

Reclamation Manual

Directives and Standards

Mail Management Definitions

- 1. Accountable Mail.**
Any piece of mail for which a service provider and the mail center must maintain a record that shows where the mail piece is at any given time, and when and where it was delivered. Examples of accountable mail include United States Postal Service (USPS) registered mail and all expedited mail.
- 2. Agency Code.**
The three-digit code that identifies each Federal agency authorized to use penalty mail. Reclamation assigned agency code 118.
- 3. Agency Mail Manager.**
The Federal employee who manages the overall mail management program of a Federal agency. Reclamation mail managers consists of area/field/regional office mail managers.
- 4. Class of Mail.**
One of the five categories of domestic mail as defined by the Mailing Standards of the USPS Domestic Mail Manual (DMM link <https://pe.usps.gov/>). Include Express mail, First-class (includes priority mail), Periodicals (magazines), Standard mail or bulk business mail, and Packages.
- 5. Distribution Center.**
An office that does not pay for postal services and only distributes mail received from the mailroom personnel.
- 6. Expedited Mail.**
Mail designated for overnight and 2–3-day delivery by service providers (examples: DHL, FedEx, UPS, and USPS Express mail).
- 7. Federal Facility or Facility.**
Any office building, installation, base, etc., where Federal agency employees work, including any facility where the Federal Government pays postage expenses even though few or no Federal employees are involved in processing the mail.
- 8. Incoming Mail.**
Any mail that comes into a facility delivered by any service provider, such as DHL, FedEx, UPS, and USPS.
- 9. Large Facility.**
An office that pays for postal services and has three or more people processing incoming and outgoing mail (e.g., date stamped upon receipt and administering postage), with

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collective total payments to all mail service providers that equals or exceeds \$1 million per fiscal year.

10. Mail Center/Facility.

An organization and/or place, within or associated with a Federal facility, where incoming and/or outgoing Federal mail and materials are processed.

11. Mail Management.

The concepts and practices of management techniques applied to mail to ensure economy, efficiency, and effectiveness. Mail management includes policies, standards, and responsibilities encompassing mail preparation and handling; mail movement; mail operations staff and facilities; operational relations with the USPS; and the monitoring and evaluation of mail operations for compliance with applicable laws, regulations, and directives.

12. Mail Security Plan.

Written or electronic plan involving physical security of mail/packages received or shipped from a mail center/facility and protection for employees handling such mail/packages. Depending on the size and activities at the mail center, the mail security plan should include access control, surveillance, security testing, emergency response procedures, layout of facility, and procedures.

13. Messenger Service Envelopes (Government Messenger Envelopes, Shotgun Envelopes, Holey Joe) – Optional Form 65B.

Inter-office messenger envelope. Do NOT use for classified or Privacy Act Information.

14. Negotiable Instruments.

Transferable document (e.g., a bank note, check, draft, or money order) containing an unconditional promise or order to pay a specified amount to its holder upon demand or at a specified time. In the U.S., the Uniform Commercial Code governs negotiable instruments.

15. Official Mail.

Reclamation mail facilities will transmit official mail at government expense through facilities provided by the USPS or other authorized carriers. Types of Official Mail include:

A. Letter-Size Mail.

A mail processing category that consists of letters and cards meeting minimum size standards and not exceeding the maximum letter size mail dimensions of 11 ½ inches long, 6 ½ inches high, and ¼ inch thick.

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B. Flat-Size Mail.

A mail piece that exceeds one of the dimensions for letter-size mail (11-1/2 inches long, 6-1/8 inches high, 1/4 inch thick) but that does not exceed the maximum dimension for the mail processing category (15 inches long, 12 inches high, 3/4 inch thick). Flat-size mail must be rectangular with four square corners or with finished corners that do not exceed a radius of 1/8 inch. Flat-size mail must also be flexible. Minimum dimensions are different for flat-size mail claimed at automation prices. Flat-size mail may be unwrapped, sleeved, wrapped, or enveloped.

C. Parcel.

Mail that does not meet the mail processing category of letter-size mail or flat-size mail, usually enclosed in a container such as a carton.

D. Penalty Mail.

Official mail sent without postage prepayment by officers of the executive and judicial branches of the U.S. government, by departments and agencies of the U.S. Government, and by specifically authorized individuals. Agencies then reimburse USPS for the penalty mail service they receive. USPS requires agencies to use penalty postage meters or other forms of direct accountability for proper reimbursement through the Official Mail Accounting System. The term comes from the endorsement "Penalty for Private Use" printed on the mail. Agencies must reimburse the USPS the equivalent amount of postage and fees due for the penalty mail service they receive.

E. Personal Mail.

The use of Reclamation mail services for personal mail is prohibited. This includes incoming and outgoing and the use of internal distribution services. However, under special circumstances, the appropriate local managing official in coordination with the local mail manager may authorize an employee the temporary use of an office address.

F. Business Reply Mail (BRM).

A domestic service that allows a mailer to receive First-Class Mail pieces back from customers and pay postage only for the pieces returned to the mailer from the original distribution of BRM pieces (must have a specific address and format). The recipient (charged a permit fee by the post office for offering this service) pays standard mailing charges for each piece of mail delivered.

G. Undeliverable Mail.

Mail that cannot be delivered for various reasons. It includes not only undeliverable-as-addressed mail but also mail without postage; mail with an incomplete, illegible, or incorrect address; unclaimed or refused mail; mail not meeting minimum

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mailability criteria; mail exceeding maximum dimensions or weights; or mail not conforming to USPS address adjustments and conversions. Mail facilities will make every attempt to deliver official mail; however, incoming bulk business rate mail addressed to an individual shall be disposed of if the facility cannot readily ascertain the intended recipient. Bulk business rate mail that is obviously unrelated to Reclamation business shall be discarded. Undeliverable First-Class mail must be returned to the sender, per the [*USPS Domestic Mail Manual \(DMM\)*](#).

16. Physical Security.

Security measures designated to deny unauthorized access to facilities, equipment, and resources, and to protect personnel and property from damage or harm.

17. Small Facility.

An office that pays for postal services and has one or two people processing incoming and outgoing mail (e.g., date stamped upon receipt and administers postage), with collective total payments to all mail service providers that is less than \$1 million per fiscal year.

18. Suspicious Package.

A parcel or letter is considered suspicious when it has more than one of the following characteristics: strange return address or none at all; unusual weight given its size, lopsided or oddly shaped; excessive postage; odor, discoloration or oily stains; marked with restrictions, such as “Personal,” “Confidential,” or “Do Not X-Ray;” an unusual amount of tape; and/or handwritten or poorly typed address, incorrect titles or titles with no names, or misspellings of common words.