

## § 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.

[67 FR 38897, June 6, 2002. Redesignated at 67 FR 54132, Aug. 21, 2002]

## 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

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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

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(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: