

§ 102–192.110

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

Your agency-wide mail management plan should address:

- (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.

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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 §§ 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;