



**U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION**

**ORDER
1770.34A**

National Policy

Effective date:
12/21/2023

SUBJ: FAA National Mail Program Metered and Other Mail Program Implementation

- 1. Purpose of This Order.** This order restates FAA policy on metered mail and establishes standards for metered and other mail program support under the National Mail Program.
- 2. Audience.** This order applies to all FAA sites with mail operations.
- 3. Where Can I Find This Order?** FAA employees can find this order on the MyFAA Employee website at https://employees.faa.gov/tools_resources/orders_notices/. It is available to the public at http://www.faa.gov/regulations_policies/orders_notices.
- 4. What This Order Cancels.** This order cancels FAA Order 1770.34, *FAA Metered Mail Implementation*.
- 5. Explanation of Policy Changes.** This order updates FAA metered mail implementation policy and mail management procedures to take advantage of improved technologies in postal service and better meet the FAA's needs. Changing business environments and United States Postal Service (USPS) postage price increases require modification of metered mail thresholds and mail operation processes.
- 6. Background.** Title 41, Code of Federal Regulation (CFR), Part 102-192 – Mail Management provides in relevant part:

All agencies must have an accountable system for making postage payments; that is, a system that allocates postage expenses at the program level within the agency and makes program level managers accountable for obligating and tracking those expenses. The agency will have to determine the appropriate program level for this requirement because the level at which it is cost beneficial differs widely. The agency's finance systems should track all mail expenditures separately to the program level or below, and should . . . [s]how expenses for postage and all other mail expenditures, payments to service providers, etc., separate from all other administrative expenses^[1]
- 7. Roles and Responsibilities.** This section addresses the roles and responsibilities of a) FAA's National Mail Program, under the direction of the Director, Aviation Property Management (APM); and b) each FAA mail site with mail operations under the National Mail Program ("FAA mail site").

¹ 41 CFR § 102-192.65.

a. National Mail Program. APM's responsibilities include:

- Administering and establishing written policies and procedures for the National Mail Program.
- Conducting mail program audits and reviews as needed.
- Preparing all required consolidated reports for the FAA's mail programs to meet the General Services Administration's (GSA) annual reporting requirements as specified in 41 CFR §§ 102-192.85 through 102-192.105.
- Implementing upgrades to improve cost efficiencies and enhance the performance of the agency's mission.
- Managing annual budgets for the National Mail Program.

b. FAA Mail Sites. Each FAA mail site's responsibilities include:

- Setting up a standard operating procedure (SOP) for managing the FAA mail site's daily mail operations, including but not limited to (i) management of printed stamp inventory on hand to prevent waste and (ii) annual budgets for supplies. Refer to GSA guidelines for mail management policy (available at <https://www.gsa.gov/policy-regulations/policy/mail-management-policy-overview>).
- Having a designated point of contact (POC) to administer the FAA mail site's mail system(s) and postal activities.
- Reporting any changes to the FAA mail site's mailing address, POC designation, PC Postage user account(s), or meter serial number(s) to APM (via email at 9-FAA-NatlMailProg@faa.gov) within five business days of the change.
- Ensuring timely USPS postage rate updates to the FAA mail site's equipment/systems using the most current vendor-provided or vendor-authorized method at the time of the update.
- Reporting to their Property Custodian any additions, deletions, or upgrades to the FAA mail site's metered mail system and following all applicable FAA personal property management guidelines.
- Requesting an online PC Postage solution account (via email at 9-FAA-NatlMailProg@faa.gov) if the mail site is currently using USPS Postage Stamps. The National Mail Program no longer supports or issues USPS Postage Stamps. Upon receipt of the FAA mail site's request, APM will assign a new account to provide online postage printing.

8. Policy. Every piece of mail originating from an FAA mail site must have a meter imprint or an Official Mail postage stamp. All postage activity must relate solely to the business of the government.

APM will provide either metered mail equipment or PC Postage solution to each FAA mail site based on the mail site's daily outgoing mail volume, as follows:

a. Daily Outgoing Mail Volume. For purposes of this order, an FAA mail site's "daily outgoing mail volume" will be determined based on the FAA mail site's historical average postage activity for the prior three fiscal years.

b. Mail System for Metered Mail. If an FAA mail site's daily outgoing mail volume is greater than 20 pieces, APM will provide one or more metered mail systems. APM will determine the number of mail systems/postage meters to provide to an FAA mail site based on its daily outgoing mail volume. Meters will be rented/leased (a USPS requirement) to FAA from the awarded vendor(s). The vendor supplying the meter is responsible for its maintenance. The meter rental and maintenance costs will be funded by the National Mail Program.

c. PC Postage Solution. If an FAA mail site's daily outgoing mail volume is 20 pieces or fewer, APM will provide (i) PC Postage web-based application with capability for at least 10 user accounts per site and (ii) initial setup supplies to weigh mail pieces and print postage. PC Postage solution requires a personal computer running Windows, a standard printer, and an internet connection through an approved Trusted Internet Connection (TIC). These are provided as government furnished equipment (GFE).

9. Mail Procedures.

a. Postage Procedures. To avoid noncompliance fees, each piece of outgoing mail (letters and packages) must comply with USPS guidelines (which can be found at [USPS.com](https://usps.com)), including but not limited to the guidelines regarding mail class and postage amounts. Use the following procedures to generate and apply postage for letters and packages:

- FAA Mail Sites with Metered Mail. Use the meter to print postage onto each outgoing letter. For each outgoing package, print a shipping label using the meter and apply the printed shipping label to the package. Make sure that the label matches the packaging (for example, a Flat Rate Box requires a Flat Rate label).
- FAA Mail Sites with PC Postage Solution. Using a PC Postage user account and the connected scale, weigh each outgoing letter or package, print the stamp or shipping label, and apply the printed stamp or shipping label to the letter or package in accordance with USPS requirements.

b. Additional Systems/Upgrades. All requests for additional systems or upgrades, whether for a new FAA mail site or an existing one, require managerial pre-approval. New requirements must be justified before APM will supply a new or upgraded system.

c. Discontinuation of Services. If an FAA mail site no longer needs the National Mail Program support discussed in paragraphs 8a or 8b of this order, the FAA mail site must notify the National Mail Program office (via email at 9-FAA-NatlMailProg@faa.gov) within 30 days to arrange for discontinuation of the services.

10. Maximum Monthly Postage Refill Amount. For FAA mail sites with metered mail, APM will assign each one a maximum monthly postage refill amount based on the FAA mail site's past postage activity. APM may increase or decrease an FAA mail site's assigned maximum monthly refill amount without prior notice based on APM's annual internal audit of the trend analysis.

11. Funding. APM will provide funding for the following: (i) the purchase of mail systems, (ii) annual meter rental and maintenance costs, and (iii) PC Postage solution initial setup supplies, monthly service fees, and postage costs.

12. Additional or Replacement Supplies. Each FAA mail site is responsible for funding and ordering all additional and replacement supplies needed for the mail site's postage meter(s) or PC Postage solution from the respective awarded vendor. This is to ensure the FAA mail site receives all allowable government discounts from the vendor and does not affect vendor coverage for mail system repair/service costs. APM will not pay for any mail system repair/service costs denied by the vendor as a result of the use of supplies purchased from an unauthorized supplier.

13. Distribution. This order will be distributed to the division level in Washington and the branch level in the regions and centers, with limited distribution to all field offices and facilities.



Michael G. Whitaker
Administrator

Appendix A. Administrative Information

- 1. Distribution.** This order is distributed to all FAA sites with mail operations.
- 2. Authority to Change This Order.** The issuance, revision, or cancellation of the material in this order is the responsibility of Aviation Property Management, APM-1.
- 3. Suggestions for Improvements.** Please forward all comments on deficiencies, clarifications, or improvements regarding the contents of this order to the Directives Management Officer at 9-AFN-DMO@faa.gov. Your suggestions are welcome. FAA Form 1320-19, *Directive Feedback Information*, is in appendix B of this order for your convenience.
- 4. Records Management.** Refer to FAA Order 0000.1, *FAA Standard Subject Classification System*; FAA Order 1350.14, *Records Management*; or your office Records Management Officer (RMO) for guidance regarding retention or disposition of records.

Appendix B. Directive Feedback Information

Directive Feedback Information

Please submit any written comments or recommendations for improving this directive or suggest new items or subjects to be added to it. Also, if you find an error, please tell us about it.

Subject Order: FAA Order 1770.34A, *FAA National Mail Program Metered and Other Mail Program Implementation*

To: Directive Management Officer at 9-AFN-DMO@faa.gov

(Please check all appropriate line items)

- ☐ An error (procedural or typographical) has been noted in paragraph _____ on page _____.
- ☐ Recommend paragraph _____ on page _____ be changed as follows:
(attached separate sheet if necessary)
- ☐ In a future change to this order, please include coverage on the following subject:
(briefly describe what you want added.)
- ☐ Other comments:
- ☐ I would like to discuss the above. Please contact me.

Submitted by: _____ Date: _____

Telephone Number: _____ Routing Symbol: _____

FAA Form 1320-19 (08-21) Supersedes Previous Edition