



FY 08 Annual Mail Management Report

Responses should be for the fiscal year ending September 30, 2008.

IMPORTANT: Submit only one report for your entire agency/department. If you collect information from subordinate parts of your agency (what some agencies call departments or agencies) using this or a similar format, consolidate the information into a single report for the entire agency before sending to GSA.

You may use your own format as long as the content remains the same.

Part A – General Information

Date of Report:	
Agency or Department Name:	
Agency or Department Mail Manager:	
Mailing Address:	
E-Mail Address:	
Phone Number:	
Fax Number:	
Alternate POC - Name:	
Alternate POC - Phone Number:	
Alternate POC - E-mail Address:	

NOTE: Report the name of the executive agency or department mail manager to GSA whenever it changes.



Part B – Bureau-Specific Information

Provide the following information about bureaus at your agency or department that spend more than \$250,000 per year in postage expenses. Attach additional sheets as necessary.

“Major Categories of Outgoing Mail” refers to first class envelopes, first class flats, standard mail envelopes, etc.

Name of Bureau or Program:	
Location:	
Bureau Mail Manager:	
Annual Postage Expense:	
Major Categories of Outgoing Mail:	

Name of Bureau or Program:	
Location:	
Bureau Mail Manager:	
Annual Postage Expense:	
Major Categories of Outgoing Mail:	

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Location:	
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Name of Bureau or Program:	
Location:	
Bureau Mail Manager:	
Annual Postage Expense:	
Major Categories of Outgoing Mail:	



Part C – Total Agency Expenditures and Pieces

Expenditures should include everything that you paid to mail service providers for postage, shipping, fuel surcharges, packaging, consolidating, etc.

IMPORTANT: Put only agency-wide totals in this table.

Service Provider	Expenditures			Pieces		
	Domestic	International	Total	Domestic	Int'l	Total
United States Postal Service						
OMAS						
Commercial Payments						
Commercial Service Providers						
FedEx Ground						
FedEx Overnight/Express						
UPS						
DHL						
Other commercial service providers (List each on a separate line)						
Grand Total (USPS and all commercial service providers)						

In the space below, state the source for each number in the table above. Sources may include information extracted from financial data reports or systems, carrier reports, agency surveys or estimates. Use additional pages as necessary.



Part D – Professional Certification and Training

List the number of federal employees and/or contractors who work in your agency’s mail operations (nationwide) which have each of the following certifications?

Certification	Number
Certified Mail and Distributions Systems Manager (CMDSM), (Mail Systems Management Association)	
Executive Mail Center Manager (EMCM), (USPS)	
Mailpiece Quality Control Specialist (MQCS), (USPS)	
Certified Mail Manager (International Publishing Management Association)	
MAILCOM Certificate Programs (Offered at MAILCOM Conferences)	

In the space below, describe any additional certifications held by federal employees and/or contractors who work in your agency’s mail operations (nationwide). Use additional pages if necessary.

In the space below, describe any additional training received by federal employees and/or contractors who work in your agency’s mail operations (nationwide) in the past fiscal year. Use additional pages if necessary.



Part E – Best Practices

Specify the extent to which your agency implemented each of the following best practices.

<u>PLACE AN “X” IN ONLY ONE BOX PER LINE</u>	Small part(s) of the agency	Large part(s) of the agency	All parts of the agency	Not at all
1) Making program officials accountable for postage costs via charge-back systems or processes that give the same effect				
2) Obtaining the maximum discounts available from the USPS				
3) Using alternate service providers to drop-ship mail to USPS facilities close to final destinations				
4) Using USPS tools such as MERLIN, PLANET Codes, PostalOne!, CASS, NCOA, etc. to make mail more efficient and effective				
5) Consistently designing mail pieces so that they are eligible for the lowest postage rates				
6) Consistently and frequently cleansing and updating mailing lists to maximize discounts and to minimize “undeliverable as addressed” mail				
7) Helping mail managers obtain professional certification				
8) Using systems that track postage costs in real time, independent of billing information from service providers				
9) Using an automated system that provides managers up and down the line with real time financial and performance data				
10) Publishing a detailed, agency-level mail management policy document				
11) Ensuring that every major facility has a published mail services guide				
12) Establishing budgets for all operations that show projected costs for postage, equipment, space, personnel, training, etc.				
13) Electronically connecting digital document production, printing, and mail preparation				
14) Collecting all available refunds from express carriers				

In the space below, elaborate on how you implemented at least 3 of these best practices in your agency and list any other best practices not included on the chart above. Use additional pages as necessary.



Part F – Performance Measures

Specify the extent to which your agency measured each of the following performance measures.

PLACE AN “X” IN ONLY ONE BOX PER LINE

Small part(s) of the agency Large part(s) of the agency All parts of the agency Not at all

For Incoming Mail:

1. Sort rate (pieces per hour)				
2. Percent of internal mail delivered on time				
3. Percent of incoming USPS mail delivered on time				
4. Percent of accountable mail delivered on time				
5. Percent of internal and USPS mail sorted correctly				

For Outgoing Mail:

1. Cost per piece by class				
2. Work sharing savings				
3. Express mail expense as a percentage of total postage				
4. Percent of meter postage and/or stamps that are spoiled				
5. Percent of mail moved to USPS on the day it is received in the mail center				
6. Percent of mail returned as undeliverable as addressed				

Management Measures:

1. Ratio of production staff to administrative and supervisory staff				
2. Customer satisfaction				
3. Employee satisfaction				
4. Workplace safety (for example, work hours lost to accidents)				
5. Annual hours of training per FTE				
6. Frequency of customer complaints				

In the space below, elaborate on how you measured at least 3 of these performance measures in your agency and list any other performance measures not included on the chart above. Use additional pages as necessary.



Part G – Plans to Improve the Economy and Efficiency of Mail Operations

In the space below, briefly discuss your accomplishments during the past fiscal year in improving the economy and efficiency of your agency's mail operations, as well as your plans to further improve in the current fiscal year.



Part H – Mail Center Security Verification

All federal agencies and locations where an agency has one or more full time personnel processing mail are required develop and implement a written mail security plan (41 CFR 102-192.85). This requirement remains in force.

However, the same regulation also requires each agency to attach a sample security plan to their annual report (41 CFR 102-192.55(b)). GSA is no longer requiring agencies to do this and will reflect this change in the upcoming revision to the regulation. GSA does encourage agencies to attach a sample security plan so that we can select some of your best practices and promote them to other agencies.

Mail Security Verification:

By signing below, you are verifying that:

- You have an agency-wide policy that requires every mail center to have a written security plan if they have one or more full time personnel processing mail;
- Your policy requires that a competent authority review each of those plans at least once a year; and
- You have taken all reasonable steps to ensure that every mail center in your agency that has a security plan that has been reviewed by a competent authority within the past 12 months.

Signature

Typed or Printed Name

Title

Date signed

SPECIAL NOTE FOR THOSE SUBMITTING THEIR REPORTS ELECTRONICALLY: If you can verify as described above, simply type "Signed" on the Signature line.