

*Federal facility (or facility)* means any office building, installation, base, etc., where Federal agency employees work; this includes any facility where the Federal government pays postage expenses even though few Federal employees are involved in processing the mail.

*Incoming mail* means any mail that comes into the agency delivered by any service provider, such as the USPS, UPS, FedEx, or DHL.

*Internal mail* means mail generated within a Federal facility that is delivered within that facility or to a nearby facility of the same agency, so long as it is delivered by agency personnel or a dedicated agency contractor (i.e., not a service provider).

*Large agency* means a Federal agency whose total annual mail payments to all service providers exceeds \$1 million. See appendix A to this part for a current list of the large agencies.

*Mail* means the types of mail described in § 102–192.30.

*Mail costs* means allocations and expenses for postage and all other *mail* costs (e.g., payments to service providers, mail center personnel costs, mail center overhead, etc.).

*Mail piece design* means laying out and printing items to be mailed such that they can be processed efficiently and effectively by automated mail-processing equipment.

*Mail system* means all of the components of your mail operation including your methods for capturing data on your mail users, their volumes, and costs. The *mail system* includes the financial and accounting systems. It can be automated, manual or both.

*Official Mail Accounting System (OMAS)* is the Postal Service's government-unique system used to track postage used by most Federal agencies. OMAS is used in conjunction with each agency's online payment and accounting system (OPAC) account at the Treasury.

*Outgoing mail* means mail generated within a Federal facility that is going outside that facility and is delivered by a service provider.

*Postage* means money due or paid to any service provider.

*Presort* means a mail preparation used to receive a discounted mailing

rate by sorting mail according to USPS standards.

*Program Level* means a subsidiary part of a Federal agency that generates a significant quantity of outgoing mail. It could apply to an agency organizational entity, program, or project. (See subpart H of this part for additional information.)

*Service provider* means any agency or company that delivers mail. Some examples of service providers are USPS, UPS, FedEx, DHL, courier services, the Military Postal Service Agency, the State Department of Diplomatic Pouch and Mail Division and other Federal agencies providing mail services.

*Special services* means those mail services that require extra payment over basic postage; e.g., certified mail, business reply mail, registered mail, insurance, merchandise return service, certificates of mailing, return receipts, and delivery confirmation.

*Unauthorized use of agency postage* means the use of penalty or commercial mail stamps, meter impressions, or other postage indicia for personal or unofficial use.

*Worksharing* means cost-effective ways of processing outgoing mail that qualify for reduced postage rates; examples include presorting, bar coding, consolidating, and commingling.

#### **§ 102–192.40 Where can I get more information about the classes of mail?**

Details about mail classes can be found in the Domestic Mail Manual (DMM). The DMM is available from New Orders, Superintendent of Documents, U.S. Government Printing Office, P.O. Box 371954, Pittsburgh, PA 15250–7954, <http://pe.usps.gov/>.

#### **§ 102–192.45 How do we request a deviation from these requirements, and who can approve it?**

See §§ 102–2.60 through 102–2.110 of this chapter to request a deviation from the requirements of this part.

### **Subpart B—General Requirements**

#### **§ 102–192.50 What must all agencies do to manage their mail effectively and efficiently?**

All agencies are required to:

**§ 102-192.55**

(a) Have written security plans for mail operations at the agency level and in any facility where one or more full time personnel processes mail.

(b) Ensure that mail costs are identified at the program level within the agency; each agency will have to determine the appropriate level for this requirement because the level at which it is cost-beneficial differs widely. Program level costs can be identified from tracking mailing expenses by program areas, cost estimates, financial reports, reconciled Postal Service records, and reconciled vendor data.

(c) Beginning October 1, 2003, all payments to the United States Postal Service must be made using commercial payment processes, not OMAS.

(d) 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; it is up to each agency to select the actual performance measures used.

**§ 102-192.55 What are the additional requirements for large agencies?**

All agencies that spend more than \$1 million per year on postage are additionally required to develop and maintain an annual mail management and security plan. The plan must:

(a) State total amounts paid to all service providers;

(b) Verify that facility security plans have been reviewed at the agency level. A copy of at least one large facility plan must be attached;

(c) Identify performance measures in use at the agency level;

(d) Identify the agency mail manager; and

(e) Describe the agency's plans to improve the economy and efficiency of mail operations.

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**Subpart C—Reporting Requirements**

**§ 102-192.60 What must we report to GSA about our mail operations?**

If you meet the definition of a large agency (see §102-192.35), you must report to GSA annually either your mail management and security plan, revised section(s) of that plan, or a statement

**41 CFR Ch. 102 (7-1-03 Edition)**

verifying that your plan has been reviewed and that there are no changes to it. The annual report must state that all facility security plans have been reviewed by a competent authority within the past year.

**§ 102-192.65 When must we submit reports to GSA about our mail?**

If you meet the requirement in §102-192.35, the first annual agency mail management and security plan to GSA covering Fiscal Year 2001 is due September 4, 2002. Thereafter, fiscal year reports will be due annually on March 30. You must promptly report the name of the agency mail manager whenever it changes. GSA maintains an updated list of Federal agency mail managers at <http://www.gsa.gov/mailpolicy>.

**§ 102-192.70 What format should we use when reporting mail data to GSA?**

GSA will provide the format and reporting process for submitting the agency's annual mail management and security plan. These will be developed in collaboration with the Interagency Mail Policy Council. The final reporting format will be posted on the Mail Policy Communications home page at <http://www.gsa.gov/mailpolicy>.

**§ 102-192.75 Where do we send our mail management reports and security plan verifications?**

Submit hardcopy mail reports to: General Services Administration, Office of Governmentwide Policy, Mail Communications Policy Division (MTM), 1800 F Street, NW., STE 1221, Washington, DC 20405-0002. Electronic submissions are encouraged. Submit electronic reports to: *federal.mail@gsa.gov*.

**§ 102-192.80 Why does GSA require these mail reports?**

GSA requires these annual agency mail management and security plans to:

(a) Ensure that the large Federal mail programs have the tools and procedures in place to manage their operations efficiently and effectively;

(b) Ensure that appropriate security measures are in place; and