Federal Management Regulation

Subpart I—Other Agency Responsibilities

§ 102–192.155 What should our agency-wide mail management policy statement cover?

You should have a written, agency-wide mail management policy statement that, at a minimum, addresses—
(a) Mail center security, as discussed in §§ 102–192.70, 102–192.75 and 102–192.80;
(b) Your expectations regarding program level accountability, postage expenditure data, and commercial payment processes;
(c) Your approach to performance measurement and performance management for mail;
(d) Centralized mail processing, worksharing, consolidation, and commingling to obtain postage savings;
(e) Tracking incoming packages and accountable mail;
(f) Maintaining centralized control of outgoing mail, especially outgoing express packages and letters;
(g) Tracking and managing mail costs within printing contracts;
(h) Training and professional certification for mail center managers and employees;
(i) Addressing, including machine readability, formatting, use of correct street addresses, and minimizing use of hand-written addresses;
(j) Ensuring that a USPS mail piece design analyst is consulted when creating a new mail piece;
(k) Reviewing large mailings by mail managers before they are sent to printing or a print contractor;
(l) Acceptance and processing of incoming and outgoing personal mail;
(m) Limiting unsolicited mail and mail addressed to unknown persons and former employees; and
(n) Reporting all activities to include all postage costs associated with mailing, printing, and materials, to the agency mail manager.

Note (1) to §102–92.155(l) and (m): Every agency should establish specific policies for incoming and outgoing personal mail. In general, personal mail should be discouraged or prohibited. However, an agency may establish a policy to accept and process personal mail for personnel living on a Federal facility, personnel stationed outside the United States, or personnel in other situations who would otherwise suffer hardship.

§ 102–192.160 What less costly alternatives to expedited mail and couriers should your agency-wide mail management policy address?

Your policy statement should address the following alternatives to expedited mail and couriers:
(a) Electronic transmission via e-mail.
(b) Facsimile transmission.
(c) Internet.

§ 102–192.165 What authorities must I follow when contracting out all or part of the mail function?

Any contract for a mail function must require compliance with—
(a) This part (41 CFR part 102–192);
(b) The Private Express Statutes (39 U.S.C. 601–606);
(c) All agency policies, procedures, and plans, including the agency-wide mail security plan and, if applicable, facility mail security plans; and
(d) All applicable acquisition statutes and regulations.

Subpart J—GSA’s Responsibilities and Services

§ 102–192.170 What are GSA’s responsibilities in mail management?

44 U.S.C §2904(h) directs the Administrator of General Services to provide guidance and assistance to Federal agencies to ensure economical and efficient records management. 44 U.S.C. §2901(2) and (4) (C) define the processing of mail by Federal agencies as