

ORDER

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION
CENTRAL REGION

CE 1770.23

6/5/85

SUBJ: CENTRAL REGION MAIL SERVICES

1. PURPOSE. This Order provides Regional guidelines on mail services.
2. DISTRIBUTION. This Order is distributed to section level and above in the Regional Office with limited distribution to all field offices and facilities.
3. DEFINITIONS.
 - a. Mail consists of letters, memoranda, telecommunications, post cards, documents, packages, publications and other communications.
 - b. Official Mail. Only official Government business may be transacted by penalty ("Postage and Fees Paid") mail. Official mail bears in the upper right-hand corner an imprinted designation to denote payment of postage. These designations are known as indicia.
 - c. Registered Mail is designed to provide added protection for valuable and important mail. Indemnity is provided for mail that is registered in case of loss or damage. Registered Mail is the most secure service the United States Postal Service (USPS) offers. It incorporates a system of receipt to monitor the mail's movement from the point of acceptance to the delivery.
 - d. Certified Mail is basically proof of delivery service. It is available only for First-Class and Priority Mail. Restricted delivery and return receipts can be obtained. Certified Mail does not travel faster than First-Class, nor does it offer extra security or payment for loss; however, Certified Mail costs substantially less than Registered Mail.
 - e. Return Receipts furnish the mailer with evidence of delivery. This service is available for mail which is sent registered or certified. Mailers will complete the entries on the Form PS 3811.
 - f. Special Delivery assures preferential handling to the extent practical in dispatch and transportation. Mailers should mark prominently the words "Special Delivery," preferably below the postage or above the name of the address.
 - g. Express Mail. Domestic mailings under this service made at designated USPS facilities, on or before a specified deposit time, will be accepted for express shipment to a designated USPS delivery area having Express Mail Service for next day delivery to an addressee or agent on or before the time specified by the USPS at mailing. Mailers MUST fill out the Express Mail Form, in the From and To blocks. Express Mail is very expensive and should only be used when absolutely necessary.

h. Contract Employees as referred to in this directive are those non-Government employees working in the FAA Mailroom for a specified contractor. They will normally be identified by Government-furnished pictorial badges.

4. REGIONAL OFFICE.

a. Incoming Mail.

(1) USPS Mail is picked up, twice daily, from the USPS Civic Center Station, 601 East 12th Street, Kansas City, Missouri, in accordance with the procedures established by that office.

(a) The mailroom will receive, unload and prepare incoming mail and parcels for delivery to destination offices. Delivery will normally be in accordance with the following schedules:

15th Floor, 601 E. 12th St., Kansas City, MO.

First Delivery - 9:00 - 9:45 a.m.

Second Delivery- 1:45 - 2:30 p.m.

16th Floor, 601 E. 12th St., Kansas City, MO.

First Delivery - 9:45 - 10:30 a.m.

Second Delivery- 1:00 - 1:45 p.m.

(b) Registered and Certified Mail is received on the last mail pickup from the USPS and will be posted and delivered to the addressee with the following exceptions; ALL Registered and Certified Mail addressed to the Office of Director (ACE-1 & ACE-2), Airway Facilities Division (ACE-400), Air Traffic Division (ACE-500), Civil Aviation Security Division (ACE-700) and ANY Registered and Certified Mail that does not show a specific addressee shall be delivered unopened to the Civil Aviation Security Division, ACE-700, for appropriate disposition by that office.

(c) Any office receiving SECRET or CONFIDENTIAL material shall immediately contact the Civil Aviation Security Division.

(d) Special Delivery and Express Mail is delivered by the USPS directly to the mailroom at various times each day. Delivery to the addressee will be within one hour of receipt or sooner if practicable.

(e) Congressional Mail will be delivered to addressee immediately upon receipt.

(f) Time and Attendance Cards or other payroll mail will be delivered to addressee immediately upon receipt.

(g) "BID" marked envelopes, tubes or packages will be delivered to the Procurement Branch immediately upon receipt regardless of how addressed.

(2) United Parcel Service, Federal Express, Airborne, DHL, Etc. Addressees will be advised immediately upon receipt so they can pick up the material, if they wish. Otherwise, such items will be delivered on the next scheduled mail run. Outgoing shipments of these services will not be handled by the mailroom. Users must continue to deal with the Regional Transportation Officer.

b. Outgoing Mail.

(1) Outgoing Mail is normally picked up from each staff and division office at the same time as the mail is delivered. Outgoing mail will be prepared in accordance with all regulations and agreements with the USPS.

(2) Loose Mail (unenvloped/addressed) will be sorted and binned in the appropriate bin by mailroom personnel for later mailing.

(3) Enveloped, Addressed Mail will be sent out daily by the mailroom if received in the mailroom before 3 p.m. Enveloped, addressed mail prepared after 3 p.m. should be placed in the nearest USPS mailbox by the mailer.

(4) Binned Mail will be pulled, enveloped, sealed and mailed each day.

(5) Registered, Certified, and Express Mail must be delivered to the mailroom by 3 p.m. each day to ensure delivery to the USPS the same day. All such mail must be enveloped, penalty labeled, and have the proper forms filled out and attached prior to submission to the mailroom for processing.

(6) Bulk Mail to be packaged in boxes, jiffy bags or mailing sacks must be delivered to the mailroom by 1:30 p.m., penalty labeled, if possible, with a complete from and to address, to ensure mailing the same day.

(7) Washington or Great Lakes Region Mail must be delivered to the mailroom by 3 p.m. for inclusion in the overnight/airmail pouches. All correspondence should contain from and to address, nonpenalty, with the words "POUCH MAIL" predominantly displayed, so that mail can be forwarded if pouches are inadvertently opened by the USPS.

(8) All Mail directed to field offices and facilities, other FAA Regions, Centers, etc., must be delivered to the mailroom by 2 p.m. to ensure inclusion in the consolidated mailing to these offices each day.

5. MAIL ROUTING STANDARDS. All mail/message pick-up points shall be clearly identified and located separate from other working areas.

a. Messenger Envelopes (SF 65, 65A, 65B) must be used when routing more than one sheet of paper to ensure that stapled or paper-clipped material is not torn apart and other mail does not inadvertently become attached.

b. Routing One Sheet of Paper. Always place the routing symbol or field office/facility name in the upper right-hand corner, in bold letters, to ensure fast and accurate distribution by the mailroom personnel.

c. Proper Routing Symbols. Always identify interoffice mail, and mail to other Regions, Centers, or Washington with the proper routing symbol. (Example: ASW-50, AAC-45C, ALG-240, etc.)

d. Field Office and Facility Mail. Always identify by the COMPLETE name of the field office or facility. Three-letter codes (KCI, ZKC, LBF, etc.) are not acceptable and will be returned to the mailer.

e. Routing Symbols. Instruct all correspondents to include your routing symbol in the address. Failure to do so may result in a delay.

(1) Mail without a proper routing symbol or name shall be opened by mailroom personnel and a determination made as to where it should be forwarded.

(2) Always inform the mailroom of new employees or any change in routing symbol.

f. Personal Mail will not be handled by the mailroom without proper authorization.

6. LIAISON PROCEDURES BETWEEN FAA AND CONTRACT MAILROOM PERSONNEL. Mail and messenger services in the Regional Office are provided by contract. The following guidelines are to be observed when dealing with contract employees.

a. Requests for Services other than those described in this directive shall not be made by FAA employees to contract employees.

b. Service Discrepancies on the part of the contract employees shall be reported, in writing, to the Contracting Officer's Representative (COR), ACE-52A1. FAA employees shall not attempt to direct contract employees in their duties, or attempt to correct them for observed errors in work.

c. Unusual Services will be requested by all offices through the COR.

7. MAILING SUPPLIES. All supplies required (such as, but not limited to, blank labels, penalty envelopes, packaging materials, paper, tape, mailing sacks, jiffy bags, etc.) will be obtained through the COR. Mail users should keep at least a 2-week supply of these items on hand.

8. ACCESS TO MAILROOM. Physical access and telephone communication with the mailroom must necessarily be limited, and all FAA employees are advised to keep their contact to the minimum necessary to conduct business. All work should be discussed only with the COR.

9. FIELD OFFICES AND FACILITIES.

a. Consolidate all mail to the Regional Office into one envelope when possible, and use the smallest envelope appropriate.

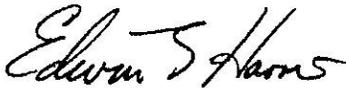
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b. Mail only two or three times a week unless priorities or large volumes are involved.

c. If only one piece of mail must be placed in an envelope, or if all mail in that envelope is directed to the same office, include the proper routing symbol in the address for faster and more accurate delivery by the mailroom personnel.

d. Do not send mail other than routine, i.e., Express Mail, Registered, Special Delivery, etc., unless absolutely necessary.



Edwin S. Harris
Acting Director