



U.S. DEPARTMENT OF TRANSPORTATION  
FEDERAL AVIATION ADMINISTRATION

Southwest Region Policy

**ORDER  
SW 1760.7E**

Effective Date:  
04/22/16

**SUBJ:** Mail Operations

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**1. Purpose of this Order.** This order outlines updated policies and procedures for mail operations in the Southwest (SW) Region and Central Service Center (CSC). It provides instructions for handling of interoffice mail and directs the use of Zone Improvement Plan (ZIP) codes in addresses. It also provides guidance for reducing mail costs.

**2. Audience.** All Southwest Region employees

**3. Where can I find this Order?** You can find this Order on the My FAA website:  
[https://employees.faa.gov/tools\\_resources/orders\\_notices/](https://employees.faa.gov/tools_resources/orders_notices/)

**4. Cancellation.** Order SW 1760.7D, Mail Operations, dated March 18, 1992, is canceled.

**5. Explanation of changes.** Change to mail collection and distribution procedures in ASW RO and CSC, change to ASW RO and CSC zip code, change in operating hours, and references to various canceled orders removed.

**6. Preparation for mailing.**

**a. Metered Mail Imprint and Official Postage Stamps.** All mail originating from any Federal Aviation Administration (FAA) location must have a meter imprint or official postage stamp(s) affixed to the envelope. Any mail that is received by the Post Office without such will be returned.

**b. ZIP Coding.** The proper ZIP code identifier must be included as a part of all official mail addresses and also in the return address. When practical, outgoing mail from mailing lists should be sorted in ZIP code sequence. ZIP code manuals are available from local post offices and may be acquired from program office fund allocations.

**c. Envelopes.**

(1) *Avoid using* unnecessarily large envelopes as they are awkward to sort and handle. In all instances, the size envelope used for transmittal should be compatible with the material being mailed.

(2) *In order to reduce mail cost*, the following procedures will be used whenever practical:

(a) Consolidate mailings to a single address into one envelope with materials individually marked to the proper office.

(b) Fold material to allow use of smaller envelopes which may be transmitted at less cost.

(3) *Use window envelopes* when practical to eliminate the requirement for special addressing of envelopes.

(4) *Business reply envelopes* must be used when providing an envelope for a person or organization outside the Government and asking them for information. Business reply envelopes may not be furnished to private parties or firms to submit reports or information which they are required by law to furnish or when information to be submitted is primarily in the interest of the respondent. Business reply envelopes SHOULD NOT be metered. Business reply envelopes are paid for under a separate mail account by Washington.

(a) *Envelopes for RO and CSC use* are available from the mail room.

(b) *Field use envelopes* are available for issue from the FAA Logistics Center.

## **7. Interoffice Mail.**

**a.** *All routed material* should be clearly marked with proper routing symbols in upper right corner of correspondence. All material with attention lines will be distributed as designated by attention line.

**b.** *Standard Form 65, United States (U.S.) Government Messenger Envelope*, should be used in routing interoffice mail if it is important that the papers not be separated, wrinkled, or creased.

**c.** *Interoffice mail* is to be deposited in outgoing mail drops in Mail Room 1S-516. It will then be processed by mail contract personnel.

**d.** *Misrouted mail* should be returned to the mail room with a note attached, with appropriate comments. The covering of the misrouted mail should not be defaced.

## **8. Incoming Mail.**

**a.** *All mail received at the post office addressed for FAA, Fort Worth, Texas 76177-1524* will be delivered to the RO and CSC mail room. Items addressed to an office or individual will be placed, unopened, in the appropriate LOB post office box in Mail Room 1S-516.

**b.** *Mail addressed to the FAA without office designation* will be opened and routed to the proper office based on the determination of mail room personnel.

**c.** *Correspondence and other material* addressed by name or title will be routed unopened. Material addressed to the Regional Administrator with an attention line will be routed with all enclosures to the addressee on that line. A copy of the letter without enclosures will be furnished to the Regional Administrator.

**d.** *Personal mail* generally will not be handled in Government facilities. Employees should be aware that personal mail sent to the RO and CSC often requires considerable handling and

occasionally may be opened in error. Bonds and Government treasury checks are not considered personal mail.

(1) *Permanently assigned personnel* will take immediate steps to have their personal correspondence and nontechnical publications mailed to their home address.

(2) *Temporary personnel* assigned to the RO and CSC will notify the mail room when entering on duty and upon termination of their assignments. Personal mail for temporary employees will be routed to the division of their assignment. Correspondents writing to temporary personnel should be required to include routing symbols as a part of their mailing address.

e. *Mail room directory service* will not be given to inadequately addressed third class (junk) mail.

**9. Outgoing Mail.** Offices at the RO and CSC should release outgoing mail as soon as possible after signature in order to reduce peak loads in the mail room and post office.

**a. Airmail and Express Mail use is restricted as follows:**

(1) *Airmail* will not be used in the SW Region and CSC except for international mail.

(2) *Federal Express* will be used for all express mail needs where FedEx service is available. FedEx will handle up to 70 pounds and up to 70 inches (length, height, and width). Weekend service is available by FedEx, if advance arrangements are made at the local FedEx office.

**b. International mail** to and from points outside the continental United States is transmitted using the following facilities:

(1) *U.S. Postal Service and foreign postal systems* may be used for all types of mail except classified material. International mail should be sent airmail. All international mail is subject to international postal regulations. Additional information may be obtained from local post office personnel, U.S. Postal Manual, or from mail room personnel.

(2) *U.S. Military Post Office Facilities*, commonly known as APO or FPO may be used whenever available for unclassified mail.

**c. Parcel Post mail** can be wrapped, packed, and dispatched by the RO's mail room. Offices requesting parcel post service will prepare an official mailing label and instructions when necessary for the mailing of parcel post items.

**d. Third class mail** may be used at substantial savings when heavy-volume, routine mail is involved. Standards given in the U.S. Postal Manual must be observed to obtain third class rates. The mail room may be contacted for further information.

**e. All unmarked large Kraft envelopes**, large padded envelopes and packets are often treated as third class or junk mail by postal employees and may take from 1 to 4 weeks for delivery. Assure that all large envelopes are plainly marked FIRST CLASS.

**f. Registered and Certified Mail.**

(1) *For registered and certified mail*, include the routing symbols on the upper left corner of the envelope. When return receipts are requested, include the routing symbol as part of the return address typed on the receipt card. Do not use nonabsorbent tape, such as cellophane tape, to seal registered mail. Window envelopes are not permitted for registered/certified mail.

(2) *Registered mail* should be used only when required by regulation or when the matter being mailed warrants a record covering transit as well as delivery. The registry service should not be used for the purpose of collecting indemnity in the event of loss or damage, but for the greater security of mail that needs this protection. In other instances when the mailing and delivery records are essential, certified mail should be used.

(3) *International mail* requiring return receipt must be sent by registered mail. Certified mail will not be accepted.

(4) *The following* is a comparison of characteristics of registered and certified mail:

| <b><u>Registered Mail</u></b>  | <b><u>Certified Mail</u></b>   |
|--|--|
| Must be securely sealed. Additional sealing may be used but not over intersections of sealing flaps on envelopes.  | Must be sealed. No restriction on additional sealing.  |
| Mailing receipt furnished sender by post office. For multiple transactions, sender prepares receipt using post office forms. Sender always furnishes authenticated mailing receipt by post office. | Mailing receipt prepared by sender. Sender may present mail and receipt for authentication (postmarking) of the mailing receipt. If postmarked receipt not needed, mail may be deposited in ordinary mail drops. |
| Complete mailing record kept at the post office.   | No record kept at the post office.   |
| Sender's return receipt service. (Optional)  | Same   |
| Restricted delivery service to addressee only. (Optional)  | Same   |
| Recorded in transit and separated from other mail. Receives additional security if warranted.  | Not recorded in transit. Handled with ordinary first class mail without separation.  |

Controlled at post office of address by individual charge-out to delivering employees.

Charged to carriers in bulk. Carriers identify mail by endorsement and then follow delivery rule governing registered mail.

Delivery receipt obtained from addressee or his representative; receipt retained at post office for 2 years.

Same.

Postal indemnity provided, subject to limitations of Government Losses in Shipment Act (5 U.S.C. 134, 134a-h) if value declared and fees for value paid.

Same

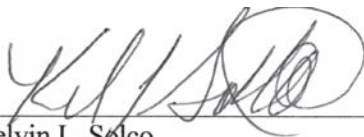
**10. Field Offices and Facilities.**

a. *Collocated or adjacent field offices and facilities* should periodically review their mailing requirements to consider the possibility of combining outgoing mail into a single envelope addressed to the RO, CSC or other addresses. This would eliminate the requirement for individual post office pick up and delivery, and reduce the cost for post office box rentals by including all post office requirements for collocated offices into one box rental.

b. *Inside post office delivery service* should be requested if available.

c. *Field facilities* sending single addressee mail to the RO and CSC are requested to include the routing symbol as a part of the address on the exterior of the envelope to expedite handling.

**11. Distribution.** This order is distributed to section level at the Regional Office (RO), CSC and all field offices and facilities.



Kelvin L. Solco  
Regional Administrator  
Southwest Region

4/22/16

Date

## Appendix A: Mail Services

### 1. Post Office Schedule

Received from Post Office

Dispatched to Post Office

2:00 PM

3:00 PM

This schedule requires that all mail be in the mail room by 2:00 PM.

### 2. Incoming Mail.

**a.** *Mail received in the mail room from outside* the RO complex and interoffice mail will be sorted and available in Mail Room 1S-516 for pick-up by the LOB by 3:30 PM. Large parcels will be delivered to the addressee by mail control personnel.

NOTE: On Mondays and days after holidays, there may be a delay in the mail availability.

**b.** *Registered and certified mail* will be handled in accordance with this order.

### 3. Outgoing Mail.

**a.** Mail to field facilities should be in the mail room by 2:00 PM. First class bulk mailing to field offices and facilities are normally made on Tuesday and Friday of each week; however, if there is a large quantity of mail for a field office or facility, these mailings will be made more often.

**b.** All mail which must be dispatched to field facilities is accepted daily and must be in the mail room prior to 2:00 PM. The mailings must be in sealed, addressed envelopes. Prior arrangements should be made with the mail room, extension 4312, for any large bulk mailings on any of these 3 days.

**c.** All mail is individually examined by control mail personnel. However, to avoid any mishandling, it is suggested that interoffice mail be clearly identified so it will not be sent to the post office by mistake.

**d.** Registered mail should be hand carried to the distribution counter by 2:00 PM for same day mailing.