

*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: