

ORDER

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

CT 1770.19A

February 9, 2004

Subj: FAA William J. Hughes Technical Center Mail Service

1. **PURPOSE.** This order reiterates established Department of Transportation (DOT) and Federal Aviation Administration (FAA) policies for official mail services and establishes the FAA William J. Hughes Technical Center (hereafter referred to as Technical Center) policy and implementation procedures.
2. **DISTRIBUTION.** This order is distributed to all employees, including tenants and contractors.
3. **CANCELLATION.** Order CT 1770.19, FAA William J. Hughes Technical Center Mail Service, dated February 1, 1997, is cancelled.
4. **BACKGROUND.** The policy for official mail is established in Order DOT H 1320.23, DOT Mailer's Handbook; and FAA Order 1770.11, Mail Management Standards and Procedures; and United States Postal Service mail manuals.
5. **DEFINITIONS.**
 - a. **Penalty mail.** Official mail sent by Federal agencies, containing matters relating exclusively to Government business for which payment is made at a later date. Using official mail envelopes/labels for personal mail can result in a \$300 fine.
 - b. **Yard mail.** Internal mail services provided to buildings within the Technical Center.
 - c. **Pouch mail.** Mail that is batched and sent to FAA offices in Washington DC and Oklahoma City, OK.
 - d. **Express mail.** Mail processed or handled by a commercial mail service organization that provides overnight, 2-day, and other special delivery term for mail items.
 - e. **Accountable mail.** All U.S. Postal Service certified, registered, or special courier mail that must be recorded in a log, addressee notified, and arrangement made for pick-up. Since signature is required, this mail cannot be included with regular mail delivery.
 - f. **Routing symbol.** Technical Center designator used to route mail.

Distribution: A-Z-5 (Including Contractors & Tenants)

Initiated by: ACX-054

6. INCOMING MAIL.

a. The U.S. Postal Service delivers mail addressed to the Technical Center, zip code 08405, from the Pleasantville Post Office each workday morning. The proper address is as follows:

FAA William J. Hughes Technical Center
Atlantic City International Airport
Atlantic City, NJ 08405

Mail is then sorted for distribution. Delivery of mail without routing symbols is delayed until the addressee, either by name, organization, or contractor, can be identified and the routing symbol or contractor name determined. Contractor employees must use their routing symbols of the organization they support. If sufficient information is not provided in the address, the mail services personnel are authorized to open the item of mail to obtain information, which may identify the intended recipient.

b. Items addressed with cancelled or obsolete routing symbols (more than 6 months old) will be returned to the sender. When the address contains a specific name, reasonable effort will be made to deliver the item.

c. Yard mail must be addressed to a person's name and routing symbol to be delivered.

d. Accountable Mail.

(1) The Transportation and Mail Services Group, ACX-54, records all Accountable mail in a log. This log includes tracking information and the addressee. The addressee, or a designee, must sign this log when Accountable items are picked up from the mailroom. Because there is only one log maintained, Accountable mail cannot be included with regular mail delivery and must be picked up from the mailroom.

(2) Accountable mail is delivered to the Technical Center's mailroom from the Pleasantville Post Office with the regular U.S. Postal Service mail.

7. OUTGOING U.S. POSTAL SERVICE MAIL.

a. Official Government mail will be metered and have postage applied by mailroom personnel.

(1) When practical, the smallest available packing container shall be used to appropriately fit the content after normal packing procedures, such as folding, have been applied. Obviously oversized envelopes may be returned to the sender for repackaging.

(2) Official mail must be enclosed in an envelope that bears the "official business mail statement" or in a package with the pre-printed return address label (CT Form 1360-12) affixed. Items must also have the senders routing symbol annotated. This identifies an item as official Government business to which the mailroom personnel will apply appropriate postage. Items without this statement cannot be identified as official mail and postage will not be applied.

b. Personal mail items will not be handled at the mailroom. Personal mail items shall be deposited either in the mailbox outside the Technical Center Building near the parking lot A entrance, or in the

mail slot provided outside the cafeteria on the first floor of the Technical Center Building. If items do not fit in either of these boxes, the sender must take them to a post office. The mailroom personnel will not transport personal packages to the post office.

8. INTRA-OFFICE AND INTRA-AGENCY MAIL. Either yard or pouch mail is available, and is the most economical means for sending items within the Technical Center, to FAA Headquarters, Washington DC and Oklahoma City, OK. These items must be addressed with the routing symbol of the recipient. Insure mail going to Washington DC and Oklahoma are properly identified. Mail for all other regions and centers must be placed in regular official mail containers and will be sent via regular U.S. Postal Service mail.

9. RESPONSIBILITIES.

a. Transportation and Mail Services Group, ACX-54

(1) The Transportation and Mail Services Group, ACX-54 has functional responsibility for the mailroom.

(2) The Manager of ACX-54 will approve all change requests for mail stops.

(3) Mailroom personnel will be responsible for delivery and pick up of government mail on a daily basis.

(4) Mailroom personnel will either treat mail not properly addressed as “suspicious” mail or open mail to attempt proper delivery. Unidentifiable mail will be returned to sender.

(5) Mailroom personnel will provide the Accounting Office, ACX-32, with a copy of all Express air bills.

(6) Maintain supply of mailing supplies for the Technical Center’s use.

(7) Meter FAA official outgoing mail.

b. FAA, tenant and on-site contractor employees.

(1) Each person must insure incoming and outgoing mail is properly addressed. Proper address includes name, routing symbol and proper zip code (08405). The person receiving the mail is responsible for notifying the sender of any address change or correction.

(2) Requirements for service change or new service must be made in writing to the Manager of ACX-54 for approval. Requests must include the routing symbol and new location, including the building, floor, and column for mail drop and pick-up services and the desired effective date

(3) Complete the Certified Mail Receipt form for all certified mail being processed through the mailroom. The form must contain routing symbol for return purposes.

(4) Band and separate all official mail that must be metered by the mailroom and insure it is marked with a return address routing symbol.

(5) Band U.S. and out of country outgoing mail separately.

(6) Properly mark internal mail going to Washington or Oklahoma City with proper location and routing symbol.

/s/

Anne Harlan
Director, FAA William J. Hughes Technical Center