



**NOT MEASUREMENT  
SENSITIVE**

**DOE G 573.1-1  
10-3-05**

# **MAIL SERVICES USER'S GUIDE**

*[This Guide describes suggested nonmandatory approaches for meeting requirements. Guides are not requirements documents and are not construed as requirements in any audit or appraisal for compliance with the parent Policy, Order, Notice, or Manual.]*

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**U.S. Department of Energy  
Washington, D.C. 20585**

**Office of Management**

## MAIL SERVICES USER'S GUIDE

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1. PURPOSE. This Guide provides information on using Department of Energy (DOE) mail services in accordance with U.S. Postal Service, General Services Administration (GSA), and DOE regulations.
2. CANCELLATION. DOE M 573.1-1, *Mail Services User's Manual*, dated 7-12-00. Cancellation of an Order does not by itself modify or otherwise affect any contractual obligation to comply with the directive. Contractor Requirements Documents (CRDs) containing directive requirements that have been applied to a contract remain in effect until the contract is modified to eliminate or replace requirements from canceled directives.
3. APPLICABILITY. This Guide can be used by all Departmental elements, including the National Nuclear Security Administration and their contractors.
4. REFERENCES.
  - a. DOE O 470.4, *Safeguards and Security Program*, dated 8-26-05.
  - b. DOE M 470.4-4, *Information Security*, dated 8-26-05—
    - (1) Section A, Classified Matter Protection and Control and
    - (2) Section A, Chapter II, paragraph 7, Receiving and Transmitting Classified Matter.
  - c. Title 41 Code of Federal Regulations (CFR), Part 102-192, Mail Management.
  - d. United States Postal Service, Domestic Mail Manual, and International Mail Manual.
5. SUMMARY.
  - a. Chapter I lists regulations, responsibilities, and sources for additional guidance.
  - b. Chapter II addresses internal and interoffice mail conventions.
  - c. Chapter III addresses external mailings and U.S. Postal Service restrictions.
  - d. Chapter IV lists alternatives to the U.S. Postal Service.
6. CONTACT. Questions concerning this Guide should be addressed to the Office of Administrative Management and Support, 202-586-4375.

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## ACRONYMS

DOE	Department of Energy
DOE M	DOE Manual
DOE O	DOE Order
FORS	Forrestal
GTN	Germantown, Maryland
HQ	Headquarters
GSA	General Services Administration
DMM	Domestic Mail Manual
CFR	Code of Federal Regulations

Canceled

## CHAPTER I. INTRODUCTION

### 1. MAIL MANAGEMENT GUIDANCE AND GUIDELINES.

#### a. Reporting.

- (1) Per GSA an annual reporting of total postage, shipping, and other mail service expenditures per (41 CFR Part 102-192 Federal Mail Management, Subpart C, Reporting Requirements) should be submitted for all Departmental mail activities whenever appropriated funds are used. This includes all Federal mail activities performed by DOE contractors (M&O, performance-based, or support services).
- (2) The reporting format and data requested by GSA may vary from year to year. The reporting format is available through the Office of Administration Website, online at [www.administration.doe.gov/admin/Home\\_MailOperations.htm](http://www.administration.doe.gov/admin/Home_MailOperations.htm).
- (3) The report includes all classes of U.S. Postal Service mail, courier services, mail, and expedited mail (Federal Express, DHL, Airborne Express, United Parcel Service, etc.).

#### b. Security.

- (1) The security plan should be reviewed annually and updated whenever circumstances warrant (41 CFR Part 102-192 Federal Mail Management, Subpart D, Security Provisions).
- (2) DOE sites and facilities plans should ensure that security measures, procedures, processes, and policies are implemented for the safe handling of DOE mail and to guard against the various threats that may be encountered in the mail stream.

### 2. RESPONSIBILITY GUIDELINES.

- a. Director, Office of Administration sends a notification letter annually to sites managers and mail managers requesting GSA reporting data to be submitted to Headquarters for review, calculation, and processing.
- b. Nationwide Mail Manager guidance and guidelines—
  - (1) Should ensure that field organizations operate in accordance with Federal mail regulations (41 CFR 102-192.120, Federal Mail Management Subpart F, Agency Mail Manager Responsibilities).

- (2) Communicates with mail managers at field sites to provide guidance and update standards information (41 CFR 102-192.125, Federal Mail Management).
- (3) Maintains a list of DOE field and contractor organizations mail managers.

c. DOE Field Organization Mail Managers guidelines—

- (1) Maintain lists of site/facility/contractor mail service offices and mail managers under their purview.
- (2) Submit organizational information to the nationwide mail manager at Headquarters (41 CFR 102-192, Federal Mail Management, Subpart C, Reporting Requirements, and Subpart D, Security Provisions).
- (3) Submit the mail management and postage expenditures report data to the nationwide mail manager at Headquarters. The information is calculated, processed and submitted to GSA.
- (4) Develop written security plans that are forwarded to the nationwide mail manager at Headquarters for review and to share with other DOE sites (41 CFR Part 102- 192 Federal Mail Management).

## CHAPTER II. INTERNAL OR INTEROFFICE MAIL

### 1. GENERAL PROCESSING.

- a. Internal or interoffice mail consists of loose and/or enveloped memorandums, reprints, publications, and correspondence sent from one address to another within a DOE site or building. The general address format used at Headquarters (as shown below) is acceptable throughout DOE. Sites and facilities that have their own format should adhere to those standards.

Person S. Name

Routing Symbol (ME-43)

Building Code (e.g., FORS, GTN, 270 Corp, 950 L'Enfant,  
955 L'Enfant Cloverleaf); and

Room Number or Mail Stop

- b. The routing symbol (also referred to as routing code or mail stop code) is used to identify locations internally. Each organization or program office has been assigned a routing symbol, which is listed in the DOE National Telephone Directory (DOE mailing addresses and main information numbers for Headquarters program offices are available online at <http://phonebook.doe.gov/hqmail.html>).
- c. Each site should establish delivery codes for organizations or program offices.

### 2. ADDRESSING.

- a. Internal/Interoffice Envelopes (Holey Joe) are used repeatedly for internal correspondence and should be addressed clearly according to site standards.
- b. Plain Envelopes and Internal Parcels should be addressed with proper internal codes to ensure delivery.
- c. Change of Address. Employee whose internal addresses change should notify administrative and mail management personnel immediately to prevent interruption in onsite mail delivery.

### 3. MAILABLE/NONMAILABLE ITEMS.

- a. Classified Correspondence. For information on transporting classified materials, see DOE O 470.4, *Safeguards and Security Program*, and DOE M 470.4-4, *Information Security*.



- b. Mailable Items. Memos, letters, printed material, etc., should be inserted into appropriate mail containers to facilitate proper handling.
  - c. Nonmailable Items.
    - (1) Metal pieces, glass parts, and chemicals cannot be mailed in envelopes. Site mail managers should be asked for assistance when mailing any of these items.
    - (2) Binder clips can damage mail center and U.S. Postal Service equipment and should not be attached to correspondence unless it is being transported in a proper mail container to that would protect metal materials.
4. ENVELOPES.
- a. Envelope size should accommodate content. Excessively large envelopes should not be used for small inserts that may slide about or cause ripping and loss of contents. A snug fit helps ensure effective mail handling.
  - b. Envelopes that are overstuffed or are not sturdy enough to accommodate heavy contents can burst at the seams upon impact with other mail, resulting in loss content or delay in delivery.
5. FIELD POUCH MAIL.
- a. Mail is consolidated into a pouch mail container and sent daily among DOE field sites throughout the nation. Pouch mail saves on postage.
  - b. Pouch mail should have the complete address of the intended recipients for each site.

### CHAPTER III. U.S. POSTAL SERVICE MAIL

#### 1. ADDRESSING FOR SUCCESS.

- a. Specific Format. Outgoing mail should have a delivery address and a return address in one of the following recommended formats.

(1) Domestic U.S. mail.

Recipient's Name	ANTHONY Q PUBLIC
Company/Agency Name	CUSTOMER FIRST INC
Recipient's Address	1234 YOUR STREET SW
City, State & ZIP +4 Code	WASHINGTON DC 20585-0001

(2) International (foreign mail).

Recipient's Name	OSCAR FRESH
Company/Agency Name	FRENCH PARFUMES
Recipient's Address	13 RUE DUZES
Recipient's Province/Postal Code	75002 PARIS
Recipient's Country*	FRANCE

\*Country name should be spelled out in English (capital letters, no abbreviations).

(3) To get the best possible service—

- (a) type or machine print the address clearly in all capital letters using no punctuation (as shown above);
- (b) maintain a uniform left margin;
- (c) use common abbreviations for states, streets, secondary units (floor, suite, apartment number, mail stop, etc.) directional abbreviations (i.e., SE, SW, NE, NW, South, East, North, West); and
- (d) use Zip+4 Codes.

NOTE: The U.S. Postal Service lists official abbreviations online at [www.usps.com/ncsc/lookups/abbrev.html](http://www.usps.com/ncsc/lookups/abbrev.html), and provides a site where for looking up Zip+4 Codes at <http://zip4.usps.com/zip4/welcome.htm>.

- (4) When a customer has a double address, the line immediately above the city, state, and Zip+4 Code should be where the mail is to be

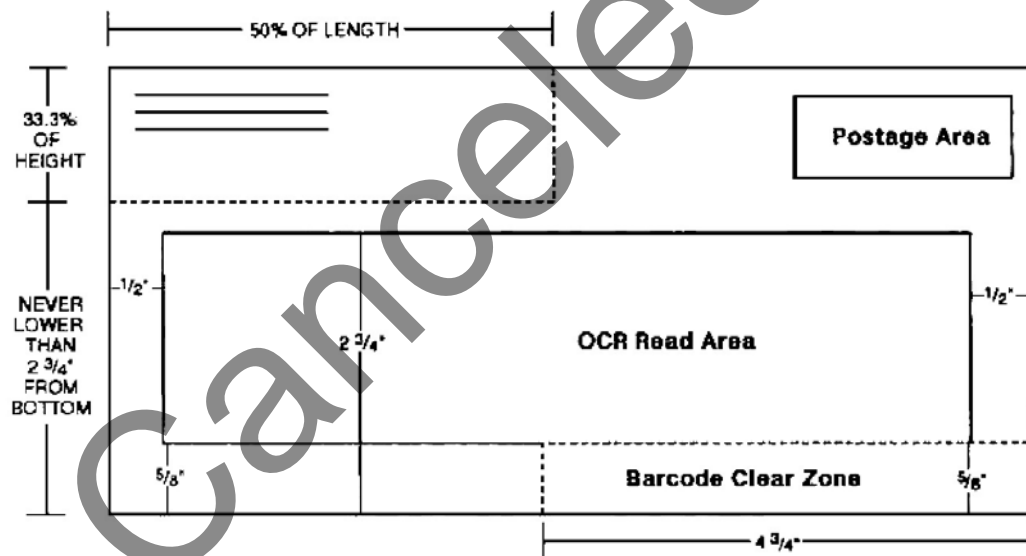
delivered. In the example below, the letter would be delivered to the post office box address.

MINNIE PLACES  
123 W MAIN STREET SUITE 400  
⇒ PO BOX 125  
WASHINGTON DC 20000-0125

b. Address Placement.

- (1) Envelopes. Placement of the address on the front of an envelope should conform to U.S. Postal Service specifications. Figure III-1 is taken from Domestic Mail Manual 58.

**Figure III-1. Address Placement.**



- (2) Labels. Labels for use on parcels, packages, or envelopes should follow the format recommended in paragraph 1a, above.

2. ENCLOSURES.

- a. Official Outgoing Mail. Mail of any kind for transport by the U.S. Postal Service should be enclosed in appropriate envelopes or mail containers.
- b. Nonmailables. The U.S. Postal Service has set the following restrictions on mail size and content.
- (1) Paper clips, metal pieces, glass chips, and sand should not be mailed in envelopes because they can jam or damage equipment and cause serious injury to mail center and postal service employees.

- (2) Foreign countries also impose restrictions on what can be mailed in an envelope (available online at <http://pe.usps.gov/text/imm/welcome.htm>).
    - (3) Envelopes and cards smaller than 3.5 inches high, 5 inches long, and/or 0.007 inches thick (thickness of a post card) are not mailable.
  - c. Window Envelope Enclosures. Enclosures designed for return (meeting registrations, etc.) using a windowed return envelope that would show the address must not be stapled to the return envelope. If the addressed enclosure does not properly fit the window, use a return envelope without a window.
- 3. ENVELOPES. The U.S. Postal Service typically uses letter-sizes and flat envelopes. Details about envelope dimensions are available from the U.S. Postal Service online at <http://postcalc.usps.gov>.
  - a. Sizes and Types. The size of the envelope should properly accommodate the contents.
  - b. Letter-size.
    - (1) Letter-size mail should be rectangular to accommodate U.S. Postal Service automated processing.
    - (2) Acceptable dimensions for letter-size mail should be—
      - (a) width, no more than 6<sup>1</sup>/<sub>8</sub> inches and no less than 3<sup>1</sup>/<sub>2</sub> inches;
      - (b) length, no more than 11<sup>1</sup>/<sub>2</sub> inches and no less than 5 inches.
  - c. Flats. Flats are larger than the maximum letter size envelope but not larger than 15 inches long by 12 inches wide.
  - d. Automated Mail. Maximum thickness for automated mail is 0.25 inch.
  - e. Strength. Envelopes should be strong enough to protect and retain contents. Using oversized or overstuffed envelopes can result in damage or loss of contents.
- 4. CLASSES OF MAIL. Postage cost varies according to the classification, weight, and delivery point.
  - a. First-Class.
    - (1) Includes correspondence, business reply mail, statements of accounts, invoices, etc.

- (2) Can weigh up to 13 ounces or less.
- (3) Is closed against postal inspection.
- (4) Receives expeditious handling and transport.
- (5) Delivered in 1 to 4 days.

b. Priority Mail.

- (1) Includes first-class mail weighing 13 ounces to 70 pounds.
- (2) The mailer can opt to send mail weighing 13 ounces or less via priority mail.
- (3) Delivered in 1 to 3 days.

c. Periodical Class.

- (1) Includes printed matter published at a stated frequency with the intent to continue publication indefinitely.
- (2) Shows continuity from issue to issue by using serialized articles or a consistent style, format, theme, or subject matter.
- (3) Has a primary purpose of transmitting information.
- (4) Can be sent only by authorized publishers and registered news agents.

d. Standard Mail.

- (1) Includes circulars, booklets, newsletters, photographs, catalogs, product samples, and printed matter that weigh less than 16 ounces.
- (2) Heavier pieces can be mailed as Standard Class or priority mail.
- (3) Reduced rates are available for mailing 200 or more pieces.
- (4) Delivered in 2 to 10 days.
- (5) This least expensive service available is not used for parcels weighing less than 1 pound or more than 70 pounds.
- (6) Parcels/packages must measure 108 inches or less in combination length and girth.

- e. Accountable Mail. This mail requires special handling (e.g., certified, registered, insured, returned receipts, and U.S. Postal Service Express).
- f. International Mail. This class is used for mailing items to foreign countries. DOE mail centers should be contacted for information on preparation, customs forms, and restrictions on international delivery.
- g. Business Reply Mail.
  - (1) This service enables senders to receive first-class mail by paying postage only on the mail that is returned.
  - (2) Payment of the appropriate first-class postage plus a handling charge per piece is guaranteed.
- h. Courtesy Reply Mail.
  - (1) This service accommodates preaddressed postcards or envelopes provided by the mailer to customers to expedite responses and ensure accurate delivery.
  - (2) It differs from business reply mail in that no fees are required and the respondent is responsible for applying the correct postage before mailing back the card or envelope.
  - (3) Courtesy reply mail may be returned faster because it is prepared with the correct address and bar code to take advantage of automated U.S. Postal Service processing.
- i. Express Overnight Service. This service is extremely reliable and fast. Because it is expensive, it should be used only in the most extreme circumstances and not for intra-city delivery.

5. SPECIAL SERVICES.

- a. Certified Mail.
  - (1) This service provides a mailing receipt and a record of delivery. A return receipt (PS Form 3811), which provides proof of delivery, can be obtained for an additional fee.
  - (2) Certified mail service is available only for first-class and priority mail.
  - (3) No insurance coverage is provided. A numbered label and completed receipt (PS Form 3811) must be affixed. Labels may be obtained from central mail centers.

- b. Registered Mail is the most secure mail service the U.S. Postal Service offers. It incorporates a system of receipts to monitor registered articles from the point of acceptance to delivery.
    - (1) This service provides added protection for valuable mail. Postage insurance may be purchased to cover articles valued up to \$25,000.
    - (2) Return receipts (PS Form 3811) and restricted delivery services are available for additional fees. Added security may delay delivery by 24 to 48 hours. Return receipts (PS Form 3811) are no longer required for classified mail.
  - c. Delivery and Signature Confirmation Services provide the sender the ability to verify delivery of the mail piece by the date, time, and/or signature of recipient.
  - d. Records and Maintenance. The U.S. Postal Service maintains accountable mail records for 2 years. Refer to the DOE Records Retention Schedule for maintaining all required postal and mail records.
6. LARGE MAILINGS.
- a. Consult the central mail centers when planning a large or specialized mailing. Mail center managers are available to answer questions and to help ensure that the mailing program is cost effective, efficient, and timely.
  - b. Advance notice is required to effectively handle and process large or specialized mailings.
7. PERSONAL MAIL AND SMALL PACKAGES, INCOMING AND OUTGOING.
- a. The Federal Property Management Regulation (41 CFR, Part 102-192, Federal Mail Management) prohibits the processing of personal mail and packages of any kind. Personal mail may include but is not limited to, catalogs, brochures, merchandise, cards, invoices and bills, financial statements, earnings and leave statements, letters from non-work-related organizations, retirement announcements, and complaints/grievances not related to DOE business.
  - b. The mail manager at each site is responsible for enforcing the personal mail regulation.
  - c. All suspicious and questionable mail should be reported immediately to the appropriate security personnel at each site for inspection.
  - d. All mail addressed to a DOE facility becomes the property of DOE once received and can be opened if required.

8. CLASSIFIED MAIL. Classified secret matter sent through the U.S. Postal Service should be transmitted as registered mail and confidential matter should be transmitted as certified mail. When mailing classified matter, it is the responsibility of the sender to obtain the correct classified mailing address of the recipient. All classified mail must be properly wrapped and labeled in accordance with DOE M 470.4-4, *Information Security*. The following addresses are Headquarters classified mailing addresses and examples of how mail should be addressed.

NAME  
ROUTING SYMBOL  
US DEPARTMENT OF ENERGY  
PO BOX X  
WASHINGTON DC 20026-3865

NAME  
ROUTING SYMBOL  
US DEPARTMENT OF ENERGY  
PO BOX A  
GERMANTOWN MD 20874-0963

Always consult the security regulations in DOE O 470.4, *Safeguards and Security Program*, and DOE M 470.4-4, *Information Security*.



## CHAPTER IV. ALTERNATIVE DELIVERY SERVICES

1. COMMERCIAL COURIER SERVICES (EXPRESS OVERNIGHT PACKAGE SERVICE). The primary domestic and international commercial couriers used by DOE: are Federal Express, United Parcel Service, Airborne Express, DHL Global, TNT USA, Worldwide Express, and Federal Freight. Please be advised that each site may use any commercial courier service to meet their mail and shipping requirements and they are not limited to the primary domestic and international commercial couriers.
2. DOE LOCAL COURIER SERVICES.
  - a. DOE sites should provide local courier services to meet their customer's special requirements.
  - b. Each site should ensure that local couriers have the proper credentials to handle the transmission of classified matter if there is a requirement to do so.
  - c. Classified mail should be prepared in accordance with the security regulations in DOE O 470.4, *Safeguards and Security Program*; DOE M 470.4-4, *Information Security*.
3. ADDRESSING FOR COURIER AND EXPRESS OVERNIGHT PACKAGE SERVICE.
  - a. Most courier services require telephone numbers on the routing slip for both the sender and the recipient. Proper forms must be completed before delivery.
  - b. Post office box numbers or rural routes are unacceptable addresses for courier, messenger, or specialized delivery services.
4. ENVELOPES, PACKAGING, AND COURIER SELECTION.
  - a. Envelope contents should be secure and tamper proof.
  - b. Odd-sized items that require unique packaging should be wrapped and mailed consistent with envelope preparation guidelines.
  - c. Courier selection depends on the following factors.
    - (1) Delivery destination and actual delivery time needed (65 percent of express overnight mail does not need to be at the destination by a specific time).
    - (2) Local, regional, in-state, domestic, or international destination.
    - (3) Most commercial couriers offer the following delivery times:

- (a) next morning (7-10 a.m.)
  - (b) by noon,
  - (c) afternoon (by 3 or 5 p.m.), and
  - (d) second business day.
- d. Each level service has a different price schedule, and not all commercial couriers go to all places within the same time frame.
- e. International courier service may require special documentation or customs declarations.

5. DELIVERY, PICKUP, AND CUTOFF TIMES.

- a. Requests for Saturday deliveries are discouraged because additional charges are incurred. If Saturday service is necessary, ensure that someone will be available to receive the material.
- b. Reduce costs by using the U.S. Postal Service priority mail service on Friday for Monday delivery instead of a more expensive overnight express service
- c. Check with your local Post Office and service providers for scheduled delivery, pickup, and cutoff times for required mail and express services.