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CHAPTER 6. PREPARING OUTGOING MAIL

- 6-1. Preparation of Mail. Outgoing mail will be processed as prescribed in this Handbook. See, also, Handbook 2221.1, Departmental Correspondence Handbook. This is the responsibility of the originating office preparing for dispatch.
- a. Pouch Mail. Personnel are not required to prepare envelopes for official correspondence addressed to Headquarters and Field Offices. This correspondence is dispatched from the mail facility by pouch mail. Correspondence and/or material to be handled as pouch mail must be clearly marked by the sender. If the address on the material is not adequate, an Optional Form 41, Routing and Transmittal Slip shall be used (See Appendix 5). This mail is batched in the mail facility according to the address and is dispatched at least once daily. Mail is dispatched from Headquarters to the Regional Offices via U.S. Postal Service Express Mail and is transported in orange and blue drawstring bags. Batched mail weighing 3 pounds or more is dispatched from Headquarters to Field Offices in large manila envelopes via Fourth-Class (Special Handling) service. HUD Regional and Field Offices send batched mail weighing 3 pounds or more to Headquarters in large manila envelopes via Fourth-Class (Special Handling) service. When it is necessary that batched mail reach its destination sooner than it would if sent Fourth-Class (Special Handling), it is dispatched in yellow vinyl zippered mailing jackets via First-Class Priority handling.
  - b. Interdepartmental Mail. Correspondence prepared for dispatch to other Federal departments and agencies must include a fully addressed regular official indicia mail envelope.
  - c. Intraoffice Mail. Intraoffice mail includes internal mail going between two mail stations. If the address on the material is inadequate to ensure delivery, an Optional Form 41, Routing and Transmittal Slip may be used for necessary addressing. Correspondence codes and room numbers shall be used to indicate organization addresses.
  - d. Proper Packaging of Mail. Mail facility personnel will repackage mail items when an envelope is filled with so much material that it may burst or the flap may open in transit. Also, when the contents of a large envelope are either of a shape which markedly distorts the flat profile and which may punch through the envelope, or weigh one pound or more, the material will be rewrapped as a package or packed in a box. Mail facility personnel will repackage any packages which are not securely wrapped or any boxes not properly sealed. The U.S. Postal Service Domestic Mail Manual should be referred to if specific information is required on packaging and wrapping parcels for mailing.

- e. Vinyl Mailing Jackets. A yellow vinyl zippered mailing jacket will be used by Headquarters, Regional and Field Offices, when practicable. These jackets are recognized by the U.S. Postal Service as containing only First-Class Mail and should not include other classes of mail.

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The Department is required to reimburse the U.S. Postal Service for the jackets returned by the Management Brokers. The return package should be Business Reply Mail. During a mail sample period, outgoing jackets are to be counted as one piece on Form HUD-706, Postage Accountability Report. (See Appendix 18). Two-way mailing labels (outgoing mail side is the regular "POSTAGE AND FEES PAID HUD-401" indicia and the return mail side is Business Reply) and vinyl jackets have been furnished all responsible Field organizations and are stocked in supply rooms. Field Appraisers and Inspectors are required to pay for all return postage if their services are utilized.

- 6-2. Use of ZIP Codes. The ZIP Code system of five digits identifies each Post Office and each delivery unit at large offices and associates each with the sectional center or major office through which mail is routed for delivery. The first three digits identify the sectional center or major city. The last two digits identify the Post Office or other delivery unit. ZIP Codes must be included in both the destination and return address of all HUD outgoing mail; EXCEPT mail sent as batch mail (but excluding the envelope containing the batch mail), and third-class bulk mail which is bundled together and the destination and return address of the first item in the bundle shows the correct ZIP Code. The originating office is responsible for implementing the use of ZIP Codes on outgoing domestic mail. The National ZIP Code Directory lists codes for all Post Office addresses.
  - a. Placing the ZIP Codes. The ZIP Code shall appear on the last line of both the address of destination and the return address following the City and State. When the address is on the same line with City and State, use two spaces between the State and the ZIP Code. A comma between the ZIP Code is not necessary. Example:

Mr. Henry Brown  
24789 Alaska Avenue  
Chicago, IL 60652
  - b. Return Address. HUD offices shall include the appropriate ZIP Code as part of the printed return address on stationery, envelopes and forms. If ZIP Codes are not already included, they must be added by overprinting, hand, or typing.

- c. Address of Destination. The addressee's ZIP Code is to be included on all outgoing mail, except for certain bulk mailings in accordance with the U.S. Postal Service Domestic Mail Manual. If the ZIP Code is not known, consult the National ZIP Code Directory. Material mailed with an insufficient or incorrect address will be returned to the Department. To prevent this from

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- happening and to ensure prompt delivery of mail, addresses should be checked for accuracy and mailing lists should be updated as changes occur to provide for reducing the return mail volume.
- d. ADP Equipment. All mailing addresses prepared by ADP equipment shall include ZIP Codes and be presorted in accordance with the current ZIP Codes regardless of mail class involved.
- e. ZIP Codes on Forms. New or revised HUD or FHA prefix and Regional forms that require the entry of address information shall specifically request that the ZIP Code be included. Copies of current forms, which do not request the ZIP Code, shall be appropriately overprinted or manually changed prior to their use. When the forms are reprinted, they shall be revised to include the request for the ZIP Code.
- 6-3. Use of ZIP + 4 Codes. The ZIP + 4 Codes are an extension of the current five-digit ZIP Code. The additional four digits correspond to specific streets, P.O. boxes, large buildings, or firms within a building. There are several benefits to using the ZIP + 4 Codes:
- more consistent and reliable mail service
  - increased productivity and more accurate internal sorting
  - a half-cent per piece rate reduction incentive for First-Class machineable letters and cards mailed in quantities of 500 or more
  - greater ability to direct mail to specific geographical locations
  - reduction in undeliverable mail
- a. All HUD offices are required to include the assigned ZIP + 4 Code number in all outgoing correspondence and on all envelopes in the return address area. Printed stationery will be revised to include the new ZIP + 4 Code as present supplies are exhausted and replenished. The assignment of these codes does not authorize printed letterhead stationery below Primary Office level in Headquarters.
- b. The assigned ZIP + 4 Code numbers are as follows:

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## HEADQUARTERS

Office of the Secretary and immediate staff	20410-0001
Offices of: Labor Relations, International Affairs, HUD Board of Contract Appeals, Small and Disadvantaged Business Utilization, Indian and Alaska Native Programs	
Office of the Deputy Under Secretary and immediate staff	20410-0050
Deputy Under Secretary for Intergovernmental Relations Deputy Under Secretary for Field Coordination Administrative Law Judge	
General Counsel	20410-0500
Assistant Secretary for Legislation and Cong. Relations	20410-1000
Assistant Secretary for Fair Housing and Equal Opportunity	20410-2000
Assistant Secretary for Administration	
Office of Assistant Secretary and immediate staff	20410-3000
Office of Personnel and Training	20410-3001
Office of Budget	20410-3300
Office of Finance and Accounting	20410-3400
Office of Procurement and Contracts	20410-3500
Office of Information Policies and Systems	20410-3600
Office of Administrative and Management Services	20410-3700
Executive Secretariat	20410-3800
Assistant Secretary for Public Affairs	20410-4000
Inspector General	20410-4500
Assistant Secretary for Public and Indian Housing	20410-5000
Assistant Secretary for Policy Development and Research	20410-6000
Assistant Secretary for Community Planning and Development	20410-7000
Assistant Secretary for Housing--Federal Housing Commissioner	20410-8000
Government National Mortgage Association	20410-9000

## FIELD OFFICES

Region I		Region II	
Boston Regional Office		New York Regional	10278-0068
Bulfinch Bldg.	02114-2598	Office	
JFK Federal Bldg.	02203-0801	Albany Office	12207-2395
Bangor Office	04401-1357	Buffalo Office	14202-2986
Burlington Office	05401-8420	Camden Office	08103-9998
Hartford Office	06104-2943	Caribbean Office	00918-2276
Manchester Office	03101-2487	Newark Office	07102-5504
Providence Office	02903-1745		

Region III		Region IV	
Philadelphia Regional Office	19106-3392	Atlanta Regional Office	30303-3388
Baltimore Office	21202-1865	Birmingham Office	35233-2096
Charleston Office	25301-1794	Columbia Office	29201-2480
Pittsburgh Office	15219-1906	Coral Gables Office	33146-2911
Richmond Office	23219-2591 &2592	Greensboro Office	27401-2107
Washington DC Office	20410-5500	Jackson Office	39269-1096
Wilmington Office	19801-1387	Jacksonville Office	32202-4303
		Knoxville Office	37919-4090
		Louisville Office	40201-1044
Region V		Memphis Office	38103-5080
Chicago Regional office		Nashville Office	37239-1600
300 South Wacker	60606-6765	Orlando Office	32801-2226
547 West Jackson	60606-5760	Tampa Office	
Cincinnati Office	45202-3253	700 Twiggs St.	33602-4015
Cleveland Office	44114-1832	P.O. Box 2097	33601-4017
Columbus Office	43215-2499		
Detroit Office	48226-2592	Region VI	
Flint Office	48502-1953	Fort Worth Regional Office	
Grand Rapids Office	49505-3409	P.O. Box 2905	76113-2905
Indianapolis Office	46204-2526	Albuquerque Office	87110-6443
Milwaukee Office	53203-2290 &2289	Dallas Office	75202-5007
Minneapolis-St. Paul Office	55401-2195	Houston Office	77098-4096
Springfield Office	62701-1774	Little Rock Office	72201-3523
		Lubbock Office	79401-4001
Region VII		New Orleans Office	
Kansas City Regional Office	64106-2496	1661 Canal Street	70112-2887
Des Moines Office	50309-2155	P.O. Drawer 70288	70172-0288
Omaha Office	68102-1622	Oklahoma City Office	73102-3202
St. Louis Office	63101-1997	San Antonio Office	
Topeka Office	66683-3588	800 Dolorosa	78207-4538
		P.O. Box 9163	78285-3301
		Shreveport Office	71101-3077
		Tulsa Office	74127-8923
Region IX			
San Francisco Regional Office	94102-3448	Region VIII	
Fresno Office	93721-1775	Denver Regional Office	80202-2349
Honolulu Office	96850-4991	Casper Office	82602-1918
Las Vegas Office	89101-6930	Fargo Office	58108-2483
Los Angeles Office	90057-4361	Helena Office	59626-0095
Phoenix Office		Salt Lake City Office	84138-1102
P.O. Box 13468	85002-3468	Sioux Falls Office	57102-0311
Reno Office	89505-4700		
Sacramento Office		Region X	
P.O. Box 1978	95809-1978	Seattle Regional Office	98101-2054
San Diego Office	92188-0100	Anchorage Office	99513-0001
Santa Ana Office	92712-2850		
Tucson Office	86701-1467		

Boise Office	83724-0420
Portland Office	97204-1596
Spokane Office	99201-1075

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- 6-4. Postal Classes and Services. There are several mail classes and special services provided by the U.S. Postal Service. It is the responsibility of the originating office to determine the most economical mail classification to be used. The designated HUD U.S. Postal Service Customer Service Representative can provide advice and assistance in determining proper usage. All mail received in the mail facility will be dispatched First-Class (Fourth-Class for packages) unless Form HUD-650, Request for Special Mailing, is attached. (See Appendix 7.) Mail received in the mail facility which is marked to indicate special mailing is desired, but does not have Form HUD-650 attached, will be returned to the originating office, with a notation that Form HUD-650 must be completed.
- a. Airmail. Airmail is used as the fastest service only for international mail weighing 10 ounces or less.
  - b. First-Class Mail. First-Class is used for mail requiring the highest priority surface handling. This includes correspondence and other material requiring higher than Third- or Fourth-Class treatment.
  - c. Third-Class Mail. This class of mail consists of matter which is not mailed or required to be mailed as First-Class mail and weighs over 4 ounces and less than 16 ounces. This includes items such as Circulars, printed letters which according to internal evidence are being sent in identical terms to more than one person. Printed matter means paper on which words, letters, characters, figures, or images or any combination thereof, not having the character of actual or personal correspondence, have been reproduced by any process other than handwriting or typewriting.
  - d. Fourth-Class Mail. The rate for Fourth-Class parcel post mail is based on the size of envelopes or packages rather than the kind of material being mailed. Printed material and parcels not mailed or required to be mailed as First-Class mail and weighing one pound and over qualify for Fourth-Class mail. Special handling increases the cost of Fourth-Class mail, however, it is more economical than utilizing First-Class, Priority, and Express mail.
  - e. Certified Mail. Certified mail service is used when proof of receipt is needed and the material mailed has no monetary value. Only mailable matter on which postage at the first-class rate has been paid will be accepted as Certified mail. This service provides for a record of delivery and permits the sender to request a receipt. Certified mail cost substantially less than

registered mail and is much faster. When an office is sending

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ten or more pieces of Certified mail at one time, U.S. Postal Service Form-3877 shall be prepared in triplicate and the original and one copy will accompany the mail to the mail facility. (See Appendix 8.) When mailing less than ten pieces of Certified mail, the office will appropriately identify the pieces, and the local mail facility shall complete U.S. Postal Service Form-3877. HUD mail facilities can obtain copies of PS Form-3877 in book form from the local Postmaster. If a return receipt is required, PS Form-3811 must be completed and forwarded with the article. The correspondence code of the originator is mandatory in the return address area on each PS Form-3811. (See Appendix 9.)

- f. Registered Mail. The USPS Registered Mail system is designed to provide added protection for valuable and important First-Class mail by utilizing a system of receipts to monitor the mail from point of acceptance to delivery. Postal insurance is not provided for registered official government mail; therefore, Departmental use of this service is prohibited as the remaining benefits including a return receipt showing to whom and date delivered are available under the less costly Certified Mail system and travels through the USPS mailstream faster.
- g. Priority Mail. First-Class mail weighing more than 12 ounces and other mail which requires expeditious handling and transportation, with a maximum weight of 70 pounds. The word "Priority" must be placed prominently on each mail piece.
- h. Special Handling. This service is available for Third and Fourth-class mail only. If it is necessary to give the Third or Fourth-class mail First-class priority and handling, the package must be endorsed as Third or Fourth-class (Special Handling) as appropriate. The special handling endorsement provides preferential handling in dispatch and transportation by the USPS but does not provide special delivery. An additional cost of \$1.10 for 10 pounds or less and \$1.60 for more than 10 pounds will be incurred. It is more economical to send a parcel Third or Fourth-class (Special Handling) than to send the same parcel First-Class, Priority or Express.

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- i. Special Delivery Mail. Special delivery service is used only when it is absolutely necessary that the mailed material be provided special delivery by the U.S. Postal Service to the addressee.
  - j. Express Mail. Express mail is a service provided by the U.S. Postal Service (USPS) between designated postal facilities, to an address within the delivery area of a designated destination facility, and by a Service Agreement from and to designated locations throughout the United States which guarantees next day delivery for shipments of any mailable matter properly prepared and not weighing over seventy (70) pounds and not measuring more than 100 inches in length and girth combined.
    - (1) Express Service Offerings. Express Mail provides high speed and reliable service and consists of four basic services as follows:
      - (a) Express Mail Same Day Airport Service. This service, formerly called Airport to Airport Service, is available between designated airport mail facilities and is similar to other services with the following exceptions:
        - 1 Mail will be dispatched on the next available transportation to the destination airport mail facility.
        - 2 The mail will be made available for claim to the addressee by the time which was specified when accepted by the USPS.
        - 3 The USPS neither picks up nor delivers.
        - 4 Lower initial costs.
        - 5 No volume discount.
        - 6 Shipments must be delivered to the airport mail processing facility generally located in the freight area during specific hours.
        - 7 USPS label 11C, Express Mail-Airport to Airport, must be attached to each shipment.
      - (b) Express Mail-Custom Design Service. This service, formerly called Programmed Service, is available only on a scheduled basis between designated postal facilities or other designated locations for mailable matter in accordance with an Express Mail Service Agreement, PS Form-5631, negotiated between the Postal Service and

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the Department. This service is provided between designated airport facilities; designated Post Offices and addressees within designated three-digit ZIP Code delivery areas and shall require a justification, review, and approval by the Mail Management Officer, ASB. Items pertinent to the service agreement are as follows:

- 1 Scheduled place and day/date of origin for each shipment tendered for service to each specific destination.
  - 2 Scheduled place and day/date for claim; delivery at destination for each scheduled shipment.
  - 3 Scheduled times of day for tender at origin and for claim or delivery at destination.
  - 4 Service generally commences not more than 10 days after agreement is signed.
  - 5 Postage refunds for items not available for claim or not delivered will be made by the USPS unless delays were caused by strike or work stoppings; delay or cancellation of flights, and action beyond the control of USPS or Air Carriers. (See paragraphs 2-1t and 2-4m).
  - 6 Service Agreements may be terminated for any reason by written notice to the USPS through the Mail Management Officer, ASB.
  - 7 USPS will give 10 days written notice if service provided for in an Agreement can no longer be provided. Causes are generally for reasons beyond USPS control, changes in postal facilities or the Department fails to adhere to the Service Agreement.
- (c) Express Mail-Types of Next Day's Service Available. This service is available at designated retail postal facilities, where postage stamps, Money Orders, Post Office boxes, etc., are available for purchase, for overnight service to designated destination 3-digit ZIP Code delivery areas, Postal facilities or locations for items delivered to the Postal facility by 5:00 p.m.

- 1 Post Office to Post Office. This service is more economical than Post Office to Addressee because the Department does not pay the \$2.15 delivery charge on each shipment. (Ex: A Post Office to Post Office shipment weighing not more than two pounds will cost \$8.60 as compared to the same shipment Post Office to Addressee which will cost \$10.75). Express mail rate charts are available from your local Postmaster and should be posted in your mailrooms. Shipments are available for pick-up at Post Office after 10:00 a.m. USPS label 11A will be used. This class should be used in all cases when the Addressee picks up their mail.
  - 2 Post Office to Addressee. This service is more expensive than paragraph 1 above, and if justification permits the use of this type, it should only be used when it is in the best interest of the Department to pay the additional handling charge, and the shipment must absolutely positively be delivered to the addressee the next day. Shipments by this class of mail will be delivered to addressees within the city delivery area by 3:00 p.m. on the next day. USPS label 11B shall be used.
- (d) International Express Mail. This service is available for foreign mailings when justification permits and should only be utilized when the Department's best interests are at stake. Regulations and rates for this service are contained in the International Mail Manual available from your local Postmaster.
- (e) What May Not Be Sent Express Mail. The following may not be sent by any of the above classes of Express Mail:
- 1 Travel Vouchers.
  - 2 Personnel Position Vacancy Announcements.
  - 3 Pouch Mail.
  - 4 All types of publications and issuances.
  - 5 Outgoing FHA case files to Fee Appraisers and Inspectors.
  - 6 Documentation to and from Management Brokers.
  - 7 Employee personnel files and related papers.
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- 8 Investigation and Inspection files and related documents.
  - 9 Internal routine Management reports and all other similar type materials.
  - 10 Section 202 closing checks to and from Regional Disbursing Centers.
  - 11 Friday's mail when the specific individual will not be at the destination to acknowledge receipt and use the item on the weekend immediately following the Friday on which mailed.
  - 12 Any item prohibited by U.S. Postal Service regulations.
- (2) Express Mail Guidelines.
- (a) All shipments that are justified and approved on Form HUD-650 shall be dispatched through the local mailroom to reduce postage costs by consolidation of shipments to a single addressee.
  - (b) Custom design shipments are not authorized unless an agreement has been justified and approved by the Mail Management Officer, ASB.
  - (c) No custom design service shipments should be attempted without a scale and rate chart.
  - (d) All originating Headquarters late arrival shipments will be reported to Facilities Operations Division, ASB, and all Regional and Field Office late arrival shipments will be reported to the appropriate mail coordinator. (See paragraphs 2-1t, 2-4m and Appendix 10).
  - (e) If a custom design service shipment is not to be made, it shall be reported to your local Postal representative at least two hours prior to the scheduled shipment to prevent a pick-up charge.
  - (f) If a pattern of missed or light shipments develop, the Agreement should be reviewed.
  - (g) All Express Mail costs appear on a nationwide bill kept by the U.S. Postal Service for requesting reimbursement of services rendered to the Department.

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(h) Control records shall be maintained by each mailroom on each shipment by Express Mail. The record shall include current date, date shipped, type of material shipped, name of program office requester, name of approving official, weight and dollar cost and the individual at the destination who requires item(s) to be shipped by Express Mail.

(i) Express Mail shall not be included in samplings or on semiannual Postage Accountability Reports, HUD-706.

6-5. Teletype as an Alternative. In the event of a mail strike, teletype offers an alternative to delivery of record communications subject to the approval of those individuals designated to authorize the release of teletype messages. Also, teletype should be considered if Express Mail does not meet needed speed and/or reliability requirements.