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CHAPTER 2. RESPONSIBILITIES

- 2-1. The Facilities Operations Division (ASB), Office of Administrative and Management Services (AS), under the Assistant Secretary for Administration, is responsible for developing and testing a comprehensive HUD-wide Mail Management Program. In addition, it is responsible for recommending Departmental Mail Management policy, for effecting the efficient operation of the Headquarters Mail Section, and for performing the following specific functions:
- a. Setting up requirements and guidelines for the receipt, delivery, collection and dispatch of HUD mail.
  - b. Checking the Departmental mail practices and procedures to find opportunities for improvement and simplification.
  - c. Checking and approving all service agreements for Express Mail Custom Designed Service contracts for the Department.
  - d. Providing mail management training to Departmental personnel.
  - e. Monitoring Departmental official mail practices to ensure that mail is sent by the most rapid and economical means.
  - f. Checking and approving all mailing envelopes, labels and post cards required within Headquarters.
  - g. Keeping ZIP Code mailing list, deciding quantities needed, and starting procurement requests for ZIP Code Directories.
  - h. Coordinating with the U.S. Postal Service, Office of Management and Budget, General Services Administration, and other Government agencies on all mail management matters.
  - i. Developing and continually checking HUD-wide plans, policies and procedures on mail management.
  - j. Negotiating with the U.S. Postal Service on the amount of official indicia mail postage reimbursement HUD will make semi-annually (excluding Express Mail).
  - k. Completing Postal Accountability Reports as stated in Chapter 9 of this Handbook.
  - l. Supplementing written guidelines and procedures, as necessary, for handling and protecting cash and other Negotiable instruments received in the Headquarters Central Mailroom following HUD Handbook 1911.1, REV-3, Handling and Protecting Cash and Other Negotiable Instruments.

- m. Setting up satellite mailrooms and supplying mail pick-up and delivery service to Principal Staff.
  - n. Setting up and carrying out physical security procedures to control admittance to Headquarters mail facilities.
  - o. Publishing mail pick-up and delivery schedules.
  - p. Checking all Headquarters requests to use Registered Mail.
  - q. Controlling Registered, Certified and other classes of mail including the insertion of the HUD Express Mail service identification number (P-101) on all documents required in paragraph 6-4j.
  - r. Making sure that Express Mail has been justified and approved by the proper designated official on Form HUD-650, Request for Special Mailing, before accepting material for shipment (See Appendix 7).
  - s. Making sure that Express Mail Custom Designed Service is not used on Fridays unless advance arrangements have been made at the destination office to receive and use the material during the weekend immediately following the Friday on which mailed.
  - t. Sending Form PS-3533, Application and Voucher for Refund of Postage and Fees and a delivery receipt copy of Express Mail label to U.S. Postal Service Express Mail Manager for refund on all originating Headquarters: Express Mail Custom Designed shipments arriving at their destination 24 hours after date and time received from customer; Post Office to Post Office shipments not available for pickup by addressee at the destination post office by 10:00 a.m. on the next day; and, Post Office to Addressee shipments not delivered to the addressee by 3:00 p.m. on the next day. Note: The U.S. Postal Service will credit the Department's postage account through the Simplified Intergovernmental Billing and Collection (SIBAC) system controlled by the Department of Treasury. HUD offices shall not accept refund checks from the U.S. Postal Service for refunds of late arrival Express Mail shipments (See Appendix 10).
  - u. Providing pick-up and delivery service on all incoming and outgoing bulk parcels.
  - v. Making sure that DHL Airways, Inc. is used when economically workable for small packages weighing up to 50 pounds as legislated by section 201(a) of the Federal Property and Administrative Services Act of 1949 (40 U.S.C. 481(a)), as amended.
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- w. Checking all outgoing mail to make sure that it meets the requirements stated in this Handbook.
  - x. Returning all outgoing mail to the originator that does not comply with stamped, typed or printed correspondence code requirements as set forth in paragraph 4-4 of this Handbook.
  - y. Checking this Handbook annually and updating as necessary.
- 2-2. The Management Services Division (ASE) is responsible for supplemental/bulk mailings as follows:
- a. Delivering properly prepared supplemental/bulk mailings to the Central Mailroom in a timely manner to allow for the most economical mail classification and postage.
  - b. Making sure that all Regional Office printing contracts provide that a single shipment or several shipments totaling 120 pounds or less scheduled for shipment on the same day to a single destination be mailed via reimbursable parcel post.
  - c. Receiving and distributing ZIP Code Directories to all Departmental organizations.
- 2-3. Headquarters Primary Organization Heads are responsible for:
- a. Carrying out the HUD Mail Management Program within their respective organizations.
  - b. Participating in mail management studies, as necessary.
  - c. Prohibiting the use of the Department's assigned Express Mail identification number, P-101, by contractors, individuals, departments or agencies, other than the Department of Housing and Urban Development.

- d. Reducing Express Mail cost to the maximum extent possible by clearly identifying outgoing mail that requires next day delivery service to Regional Offices (See paragraph 6-4j).

- e. Making sure that Express Mail service is not used on Fridays unless advance arrangements have been made with the individual to be at the destination office to receive and use the material during the weekend immediately following the Friday's mailing.
- f. Assigning reporting due dates to the maximum extent possible, that provide for consolidated mailings instead of individualized Express Mail shipments.
- g. Sending Express Mail late arrival shipment original receipt mailing labels to the Facilities Operations Division, ASB, if received, for processing refund actions.
- h. Making sure that the typed correspondence code requirement set forth in paragraph 4-4 of this Handbook is complied with on outgoing mail, otherwise the mail will not be accepted by the Facilities Operations Division mailroom personnel.
- i. Using Third-Class and Fourth-Class (Special Handling) mail to distribute initial distributions and bulk mailings of forms, issuances (handbooks, notices, special issuances), publications (books, pamphlets, newsletters, etc.) and all similar materials instead of the more expensive classes of mail such as Express, Priority and First-Class to reduce Departmental postage costs.
- j. Updating mailing lists as changes occur to minimize the volume and cost of return mail.
- k. Using correspondence codes to provide for easy handling of incoming and outgoing mail.
- l. Giving copies of implementing procedures to ASB.
- m. Appointing a Mail Management Liaison Officer (MMLO) to coordinate requirements contained in this Handbook with the Facilities Operations Division, ASB, and provide name and telephone number of the designee.
- n. Limiting the use of Business Reply Mail (BRM), to pay return postage cost, for only those replies that will be most advantageous to the Department and not authorizing BRM for return of information that is required from the private sector by legislation.

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- 2-4. Regional Administrators are responsible for implementing, maintaining, and operating an effective and efficient Mail Management Program at the Regional level. Specific responsibilities are:

- a. Supplementing written guidelines and procedures, as necessary, for handling and protecting cash and other negotiable instruments received in the central mail facility following HUD Handbook 1911.1, REV-3, Handling and Protecting Cash and Other Negotiable Instruments.
- b. Supplementing this Handbook with procedures and guidelines for the effective and efficient operation of Field Offices mail receipt and distribution processes and facility requirements and making sure that they do not alter procedures and guidelines, standards and requirements contained here.
- c. Coordinating with the local Postmaster or Customer Service Representative on mail matters. Referring problems involving mail matters, which cannot be resolved locally, to the Mail Management Officer, ASB, for coordination with the U.S. Postal Service.
- d. Arranging with the local Postmaster or Customer Service Representative for use of the U.S. Postal Service mail pick-up and delivery service, including supplementing with early pick-up and late delivery to Post Office by HUD personnel.
- e. Making sure that Express Mail has been justified and approved by the Regional Administrator, Office Manager, Office Chief or designee on Form HUD-650, Request for Special Mailing, prior to delivery to mailroom(s) for shipment (See paragraph 6-4j).
- f. Prohibiting the use of the Department's assigned Express Mail identification number, P-101, by contractors, individuals, departments or agencies other than the Department of Housing and Urban Development.
- g. Making sure that Express Mail is not utilized on Fridays unless advance arrangements have been made for the individual requiring the material to be at the destination office to receive and use the material during the weekend immediately following the Fridays mailing.
- h. Cutting Express Mail costs by sending all material that has been justified and approved on Form HUD-650, Request for Special Mailing, through the mailrooms for possible consolidation to one addressee in lieu of individual mailings from individual organizations. Only emergency use of Express Mail outside of mailrooms is authorized.

- i. Reducing Express Mail costs by not assigning internal reporting requirements that must use Express Mail service to meet

established due dates.

- j. Reducing Express Mail costs by eliminating the use of Express Mail for items such as travel vouchers, pouch mail, Personnel Position Vacancy Announcements, outgoing FHA case files to Fee Appraisers and Inspectors, Documentation to Management Brokers, Employee Personnel Files and related reference papers, Inspection and Investigation reports and related papers, routine internal management reports and all other similar types of material and Section 202 closing checks from Regional Disbursing Centers.
- k. Using Third-Class mail and Fourth-Class (Special Handling) to distribute initial distributions and bulk mailings of forms, issuances (handbooks, notices, special issuances), publications (books, pamphlets, newsletters, etc.) and all similar materials in lieu of the more expensive classes of mail such as Express, Priority and First-Class to reduce Departmental postage costs.
- l. Stocking U.S. Postal Service Express Mail Service Receipt forms in mailrooms only. These should only be issued to individuals when shipments must absolutely positively require next day delivery service.
- m. Forwarding Form PS-3533, Application and Voucher for Refund of Postage and Fees and a delivery receipt copy of the Express Mail label to the local Express Mail Manager for refund on all originating Regional and Field Office Express Mail Custom Designed shipments arriving at their destination 24 hours after date and time received from customer, Post Office to Post Office shipments not available for pickup by addressee at the destination Post Office by 10:00 a.m. on the next day and Post Office to Addressee shipments not delivered to the addressee by 3:00 p.m. on the next day. Note: The U.S. Postal Service will credit the Department's postage account through the Simplified Intergovernmental Billing and Collection (SIBAC) system controlled by the Department of Treasury. Refund checks shall not be accepted by HUD offices from the U.S. Postal Service for refunds of late arrival Express Mail shipments (See Appendix 10).
- n. Updating mailing lists as changes occur to decrease the volume and cost of return mail.
- o. Assigning mail routing correspondence codes to all their organizational elements as well as any element not under their jurisdiction, but for which they provide mail services, example: General Accounting Office (GAO) auditors, following HUD Handbook of Codes, 2160.4B.

- p. Keeping mail routing correspondence codes in a current status following HUD Handbook of Codes, 2160.4B, and notifying responsible officials of changes as they occur.
- q. Checking written mail operation procedures annually, updating as necessary and providing a copy to ASB.
- r. Returning all outgoing mail to the originator that does not comply with the typed correspondence code requirement set forth in paragraph 4-4 of this Handbook.
- s. Checking all outgoing mail to make sure that it follows procedures in this Handbook and related supplements.
- t. Controlling registered, certified, and other classes of mail, including the insertion of the HUD Express Mail service identification number (P-101) on all documents required in paragraph 6-4j.
- u. Using the most economical means to dispatch outgoing mail. (In case of Express Mail, refer to paragraph 6-4j.)
- v. Authorizing the use, composition, and printing of guidelines on standardized government mailing pieces as set forth in Chapter 4.
- w. Appointing a mail coordinator to work with the Facilities Operations Division, ASB, on mail matters that directly affect their area of responsibility: furnish name and telephone number of designee to the Mail Management Officer.
- x. Limiting the use of Business Reply Mail (BRM), to pay return postage cost, for only those replies that will be most advantageous to the Department and not authorizing BRM for return of information that is required from the private sector by legislation.
- y. Determining the most economical means of shipping Insured Single Family Case Binders from Regional and Field Offices to Headquarters. If it is determined that a commercial carrier provides quality service more economical than the U.S. Postal Service, budgeting and establishing an account with such carrier, following the small purchase procedures as outlined in Federal Acquisition Regulations (FAR) Part 13 and HUD Handbook 2210.3 REV-3.