

CHAPTER 12-10  
MAIL AND MESSENGER SERVICES

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12-10-00 PURPOSE

**This** chapter establishes Department policy for the provision of efficient, uniform and economical mail and messenger **services.**

12-10-10 GENERAL POLICY

- A. **Mail** reading in mail facilities should be limited to those pieces of mail that cannot otherwise be correctly routed, usually those which are improperly addressed.
- B. Mail delivery points should be established according to need by agreement between the customer organization and the head of the mail facility.
- C. Detailed local operating procedures should be supplemented as required by the maintenance and use of the Postal Manual - Chapter 1, Post Office Services/Domestic and Chapter 2, International Mail. Other Post Office and General Services Administration issues and guides should be used as appropriate.

12-10-20 INCOMING MAIL

- A. All incoming mail shall be **received** in the mail facility, opened when necessary, and routed according to the local mail routing guide. Normally, envelopes are attached **to** and routed with incoming communications.
- B. Registered and Certified mail shall be signed for **by** authorized mail room personnel upon delivery by the Post Office. Those employees, in turn, shall require the addressee to sign Form HEW-40 (Messenger Receipt Card) showing the date and **time** of receipt. (See Exhibit X12-10-1.)
- C. Air Mail and Special Delivery mail shall be handled in the same manner as first class mail. Mail that is tagged for immediate handling shall be promptly handled according to instructions on the tag.

(12-10-20-C continued)

Postal matter that is marked in such a manner as to indicate that the contents are intended solely for the addressee is not to be opened by anyone but the addressee. When any such material is opened inadvertently, it shall be resealed by the opening unit and marked "Opened in error" or some similar designation.

- E. Cash and negotiable instruments received shall be adequately controlled and safeguarded. A responsible employee shall be designated to enter in a log, as available, the name and address of the remitter and type and amount of receipts. Delivery of such receipts shall be made to an appropriate agent cashier or collections unit. Local instructions will be issued to supplement this policy, as required. Mail control activities such as date and time stamping of bids should be done by customer organizations rather than by the central mail facility. Mail Control Card HEW-73 and similar controls will be maintained at action points, as necessary. (See Exhibit 12-10-1.)

12-10-30 OUTGOING MAIL

- A. The most economical class and type of mail service consistent with the needs shall be used.
- B. All outgoing mail shall be forwarded to the central mail facility at regular intervals throughout the day to avoid peak loads at the end of the day. Official mail is not to be dropped into building mail slots.
- C. Regulations prohibit the inclusion of borders, markings, slogans or designs on mailing envelope labels, etc. Requests for exceptions shall be directed to the Office of Administration, Office of the Secretary.
- D. Because of the volume of Christmas mail, all bulk mailings of supplies, publications, books, forms or other printed matter should be withheld from the mails for the period December 1 through December 26 of each year.
- E. Consolidated Mailings. All first class mail directed to the same address shall be consolidated by the mail facility, and, as volume permits, dispatched in one envelope. Mail to installations for which consolidated mailings are authorized shall be forwarded to the mail facility in messenger envelopes. Mail facilities shall maintain preaddressed envelopes for consolidated mailings.
- F. Segregation by Type and Class of Service. Mail facilities shall segregate mailings according to type of mail and class of service desired and place in separate mail bags, properly labeled. Bags and labels may be obtained from the local post offices. Where there is insufficient material to warrant bagging separately, items intended for air mail and/or special delivery shall be tied separately, properly marked, and placed on top of bundles of ordinary letters.

- G. Local and Out-of-Town. To expedite handling by the Post Office, separate "Local" and "Out-of-Town" mail, and tie with addresses facing the same way. Labels for use on each type may be obtained from the local Post Office.
- H. Perishable Biological Materials Via International Mail
1. Perishable biological materials may be transmitted in the postal union mail only as letter packages (packages paid at letter rate having weight limit of four pounds, six ounces, except 60 pounds for Canada). These packages must bear distinctive violet labels. Labels will be furnished by the U.S. Postal Service to laboratories making written application. (See Chapter 2 of the Postal Manual for conditions, dimension restrictions, and list countries agreeing to accept materials.)
  2. Perishable biological materials may be transmitted by parcel post. See Directory of International Mail regarding individual agreements with various countries.
- I. Envelopes, Cards, and Self-Mailers
1. Standard size cards and envelopes, especially small envelopes, should be used whenever practicable. These are available through HEW ordering channels.
  2. Self-mailer type matter prepared without envelopes or wrappers must be sealed or secured so that it may be handled by machines, and otherwise conform to Post Office regulations.
  3. New types of mailing pieces not of standard format or design shall be submitted to the U.S. Postal Service for prior approval as to conformance with postal requirements. When prepared in Washington, D.C., a specimen shall be submitted to the Division of Mail Classification, Bureau of Operations, U.S. Postal Service. When prepared at a field office the specimen should be submitted to the local postmaster.
- J. Postal Guidelines for Automatic Mail Processing

Whenever possible, outgoing mail should be prepared in accordance with the "Guidelines for Preparing U.S. Government Mail," transmitted by the General Services Administration Bulletin FPMR-B-22. Optical Character recognition and other automatic processing equipment in the postal centers throughout the United States require the application of these guidelines.

(12-10-30)

K. Return Address Limitations

Return addresses on mail pieces, labels and the like, should not exceed five lines. If it is necessary to identify each component of a multiplex organization in a return address, this may be accomplished by entering the title of the department followed by the **action** office and followed by the organization code as indicated by Chapter 8-66 of the General Administration **Manual**.

L. Two Letter State Abbreviations

**Two** letter state abbreviations authorized by the U.S. Postal Service **are permissible** for use **on outgoing mail throughout** the **Department** when used in conjunction **with** the zip code. They are particularly applicable where space can be saved in the addresses contained in the various automated addressing systems and their output. They should not **be** used on letters **placed** in window envelopes.

12-10-40 MAIL CLASSES AND SERVICES

The four classes of mail and certain special services which may be used when necessary to modify their use **are** as follows:

A. Classes of Mail.

1. First-Class Mail. Use first-class for mail requiring the highest priority surface handling.
2. Second-Class Mail. Second-class mail is used for **newspapers and periodicals**. **The Department of HEW does not use this class.**
3. Third-Class Mail. Printed material and **parcels** weighing less than one pound **qualify** for third-class.
4. Fourth-Class Mail. Printed **material and** parcels weighing one pound and over **qualify** for fourth-class. Fourth-class is commonly referred to as **parcel** post.

To effect economy and a reduction in the **issuance** of SF-1103, Government Bills of Lading, the Comptroller General has directed **all agencies** to use parcel post for shipment of mailable Government materials. The use of freight or express shall be restricted to **materials** classed as **not** mailable and to shipments that exceed weight **and** size limits for **parcel** post. (See **Postal Manual**.)

- B. Special Mail Services. These services shall be kept at a minimum to avoid additional costs to the Government. If more detailed information is needed than that provided below, customer offices should consult with appropriate officials in **charge** of mail facilities. Requests for special mail services are **made** via Form **HEW-76**, Mailing Instructions.

Air Mail Service. Normally, this service is used when more than **24** hours time can be gained and where the distance is over **500** miles. Dispatching air mail on a **Thursday** or **Friday** is normally not feasible **if regular** mail will reach the destination on a **Monday**. Where the recipient is an organization that receives and processes mail on a **24** hour shift basis or operates seven days a week, exception would be in order.

Certified Mail Service. Certified mail service **is** used for **dispatch** where a record is needed of the **sending** and receipt of **important** papers such as certain legal or personnel documents. (See C below for uses.)

Insured Mail Service. Insured **mail** service is used for **parcel** post. Use minimum fee unless otherwise **required**.

Registered Mail Service. Registered mail service is used to protect valuable and **important** mail and provide evidence of delivery **and** receipt.

Return receipts shall be requested only when proof of delivery must be made a matter of record.

Special Delivery should be used only under exception & conditions, usually for mail requiring immediate action outside the Government agencies.

Special Handling provides the most **expeditious handling** available for fourth class mail only. It is not used for special delivery.

- C. The major **characteristics** of registered **and** certified **mail** services **are** as follows:

Registered Mail (postage at first-class or air mail rate must be paid).  
**Additional sealing** devices may be used but not over **inter-**sections of sealing flaps on envelopes.

Certified Mail (for **first-class** domestic use **only**).  
Lower special fee charged.  
**Must** be sealed. No **restriction** on additional sealing devices.

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|--|--|
| Authenticated mailing receipt furnished sender by post office.   | Mailing receipt prepared by sender.  |
| Sender's return receipt service. <b>(Optional.)</b>  | Same.  |
| Restricted delivery service to addressee only. (Option&L.)   | <b>Same.</b>   |
| Complete mailing records kept at the Post Office recorded in transit and <b>separated</b> from other mail. Receives additional security <b>if warranted.</b>   | No record kept at the Post Office.<br>Not recorded in transit.<br><b>Handled</b> with first-class mail without separation. |
| Controlled at Post Office of address by charge-out to delivering employees.  | Not <b>charged</b> to carriers. Carriers identify mail by endorsement rules governing.                                     |
| Signed delivery kept two years by Post Office.   | Seine.   |
| Postal indemnity provided, subject to limitations of Government Losses <b>in</b> Shipment Act (5 U.S.C. <b>134, 134a-h</b> ) if <b>value</b> declared and fee for value paid. Indemnity not paid for articles mailed under " <b>Postage and Fees Paid</b> " reimbursement <b>arrangements.</b> | No indemnity provided.   |

12-10-50 MESSENGER SERVICES

- A. Regularly scheduled pickup and delivery **service** shall be provided for all offices of the **Department.** It shall:
1. Be of sufficient frequency to meet the operating needs of the offices served and minimize the need for special messenger services.
  2. **Provide an** even flow of incoming and outgoing communications throughout the regular workday.

- B. **Messenger** personnel shall be assigned to the central mail facility wherever possible so that assignment of routes will not be duplicated and manpower utilization will be more effective.
- c. Offices served by messengers shall provide one "IN" and one "OUT" box (plainly marked) for receipt and dispatch of communications.' These boxes shall be placed as **near** as possible to the entrance of the office which is to serve as the pickup and **delivery station.**
- D. Desk-to-desk distribution of *communications* within each office shall be the responsibility of respective offices. Whenever practicable, combined pickup and delivery stations shall be established for offices functionally related or occupying continuous interconnecting space.
- E. Urgent mail which must be dispatched after the last regular messenger pickup shall be delivered by the originating office or the clearance point to the mail facility for dispatching.
- F. Special messenger service shall be furnished, provided **mossengers** are **available,** the need is urgent, and regular service will not suffice.
- G. Duties assigned to messengers shall be in keeping with the mission of the central mail facilities. Requests for other services shall be referred to the mail room supervisor or other appropriate officials for resolution.
- H. Material distributed by the mail and messenger activities should normally be limited to communications sent or received in the conduct of Departmental or Agency business. The distribution material prepared by employee groups will be handled in accordance with the **HEW** Personnel Manual where it deals with "**Employee - Management Cooperation.**" Other material that is questionable should be brought to the attention of the mail room supervisor or other appropriate **officials.**

Form HEW-40 ("MESSENGER RECEIPT CARD")

HEW-40  
MESSENGER RECEIPT CARD

Date .....

Description .....

From .....

Addressed to .....

Building ..... Room No. ....

Time Received ..... Messenger.....

Time Delivered ..... Received by .....  
(Sign full name—Do not use initials)

Form HEW-73 ("MAIL CONTROL CARD") - 5-part Snapout

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U.S. GOVERNMENT PRINTING OFF. CE 1967 264 983

|                   |     |     |  |
|-------------------|-----|-----|--|
| FROM:             |     |     | CONTROL NO.                                |
| SUBJECT AND DATE: |     |     | DATE REC'O.                                |
|                   |     |     | DUE DATE                                   |
| REFERRED (1)      | (2) | (3) | (4)  |
| DATE:             |     |     |  |
| REPLY SENT TO:    |     |     | DATE RELEASED                              |
| REMARKS           |     |     | ACKNOWLEDGED - DATE                        |
|                   |     |     | <input type="checkbox"/> NO ANSWER NEEDED  |
|                   |     |     | <input type="checkbox"/> EXPLAIN IN REM'KS |

HEW-73  
(REV. 3-66)

MAIL CONTROL SCHEDULE

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