



Ames Policy Directive

APD 1450.11

Effective Date: 12/12/2016
Expiration Date: 12/12/2021

COMPLIANCE IS MANDATORY

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Subject: NASA Mail Management Program

Responsible Office: JS/Logistics and Documentation Services Division/Ext. 4-5207, Mail Stop 255-3

DOCUMENT CHANGE LOG

Status [Baseline /Revision /Cancelled]	Document Revision	Date of Change	Description
Revision	2	7/25/11	Revise document to current Center Policy
Revision	3	12/12/16	Revise document to current Center Policy

1. POLICY

a) JS/Logistics and Documentation Services Division

(1) The Ames mail service is for the purpose of sorting, processing, and delivering official mail. All incoming mail is considered official and will be delivered to employees unopened. This is subject to the security restrictions of paragraph 5.A.9.

(2) The Ames Mail Management Program is a requirement established by the 41 CFR Part 102-192. It is operated to provide rapid handling and accurate, efficient delivery of mail throughout the Center and the Agency in support of NASA missions.

2. APPLICABILITY

a) This directive applies to all civil service and contractor employees.

3. AUTHORITY

a) NPD 1460.1, Agency Mail Management Program. b) Mail Management, 41 CFR Parts 102-192.

4. APPLICABLE DOCUMENTS AND FORMS

- a) NPD 1450.12, Handling Correspondence, and Information from the Executive Office of the President
- b) NPR 1450.4, Handling Congressional Correspondence, and Information Concerning Congressional Activities
- c) NPR 1450.10, NASA Correspondence Management and Communications Standards and Style
- d) NPR 1620.3, Physical Security Requirements for NASA Facilities and Property
- e) Classified National Security Information, 32 CFR Part 2001
- f) ARC-PSO-100, ARC Mail Operations Security Plan
- g) GSA, Mail Communications Policy Office
- h) GSA, Mail Center Security Guide
- i) U. S. Postal Service, Domestic Mail Manual, website:
http://pe.usps.gov/text/dmm300/dmm300_landing.htm
- j) U. S. Postal Service, International Mail Manual, website: <http://pe.usps.gov/text/imm/welcome.htm>
- k) APD 4530.1, Item Shipment Policies and Procedures

5. RESPONSIBILITY

a) JSL/NASA Ames Mail Manager is responsible for:

- (1) The Ames Mail Manager has the authority to choose, plan, implement policies and procedures and maintain an efficient and cost effective mail distribution system.
- (2) Improve, streamline, and reduce the cost of mail practices and procedures by continually reviewing work processes throughout the facility and seeking opportunities for cost-effective change.
- (3) Work closely with all facility personnel, especially printing specialists and the program level users who keep current on new technologies that could be applied to reduce agency mailing costs.
- (4) Collaborate and maintain professional relationships with the United States Postal Service (USPS) and all other service providers.
- (5) Ensuring all outgoing mail meets established standards, consistent with Ames and USPS policy, including processing appropriate outgoing mail through a postal meter.
- (6) Establish performance measures and goals for mail center operations, such as providing continuous monitoring of the mail operations (including internal mail procedures, mail-stop locations, and methods for mail service and mail handling technology).
- (7) Ensure that expedited mail and couriers are used only when necessary and cost-effective.
- (8) Manage all incoming and outgoing mail processing activities at the facility, including all regularly scheduled, small package, and expedited service providers, couriers, equipment, and personnel.
- (9) Ames Mail Manager will assist Ames Security in developing and implement a written mail security policy for processing classified mail, suspicious mail/parcels (e.g., x-ray machine, glove box, etc.) Provide opportunities for training leading to professional certification for mail center personnel.
- (10) Report all information necessary to agency's annual mail management report.
- (11) Ames Mail Manager approves new and or additional mailstops when necessary.

b) Mail Room Responsibilities:

- (1) The Ames Mail Operations is located in Bldg. N255B. The mail facility area is a restricted area with limited access. Only escorted authorized personnel are allowed within the restricted area. Customers may enter the mail facility through an access door and access the half counter for service during operating hours.
- (2) All incoming mail and parcels are processed in accordance with x-ray procedures set forth by the Ames Security Plan.
- (3) Mail identified as being incorrectly addressed and/or undeliverable will be separated from the correctly addressed mail. All undeliverable mail will be returned to the sender for correction.
- (4) Mail staff will retrieve daily inbound mail/parcels from the Moffett Field U.S. Post Office to sort for delivery.
- (5) Mail staff retrieves daily outgoing and interoffice mail from building mail stops and processes accordingly for delivery.
- (6) Classified mail given or received by mail staff during operating hours, will be logged and placed in a locked safe where they will be processed in accordance with the Ames Security Plan.

c) Center personnel are responsible for:

- (1) Completing their profile –in NED (Directory Services) - Web-based form:
https://profile.arc.nasa.gov/dir_services/edit/73 for updating your location information (e.g., building, room, phone, mailstop).
- (2) Responsible for ensuring profile is current within NED, If you need to make changes log go to
<https://id.nasa.gov/uss/MyIdentity.uss>
- (3) International USPS mail:
 - a) International outgoing mail must be hand carried to the Export Office to obtain approval before mailing. Once approved, the Export Office will apply an official export compliance stamp directly to the letter. Foreign mailings or shipments cannot be processed after hours.
 - b) For international parcels, the sender must fill out an ARC66 shipping request. The parcel and ARC66 must be taken to the Export Office for inspection and approval. Once approved, the sender will bring the parcel and signed ARC66 to Shipping and receiving for processing.
- (4) Domestic USPS Mail:
 - a) Customers can bring domestic USPS mail directly to the mail facility located in bldg. N255B. After hour drop-off mailbox is located outside the blue gate at Building N255. It is available for outgoing domestic U.S. Postal Service (USPS) mail only. Pick-up hours are at 1:00 p.m., daily. Government or Contractor personnel cannot deliver incoming personal mail. Foreign mailings cannot be sent after hours.
 - b) After-Hours Emergency (domestic mail only): Pre-paid Federal Express (FedEx) or United Parcel Service (UPS) mailing/shipping labels may be obtained in advance from the Shipping (prior to 1:00 p.m.). Alternatively, employees may claim reimbursement for employee-paid domestic postage or shipping fees incurred after the Ames Shipping hours (e.g. rush project or legal deadline based on postmark date). Claims must be filed with the employee's supervisor on Standard Form 1164, Claim for Reimbursement for Expenditures on Official Business. A receipt from FedEx, UPS, or USPS must be attached.
 - c) On Government travel: Personnel on official Government travel who are required to mail official Government documents or other authorized materials back to the Center, another NASA facility, or another location, must obtain a receipt from the USPS, UPS, or FedEx. Employees must submit a completed ARC Form 66, Ames Shipping Request, along with the shipping receipt to the Transportation Office (mail stop 255-3) to verify the shipping charges. Pre-paid FedEx or UPS mailing or shipping labels may be obtained from the Shipping prior to travel.
 - d) If the traveler does not have a pre-paid mailing or shipping label and payment is required prior to shipping, the employee may file a claim for reimbursement with his/her supervisor using SF 1164, as stated in section a. Form ARC 66 is not required in these cases.

6. DELEGATION OF AUTHORITY

- a) None

7. MEASUREMENT/VERIFICATION

- a) Maintain and submit NASA postal expenditure accountability reports to the Agency Mail Manager.
- b) Customer satisfaction surveys.

8. CANCELLATION

- a) APD 1450.11, NASA Mail Management Program, dated July 25, 2016

/S/

Eugene Tu
Director

DISTRIBUTION:

NODIS

ATTACHMENT A. DEFINITIONS

Commercial Payment Process – means paying for postage before the postage is used (which the U.S. Treasury has determined is appropriate for USPS postage).

Internal mail - means generated with a Federal facility and delivered within or nearby facility by Mailroom personnel.

Mail - means all materials that pass through a Federal mail center, including all incoming and outgoing materials. This includes First Class Mail; Standard Mail; Periodicals; Package Services; and Express Mail.

Mail Center - means an organization and/or place, within or associated with Federal facility, where incoming and/or outgoing Federal mail is processed.

Mail Costs – mean direct or allocated expenses for postage and all other mail costs (e.g., payments to service providers, mail center personnel costs, mail center overhead, etc.).

Mail Meter Machine – a desktop mechanical devise that weighs, sorts, seals, records number of pieces processed and cost of postage applied by the mail meter head.

Mail Manager - means the person designated by the Agency Mail Manager responsible for mail management at a federal agency.

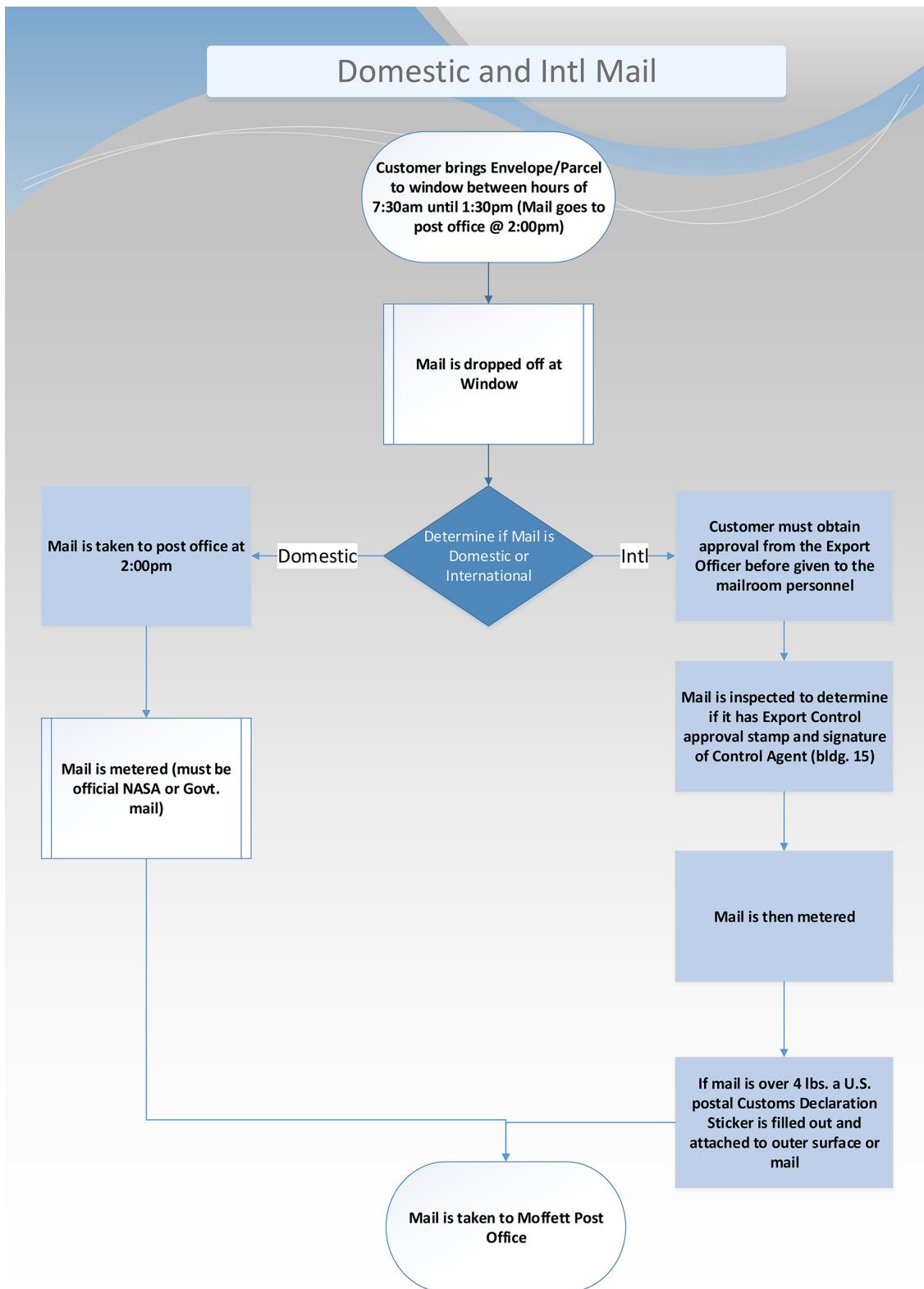
Official mail - means incoming or outgoing mail that is related to official business of the Federal Government.

Service Provider - means any agency or company that delivers mail. Some examples of service providers are USPS, UPS, FedEx, DHL, courier services, the Military Postal Service Agency, the Department of State's Diplomatic Pouch and Mail Division, and other Federal Agencies providing mail services.

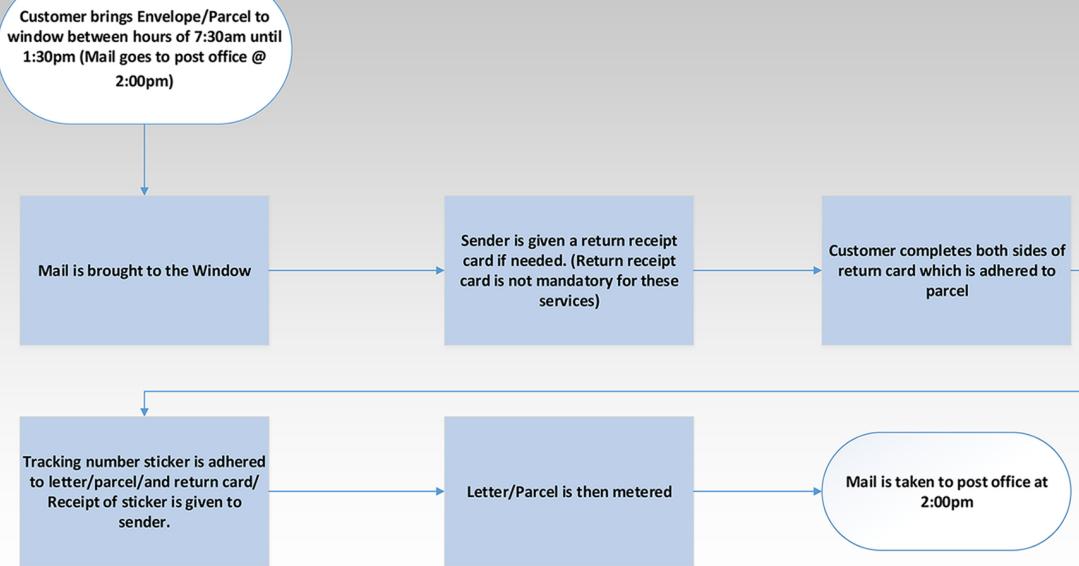
ATTACHMENT B. ACRONYMS

CFR	Code of Federal Regulations
FedEx	Federal Express
GSA	General Services Administration
UPS	United Parcel Service
USPS	United State Postal Service

ATTACHMENT C. FLOWCHARTS



Certified and Registered



X-Ray Procedures

