284 FW 1

Mail Management Policy and Responsibilities

PDF Version

1.1 What is the purpose of Part 284, Mail Management? Part 284 describes:

A. The U.S. Fish and Wildlife Service's (Service) U.S. mail and express package polices and responsibilities, and

B. Operational and security requirements for Headquarters (HQ) and the Regions to establish and maintain effective and safe mail operations.

1.2 What is the Service's mail management policy? Our policy is to:

A. Comply with United States Postal Service (USPS), Department of the Interior (Department), and other Federal mail policy;

B. Use mail services for "Official Government Business" purposes only to carry out our mission and objectives;

C. Manage mail at the Regional level by:

(1) Establishing centrally-managed mailroom units at Regional Headquarters, HQ, and large field stations, and

(2) Allowing geographically independent field stations to manage their own mail operations;

D. Assess mail security requirements as specified by the Service, the Department, the General Services Administration (GSA), and the Department of Homeland Security (DHS);

E. Employ accepted mailroom practices and dispatch mail at the lowest possible cost, consistent with its importance, as determined by the Region and program office; and

F. Distribute mail unopened unless we have to open it to route it or for law enforcement, safety, or security reasons.

1.3 How is Part 284 organized? Table 1-1 shows how we organized this Part:

Table 1 1: Part 284, Mail Management Policy	
Chapter	**Title**
284 FW 1	Mail Management Policy and Responsibilities
284 FW 2	Mail Operations

284 FW 3	Mail Security

1.4 What are the authorities for this Part?

A. Federal Property Management Regulations, Mail Management ([41 CFR 102-192](#)), and Employee Responsibilities and Conduct, Penalty Mail and Official Stationery ([43 CFR 20-509](#)).

B. [USPS Domestic Mail Manual](#).

C. DHS Interagency Security Committee (ISC) [Physical Security Criteria for Federal Agencies](#).

D. [382 DM 2](#), Mail Management.

1.5 Who is responsible for the Service's mail management program?

Table 1 2: Responsibilities for the Mail Management Program	
This official…	**Is responsible for…**
A. The **Director**	**(1)** Ensuring that the Service maintains an effective and comprehensive mail program, and **(2)** Approving this policy.
B. The **Assistant Director – Business Management and Operations**	**(1)** Administering the Servicewide mail program in accordance with USPS, Departmental, and other Federal policies, procedures, and strategic goals, and **(2)** Coordinating with senior Federal officials on mail management issues.
C. The **Assistant Director – National Wildlife Refuge System (**through the Division of Refuge Law Enforcement's Service Security Manager)	Ensuring the HQ and the Regions: **(1)** Comply with the Service's physical security policy ([432 FW 1](#)) and procedures pertaining to facility security assessments, which include following DHS's requirements for mail operations; **(2)** Incorporate site-specific risk assessment planning for mail processing (see [284 FW 3](#)) in their overall physical security assessments; and **(3)** Implement appropriate physical security countermeasures for mail operations at Service facilities.
D. Regional Directors	**(1)** Ensuring Regional compliance with mail policies and procedures, **(2)** Allocating adequate resources to manage mail activities, and **(3)** Designating a Regional Mail Coordinator to liaison with managers in the Region and with the HQ.
E. The **Chief, Division of Contracting and Facilities Management (CFM) in HQ**	**(1)** Revising and updating the Service mail policy, **(2)** Interpreting the requirements in Part 284 and resolving Servicewide issues and questions about our mail program, **(3)** Developing and implementing supplemental mail procedures when needed,

	(4) Conducting Regional internal management control reviews for mail management,
	(5) Managing and coordinating mail operations for HQ locations, including authorizing contract services and agreements for mail services, and
	(6) Coordinating with DHS, GSA, and the Department's National Business Center (NBC) for mail activities.
F. The **Chief, Division of Financial Management (DFM)**	**(1)** Developing the Service mail budget,
	(2) Assisting CFM with revising and updating our mail policy,
	(3) Preparing and coordinating Servicewide data calls and reports related to the mail budget and expenditures (including annual reporting to NBC),
	(4) Allocating mail costs to Regions and programs, and
	(5) Conducting internal audit reviews for financial aspects of mail management.
G. Regional Mail Coordinators	**(1)** Interpreting program requirements and resolving Regionwide, day-to-day issues and questions;
	(2) Working with administrative offices and field stations in the Region to implement mail activities;
	(3) Interacting with CFM, DFM, and GSA; and
	(4) Evaluating how well the Region is meeting mail management requirements.
H. Project Leader or Facility Manager (or designated administrative support personnel)	Incorporating the requirements of the mail policy in their overall planning and management of Service facilities.
I. Employees	**(1)** Complying with the Service's mail policy,
	(2) Ensuring that they use mail efficiently and economically, and
	(3) Immediately reporting suspicious mail or packages to their supervisor or appropriate security or law enforcement official.

mation on the content of this chapter, contact the Divis

ion of Contracting and Facilities Management. For more i

nformation about this Web site, contact [Krista Holloway](#)

in the Division of Policy and Directives Management.

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