

Federal Management Regulation

§ 102-192.110

(c) Allow GSA to fulfill its responsibilities under the Federal Records Act, especially with regards to sharing best practices, training, standards, and guidelines.

Subpart D—Security Provisions

§ 102-192.85 Must I have a mail security plan?

Every Federal agency and agency location where an agency has one or more full time personnel processing mail must implement a written mail security plan. The size and scope of the security plan should be commensurate with the size and responsibilities of each agency or location. The security plan should be updated whenever circumstances warrant. As a minimum, it should be reviewed annually.

§ 102-192.90 What must I include in the mail security plan?

Your security plan must include policies and procedures for safe and secure operations consistent with your agency's core mission. It must also include:

- (a) Procedures for handling all incoming mail, regardless of service provider;
- (b) Plans for security training for mail center personnel;
- (c) Procedures for ensuring compliance with the standards established by the Interagency Security Committee that was established in accordance with Executive Order 12977, dated October 19, 1995 (3 CFR, 1995 Comp., p. 413). These standards can be found at <http://www.oca.gsa.gov>;
- (d) A list of all large facilities, their points of contact and telephone numbers; and
- (e) Plans for annual reviews of the agency's security plan and facility-level security plans.

§ 102-192.95 What else should I include in the mail security plan?

Additionally, your plan should ensure that:

- (a) Facility mail managers participate in their building security committees, wherever such committees exist;
- (b) Mail is transported in a safe manner;
- (c) X-raying of mail occurs where appropriate; and

(d) The standards outlined in appendix B to this part are implemented.

Subpart E—Recommended Actions

§ 102-192.100 What financial system features does GSA recommend for finance systems to keep track of mail costs?

Agencies should develop or use a financial accountability system that separately tracks all mail costs to the program area or below. The system should:

- (a) Show allocations and expenses for postage and all other mail costs (*e.g.*, payments to service providers, mail center personnel costs, mail center overhead, *etc.*) separate from all other administrative expenses;
- (b) Assign control of funds for postage to the same person who has overall authority to control mail decisions for the program area;
- (c) Allow mail centers to establish systems to charge their customers for postage; and
- (d) Identify and charge mail costs that are part of printing contracts to the program level.

§ 102-192.105 What performance goals and measures should we use?

Section 102-192.50 requires all large agencies to have performance measures for mail operations at the agency level and in all subordinate locations that spend more than \$250,000 per year on postage. All other agencies are also encouraged to identify performance goals and measures for incoming and outgoing mail operations. Your performance measurement efforts should be focused on the large facilities that generate most of your mail. The range of measures will depend on the size of your agency or facility, your mission, and the life cycle cost of data collection. GSA will provide suggested performance measures through its mail policy website.

§ 102-192.110 What should your agency-wide mail management plan include?

Your agency-wide mail management plan should address:

§ 102–192.115

(a) The ways in which mail management supports your agency’s mission;

(b) Information about your agency’s primary facilities;

(c) Opportunities for reducing costs and/or enhancing your agency’s ability to perform its mission through better mail management;

(d) How you choose the lowest cost and/or best value service provider(s) for outgoing mail, while ensuring that the Private Express Statutes and all USPS regulations are followed;

(e) Opportunities for centralized mail processing, worksharing, consolidation, and commingling to obtain postage savings;

(f) How and to what extent you will move toward ensuring that the person who controls mail decisions is the same person who controls the funds for postage;

(g) How and to what extent you will move toward ensuring that your financial systems show allocations and expenses for postage and all other mail costs separately from all other administrative expenses; and

(h) How you are developing specific performance goals, maintaining performance data systems and relating mail management goals to your agency’s mission-related goals.

§ 102–192.115 **What less costly alternatives to expedited mail and couriers should your agency-wide mail management plan address?**

Your plan should address the following alternatives to expedited mail and couriers:

(a) First Class and Priority Mail from the USPS;

(b) Package delivery services from other service providers; and

(c) Electronic transmission via e-mail, facsimile transmission, electronic commerce, the Internet, etc.

Subpart F—Agency Mail Manager Responsibilities

§ 102–192.120 **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 fulfill the requirements of

41 CFR Ch. 102 (7–1–03 Edition)

§§ 102–192.50 through 102–192.65 and § 102–192.125.

§ 102–192.125 **What are my general responsibilities as an agency mail manager?**

In addition to carrying out the responsibilities in § 102–192.50, 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;

(c) Monitor the agency’s mailings and other mail management activities, especially expedited mail, mass mailings, mailing lists, and couriers, and seek opportunities to implement cost-effective improvements and/or to enhance performance of the agency’s mission;

(d) Develop and direct agency programs and plans for proper and cost-effective use of transportation, equipment, and supplies used for mail;

(e) Although not required for other than large agencies, develop, implement and provide to GSA the agency’s annual mail management and mail security plan (see subpart C of this part);

(f) Ensure that facility mail managers receive the training they need to perform their assigned duties;

(g) Ensure that users at the program level receive the training needed to reduce, track and budget for their mailing expenses;

(h) 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;

(i) Establish written policies and procedures to minimize personal mail in incoming, outgoing, and internal agency mail;

NOTE TO PARAGRAPH (I): An agency may decide 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. Mailing costs associated with filing travel vouchers and payment of Government sponsored charge card