

(j) Establish and maintain a system that tracks the financial and other performance data discussed in §§ 102–192.50 and 102–192.100;

(k) Work with agency executives to ensure that, to the maximum practical extent, the person who makes the decision to mail any significant number of pieces of mail is the same person who controls the funds for postage;

(l) Work with agency accounting personnel to ensure that financial systems show allocations and expenses for postage and all other mail costs separately from all other administrative expenses; and

(m) Ensure that bills from all service providers are reconciled and paid on a timely basis.

### **Subpart G—Facility Mail Manager Responsibilities**

#### **§ 102–192.130 What are my general responsibilities as a facility mail manager?**

As a Federal facility mail manager you should:

(a) Implement policies and procedures developed by the agency mail manager, including cost control procedures;

(b) Work to improve, streamline, and reduce the cost of mail practices and procedures by continually reviewing work processes throughout the facility and seeking opportunities for cost-effective change;

(c) Work closely with all facility personnel, especially the program level users who develop large mailings, to minimize postage and associated printing expenses through improved mail piece design, mail list management, electronic transmission of data in lieu of mail, and other appropriate measures; keeping current on new technologies that could be applied to reduce your mailing costs;

(d) Work with local managers to ensure that, to the maximum practical extent, the person who makes the decision to mail any significant number of pieces of mail is the same person who controls the funds for postage;

(e) Ensure that expedited mail and couriers are used only when authorized by the Private Express Statutes (39

U.S.C. 601–606) and when necessary and cost-effective;

(f) Provide centralized control of all mail processing activities at the facility, including all regularly scheduled, small package, and expedited service providers, couriers, equipment and personnel;

(g) Review unauthorized use, loss, or theft of postage, including any unauthorized use of penalty or commercial mail stamps, meter impressions or other postage indicia, and immediately report such incidents to the agency Inspector General, internal security office, or other appropriate authority;

(h) Provide training opportunities for all levels of agency personnel at the facility on cost-effective mailing practices for incoming, outgoing, internal mail and security;

(i) Ensure that outgoing mail meets all the standards established by your service provider(s) for weight, size, hazardous materials content, etc.;

(j) Produce and implement an agency mail management and mail security plan; and

(k) Respond to the requirements of this part.

#### **§ 102–192.135 What should I include when contracting out all or part of the mail function?**

Any contract for a mail function should require compliance with:

(a) This part;

(b) The Private Express Statutes (39 U.S.C. 601–606); and

(c) All agency policies, procedures, and plans, including the agency wide mail management and mail security plan and, if applicable, facility mail security plans.

### **Subpart H—Program-Level Mail Responsibilities**

#### **§ 102–192.140 Which program levels should have a mail manager?**

Every program level within a Federal agency that generates a significant quantity of outgoing mail should have a mail manager at the program level. It is up to each agency to decide which programs will have a full-time or part-time mail manager. In making this determination, the agency should consider the total volume of outgoing mail

that is put into the mail stream by the program itself or by a printer, presort contractor, or other contractor on the program's behalf.

**§102-192.145 What are the mail responsibilities at the program level?**

Your responsibilities at the program level include:

- (a) Ensuring that your program complies with all applicable mail policies and procedures, including this part;
- (b) Working closely with your program personnel to minimize postage and associated printing expenses through improved mail piece design, mail list management, electronic transmission of data in lieu of mail, and other appropriate measures;
- (c) Keeping current on new technologies and practices that could reduce your mailing costs and/or make your use of mail more effective;
- (d) Coordinating all of your program's large mailings and print jobs to ensure that the most efficient and effective procedures are used;
- (e) Providing training opportunities to your program personnel; and
- (f) Working closely with the agency mail manager, mail managers at all agency facilities that handle significant quantities of mail or print functions for your program, and mail technical experts.

**Subpart I—GSA's Responsibilities and Services**

**§102-192.150 What are GSA's responsibilities in mail management?**

Under the Federal Records Management Amendments of 1976, as amended (44 U.S.C 2904), GSA is required to provide guidance and assistance to Federal agencies to ensure economical and effective records management by such agencies (mail is one type of record, according to the Act). In carrying out its responsibilities under the Act, GSA is required to:

- (a) Promulgate standards, procedures, and guidelines;
- (b) Conduct research to improve practices and programs;
- (c) Collect and disseminate information on training programs, technological developments, etc.;

- (d) Establish an interagency committee (*i.e.*, the Interagency Mail Policy Council) to provide an exchange of information among Federal agencies;

- (e) Conduct studies, inspections, or surveys;
- (f) Promote economy and efficiency in the selection and utilization of space, staff, equipment, and supplies; and
- (g) In the event of an emergency, communicate with agencies.

**§102-192.155 What types of support does GSA offer to Federal agency mail management programs?**

GSA supports Federal agency mail management programs by:

- (a) Assisting development of agency policy and guidance in mail management and mail operations;
- (b) Identifying better business practices and sharing them with Federal agencies;
- (c) Developing and providing access to a Governmentwide management information system for mail;
- (d) Helping agencies develop performance measures and management information systems for mail;
- (e) Maintaining a current list of Agency Mail Managers;
- (f) Establishing, developing and maintaining interagency mail committees;
- (g) Maintaining liaison with the USPS and other service providers at the national level;
- (h) Maintaining a website for mail communications policy; and
- (i) Serving as a point of contact for mail issues. You may also contact GSA at: General Services Administration, Office of Governmentwide Policy, Mail Communications Policy Division (MTM), 1800 F Street, NW., STE 1221, Washington, DC 20405; e-mail: *federal.mail@gsa.gov*.

**APPENDIX A TO PART 102-192—LARGE AGENCY MAILERS**

As of December 2000, the following 26 large agencies met the definition of "large agency" in §102-192.35:

Department of Agriculture  
 Department of Commerce  
 Department of Defense  
 Department of Education  
 Department of Energy  
 Department of Health and Human Services