

National Archives and Records Administration

Transmittal Memo

DATE: June 28, 2011

TO: Executives, Staff Directors, NHPRC, and OIG

SUBJECT: NARA 109, Mail Management

Purpose: This transmits a revised NARA 109 Mail Management (formerly NARA 210)

Background. Archives II continues to maintain mail service through a Navy mail consolidator to pick up all Archives II, U.S. Postal Service (USPS) mail, except Trust Fund Mail. The Navy mail consolidator will combine all Archives II mail with USPS mail from many other agencies; sort, meter, and deliver to the USPS, one day before our local post office, at a substantial discount.

For the timeliest service, prepare mail for the 9:30 a.m. mail pick-up. Because the consolidator must sort and deliver a huge volume of mail before the end of the day, their daily pick-up is at 10:30 a.m.

By preparing mail with clear, accurate, machine-produced addresses, letters and packages are readily processed by the consolidator, and on USPS automation. Hand-addressed mail is not accepted for USPS service, however, hand-address mail is acceptable for envelopes, including interoffice messenger envelopes, which go to any NARA region. We consolidate that mail in our mail center and attach a machine generated label.

The Archives II mail center will continue to process UPS, FedEx Express, FedEx Ground Packages, and Trust Fund Mail. NARA is under contract with UPS that provides NARA with a discounted rate on all services. NARA no longer has a government contract with FedEx.

Explanation of Changes: This revision adds sections 109.15 and 109.16 pertaining to handling of suspicious mail and processing bulk mail. Additions to the records management provision include file codes for Mail Services Program Management Files and Regional Records Services Facilities. The attached supplement titled, Mail Services Guide, has been updated to include current contacts.

Canceled policy: NARA 210 dated October 4, 2004 and the NARA@work Mail Services Guide

Effective date: This directive is effective date of signature.

Contact information. If you have any questions on this directive, contact Stephanie Chapman (BF), room 2320 AII, on 301-837-3129; by fax on 301-837-3237; or by [e-mail](#).

DAVID S. FERRIERO
Archivist of the United States

Attachment

SUBJECT: Mail Management**109.1 What is the purpose of this directive?**

- a. This directive provides policy and requirements for the efficient, effective, economical, and secure management of NARA's incoming, internal, and outgoing mail. NOTE: The **Mail Services Guide**, a supplement to this directive, provides detailed procedures and information on mailing services.

109.2 Authority for this directive

41 CFR, Part 102-192

109.3 Applicability

This directive applies to all materials that might pass through a Federal mail processing center, including:

- a. All internal, incoming, and outgoing materials such as envelopes, bulk mail, expedited mail, individual packages up to 70 pounds, publications, and postal cards, regardless of whether or not they currently pass through a particular mail center;
- b. Similar materials carried by NARA personnel, contractors, the United States Postal Service (USPS), and all other carriers of such items; and
- c. Electronic mail only if it is printed out and mailed as described in paragraph (a) and (b) of this section; however, NARA encourages maximum use of electronic mail in lieu of printed media, so long as it is cost-effective.

109.4 Definitions

- a. **Mail center** means a centralized location where mail is processed.
- b. **Official mail or Government mail** refers to mail processed by USPS for a Federal agency using appropriated funds.

109.5 Responsibilities

- a. **Facilities and Property Management Division (BF) Mail Manager** – NARA's Mail Manager who manages NARA's overall mail communications program and represents the agency in its relations with mail service providers, other agency mail managers, and the GSA Office of Government-wide Policy. NARA's Mail Manager

- (1) Establishes NARA-wide mail management policies;
 - (2) Oversees mail management practices within NARA;
 - (3) Provides mail management training or resources for outside training for:
 - (a) Facility mail managers with mail-related duties; and
 - (b) Staff with particular mailing needs (e.g., proper design of an invitation or class announcement for bulk mail processing).
 - (4) Assists NARA offices with service questions, such as using vendors for bulk mailing with NARA mailing lists;
 - (5) Manages the contract for mail centers at the National Archives Building (including service for the Office of the Federal Register) and the National Archives at College Park;
 - (6) Collects NARA-wide postage-use data for:
 - (a) Reimbursement from the Trust Fund and Revolving Fund to the OE fund; and
 - (b) Reports to the General Services Administration.
 - (7) Maintains mail permits for business-reply mail and standard and first-class bulk mail.
- b. **Federal Records Centers - Suitland (AFO-SD)** - The Director, AFO-SD, is responsible for operating the AFO-SD mail center.
- c. **Regional records services facilities and Presidential libraries** - Directors of regional records service facilities and Presidential libraries:
- (1) Are responsible for local mail center operations; and
 - (2) Provide a quarterly report to NAF on all USPS, FEDEX and UPS costs. (See the Mail Services Guide, the page entitled “Official Mail & Postage Reporting” for detailed procedures on postage reporting.)
- d. **National Archives Trust Fund Branch (BCT)**
- (1) Maintains a record of Trust Fund postage and shipping by each Washington, DC, area, office;

- (2) Oversees Trust Fund mail center operations at the National Archives Building and the National Archives at College Park co-located with the general mail operation;
- (3) Orders supplies and services for the Trust Fund mail centers and supplies for packaging Trust Fund mail; and
- (4) Manages reimbursement of USPS postage for OE to the Trust Fund.

e. NARA offices/staff

- (1) Use the most economical and efficient means to transmit mail (examples: participating in consolidation of mail going to NARA units outside of the Washington, DC, area, using UPS only when urgency requires 1-2 day delivery). NOTE: NARA does not have a government contract with FedEx. NARA is under contract with UPS that provides NARA with discounted rates on all services;
- (2) Properly prepare mail so mail centers can identify costs and mail moves swiftly and accurately to its intended destination.
- (3) At the National Archives at College Park must address all outgoing USPS mail by machine (see par. 109.14). Exceptions to this rule are granted on a case-by-case basis with approval from B; and
- (4) Consult the Mail Services Guide for direction and guidance on mailing matters, such as those mentioned in subpars. (1) and (2).

109.6 What types of information can I find in the Mail Services Guide?

In the Mail Services Guide you can find:

- a. Answers to questions and detailed procedures on all mail services provided for NARA through our mail centers and commercial vendors;
- b. Contact information for mail services;
- c. Guidelines for mail preparation and packaging;
- d. Procedures on how to use mail permits; and
- e. Procedures on how to properly address mail.

109.7 Does the mail center process and deliver personal mail?

No, the mail center staff does not pick up or deliver personal mail to or from office mailboxes or accept personal mail hand-delivered to the mail center. You must deposit personal mail in USPS mailboxes located near NARA facilities or other mailboxes or post offices.

109.8 Can I have personal mail and merchandise delivered to a NARA address?

- a. No, do not use a NARA address for delivery of personal merchandise. Delivering personal items is not within the scope of duties for the mail center.
- b. With prior approval from BF, people transferring from out of town may use NARA as a temporary mailing address until establishing a permanent residence.

109.9 How do I handle receipt of non-work-related mail at a NARA address?

If you receive personal mail at a NARA address, notify the sender to stop delivery or file a change of address form with the shipper.

109.10 What are prohibited uses of NARA mail?

Do not use official mail (or any mail vendor paid with NARA funds) for purposes other than NARA business. Prohibited purposes include, but are not limited to, transmission of personal mail and chain letters.

109.11 To whom do I report misuse of mail?

Report any abuse of any form of Government mail, especially chain letters that by their nature encourage further abuse, to the Office of the Inspector General.

109.12 What are the penalties for misuse of Government mail?

The penalties include fine or imprisonment (18 U.S.C. 1719, and in 18 U.S.C. 641).

109.13 Where is guidance for handling classified mail, national security information (confidential and secret), and the Department of Energy's (DOE) policy for transporting or shipping restricted data or formerly restricted data?

- a. For guidance on handling classified mail and national security information, refer to NARA Information Security 202.
- b. For DOE instructions for transporting or shipping restricted data or formerly restricted data, refer to Chapter 11, Section 6 or "Classified Matter Protection and Control Manual" (DOE-M 471.2-1C dated April 17, 2001).

109.14 Why do I have to machine address USPS mail at Archives II?

A Navy mail consolidator picks up all Archives II USPS mail, except Trust Fund Mail. Letters and packages with machine-produced addresses are readily processed by the consolidator. Hand-addressed mail is not eligible for deep discounts, and receives slower service, so BF requires Archives II employees machine-produce addresses on USPS mail.

109.15 What are the guidelines for handling any suspicious letters or packages and those that contain powder and/or powder spills out onto a surface?

- a. Personnel suspicious of a letter or package should notify the security office for security personnel and their supervisor. Personnel should not open, shake or bump the item. Personnel should be familiar with some characteristics of suspicious packages and letters as outlined in NARA Notice 2002-015;
- b. Personnel suspicious of a letter or package containing a powder or observing powder spills should cover the item and spilled contents immediately with anything (e.g. trash can, clothing, paper etc.). Personnel should notify the security office for security personnel and their supervisor. Do not attempt to clean up the powder.
- c. Clear the room and close the door, or section off the area to prevent others from entering;
- d. Wash your hands with soap and water to prevent spreading any powder to your face. If necessary, remove contaminated clothing as soon as possible and place in a plastic bag, or some other container that can be sealed, and have them available for law enforcement or emergency responders for proper handling;
- e. Provide the security personnel a list of all the people who were in the room or area when the suspicious letter or package was recognized;
- f. If necessary, when on-scene emergency personnel arrive, follow their decontamination instructions;

109.16 How do I process a bulk mail shipment?

If you have a bulk mail shipment, please contact the mail management staff prior to processing such shipment.

109.17 How are records created by this directive maintained under the NARA Records Schedule?

- a. NARA Mail Manager (BF) uses file no. 250 - Mail Services Program Management Files.

- b. All other units, except Regional Records Services Facilities: Use file numbers 247 - Postal and Private Mail Service Records; 248 - Mail and Delivery Service Control Files; 249 - Metered Mail Files; and 519 – Invoices for Mail Services.
- c. Regional Records Services Facilities: Use file no. 266 - Administrative Functions.