











MAIL SERVICE BUSINESS LINE




Service Description

The DOE Mail Center provides a variety of mail services for all official and other authorized mail for the Department of Energy and its employees. The services provided include the processing of all incoming postal mail, outgoing official mail, internal mail processing, accountable mail processing, pouch mail, a variety of overnight express mail services, directory services, and pick-up and delivery services.

Internal Distribution

-  Receive, sort, process and deliver all incoming ordinary and accountable mail from the United States Postal Service
-  Process, safeguard and deliver all incoming accountable mail (registered, certified, express, insured).
-  Pick-up, secure, safeguard, control and deliver all classified mail from the DOE Security Box.
-  Process and deliver all incoming Business Reply Mail.
-  Sort, deliver, and pick-up all internal mail at all authorized mail stops and mail boxes.
-  Provide mail services between headquarters and all other DOE Satellite Buildings.
-  Provide directory/locator service to customers for mail that is undeliverable due to lack of address information.
-  Make special internal deliveries for urgent mailings.
-  Provide guidance and assistance on matters related to mail operations.
-  Process and control all incoming overnight express mail which includes FedEx, Airbourne, DHL, UPS, and any other overnight express packages. Customers are called when the packages are ready for pick-up.

United States Postal Service - Official Outgoing Mail

-  Process and meter all outgoing DOE Official Mail to meet the customer's needs for timely delivery and postage cost. The variety of services include overnight Postal Express Priority Mail, First Class Mail, Standard Class (A), Standard Class (B), and Special Standard Class. Also outgoing accountable mail service such as Registered, Certified, Insured, and Postal Express Mail are available.
-  Process and meter Field Pouch Mail.
-  Process Diplomatic Pouch Mail.

Outgoing Overnight Express Package/Parcel Service

Process outgoing overnight express shipments of FedEx, Airbourne, DHL, Emery World Wide, and TNT Service International for airfreight and overseas deliveries.

Mail Center Locations

Forrestal Building:

1000 Independence Avenue, SW
Washington, DC 20585
Room: GI-084
Phone: 202-586-6061

Germantown Building:

19901 Germantown Rd
Germantown, MD 20874-1290
Room: E-066
Phone: 301-903-4111




270 Corporate Center:

20300 Century Boulevard
Germantown, MD 20874
Room: 1003
Phone: 301-903-5273



Pricing Policy

Board Adopted Policy

Mail service pricing has three components:


-  Offices pay the actual dollar meter value for outgoing United States Postal Service mail;
-  Offices pay actual cost for Federal Express or other special mail; and
-  Offices pay for internal mail distribution based on the number of mail stops.

Pricing Method (Billing Calculation)

-  Internal Distribution - Customers validate their number of mail stops at the beginning of the fiscal year and pay an annual mail stop cost of \$9,500 per stop. Mail stops may be adjusted semi-annually as necessary.
-  Pouch Mail and Common Use Mail Stop - Each customer pays an annual charge of \$1,680 as their share of meter Field Pouch Mail, and \$1,500 as their share for common mail stops at the Forrestal and Germantown Facilities (Credit unions and cafeteria).

***In FY 99, the mail business line will make a one-time price reduction eliminating all

charges to organizations for common mail stops and for "field pouch" delivery. This will provide an immediate credit to customers of approximately \$100,000.***

 United States Postal Service and Federal Express Mail - Customers pay the actual cost of metered, overnight airfreight, and overseas express mail. The handling charge of \$2.18 for Federal Express Mail has been discontinued.

Budget Estimating Method

Budgetary estimates are developed based upon the 12 month period prior to issuance or submission of IRB and OMB budgets. In other words, budget estimates published in June of the fiscal year reflect actual usage charges for June through May of the preceding year. Extraordinary or unusual charges in usage patterns are not anticipated in the Fund's estimates. To the extent that such anomalies can be foreseen by the program customer, the cost impact of these charges should be added or subtracted (as appropriate) from the Funds' estimate. Also, possible variations in consumption due to expected charges in staffing levels are not considered in the Fund's estimates.

Annual Projections

WCF projections of current Fiscal Year usage and costs are updated monthly and provided with each bill. Projections are calculated based upon fiscal year-to-date costs multiplied by a straight forward annualization factor. For example, the annual projection calculated as of April would be as follows:

Total YTD Cost (October - April) divided by 7 multiplied by 12 equal projected annual cost.


Billing Cycle

Internal Distribution of mail is billed at the beginning of the fiscal year, with adjustments made in 6-months. Pouch and Common mail stops are billed at the beginning of fiscal year with no anticipated adjustments. United States Postal Service charges are billed monthly, based upon prior month actual usage.

Availability of Detailed Usage Information

Program offices may receive copies of summary data for United States Postal Services, outgoing overnight express packages and parcel services. This summary data will include the class of mail, weight, pieces and cost.

Service Standards

 All properly addressed incoming regular mail will be processed and delivered unopened to the appropriate mail stops within one day of receipt by the mail centers.



Improperly addressed mail will be looked up and every effort will be made to determine a delivery destination. If a delivery point cannot be determined, it will be returned to the sender. If a return address is not available, the mail leader will open the envelope and determine if and where it should be delivered. If a delivery point cannot be determined, it will be disposed of in accordance with United States Postal Service and Department procedures.



All incoming controlled mail (certified, registered, or insured) will be processed and dispatched in accordance with United States Postal Services and Department directives at the end of each day. Controlled mail received after 3:30 p.m. will be safeguarded and processed for the next dispatch.

Outgoing registered mail is processed and dispatched under United States Postal Services approved combination lock or seal.

Points of Contact

Fund Manager: John Harrison, 202-586-3611

Business Line Manager: Mary Anderson, 202-586-2129

Service Points of Contact: Alvan Majors , 202-586-4338; or Anthony Nellums, 202-586-6064

FREQUENTLY ASKED QUESTIONS ABOUT THE MAIL BUSINESS LINE

Q. How can I save money on mail distribution?

A. For FY 1998, the Mail Service Business Line has discontinued the handling charge of \$2.18 for Federal Express packages. In addition, the consolidation or discontinuation of mail stops can reduce mail distribution costs.

Q. Who do I call to discontinue a mail stop?

A. The service point of contact, Tony Nellums, should be called on (202) 586-6064. If he is not available, the business line manager, Mary Anderson, should be contacted on (202) 586-4318.

Q. It is cheaper to have an extra mail stop or to sort the mail ourselves at the program level?

A. Program elements are required to have at least one mail stop. The annual cost of human resources at the program level to sort mail would far exceed the annual cost of a mail stop which is currently priced at \$9,500 annually.