

Mail Management

MMSM 382.2-H

Handbook

MMS

U.S. Department of the Interior
Minerals Management Service

FORWARD

This handbook supplements the requirements prescribed by MMSM 382.2, the U.S. Postal Service Domestic Mail Manual, and 41 CFR 201-45.107. The handbook provides guidance for handling incoming, internal, and outgoing mail. All mail prepared and received in the MMS will be in compliance with the provisions of this handbook. Questions regarding the content of this handbook may be directed to the Chief, Support Services, Administration and Budget.

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Director

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CHAPTER 1 - GENERAL INFORMATION

1. Purpose. This Handbook, authorized in MMSM 382.2, provides general guidance for managing mail operations in the MMS. The Handbook will be used in conjunction with the Domestic Mail Manual (DMM), issued by the U.S. Postal Service (USPS).
2. Domestic Mail Manual. The DMM contains the regulation of the USPS governing domestic mail service including the rates for postage and restrictions on its use, descriptions of the classes of mail, special services and conditions governing their use, requirements for wrapping and mailing, explanation of collections and delivery services, and general provisions concerning the use of postal services and facilities. Each major mail facility in the MMS should subscribe to the DMM and the DMM Special Postal Bulletins to obtain the latest revisions to the policies and procedures of the USPS regulations.
3. Domestic Mail Manual Availability. Subscriptions to the DM may be purchased from the Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402-0001. It is also available on the web at <http://pe.usps.gov/>.
4. Mail Facilities. The MMS will provide efficient mail facilities, in a secure environment, at each installation within its respective areas of jurisdiction. The following guidelines will be considered in establishing mail facilities.
 - a. Mailroom personnel must maintain security of all information in their possession as set forth in the MMSM 386, Safeguarding of Records and Information.
 - b. Secure the mailroom against access by unauthorized personnel. Keep the mailroom locked whenever possible, especially when no one is on duty.
 - c. Locate the mailroom at the optimum point within the installation for postal delivery, mail handling, and service to the organization.
 - d. Plan mailroom and layout to fit the organization's size, physical facilities, nature of functions, and type and volume of mail.
 - e. Plan mailroom layout, lighting, and ventilation for efficient workflow.
5. Staffing. At some installations it may be necessary to require that selected mail operations personnel start before regular office hours to receive and process early postal deliveries or remain after regular office hours to accommodate late USPS pickup. When possible, this should be accomplished by split shifts rather than overtime.

6. Mail Services. The following elements will aid in providing effective mail service:
- a. Provide adequate supervision of the mail operations.
 - b. Provide “window service” for mail pickup and delivery on needed occasions.
 - c. Do not assign tasks to mailroom operations personnel that could impede the delivery or dispatch of mail.
 - d. Provide adequately trained backup personnel to assist during times of peak volume or as temporary replacements when regularly assigned personnel are absent.

CHAPTER 2 - INCOMING MAIL

1. Official Mail. Official mail is mail directed to officials or employees of MMS at their office address. This also applies to mail addressed to former officials or employees of MMS. Such mail will be delivered to the appropriate office for action.
2. Unsolicited Commercial Mail. Unsolicited commercial mail, whether or not office related, i.e., advertisements, requests for contributions, soliciting sales or subscriptions, training material and flyers, adequately addressed for easy delivery, may be forwarded to the appropriate office. Inadequately addressed unsolicited commercial mail will be returned to the USPS as undeliverable.
3. Official Commercial Mail. It is the responsibility of all employees requesting commercial mail deliveries relating to their program area to inform the sender of their complete and accurate address to ensure delivery.
4. Personal Mail. Mailroom personnel are not required to deliver personal mail received through their facility, unless authorized to do so by their supervisor or the head of the office under special temporary circumstances. Employees in transit as a result of a change in duty station, or on temporary detail, or temporarily assigned to a remote field location, may request the use of an office address until their situations are stabilized. However, employees in transit should forward personal mail to the nearest post office in care of General Delivery or obtain a postal service or private company mail box. Employees should not use their office address for delivery of savings bonds, salary check, and per diem checks.
5. Postage Due. The USPS will offer to deliver postage due mail if the postage required is more than the value of the affixed stamps.
 - a. Official Mail. Payment of postage due official mail will be made with a dated metered mail tape.
 - b. Public Mail (General Public). It is the general MMS policy to refuse postage due mail received from the public.
6. Missing Stamps. The following defines the USPS policy on stamps missing from delivered mail.
 - a. No Stamp. The USPS will not attempt to deliver mail that has no indication of postage being affixed at the time of mailing. Such mail will be returned to the sender.

- b. Lost Stamp. When it is apparent from the impression of a cancellation mark that a postage stamp or stamps have been wholly or partially lost, the piece will be handled, in the absence of contrary evidence, as if correct postage has been paid.
 - c. Registered Mail. When the registered mail form is detached from the letter/package it will be delivered without further collections due.
- 7. Sorting. Incoming mail will be sorted to provide for minimum essential handling between the time it is received until the time it reaches the action office.
- 8. Special Handling. Special instructions should be provided to each mail station processing mail that requires special handling. The following items of mail require special handling.
 - a. Registered, Certified, and Insured Mail. Registered mail, certified mail with return receipt, or insured parcel post requires an authorized signature to prove receipt.
 - b. Classified Mail. The head of each office receiving classified information and materials is responsible for safeguarding such material in conformance with 442 DM 9, National Security Information, Control of Classified Documents. Classified mail can be identified by the markings “Secret” and “Confidential” and will be handcarried, unopened, to the employee designated to receive it. “Top Secret” mail is not dispatched through the USPS or internal mail systems.
 - c. Restricted Mail. Mail noted “For Official Use Only,” “Nonsecurity Controlled,” or “Special Attention,” i.e., blue envelopes, will be delivered to the addressee unopened.
 - d. Cash Accountability. Each office which regularly receives cash, checks, or any form of remittance or negotiable instrument, will have in place internal controls as required by 340 DM 1, Management Control System, General Policies and Responsibilities.
 - e. Court Summonses. Legal summonses or complaints either hand-carried or received through the USPS relating to Government litigation will be hand-carried to the addressee or his/her designee. Procedures to be followed upon receipt of a summons or complaint are in 452 DM 1, Litigation, Service of Process.
 - f. Controlled Mail. Controlling mail is an administrative process which provides management with a record of receipt, action assignments, status, and a record of responses made to incoming communications which have a limited response time. The following are standards for mail control:

- i. Control Office. Responsibility for controlling mail should be established in a single designated office servicing a principal official within the confines of his/her organization. Procedures on controlling mail are found in MMS 381.3-H, Preparing and Processing Correspondence—Handbook.
 - ii. Control Limitations. Control will be limited to communications which warrant special attention because of the subject matter, the originator, or when time limits are established by laws, regulations, or MMS policy.
 - iii. Standardized Controlled Mail. The following mail will be controlled MMS-wide:
 - 1. White House correspondence.
 - 2. Correspondence referred by the White House.
 - 3. Correspondence from a Member of Congress or a Cabinet Member.
 - 4. Correspondence from a Governor.
 - 5. Freedom of Information Act requests.
9. Routing. In order to speed the processing of incoming mail, the guidelines below should be followed.
- a. Route adequately addressed mail directly to the action office without opening the envelope (unless instructions have been issued to open specific categories).
 - b. Write routing directions on envelopes that have been opened rather than on a routing form and attach the envelope to the correspondence.
 - c. Use office organization abbreviations and/or mail stops (see <http://pipeline.mms.gov> - Support, Mail Services) rather than the complete office title. Room numbers are to be used where they are required to make delivery.
 - d. Limit date/time stamping to classes of mail for which date/time stamping protects the interest of the Government, its employees, and/or the public.
 - e. Limit routing for action/response control purposes to specific categories requiring special treatment (see 8f of this chapter).

- f. Maintain an up-to-date routing guide to assist in accurate routing, and keep it current on organizational, functional, and personnel changes.
- g. Accept misrouted mail from any office, and promptly and accurately reroute it to the appropriate office or return it to the mailroom to be redirected.

CHAPTER 3 - INTERNAL MAIL SERVICE

1. Internal Service. Internal mail service personnel are responsible for sorting, opening (no specified addresses), directing and delivering incoming mail, picking up outgoing mail and are also responsible for picking up, sorting and delivering interoffice mail.
2. Authorized Use of Internal Mail Services. Internal mail services are limited to official or quasi-official mail (see Chapter 4, paragraph 5 of this Handbook). Personal mail, intended for internal or external delivery, will not be picked up or delivered by Government or contractor employees since it would impede Government efficiency and economy (see Title 43 CFR 20.735-6(b)(iii)).
3. Establishing Route Stops. Routes and stops are to be established according to the physical location of the offices within the installation.
4. Scheduling Runs. Internal mail service runs should be scheduled to coincide with USPS delivery and pickup and at a frequency to prevent a buildup of mail at any one location.
5. Publishing Schedules. Internal mail service schedules are to be published and circulated to mail originators or at a minimum posted if the office is very small. Schedules will include times of USPS deliveries, interoffice pickup and delivery, and a cutoff time to receive mail to be processed for the last daily USPS mailing.
6. Interoffice Mail. Mail between offices within the MMS must clearly identify the intended recipient by name, title, room number, mail stop, office title, office code, or any combination thereof necessary to ensure delivery without delay. The following methods may be used to transmit interoffice mail.
 - a. Routing and Transmittal Slips. The GSA prescribes the use of Option Form 41, Routing and transmittal Slip, for use in routing. The MMS may use DI-535, Route Slip, for routing mail to the Department. Customized route slips should be kept to a minimum unless printing costs can be justified because of more efficient and accurate dispatch of mail.
 - b. U.S. Government Messenger Envelopes. Standard Forms 65-A, -B, and -C may be used for internal mail but will not be used for mail that is intended to enter the USPS mail stream without being enclosed in an official envelope, or an MMS-owned pouch or sack. The addressee will be clearly identified and all other addresses, used in the past, will be crossed out to eliminate potential errors in delivery.
 - c. Special Attention Envelopes. Special attention mail (blue) envelopes are designed for sending sensitive/confidential material which is to be opened only by the addressee (e.g., personnel or payroll matters). Blue envelopes

- d. are not to be used to transmit classified documents. Other interoffice mail should be sent in messenger envelopes. If material requires prompt attention, please mark/stamp the item with the word, "SPECIAL". Mail going to Federal offices outside of the Department of the Interior must be sent in a metered mail envelope. By distinguishing between these two types of mailing it will allow for prompt handling of items requiring action while protecting the privacy of all employees.
- 7. Mail Confidentiality. Personal mail should not be addressed to the office. Interoffice mail which falls within the purview of the Privacy Act should be routed in a blue envelope.
- 8. Special Messenger Service. If the installation has a bonafide need to establish a special messenger service to hand-carry MMS communications outside the installation, the service should be centralized and, to the extent possible, shared by all offices located in the installation. Special messenger service schedules will be published and adhered to. Unscheduled special messenger service should be kept to a minimum.

CHAPTER 4 - OUTGOING MAIL

1. Standards. Outgoing mail standards include the selection of the most cost-effective mail service, to facilitate transmission of official mail, use of appropriate envelope specifications, and proper use of direct accountability (metered mail) methods.
2. Metered Mail.
 - a. All MMS offices use a postage metering system and a special metered stamp is prescribed for MMS. Use of these unique indicia is required for official mail.
 - b. Envelopes and labels used by MMS will not contain any printing in the area where the postage is to be applied. The complete return address and mail stop must appear in the upper left corner along with the phrase "Official Business Penalty for Private Use, \$300".
 - c. Metered imprints should indicate the correct postage and date for the class and weight of each piece of mail.
 - d. The MMS is billed monthly through the Intra-Governmental Payment and Collection System (IPAC). This billing is based on the annual estimate of anticipated mail usage.
 - e. The USPS also provides a monthly Official Mail Accounting System Report (OMAS) containing all official metered mail transactions process during the month. This report is broken down for each official metered mail station.
3. Mail Services.
 - a. U.S. Postal Service. All MMS personnel will make maximum and proper use of USPS facilities and services.
 - b. Contracted Services. The GSA is authorized to negotiate a Government-wide contract that will provide small package express mail service. Participation, within the limitations of the contract, is mandatory MMS-wide.
 - c. Private Carrier. Private carriers will be used only when the USPS or GSA Contracted Services cannot provide the necessary service.
 - d. E-Mail. E-mail will be used for official business due to its cost-effective and efficiency, and practicality. DOI policy requires all records be printed

- e. and filed because there is no official recordkeeping system implemented to capture the record copy of an e-mail.
- 4. Authorized Use of Official Mail. Official mail may only be used for mailing articles, documents, and packages which are required to conduct Government business.
- 5. Unauthorized Use of Official Mail. Mail such as personal letters and holiday cards, job resumes and applications, Freedom of Information and Privacy Act requests and appeals, complaints, grievances, and all similar materials which do not relate exclusively to the business of the Government may not be sent as metered or postage and fees paid mail. Federal employees and individuals outside the Government are prohibited by law and regulations to use Government mail for private use. Anyone found using the mail for unofficial purposes may be fined up to \$300.00. Federal employees are also subject to disciplinary action.
- 6. Quasi-Official Mail. The Director, MMS, may authorize the use of official mail services for community or government employee-related activities to be conducted under his/her auspices. The following are examples of some activities that may be include:
 - a. Government employee retirement functions.
 - b. MMS sponsored sporting or recreation events.
 - c. MMS sponsored special events.
 - d. Red Cross blood bank appeals.
 - e. State or local government sponsored activities.
- 7. Envelopes. Envelope standardization is essential to meet the requirements established by the USPS, the GSA, and the Government Printing Office (GPO). All envelopes will be prepared for mailing in a manner that will accommodate the high speed technology in use by the USPS (see MMSM 381.3-H, Chapter 10, Preparing and Processing Correspondence).
 - a. Standards.
 - (1) Except for USPS required items and appropriate slogans that can be included on ad plates for metered mail, no other printed, stamped, or affixed markings or design shall be placed on official envelopes or on the front of official postcards without the approval of the Assistant Secretary – Policy, Management and Budget.

- (2) Except for self-mailers, no printing is permitted on the inside of envelopes.
- (3) Envelopes are dispatched using the most economical service consistent with delivery needs.
- (4) The smallest standard size envelope available, that will accommodate the material to be sent, will be used. The USPS levies extra charges on larger size envelopes.
- (5) Address will include, at a minimum, the 5-digit ZIP code and, when available, ZIP +4 Code.
- (6) Addresses will be clear, correct, and properly placed on all envelopes.
- (7) Addresses will be completely visible through window envelopes.

b. Specifications.

- (1) Letter envelopes. Letter size envelopes are rectangular in shape with minimum dimensions of 5 inches in length, 3.5 inches in height and .007 inches in thickness and maximum dimensions of 11.5 inches in length, 6.125 inches in height and .25 inches in thickness. The standard letter size envelope used MMS-wide is white, approximately 9.25 by 4.25 inches with black printing. Letter envelopes are used for one to five pages of correspondence that can be folded to .25 inch maximum thickness.
- (2) Flat envelopes. Flat envelopes are rectangular in shape and exceed one or more of the maximum dimensions for letter size envelopes but do not exceed 15 inches in length, 12 inches in height, or .75 inches in thickness. Flat envelopes will be used for communications that cannot be folded or, if folded, will exceed the .25 inch maximum width permitted for letter size envelopes. The standard flat envelopes used MMS-wide are:
 1. Brown 12 x 9.5 inches;
 2. Brown 15 x 10 inches; or
 3. White 12 x 9.5 inches (green diamond border imprinted with the words "First Class").
- (3) Batch mailing. When several pieces of mail (at least six pieces) are sent to the same address, the mail should be consolidated into a single flat envelope for mailing.

- (4) Mail Pouches. When there is a recurring high volume of mail between two offices and the volume is too great for batch mailing, mail pouches should be considered as a cost effective alternate to individual mailings. Pouch mail is used by mailroom facilities to transmit correspondence to other offices within the MMS on a daily basis by GSA contract for express mail service.
 - (5) Labels. Imprinted labels are to be used on unprinted flat envelopes and parcels too large to be mailed on flat envelopes.
 - (6) Postcards. In order to qualify for the postcard rate, cards must measure no more than 4.25 by 6 inches. Postcards that exceed the above measurements will be charged the full first-class rate by the USPS.
- c. Return Address. All MMS official mail must bear, in the upper left hand corner of the mail piece, the complete address, including at a minimum, the 5-digit ZIP Code but preferably the ZIP + 4 Code, and the words “Official Business Penalty for Private Use, \$300.” The return address must be imprinted or stamped and must not be handwritten or typed. The originator’s mail stop should be added to the return address in order to expedite the return of mail determined to be undeliverable by the mailroom or the USPS.
 - d. Permit Imprints. Individual permit numbers have been assigned to the MMS. The permit numbers are to be used when applying for permits to use special mail services. Permit imprint statements and numbers must appear on all authorized permit imprint mail. Authorization to use permit imprints must be approved by the Mail Manager prior to submitting form 3601, Application to Mail Without Affixing Postage Stamps, to the post office where the mailings will be made. Deposit permit imprint mail only at the post office authorized accompanied by Form 3602, Statement of Mailing with Permit Imprints, for each mailing. A minimum of 200 pieces of mail is required for use of permit imprint.
 - e. Business Reply Mail (BRM). The MMS may distribute BRM envelopes, cards, cartons, and labels to any person, concern, or organization from whom or through whom official matter is desired. The BRM will not be used when a response is required by law or regulations. All BRM must either be prepaid by the use of meters (set without date), penalty mail stamp, or permit envelopes imprinted with the legend “Business Reply”. A permit number is required for BRM.
- 8. Payment for Postal Service. Title 39 U.S. Code and USPS regulations require each Government agency to reimburse the USPS for postage and fees equivalent to full rates for all mail services received. Each fiscal year the USPS must be

furnished a budget estimate for postage. Budget figures are determined based on the prior years' direct accountability records. The budget figures furnished to the USPS are billed monthly by OPAC. The MMS COS/A&B office incurs all costs associated with metered mail. These charges are included in the monthly USPS mail report.

- a. Direct Accountability. The advantage of postage costs based on direct accountability is that costs are more accurately monitored and there is less chance of sampling errors that may distort mail costs.
 - b. Government Printing Office Mailings. Cost for mailings made by the GPO, will be done by billing activity, and billed by IPAC.
9. Insured Mail. The Government Losses in Shipment Act (Title 40, USC 726) and the government's general self-insurance policy prohibit Federal agencies from using registered and insured mail for the sole or primary purpose of obtaining postal indemnity. Claims shall not be made against the USPS for indemnity on items lost or damaged in the mail. However, Comptroller General of the United States Decision B-114874, October 13, 1978 (reference (i)), allows the Government to use registered or numbered insured mail to obtain the "special" services they offer, such as added protection or proof of delivery.

CHAPTER 5 - MAIL CLASSIFICATION

1. Standards. Mail classification standards require the use of the most economical class of mail and, when possible, minimizing use of more expensive classes of mail by requiring:
 - a. Use of appropriate size envelopes (see Chapter 4, Paragraph 7.b of this handbook).
 - b. Proper endorsement for the appropriate mail classes (see paragraph 2 below).
2. Classes of Mail.
 - a. First-Class Mail. All mailable matter, weighing 11 ounces or under (other than postcards) automatically will be sent as first-class mail. First-class mail is divided into non-presorted and presorted to ZIP Code destination. The following items may be mailed only as first-class mail or express mail.
 - (1) Matter wholly or partially in writing or typewritten.
 - (2) Matter closed against postal inspection.
 - (3) Bills and statements of account.
 - b. Express Mail. Express mail is an expedited, guaranteed delivery class of mail providing overnight or same day service to a designated location. This class of mail is particularly designed for time-sensitive materials or letters and is rated by weight and distance. The following express mail services are to be used in order of their listing.
 - (1) Private Carrier under Contract. The GSA is authorized to issue a nationwide contract to a private carrier for express small package service to accommodate time requirements not satisfied by the USPS Express Mail Service.
 - (2) USPS Express Mail Service. Express mail is reliable, convenient, and economical; USPS guarantees overnight next morning delivery.
 - (3) Alternate Private Carriers. Alternate express mail private carriers should be used only when time, weight, or size requirements are not satisfied by (1) and (2) above.
 - c. Priority Mail. Priority mail is generally used for rapid delivery (next-day or following-day service). Mail that exceeds 11 ounces and does not

- d. exceed 70 pounds and 108 inches in length and girth combined is considered priority mail. Priority mail is rated by weight and distance.
- e. International Mail. International mail includes letters, letter packages, printed matter, small packages of merchandise, and parcel post destined for foreign countries. Army Post Office (APO) and Fleet Post Office (FPO) mail is not considered international mail. International mail provides for either air or surface transportation for the following two basic categories:
 - i. Letters, postcards, or letter packages that are comparable to U.S. domestic first-class mail.
 - ii. Other articles consisting of parcel post (for merchandise) or business communications, regular printed matter, books, and small packets.
- f. Periodicals Mail. Periodicals mail is generally prepared by printing facilities and is used for mail distribution of newspapers and magazines. A permit must be obtained from the USPS and samples of the proposed publication must be submitted. The MMS generally does not use periodicals mail.
- g. Standard Mail. Standard mail is matter not mailed or required to be mailed first-class, not endorsed periodical mail, and weighs 16 ounces or less. Circulars and printed matter (not official correspondence) are typical standard mail, single piece rate, and bulk rate.
- h. Parcel Post Mail. Parcel Post mail includes mailable material weighing 16 ounces or more and not exceeding 70 pounds and 108 inches in length and girth. The basic differences between standard mail and parcel post mail are the weight limitations and charges by zone.
- i. Alternate Private Carriers. The cost to send a parcel by alternate carrier is not always less than by USPS; however, the following added services are provided:
 - i. Door-to-door service.
 - ii. Several attempts at delivery.
 - iii. Specific records concerning delivery.
 - iv. Delivery acknowledgment.
 - v. Recipient address correction.

- vi. Return of undeliverable package without charge.
- vii. Rates include up to \$100 liability protection for each package.
- j. Registered Mail. Registered mail provides added protection and security of valuable and important first-class mail, plus evidence of mailing and delivery. The extra security can delay this mail by 24 to 48 hours over normal first-class mail, and its use may prove to be very expensive. If the mailer really needs notification of delivery, certified mail should be considered.
- k. Certified Mail. Certified mail provides a records of mailing to the send and a record of delivery at the Post Office. The carrier delivering the item obtains a signature of the addressee on a postal receipt which is kept at the Post Office for two years. Certified mail should be used only when the mailer really needs a return receipt. Certified mail is no faster than first-class mail.
- l. Certificate of Mailing. When evidence of mailing is essential rather than evidence of receipt, a Certificate of Mailing is available from the USPS as an inexpensive method to furnish evidence of mailing. Certificates of Mailing do not offer any proof of delivery but simply proves that an item (letter or package) was accepted for mailing by the USPS. If evidence of delivery is required see "Certified Mail."
- m. Collect on Delivery (C.O.D.). Mailing an article and having the price and cost of postage collected from the addressee is COD Mail. This mail service is never used by the MMS.
- n. Bulk Mail. Mailings at bulk rates must be made at times and places designated by the Postmaster at the Post Office of mailing. These mailings will generally be limited so as to ensure proper acceptance and verification. This is an annual bulk mailing fee in addition to a one-time permit imprint fee. Bulk mail is used when identical pieces of mail can be sorted by 5-digit ZIP Code and must contain at least 200 pieces. Bulk mail can be sent first-, standard-, or parcel post.
- 3. Endorsements. To ensure consistency of treatment and handling appropriate to the level of the service desired, the MMS will endorse flat envelopes and small parcels with the desired class of mail, i.e. "first-class," "standard mail," "parcel post," or "priority." If it is not endorsed for a specific class it will receive first-class service and will be charged first-class rates. Contact your local servicing mailroom for guidance. The following exemptions apply to the first-class rule above:

- a. Unendorsed mail weighing over 12 ounces but less than 16 ounces will be treated and charged as single piece standard mail.
- b. Unendorsed mail weighing 16 ounces or over will be treated and charged as parcel post.
- c. Pieces weighing over 12 ounces which require first-class service must be endorsed “first-class” or “priority.”

CHAPTER 6 - OPERATIONS

1. General. The purpose of this chapter is to provide guidelines on the operation of the mailroom.
2. Equipment. All MMS mailrooms are equipped with metered mail machines. Some locations may find it necessary to maintain a backup metered mail system.
 - a. Metered Mail Machine.
 - i. Lock metered mail machine when not in use.
 - ii. Ensure correct dates are set daily on metered mail machine.
 - iii. Maintain a daily record of meter register readings for each metered mail machine.
 - b. Facsimile (FAX). All MMS office locations are equipped with FAX machines. These should be used in place of express mail to send a document. If an original is required for verification it should be sent first-class mail.
3. Spoiled or Damaged Mail. Refunds for spoiled or damaged mail will be submitted on Form 3533 (available from the USPS). Evidence of the spoiled or damaged mailpiece will need to be included. DMM Section 147 explains the conditions and procedures to be followed.
4. Repair of Equipment. The MMS has a maintenance agreement with Pitney Bowes on all mail room equipment. Mailroom representatives should call Pitney Bowes service representatives directly in their area of responsibility. Mailroom representatives must have a copy of the Purchase Order for service maintenance, before repairs can be provided. A copy of the current Purchase Order for maintenance should be forwarded by the Headquarters Office to each Mailroom representative at the beginning of each fiscal year.
5. General Operations.
 - a. Devise a mail quality control checklist for returning improperly address mail, if appropriate.
 - b. Spot check outgoing mail periodically to ensure appropriate use of metered mail.
 - c. Each field office will send the Mail Manager a copy of total meter readings at the end of each quarter in the fiscal year.

6. Staffing. At some installations it may be necessary to require that selected mail operations personnel start before regular office hours to receive and process early postal deliveries or remain after regular office hours to accommodate late USPS pickup. When possible, this should be accomplished by split shifts rather than overtime.
7. Deliveries. In order for the MMS to maintain an effective mail management program, all mail facilities are required to accommodate mail deliveries.
 - a. Establish standard hours of operation for pick-up and delivery of mail.
 - b. Require verification of mail material for pick-up or delivery, as appropriate.