

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,