Space**

The areas on a page or envelope that have no printing on them..

**Window Envelopes**

Envelopes with an opening through which an address printed on an insert is visible.

**ABBREVIATIONS  
STATE**

<u>State/Possession</u>	<u>Abbreviation</u>	<u>State/Possession</u>	<u>Abbreviation</u>
Alabama	AL	Puerto Rico	PR
Alaska	AK	Rhode Island	RI
American Samoa	AS	South Carolina	SC
Arizona	AZ	South Dakota	SD
Arkansas	AR	Tennessee	TN
California	CA	Texas	TX
Colorado	CO	Utah	UT
Connecticut	CT	Vermont	VT
Delaware	DE	Virgin Islands	VI
District of Columbia	DC	Virginia	VA
Florida	FL	Washington	WA
Georgia	GA	West Virginia	WV
Guam	GU	Wyoming	WY
Hawaii	HI		
Idaho	ID	<b>DIRECTIONAL</b>	
Illinois	IL	<b>ABBREVIATIONS</b>	
Indiana	IN		
Iowa	IA	North	N
Kansas	KS	Northeast	NE
Kentucky	KY	Northwest	NW
Louisiana	LA	East	E
Maine	ME	South	S
Marshall Islands	MH	Southeast	SE
Maryland	MD	Southwest	SW
Massachusetts	MA	West	W
Michigan	MI		
Minnesota	MN	<b>MILITARY "STATE"</b>	
Mississippi	MS		
Missouri	MO		
Montana	MT	Armed Forces Africa	AE
Nebraska	NE	Armed Forces Americas	AA
Nevada	NV	(Except Canada)	
New Hampshire	NH	Armed Forces Canada	AE
New Jersey	NJ	Armed Forces Europe	AE
New Mexico	NM	Armed Forces Middle East	AE
New York	NY	Armed Forces Pacific	AP
North Carolina	NC		
North Dakota	ND		
Northern Mariana Islands	MP		
Ohio	OH		
Oklahoma	OK		
Oregon	OR		
Pennsylvania	PA		

**STANDARD STREET  
ABBREVIATIONS**

Alley	ALY	Hollow	HOLW
Annex	ANX	Island	IS
Arcade	ARC	Junction	JCT
Avenue	AVE	Lane	LN
Bayou	BYU	Lakes	LKS
Beach	BCH	Landing	LNDG
Bluff	BLF	Manor	MNR
Bottom	BTM	Meadows	MDWS
Boulevard	BLVD	Mount	MTN
Branch	BR	Parkway	PKWY
Bridge	BRG	Pass	PASS
Brook	BRK	Plain	PLN
Bypass	BYP	Pike	PIKE
Canyon	CYN	Place	PL
Camp	CP	Pines	PNES
Cape	CPE	Plaza	PLZ
Causeway	CSWY	Point	PT
Center	CTR	Prairie	PR
Circle	CIR	Road	RD
Corner	COR	Ridge	RDG
Cliffs	CLFS	River	RIV
Court	CT	Shoals	SHLS
Courts	CTS	Shore	SHR
Course	CRSE	Stream	STRM
Cove	CV	Street	ST
Creek	CRK	Spring	SPG
Drive	DR	Square	SQ
Estates	EST	Summit	SMT
Expressway	EXPY	Terrace	TER
Extension	EXT	Track	TRAK
Falls	FLS	Trail	TRL
Ferry	FRY	Tunnel	TUNL
Flats	FLT	Turnpike	TPKE
Forest	FRST	Union	UN
Forge	FRG	Valley	VLY
Fork	FRK		
Fort	FT		
Field	FLD		
Gateway	GTWY		
Grove	GRV		
Harbor	HBR		
Heights	HTS		
Highway	HWY		
Hill	HL		

**PSC USPS/OMAS  
SUBCODES**

<u>Organization</u>	<u>Subcodes</u>	<u>Permit #</u>
PSC	(00000-19999)	280
AOS	03000	
NAPO	16000	
OC	18000	
ODPHP	17000	
OEP	19000	
OEE0	11100	
OHPE	14000	
OIA	11200	
OIH	11300	
OMH	11400	
OPM	11500	
OPA	15000	
ORH	11600	
ORM	13000	
OSG	11000	
EXEC SEC	11700	
PCPFS	12000	
REGIONS	04000	

## PROPER MAIL ADDRESSING

The delivery address specifies where the mailroom is to deliver a mail piece. The address must be legible and complete on the side of the mailpiece that bears the postage. The intended address must include:

- Intended recipient's name or other designation;
- Delivery address and secondary description and telephone number, if needed (same line)  
Do not put P.O. Box numbers on inter-office mail items;
- City, State and Zip Code (Zip + 4 as required)
  
- Use typewriter or printer
- Print in dark ink on a light background
- Use uppercase letters (preferred)
- Omit all punctuation (except the dash in ZIP + 4 code)

<b>Attention Line</b>	<i>MS JANE DOE</i>
Recipient Line	GSA OGP MTM
Delivery Address Line	1800 F STREET NW STE 1221 B
Last Line	WASHINGTON DC 20404-0002

**Information/Attention Line** (optional) above the recipient's name line is an optional line for information or attention. It should be used to direct mail to a specific individual or department within an organization. It may also provide other non-postal information.

- Attention line may include name, title, and mail stop or mail code.  
**Note:** Attention line never goes on the bottom of the envelope

Attention Line	MS JANE DOE
<b>Recipient Line</b>	<i>GSA OGP MTM</i>
Delivery Address Line	1800 F STREET NW STE 1221 B
Last Line	WASHINGTON DC 20404-0002

**Name of Recipient Line** This line may be the third or fourth line from the bottom, depending on possible overflow from the delivery address line. It should contain the name of the recipient. For business mail, it would contain the firm or organization name; for personal mail, it would contain the individual name.

- Agency name or Business name
- If a PO Box number is placed on this line, the mail will not be delivered to the PO Box; it will be delivered to the designated address on the delivery address line OR returned to the sender.

Attention Line	MS JANE DOE
Recipient Line	GSA OGP MTM
Delivery Address Line	<b>1800 F STREET NW STE 1221 B</b>
Last Line	WASHINGTON DC 02024-0002

**Delivery Address Lines Located on Second Line from Bottom**

Reading up, this line is designated as the intended delivery address line. This line can be a street address, a post office box number or a rural or highway contract route and box number. It should also contain multi-unit designators such as apartment or suite number. If space is not available to include all necessary information on one line, place the additional information on the line immediately above it.

- Include street address, room/apt number, PO Box number, directional (e.g. NW)
- Note: If a street address and PO Box are both on the address, only the address designated on this line will be delivered. For example if it reads 1800 F Street NW, PO Box 1221, the mail will be delivered to 1800 F Street. The PO Box will be ignored.

Attention Line	MS JANE DOE
Recipient Line	GSA OGP MTM
Delivery Address Line	1800 F STREET NW STE 1221 B
Last Line	<b>WASHINGTON DC 02024-0002</b>

**Last Line of the Address**

Contains only the City name, State, and Zip Code or Zip+4 for the delivery address.

- Spell CITY names in their entirety
- Use approve two-letter STATE abbreviations
- Leave at least one space between CITY name, STATE abbreviation and ZIP CODE
- A hyphen in the ZIP+4 is the only punctuation that should be in the address

**INTER-OFFICE  
ENVELOPE (HOLEY JOE)  
ADDRESSING**

The delivery address specified where the mailroom is to deliver internal mail pieces. The envelope must be *addressed properly and legibly*. The intended address must include:

- Intended recipient's name and/or title
- Intended agency/organizational unit
- Intended address and room number
- FDA **must include** mail code
- When necessary place a telephone number for "special handling" and highlight in red.

When your internal mail envelop is not properly addressed the contents will be returned to the sender or the agency mail manager. Address Samples:

Alice Smith, HRSA/OD  
5600 Fishers Ln - Rm 16-00    **HZT-123 (FDA USE ONLY)**

When in doubt contact your agency mail manager.

**Department of Health & Human Services  
Mail Managers**

<u>Agency</u>	<u>Mail Manager</u>	<u>Address</u>	<u>Telephone Number</u>
ACF	Nancy Stipa	Aerospace Building 5 <sup>th</sup> Floor East	(202) 401-5291
AHRQ	Deborah Voigt	EOC, Room 1000	(301) 427-1822
AOA	Mary-Michelle Haddix	1 Massachusetts Ave. Room 4614 Washington, D.C. 20201	(202) 401-3502
CDC	Diane Allen	1600 Clifton Road Mail Stop F07 Atlanta, Georgia 30333	(770) 488-4993
CMS	Ray Wajbel	7550 Security Blvd. Mail Stop SL-13-16 Baltimore, Md. 21244	(410) 786-7887
FDA	Sheila Honemond	5630 Fishers Lane Room 1081	(301) 827-7216
HRSA	Penny Joppy	Parklawn Bldg. Room 14-A-20	(301) 443-3780
IHS	Chuck Lachin	801 Thompson Ave. Rockville, Md. 20852	(301) 443-0648
NIH	John Hunt	301 North Stone Ave. Room 105-C Rockville, Md. 20892	(301) 402-4171
HHS	A. P. Barnes	HHH Building Room 531-H Washington, D.C.	(202) 690-5521
PSC	Linda Gibson	5600 Fishers Lane Room 1-B-48	(301) 443-7146
SAMHSA	Cathy Ernst	Parklawn Building Room 6-102	(301) 443-8933