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MAIL SERVICES USER'S MANUAL



**U.S. DEPARTMENT OF ENERGY
Director of Management and Administration**

MAIL SERVICES USER'S MANUAL

1. PURPOSE. This Manual provides detailed information on using the Department of Energy (DOE) mail services.
2. CANCELLATION. None.
3. REFERENCES.
 - a. DOE O 470.1, SAFEGUARDS AND SECURITY PROGRAM, Chg. 1, dated 6-21-96.
 - b. DOE O 471.2A, INFORMATION SECURITY PROGRAM, dated 3-27-97.
 - c. DOE M 471.2-1B, CLASSIFIED MATTER PROTECTION AND CONTROL MANUAL, dated 1-6-99.
 - d. 41 CFR SUBTITLE C, PART 101-9, FEDERAL MAIL MANAGEMENT
 - e. UNITED STATES POSTAL SERVICE, DOMESTIC MAIL MANUAL
4. APPLICABILITY.
 - a. DOE Elements. This Manual applies to all DOE elements, including the National Nuclear Security Administration. Some of the information in this Manual applies only to Headquarters personnel. Information marked with the acronym "HQ" is a Headquarters concern. If the acronym is beside a chapter title, the entire chapter is Headquarters related; if it is beside a section title, only that section is Headquarters related.
 - b. Contractors. Contractor requirements are listed in the Contractor Requirements Document (CRD), Attachment 1. Compliance with the CRD will be required to the extent set forth in a contract.
5. CONTACT. Questions concerning this Manual should be addressed to the Print Media and Mail Services Group, 202-586-4318.

BY ORDER OF THE SECRETARY OF ENERGY:



T. J. GLAUTHIER
Deputy Secretary

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ACRONYMS

DOE	Department of Energy
DOE M	DOE Manual
DOE O	DOE Order
FORS	Forrestal
GTN	Germantown, Maryland
HQ	Headquarters

Some of the information in this Manual applies only to Headquarters personnel. Information marked with the acronym “HQ” is a Headquarters concern. If the acronym is beside a chapter title, the entire chapter is Headquarters related; if it is beside a section title, only that section is Headquarters related. Some Headquarters information may apply to some field sites and can be used as a tool to meet the needs of customers. An example of this is the use of some or all of the shipping vendors used by Headquarters to meet customer requirements.

CHAPTER I

MAIL SERVICES OVERVIEW (HQ)

1. LOCATIONS AND HOURS OF OPERATION.

1000 Independence Avenue, SW
Washington, DC 20585-0001
Hours.....6:30 a.m. to 5:30 p.m. each working day
Room.....GL-084
Phone.....202-586-6061 or 202-586-0067

Germantown Building:

19901 Germantown Rd
Germantown, MD 20874-1290
Hours.....7:00 a.m. to 5:00 p.m. each working day
Room.....E-060
Phone.....301-903-4111 or 301-903-6579

270 Corporate Center:

20300 Century Boulevard
Germantown, MD 20874
Hours.....8:00 a.m. to 5:00 p.m. each working day
Room.....1003
Phone.....301-903-5273

2. SCHEDULED DELIVERY AND PICKUP TIMES.

- a. Mail originating from and to be delivered within the Forrestal and Germantown facilities will be picked up at mail stops. Daily mail runs are at 9:00 a.m., 11:00 a.m., and 2:45 p.m.

- b. Mail originating from the Forrestal and Germantown facilities that is to be delivered to other DOE satellite offices in the Washington, D.C., area depart from the mail centers at 10:00 a.m. and 1:00 p.m. All outgoing and internal mail from the satellite offices is brought back to the mail centers for processing.
- c. Certified/registered mail must be brought to the Forrestal mail center by 2:30 p.m. and the Germantown mail center by 3:30 p.m. Deliveries after these times will be sent the next business day.
- d. Outbound U.S. mail is picked up by the U.S. Postal Service at 12:30 p.m., 3:00 p.m., and 5:00 p.m. (Forrestal) and at 4:00 p.m. (Germantown).

CHAPTER II

INTERNAL OR INTEROFFICE MAIL

1. GENERAL (HQ).

- a. Internal or interoffice mail consists of loose and/or enveloped memorandums, reprints, publications, and miscellaneous correspondence for delivery to an address within DOE Headquarters. The following information is necessary to provide proper delivery of internal mail:
 - (1) name;
 - (2) routing symbol;
 - (3) building code (e.g., FORS, GTN, 270 CORP); and
 - (4) room number.
- 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.

2. ADDRESSING.

- a. Internal/Interoffice Envelopes (Holey Joe). These envelopes are used repeatedly for internal or interoffice mailings.
- b. Plain Envelopes. When using white or kraft envelopes for internal/interoffice mail, correct addressing is required for proper delivery. (See paragraph 1a.)
- c. Internal Parcels. Correct addressing of internal parcels and packages is required for proper delivery. (See paragraph 1a.)
- d. Change of Address. DOE F 1450.2, *Employee Locator Notification*, should be completed and forwarded to the proper office whenever an address changes. The Director of Print Media and Mail Services Group and the DOE Official Mail Manager each should receive a copy of the form. The Headquarters Office Vision/Virtual Machine (Callup) computer system may be used to update employee information.

3. ENCLOSURES.

- a. Classified Correspondence. See DOE O 470.1, SAFEGUARDS AND SECURITY PROGRAM; DOE O 471.2A, INFORMATION SECURITY PROGRAM; and DOE M 471.2-1B, CLASSIFIED MATTER PROTECTION AND CONTROL MANUAL.

- b. Mailable Items. All mailable items, such as memos, letters, printed material, etc., should be inserted into an appropriate mail container to facilitate handling.
- c. Non-Mailable Items. Such items as metal pieces, glass parts, and chemicals cannot be mailed in envelopes. Contact your mail manager for assistance if you need to mail any of these items. Binder clips should not be attached to correspondence, unless the correspondence is put into a proper mail container, because they can damage mail center and U.S. Postal Service equipment.

4. ENVELOPES.

- a. The envelope size should properly accommodate the inserts. Excessively large envelopes will not keep inserts in place, which means they may slide about or create an imbalance of the envelope, causing ripping and loss of contents. A snug fit helps ensure effective mail handling.
- b. Avoid over stuffing envelopes. An overstuffed envelope can burst at the seams upon impact with other mail, resulting in loss of the mailing.
- c. The envelope should be strong enough to hold the weight of its contents. Stress at the seams or sharp edges may cause the envelope to burst or tear apart.

- 5. FIELD POUCH MAIL. Mail is consolidated into a pouch/mail container and sent daily to DOE field sites from the Forrestal and Germantown locations to take advantage of cost reduction programs. This mail should have the complete address of the intended recipient for each site.
- 6. DISTRIBUTION LISTS. The mailer is responsible for preparing mail distribution lists. Mailing lists should be updated annually. (See the Government Printing and Binding Regulation, published by the Joint Committee on Printing, S. Pub 101-9.)

CHAPTER III

U.S. POSTAL SERVICE MAIL

1. ADDRESSING FOR SUCCESS.

- a. Specific Format. All outgoing mail should have a delivery address *and* a return address. The following formats are recommended.

(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 (all capital letters, no abbreviations).

(3) To get the best possible service—

- (a) *capitalize* everything in the address;
- (b) type or machine-print all address information;
- (c) make sure print is clear and sharp;
- (d) ensure that characters don't touch or overlap;
- (e) maintain a uniform left margin;
- (f) use common abbreviations;
- (g) eliminate all punctuation;
- (h) use directionals (i.e., SE, SW, NE, NW, South, East, North, West);
- (i) include floor, suite, apartment number, or mail stop when possible;
- (j) use two-letter state abbreviations; and
- (k) use ZIP +4 Codes.

When a customer has a double address, make sure the line immediately above the city, state, and ZIP Code indicates where the mail is to be delivered.

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

This letter will be delivered to the post office box address.

b. Address Placement.

- (1) Envelopes. Placement of the address on the face of an envelope should conform to U.S. Postal Service specifications. Figure 1 is taken from Domestic Mail Manual 54.
- (2) Labels. Labels for use on parcels, packages, or envelopes must be completely addressed according to the recommended format. Improperly prepared labels will cause the mail to be returned.

2. ENCLOSURES.

- a. Official Outgoing Mail. Mail of any kind for transport by the U.S. Postal Service should be enclosed in an appropriate envelope or mail container.
- b. Non-Mailables.
 - (1) Paper clips, metal pieces, glass chips, and sand may not be mailed in envelopes because they can jam or damage mailing equipment and cause serious injury to mail center and postal service employees.
 - (2) All foreign countries also impose restrictions concerning what can be mailed in an envelope.
 - (3) Envelopes and cards smaller than 3.5 inches high, 5 inches long, and/or 0.007 inches thick (thickness of a post card) may be returned to the sender.
- c. Window Envelope Enclosures. Enclosures designed to show the address in a window envelope must not be stapled to the envelope. If the addressed enclosure does not properly fit the window, use an envelope without a window.

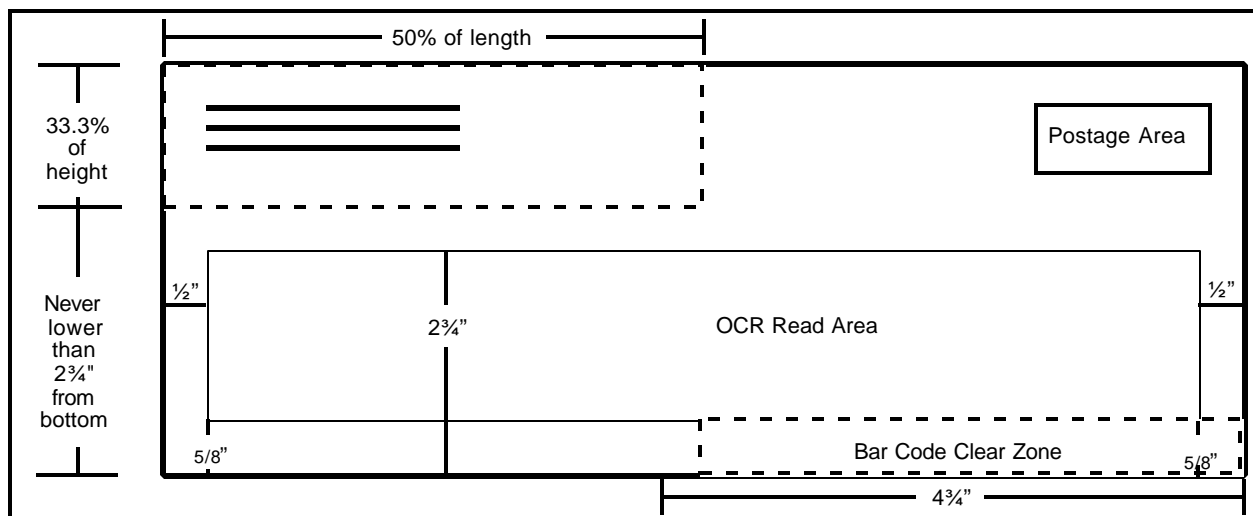


Figure 1. OCR Read Area and Bar Code Clear Zone.

3. ENVELOPES.

- a. Sizes and Types. The size of the envelope should properly accommodate the contents. The U.S. Postal Service typically uses two categories of envelopes: letter-size and flats.

(1) Letter-size.

- (a) Letter-size mail must be rectangular to accommodate automated processing by the mail center and the U.S. Postal Service.
- (b) The dimensions of letter-size mail should be as follows: width should be no more than 6-1/8 inches or no less than 3-1/2 inches; length should be no more than 11-1/2 inches or no less than 5 inches.

(2) Flats. Flats are larger than the maximum letter size envelope but not larger than 15 inches long by 12 inches wide.

(3) Maximum thickness for automated mail is 0.25 inch.

- b. Strength. The envelope must be strong enough to protect and retain the contents. Using oversized or overstuffed envelopes can result in damage or loss of contents.

4. CLASSES OF MAIL AND U.S. POSTAL SERVICE SPECIAL SERVICES. The postage varies according to the classification of the mail, weight, and location of the delivery point.

a. Classes of Mail.

- (1) First-Class Mail. First-class mail includes correspondence, business reply mail, statements of accounts, invoices, etc. It accommodates matter weighing up to 13 ounces and closed against postal inspection. First-class mail receives expeditious handling and transportation and usually is delivered within 1 to 4 days.
- (2) Priority Mail. Priority mail accommodates all first-class mail exceeding 13 ounces and up to 70 pounds and, at the option of the mailer, any mail weighing 13 ounces or less. Priority mail is usually delivered within 1 to 3 days.
- (3) Periodicals Class. This class accommodates printed matter published at a stated frequency with the intent to continue publication indefinitely. A periodical must show continuity from issue to issue. Continuity is shown by serialization of articles or by successive issues carrying the same style, format, theme, or subject matter. The primary purpose of a periodical must be the transmission of information. Only authorized publishers and registered news agents may mail publications at periodical rates.

- (4) Standard A Class. This class accommodates circulars, booklets, newsletters, photographs, catalogs, product samples, and printed matter that weigh less than 16 ounces. Heavier pieces must be mailed as Standard B Class or priority mail. Reduced rates are available for mailing 200 or more pieces. Most Standard A Class mail is delivered within 2 to 10 days.
 - (5) Standard B Class. This class is the least expensive service available. This service is not available for parcels weighing less than 1 pound or more than 70 pounds. Parcels/packages must measure 108 inches or less in combination length and girth. Most Standard B Class mail is delivered within 2 to 14 days.
 - (6) Accountable Mail. This is mail that requires special handling, including certified, registered, insured, returned receipts, and U.S. Postal Service Express.
 - (7) International Mail. This class accommodates items to be mailed to foreign countries. Contact the mail centers for information on preparation, customs forms, and restrictions on international delivery.
 - (8) Business Reply Mail. This service enables mailers to receive first-class mail by paying postage only on the mail that is returned. Payment of the appropriate first-class postage plus a handling charge per piece is guaranteed.
 - (9) Courtesy Reply Mail. This service accommodates preaddressed postcards or envelopes provided by the mailer to customers to expedite responses and provide more accurate delivery. 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. 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.
 - (10) 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.
- b. Special Services: Certified Mail and Registered Mail.
- (1) Certified Mail. 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. Certified mail service is available only for first-class and priority mail. 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.

- (2) Registered Mail. This service provides added protection for valuable mail. Postage insurance may be purchased to cover articles valued up to \$25,000. Registered mail is the most secure mail the U.S. Postal Service offers. It incorporates a system of receipts to monitor registered articles from the point of acceptance to delivery.

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.

- (3) 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.

5. BUSINESS REPLY MAIL (HQ).

- a. When designing a business reply envelope, card, or label, contact DOE's Official Mail Manager at 202-586-4318 for assistance and approval.
- b. DOE maintains business reply mail permits for the Washington, D.C., and Germantown, Maryland, areas. These permits come with a unique ZIP +4 Code. This kind of mail can be returned to central Headquarters addresses only.
- c. To use the business reply mail permits, a memo of request should be submitted to the Print Media and Mail Services Group, Office of Administration. The request should include a point of contact, the purpose of the mailing, point of return (Forrestal or Germantown), volume, and estimated date of mailing.
- d. Business reply envelopes, labels, and cards must meet U.S. Postal Service standards.
- e. Printing requests for business reply envelopes and cards can take up to 10 business days to process and should be scheduled in advance.

6. LARGE MAILINGS.

- a. Consult the central mail centers when planning a large (i.e., more than 200 pieces) 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 101-9, 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 will 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 471.2-1B, CLASSIFIED MATTER PROTECTION AND CONTROL MANUAL. The following addresses are Headquarters classified mailing addresses and examples of how mail should be addressed.
- a. NAME
ROUTING SYMBOL
US DEPARTMENT OF ENERGY
PO BOX 23865
WASHINGTON DC 20026-3865
 - b. NAME
ROUTING SYMBOL
US DEPARTMENT OF ENERGY
PO BOX A
GERMANTOWN MD 20874-0963

Always consult the security regulations in DOE O 470.1, SAFEGUARDS AND SECURITY PROGRAM; DOE O 471.2A, INFORMATION SECURITY PROGRAM; and DOE M 471.2-1B, CLASSIFIED MATTER PROTECTION AND CONTROL MANUAL.

CHAPTER IV

ALTERNATIVE DELIVERY SERVICES

1. COMMERCIAL COURIER SERVICES (EXPRESS OVERNIGHT PACKAGE SERVICE).
Domestic and international commercial couriers used by DOE are Federal Express, United Parcel Service, Emery Worldwide, Airborne Express, DHL Worldwide Express, Roadway Parcel Service, and TNT Worldwide Express.
2. DOE COURIER SERVICES TO LOCAL AGENCIES (HQ).
 - a. DOE's courier service operates within the Washington, D.C., metropolitan area and provides classified and unclassified service to all local government agencies, including Germantown offices. Daily courier services also are available for the White House, embassies, Pentagon, Naval Reactors Office, State Department, Treasury Department, Department of Commerce, Central Intelligence Agency, Old Executive Office Building, and New Executive Office Building.
 - b. Classified mail must be prepared in compliance with the security regulations in DOE O 470.1, SAFEGUARDS AND SECURITY PROGRAM; DOE O 471.2A, INFORMATION SECURITY PROGRAM; and DOE M 471.2-1B, CLASSIFIED MATTER PROTECTION AND CONTROL MANUAL.
 - c. Material from Forrestal should be dropped off at room GB-164 no later than 10:15 a.m. or 2:15 p.m. to meet scheduled delivery times. Direct courier inquiries to 202-586-4187.
 - d. Material from Germantown should be dropped off at room E-070 no later than 8:45 a.m., 11:15 a.m., or 3:15 p.m. to meet scheduled delivery times. Direct courier inquiries to 301-903-3364.
3. ADDRESSING FOR COURIER AND EXPRESS OVERNIGHT PACKAGE SERVICE.
 - a. Most courier services require telephone numbers for both the sender and the recipient on the routing slip. 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 doesn't 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,
 - (b) by noon,
 - (c) by afternoon (by 3:00 p.m. or 5:00 p.m.), and
 - (d) second business day.

Each of these service levels has a different price schedule and not all commercial couriers go to all places within the same time frame.

- d. International courier service may require special documentation or customs declarations.
- e. To obtain the best possible discounts or rates, the central mail center will consolidate overnight material to DOE offices outside the area.
- f. The customer is responsible for selecting the class of mail appropriate to the type of mail.

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 an overnight express service.
- c. The following cutoff times are standard for commercial couriers that offer overnight express or second-day service (HQ).

Vendor	Cutoff
Federal Express	3:30 p.m.
United Parcel Service	10:00 a.m.
Germantown cutoff for United Parcel Service	3:30 p.m.
DHL Worldwide Express	3:30 p.m.
Emery Worldwide	3:30 p.m.
Airborne Express	3:30 p.m.
TNT Worldwide Express	3:30 p.m.
Roadway Parcel Service	3:30 p.m.
Messenger Service to Local Agencies	Call 202-586-4187 or 301-903-3364

CHAPTER V

HEADQUARTERS WORKING CAPITAL FUND MAIL SERVICE BUSINESS LINE (HQ)

1. **SERVICE DESCRIPTION.** The DOE Mail Center provides a variety of mail services for all official and other authorized mail for DOE and its employees. The services provided include the processing of all incoming postal mail, outgoing official mail, internal mail processing, accountable mail processing, pouch mail, a variety of overnight express mail services, directory services, and pickup and delivery services.
2. **INTERNAL DISTRIBUTION.** Internal distribution of mail involves the following tasks.
 - a. Receive, sort, process, and deliver all incoming ordinary and accountable mail from the U.S. Postal Service.
 - b. Process, safeguard, and deliver all incoming accountable mail (registered, certified, express, insured).
 - c. Pick up, secure, safeguard, control, and deliver all classified mail from the DOE security box.
 - d. Process and deliver all incoming business reply mail.
 - e. Sort, deliver, and pick up all internal mail at all authorized mail stops and mail boxes.
 - f. Provide mail services between Headquarters and all other DOE satellite buildings.
 - g. Provide directory/locator service to customers for mail that is undeliverable due to lack of address information.
 - h. Make special internal deliveries for urgent mailings.
 - i. Provide guidance and assistance on matters related to mail operations.
 - j. Process and control all incoming overnight express mail, which includes Federal Express, Airborne Express, DHL Worldwide Express, United Parcel Service, and any other overnight express packages. Customers are called when the packages are ready for pickup.
3. **U.S. POSTAL SERVICE—OFFICIAL OUTGOING MAIL.**
 - a. Process and meter all outgoing DOE official mail to meet the customer's needs for timely delivery and postage cost. The services include overnight postal express priority mail, first-class mail, Standard A class, Standard B class, and special standard class. Outgoing accountable mail service, such as registered, certified, insured, and postal express mail, also are available.

- b. Process and meter field pouch mail.
 - c. Process diplomatic pouch mail.
4. OUTGOING OVERNIGHT EXPRESS PACKAGE/PARCEL SERVICE. Process outgoing overnight express shipments of Federal Express, Airborne Express, DHL Worldwide Express, Emery Worldwide, United Parcel Service, Roadway Parcel Service, and TNT Service International for airfreight and overseas deliveries.
5. PRICING POLICY.
- a. Working Capital Fund Board-Adopted Policy. Mail service pricing has three components. Program offices pay—
 - (1) actual dollar meter value for outgoing U.S. Postal Service mail;
 - (2) actual cost for Federal Express or other special mail; and
 - (3) cost of internal mail distribution based on the number of mail stops.
 - b. Pricing Method (Billing Calculation).
 - (1) Internal Distribution. Customers validate their number of mail stops at the beginning of the fiscal year and pay an annual mail stop cost of \$9,500 per stop. Program elements are required to have at least one mail stop. Mail stops may be adjusted semiannually, as necessary. To discontinue a mail stop, call the service point of contact at 202-586-6064 or the business line manager at 202-586-4318.
 - (2) Pouch Mail and Common Use Mail Stop. Each customer pays an annual charge of \$1,680 as a share of meter field pouch mail and \$1,500 as a share for common mail stops at the Forrestal and Germantown facilities (credit unions and cafeteria).
 - (3) U.S. Postal Service and Federal Express Mail. Customers pay the actual cost of metered, overnight airfreight, and overseas express mail. The handling charge of \$2.18 for Federal Express mail has been discontinued.
6. BUDGET ESTIMATING METHOD. Budgetary estimates are developed on the basis of the 12-month period prior to issuance or submission of the Corporate Review Budget and the budget of the Office of Management and Budget. In other words, budget estimates published in June of the fiscal year reflect actual usage charges for June through May of the preceding year. Extraordinary or unusual changes in usage patterns are not anticipated in the fund's estimates. To the extent that such anomalies can be foreseen by the program customer, the cost impact of these charges should be added or subtracted from the funds' estimate. Also, possible variations in consumption due to expected changes in staffing levels are not considered in the fund's estimates.
7. ANNUAL PROJECTIONS. Working Capital Fund projections of current fiscal year usage and costs are updated monthly and provided with each bill. Projections are calculated based on fiscal

year-to-date (YTD) costs multiplied by a straightforward annualization factor. For example, the annual projection calculated as of April would be as follows:

Total YTD Cost (October–April) divided by 7, multiplied by 12, equals projected annual cost.

8. BILLING CYCLE. Internal distribution of mail is billed at the beginning of the fiscal year, with adjustments made in 6 months. Pouch and common mail stops are billed at the beginning of fiscal year with no anticipated adjustments. U.S. Postal Service charges are billed monthly, based on prior month actual usage.
9. AVAILABILITY OF DETAILED USAGE INFORMATION. Program offices may receive copies of summary data for their U.S. Postal Service outgoing mail, overnight express packages, and parcel services. This summary data will include the class of mail, weight, pieces, and cost.
10. SERVICE STANDARDS.
 - a. All properly addressed incoming regular mail will be processed and delivered unopened to the appropriate mail stops within 1 day of receipt by the mail centers.
 - b. Improperly addressed mail will be looked up and every effort will be made to determine a delivery destination. If a delivery point cannot be determined, the mail will be returned to the sender. If a return address is not available, the mail leader will open the envelope and determine if and where it should be delivered. If a delivery point cannot be determined, it will be disposed of in accordance with U.S. Postal Service and Department procedures.
 - c. All incoming controlled mail (certified, registered, or insured) will be processed and dispatched in accordance with U.S. Postal Service and Department directives at the end of each day. Controlled mail received after 3:30 p.m. will be safeguarded and processed for the next dispatch.

Outgoing registered mail is processed and dispatched under U.S. Postal Service approved combination lock or seal.
11. POINTS OF CONTACT.
 - a. Fund Manager: John Harrison, 202-586-3611
 - b. Business Line Manager: Mary Anderson, 202-586-2129
 - c. Service Points of Contact: Alvan Majors, 202-586-4338
Anthony Nellums, 202-586-6064

CHAPTER VI

OTHER AVAILABLE SERVICES (HQ)

The following services are provided by Distribution Services, located in room GE-140 (Forrestal) and room E-016 (Germantown). Call 202-586-0390 or 301-903-3118, respectively, for assistance.

1. **FOLDING AND INSERTING.**

- a. Folding printed matter. (Requests for folding printed matter are forwarded to the Distribution Services Coordinator at GE-140, Forrestal.)
- b. Inserting correspondence, reprints, and other printed matter into blank, pre-addressed, or window envelopes.
- c. Evaluating sample forms and envelopes to determine if the materials can be processed on automated equipment and providing size and shape guidelines to minimize mailing costs.

2. **SEALING.**

- a. Distribution Services provides automatic sealing of standard gummed envelopes.
- b. For 10 or more envelopes requiring sealing, leave the flaps open, nested into each other, and secured with an elastic band. Forward the envelopes to Distribution Services in this manner.

3. **COMPUTER-GENERATED MAILING LISTS.** Distribution Services provides mailing list maintenance for internal and external distribution through the U.S. Postal Service Certified Address Correcting and Coding with National Data Base Software (AccuMail). In addition, automatic coding and printing of U.S. Postal Service ZIP+4 Code and delivery point bar coding is available. The mail list custodian should keep lists current and update the data base at least annually. Incorrect addresses and other address information should be provided to the mail list custodian for corrections.

4. **METERING AND DISCOUNT MAILING SERVICES.** The Forrestal and Germantown central mail centers offer metering and custom discount mailing services for certain types of mail.

ATTACHMENT 1

CONTRACTOR REQUIREMENTS DOCUMENT

DOE M 573.1-1, MAIL SERVICES USER'S MANUAL, dated 07-12-00

Some of the information in this Contractor Requirements Document applies only to Headquarters personnel. Information marked with the acronym "HQ" is a Headquarters concern. If the acronym is beside a section title, only that section is Headquarters related. Some Headquarters information may apply to some field sites and can be used as a tool to meet the needs of customers. An Example of this is the use of some for all of the shipping vendors used by Headquarters to meet customer requirements.

Contractors must comply with the following requirements when using Department of Energy (DOE) mail services.

1. MAIL SERVICES OVERVIEW (HQ).

a. Locations and Hours of Operation.

Forrestal:

1000 Independence Avenue, SW
Washington, DC 20585-0001

Hours.....6:30 a.m. to 5:30 p.m. each working day

Room.....GL-084

Phone.....202-586-6061 or 202-586-0067

Germantown Building:

19901 Germantown Rd
Germantown, MD 20874-1290

Hours.....7:00 a.m. to 5:00 p.m. each working day

Room.....E-060

Phone.....301-903-4111 or 301-903-6579

270 Corporate Center:

20300 Century Boulevard
Germantown, MD 20874-1290

Hours.....8:00 a.m. to 5:00 p.m. each working day

Room.....1003

Phone.....301-903-5273

b. Scheduled Delivery and Pickup Times.

- (1) Mail originating from and to be delivered within the Forrestal and Germantown facilities will be picked up at mail stops. Daily mail runs are at 9:00 a.m., 11:00 a.m., and 2:45 p.m.
- (2) Mail originating from the Forrestal and Germantown facilities that is to be delivered to other DOE satellite offices in the Washington, D.C., area depart from the mail centers at 10:00 a.m. and 1:00 p.m. All outgoing and internal mail from the satellite offices is brought back to the mail centers for processing.
- (3) Certified/registered mail must be brought to the Forrestal mail center by 2:30 p.m. and the Germantown mail center by 3:30 p.m. Deliveries after these times will be sent the next business day.
- (4) Outbound U.S. mail is picked up by the U.S. Postal Service at 12:30 p.m., 3:00 p.m., and 5:00 p.m. (Forrestal) and at 4:00 p.m. (Germantown).

2. INTERNAL OR INTEROFFICE MAIL.

- a. Internal or interoffice mail consists of loose and/or enveloped memorandums, reprints, publications, and miscellaneous correspondence for delivery to an address within DOE Headquarters. The following information is necessary to provide proper delivery of internal mail:

- (1) name;
- (2) routing symbol;
- (3) building code (e.g., FORS, GTN, 270 CORP); and
- (4) room number.

- 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.

c. Addressing.

- (1) Internal/Interoffice Envelopes (Holey Joe). These envelopes are used repeatedly for internal or interoffice mailings.
- (2) Plain Envelopes. When using white or kraft envelopes for internal/interoffice mail, correct addressing is required for proper delivery. (See paragraph 2a.)
- (3) Internal Parcels. Correct addressing of internal parcels and packages is required for proper delivery. (See paragraph 2a.)

- (4) Change of Address. DOE F 1450.2, Employee Locator Notification, should be completed and forwarded to the proper office whenever an address changes. The Director of Print Media and Mail Services Group and the DOE Official Mail Manager each should receive a copy of the form. The Headquarters Office Vision/Virtual Machine (Callup) computer system may be used to update employee information.
- d. Enclosures.
 - (1) Classified Correspondence. See DOE O 470.1, SAFEGUARDS AND SECURITY PROGRAM; DOE O 471.2A, INFORMATION SECURITY PROGRAM; and DOE M 471.2-1B, CLASSIFIED MATTER PROTECTION AND CONTROL MANUAL.
 - (2) Mailable Items. All mailable items, such as memos, letters, printed material, etc., should be inserted into an appropriate mail container to facilitate handling.
 - (3) Non-Mailable Items. Such items as metal pieces, glass parts, and chemicals cannot be mailed in envelopes. Contact your mail manager for assistance if you need to mail any of these items. Binder clips should not be attached to correspondence, unless the correspondence is put into a proper mail container, because they can damage mail center and U.S. Postal Service equipment.
- e. Envelopes.
 - (1) The envelope size should properly accommodate the inserts. Excessively large envelopes will not keep inserts in place, which means they may slide about or create an imbalance of the envelope, causing ripping and loss of contents. A snug fit helps ensure effective mail handling.
 - (2) Avoid over stuffing envelopes. An overstuffed envelope can burst at the seams upon impact with other mail, resulting in loss of the mailing.
 - (3) The envelope should be strong enough to hold the weight of its contents. Stress at the seams or sharp edges may cause the envelope to burst or tear apart.
- f. Field Pouch Mail. Mail is consolidated into a pouch/mail container and sent daily to DOE field sites from the Forrestal and Germantown locations to take advantage of cost reduction programs. This mail should have the complete address of the intended recipient for each site.
- g. Distribution Lists. The mailer is responsible for preparing mail distribution lists. Mailing lists should be updated annually. (See the Government Printing and Binding Regulation, published by the Joint Committee on Printing, S. Pub 101-9.)

3. U.S. POSTAL SERVICE MAIL.

- a. Address Format. All outgoing mail should have a delivery address *and* a return address. The following formats are recommended.

(1) Domestic United States 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 (all capital letters, no abbreviations).

(3) To get the best possible service—

- (a) *capitalize* everything in the address;
- (b) type or machine-print all address information;
- (c) make sure print is clear and sharp;
- (d) ensure that characters don't touch or overlap;
- (e) maintain a uniform left margin;
- (f) use common abbreviations;
- (g) eliminate all punctuation;
- (h) use directionals (i.e., SE, SW, NE, NW, South, East, North, West);
- (i) include floor, suite, apartment number, or mail stop when possible;
- (j) use two-letter state abbreviations; and
- (k) use ZIP +4 Codes.

When a customer has a double address, make sure the line immediately above the city, state, and ZIP Code indicates where the mail is to be delivered.

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

This letter will be delivered to the post office box address.

b. Address Placement.

- (a) Envelopes. Placement of the address on the face of an envelope should conform to U.S. Postal Service specifications. Figure 1 is taken from Domestic Mail Manual 54.
- (b) Labels. Labels for use on parcels, packages, or envelopes must be completely addressed according to the recommended format. Improperly prepared labels will cause the mail to be returned.

c. Enclosures.

- (1) Official Outgoing Mail. Mail of any kind for transport by the U.S. Postal Service should be enclosed in an appropriate envelope or mail container.
- (2) Non-Mailables.
 - (a) Paper clips, metal pieces, glass chips, and sand may not be mailed in envelopes because they can jam or damage mailing equipment and cause serious injury to mail center and postal service employees.
 - (b) All foreign countries also impose restrictions concerning what can be mailed in an envelope.
 - (c) Envelopes and cards smaller than 3.5 inches high, 5 inches long, and/or 0.007 inches thick (thickness of a post card) may be returned to the sender.
- (3) Window Envelope Enclosures. Enclosures designed to show the address in a window envelope must not be stapled to the envelope. If the addressed enclosure does not properly fit the window, use an envelope without a window.

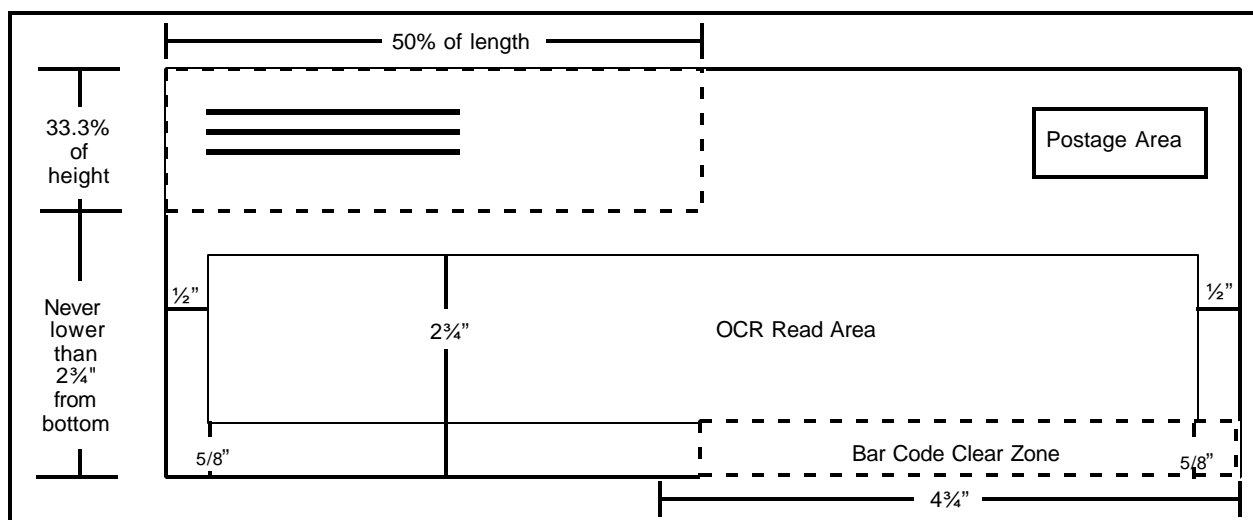


Figure 1. OCR Read Area and Bar Code Clear Zone.

d. Envelopes.

- (1) Sizes and Types. The size of the envelope should properly accommodate the contents. The U.S. Postal Service typically uses two categories of envelopes: letter-size and flats.

(a) Letter-size.

- (1) Letter-size mail must be rectangular to accommodate automated processing by the mail center and the U.S. Postal Service.

- (2) The dimensions of letter-size mail should be as follows: width should be no more than 6-1/8 inches or no less than 3-1/2 inches; length should be no more than 11-1/2 inches or no less than 5 inches.

- (b) Flats. Flats are larger than the maximum letter size envelope but not larger than 15 inches long by 12 inches high.

- (c) Maximum thickness for automated mail is 0.25 inch.

- (2) Strength. The envelope must be strong enough to protect and retain the contents. Using oversized or overstuffed envelopes can result in damage or loss of contents.

e. Classes of Mail and U.S. Postal Service Special Services. The postage varies according to the classification of the mail, weight, and location of the delivery point.

(1) Classes of Mail.

- (a) First-Class Mail. First-class mail includes correspondence, business reply mail, statements of accounts, invoices, etc. It accommodates matter weighing up to 13 ounces and closed against postal inspection. First-class mail receives expeditious handling and transportation and usually is delivered within 1 to 4 days.

- (b) Priority Mail. Priority mail accommodates all first-class mail exceeding 13 ounces and up to 70 pounds and, at the option of the mailer, any mail weighing 13 ounces or less. Priority mail is usually delivered within 1 to 3 days.

- (c) Periodicals Class. This class accommodates printed matter published at a stated frequency with the intent to continue publication indefinitely. A periodical must show continuity from issue to issue. Continuity is shown by serialization of articles or by successive issues carrying the same style, format,

theme, or subject matter. The primary purpose of a periodical must be the transmission of information. Only authorized publishers and registered news agents may mail publications at periodical rates.

- (d) Standard A Class. This class accommodates circulars, booklets, newsletters, photographs, catalogs, product samples, and printed matter that weigh less than 16 ounces. Heavier pieces must be mailed as Standard B Class or priority mail. Reduced rates are available for mailing 200 or more pieces. Most Standard A Class mail is delivered within 2 to 10 days.
 - (e) Standard B Class. This class is the least expensive service available. This service is not available for parcels weighing less than 1 pound or more than 70 pounds. Parcels/packages must measure 108 inches or less in combination length and girth. Most Standard B Class mail is delivered within 2 to 14 days.
 - (f) Accountable Mail. This is mail that requires special handling, including certified, registered, insured, returned receipts, and U.S. Postal Service Express.
 - (g) International Mail. This class accommodates items to be mailed to foreign countries. Contact the mail centers for information on preparation, customs forms, and restrictions on international delivery.
 - (h) Business Reply Mail. This service enables mailers to receive first-class mail by paying postage only on the mail that is returned. Payment of the appropriate first-class postage plus a handling charge per piece is guaranteed.
 - (i) Courtesy Reply Mail. This service accommodates preaddressed postcards or envelopes provided by the mailer to customers to expedite responses and provide more accurate delivery. 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. 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.
 - (j) 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.
- (2) Special Services: Certified Mail and Registered Mail.
- (a) Certified Mail. 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. Certified mail service is available only for first-class and priority mail. 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. This service provides added protection for valuable mail. Postage insurance may be purchased to cover articles valued up to \$25,000. Registered mail is the most secure mail the U.S. Postal Service offers. It incorporates a system of receipts to monitor registered articles from the point of acceptance to delivery.

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) 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.

f. Business Reply Mail (HQ).

- (1) When designing a business reply envelope, card, or label, contact DOE's Official Mail Manager at 202-586-4318 for assistance and approval.
- (2) DOE maintains business reply mail permits for the Washington, D.C., and Germantown, Maryland, areas. These permits come with a unique ZIP +4 Code. This kind of mail can be returned to central Headquarters addresses only.
- (3) To use the business reply mail permits, a memo of request should be submitted to the Print Media and Mail Services Group, Office of Administration. The request should include a point of contact, the purpose of the mailing, point of return (Forrestal or Germantown), volume, and estimated date of mailing.
- (4) Business reply envelopes, labels, and cards must meet U.S. Postal Service standards.
- (5) Printing requests for business reply envelopes and cards can take up to 10 business days to process and should be scheduled in advance.

g. Large Mailings.

- (1) Consult the central mail centers when planning a large (i.e., more than 200 pieces) 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.
- (2) Advance notice is required to effectively handle and process large or specialized mailings.

h. Personal Mail and Small Packages, Incoming and Outgoing.

- (1) The Federal Property Management Regulation (41 CFR, Part 101-9, 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.
- (2) The mail manager at each site is responsible for enforcing the personal mail regulation.
- (3) All suspicious and questionable mail will be reported immediately to the appropriate security personnel at each site.
- (4) All mail addressed to a DOE facility becomes the property of DOE once received and can be opened if required.

i. 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 mater, 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 471.2-1B, Classified Matter Protection and Control Manual. The following addresses are Headquarters classified mailing addresses and examples of how mail should be addressed.

- (1) NAME
ROUTING SYMBOL
US DEPARTMENT OF ENERGY
PO BOX 23865
WASHINGTON DC 20026-3865
- (2) NAME
ROUTING SYMBOL
US DEPARTMENT OF ENERGY
PO BOX A
GERMANTOWN MD 20874-0963

Always consult the security regulations in DOE O 470.1, SAFEGUARDS AND SECURITY PROGRAM; DOE O 471.2A, INFORMATION SECURITY PROGRAM; and DOE M 471.2-1B, CLASSIFIED MATTER PROTECTION AND CONTROL MANUAL.

4. ALTERNATIVE DELIVERY SERVICES (HQ).

- a. Commercial Courier Services (Express Overnight Package Service). Domestic and international commercial couriers used by DOE are Federal Express, United Parcel Service, Emery Worldwide, Airborne Express, DHL Worldwide Express, Roadway Parcel Service, and TNT Worldwide Express.
- b. DOE Courier Services to Local Agencies.
 - (1) DOE's courier service operates within the Washington, D.C., metropolitan area and provides classified and unclassified service to all local government agencies, including Germantown offices. Daily courier services also are available for the White House, embassies, Pentagon, Naval Reactors Office, State Department, Treasury Department, Department of Commerce, Central Intelligence Agency, Old Executive Office Building, and New Executive Office Building.
 - (2) Classified mail must be prepared in compliance with the security regulations in DOE O 470.1, SAFEGUARDS AND SECURITY PROGRAM; DOE O 471.2A, INFORMATION SECURITY PROGRAM; and DOE M 471.2-1B, CLASSIFIED MATTER PROTECTION AND CONTROL MANUAL.
 - (3) Material from Forrestal should be dropped off at room GB-164 no later than 10:15 a.m. or 2:15 p.m. to meet scheduled delivery times. Direct courier inquiries to 202-586-4187.
 - (4) Material from Germantown should be dropped off at room E-070 no later than 8:45 a.m., 11:15 a.m., or 3:15 p.m. to meet scheduled delivery times. Direct courier inquiries to 301-903-3364.
- c. Addressing for Courier and Express Overnight Package Service.
 - (1) Most courier services require telephone numbers for both the sender and the recipient on the routing slip. Proper forms must be completed before delivery.
 - (2) Post office box numbers or rural routes are unacceptable addresses for courier, messenger, or specialized delivery services.
- d. Envelopes, Packaging, and Courier Selection.
 - (1) Envelope contents should be secure and tamper proof.
 - (2) Odd-sized items that require unique packaging should be wrapped and mailed consistent with envelope preparation guidelines.

- (3) Courier selection depends on the following factors.
 - (a) Delivery destination and actual delivery time needed (65 percent of express overnight mail doesn't need to be at the destination by a specific time).
 - (b) Local, regional, in-state, domestic, or international destination.
 - (c) Most commercial couriers offer the following delivery times:
 - 1 next morning,
 - 2 by noon,
 - 3 by afternoon (by 3:00 p.m. or 5:00 p.m.), and
 - 4 second business day.

Each of these service levels has a different price schedule and not all commercial couriers go to all places within the same time frame.

- (4) International courier service may require special documentation or customs declarations.
- (5) To obtain the best possible discounts or rates, the central mail center will consolidate overnight material to DOE offices outside the area.
- (6) The customer is responsible for selecting the class of mail appropriate to the type of mail.

e. Delivery, Pickup, and Cutoff Times.

- (1) 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.
- (2) Reduce costs by using the U.S. Postal Service priority mail service on Friday for Monday delivery instead of an overnight express service.
- (3) The following cutoff times are standard for commercial couriers that offer overnight express or second-day service (HQ).

Vendor	Cutoff
Federal Express	3:30 p.m.
United Parcel Service	10:00 a.m.
Germantown cutoff for United Parcel Service	3:30 p.m.
DHL Worldwide Express	3:30 p.m.
Emery Worldwide	3:30 p.m.
Airborne Express	3:30 p.m.
TNT Worldwide Express	3:30 p.m.
Roadway Parcel Service	3:30 p.m.
Messenger Services to Local Agencies	Call 202-586-4187 or 301-903-3364

5. SERVICE STANDARDS (HQ).

- a. All properly addressed incoming regular mail will be processed and delivered unopened to the appropriate mail stops within 1 day of receipt by the mail centers.
- b. Improperly addressed mail will be looked up and every effort will be made to determine a delivery destination. If a delivery point cannot be determined, the mail will be returned to the sender. If a return address is not available, the mail leader will open the envelope and determine if and where it should be delivered. If a delivery point cannot be determined, it will be disposed of in accordance with U.S. Postal Service and Department procedures.
- c. All incoming controlled mail (certified, registered, or insured) will be processed and dispatched in accordance with U.S. Postal Service and Department directives at the end of each day. Controlled mail received after 3:30 p.m. will be safeguarded and processed for the next dispatch.

Outgoing registered mail is processed and dispatched under U.S. Postal Service approved combination lock or seal.

6. POINTS OF CONTACT (HQ).

- a. Fund Manager: John Harrison, 202-586-3611
- b. Business Line Manager: Mary Anderson, 202-586-2129
- c. Service Points of Contact: Alvan Majors, 202-586-4338
Anthony Nellums, 202-586-6064

7. OTHER AVAILABLE SERVICES (HQ). The following services are provided by Distribution Services, located in room GE-140 (Forrestal) and room E-016 (Germantown). Call 202-586-0390 or 301-903-3118, respectively, for assistance.

a. Folding and Inserting.

- (1) Folding printed matter. [Requests for folding printed matter are forwarded to the Distribution Services Coordinator at GE-140, Forrestal.]
- (2) Inserting correspondence, reprints, and other printed matter into blank, pre-addressed, or window envelopes.
- (3) Evaluating sample forms and envelopes to determine if the materials can be processed on automated equipment and providing size and shape guidelines to minimize mailing costs.

b. Sealing.

- (1) Distribution Services provides automatic sealing of standard gummed envelopes.
- (2) For 10 or more envelopes requiring sealing, leave the flaps open, nested into each other, and secured with an elastic band. Forward the envelopes to Distribution Services in this manner.

c. Computer-Generated Mailing Lists. Distribution Services provides mailing list maintenance for internal and external distribution through the U.S. Postal Service Certified Address Correcting and Coding with National Data Base Software (AccuMail). In addition, automatic coding and printing of U.S. Postal Service ZIP+4 Code and delivery point bar coding is available. The mail list custodian should keep lists current and update the data base at least annually. Incorrect addresses and other address information should be provided to the mail list custodian for corrections.

d. Metering and Discount Mailing Services. The Forrestal and Germantown central mail centers offer metering and custom discount mailing services for certain types of mail.