

## § 102-192.95

NOTE TO §102-192.90: GSA is launching a long-term initiative to improve the usefulness of data collected through the annual mail management reports. The reports for each succeeding fiscal year will require an incrementally broader set of data, working towards measures that will give agency management a much clearer picture of the efficiency and effectiveness of their mail programs. The additional data will eventually require agencies to track cost per piece for all outgoing Federal mail.

### § 102-192.95 Why does GSA require annual mail management reports?

GSA requires annual agency mail management reports to—

- (a) Ensure that Federal agencies have the policies, procedures, and data to manage their mail operations efficiently and effectively;
- (b) Ensure that appropriate security measures are in place; and
- (c) Allow GSA to fulfill its responsibilities under the Federal Records Act, especially with regards to sharing best practices, training, standards, and guidelines.

### § 102-192.100 How do we submit our annual mail management report to GSA?

If your agency is a large agency, as defined in §102-192.35, you must submit annual reports using the GSA web-based Electronic Performance Support Tool (EPST). Agency mail managers and other authorized users will receive training from GSA on how to use the EPST.

### § 102-192.105 When must we submit our annual mail management report to GSA?

Beginning with the report covering Fiscal Year 2009, your annual report will be due on January 15<sup>th</sup> of each year for the previous fiscal year.

## Subpart E—Performance Measurement Requirements

### § 102-192.110 At what level(s) in our agency must we have performance measures?

You must have performance measures for mail operations at the agency level and in all facilities and for all program levels that spend more than \$1 million per year on postage. GSA provides a list of suggested performance

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measures, as part of the format for the annual report. You may also find these measures on GSA's web site, at [www.gsa.gov/mailpolicy](http://www.gsa.gov/mailpolicy).

### § 102-192.115 Why must we use performance measures?

Performance measures gauge the success of your mail management plans and processes by comparing performance over time and among organizations. Performance measures—

- (a) Help define goals and objectives;
- (b) Enhance resource allocation; and
- (c) Provide accountability.

## Subpart F—Agency Mail Manager Requirements

### § 102-192.120 Must we have an agency mail manager?

Yes, every Federal agency as defined in §102-192.35 must have an agency mail manager. Agencies that are not “large agencies” as defined in §102-192.35 may not need a full-time person in this position.

NOTE TO §102-192.120: GSA will post the names and official contact information for all large agency mail managers on its web site located at [www.gsa.gov/mailpolicy](http://www.gsa.gov/mailpolicy).

### § 102-192.125 What is the appropriate managerial level for an agency mail manager?

The agency mail manager should be at a managerial level that enables him or her to speak for the agency and fulfill the requirements of Subparts B, C, D, E, and F of this part. GSA recommends professional mail certification for agency mail managers.

### § 102-192.130 What are your general responsibilities as an agency mail manager?

In addition to carrying out the responsibilities in Subparts B, C, D, and E of this part, an agency mail manager should—

- (a) Establish written policies and procedures to provide timely and cost effective dispatch and delivery of mail;
- (b) Ensure agency-wide awareness and compliance with standards and operational procedures established by all service providers used by the agency;