
CHAPTER 3. DEFINITIONS

The following Definitions are provided for the purpose of this Handbook:

1. Action Office. The "desk" or organizational element responsible for handling a communication.
2. Blind mail. Mail for which the action office cannot be determined prior to being opened.
3. Business Reply Mail (BRM). Enables the Department to receive mail back from individuals by paying postage on only the mail that is returned from original mailings.
4. Central mail facility. The principal work station responsible for receiving, routing, delivering and dispatching mail.
5. Controlled mail. Registered, insured and certified mail which is controlled by signature and receipt.
6. Decentralized mail control. Controlling selected mail as close to the action office as possible instead of at a central point.
7. Enroute sorting. Forward sorting for delivery by trip messenger of mail picked up on route prior to returning to mail room.
8. Express Mail. A service providing next day delivery by the U.S. Postal Service.
9. Facing Identification Marking (FIM). The FIM is a vertical bar code pattern printed in the top right portion of the address side of the mailing piece which functions as an orientation mark for automatic facing and cancelling equipment.
10. First Class Mail. First Class is used for mail needing the highest priority surface handling. This includes correspondence, other material requiring higher than Third- or Fourth-Class treatment.
11. Flat mail. Mail in envelopes larger than 6-1/8 by 11-1/2 inches.
12. Fourth-Class Mail. The "Parcel Post" service provided by the U.S. Postal Service for handling educational or "library" materials, and merchandise, printed matter, and all other matter not included in the First- or Third-Class mail weighing 16 ounces or more.

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13. Fourth-Class (Special Handling). Service available for Fourth-Class mail at an additional charge of \$1.10 for packages weighing 10 pounds or less and \$1.60 for those packages weighing more than 10 pounds. This class provides preferential handling to the extent practicable in dispatch and transportation, but does not provide special-delivery. Packages are delivered as parcel post on regularly scheduled trips.
 14. Incoming mail. Mail received in a HUD office from another HUD office or a source outside of HUD.
 15. Indicia mail. Mail in envelopes bearing "postage and fees paid" legend which allows this mail to be entered into the U.S. Postal Service mailstream without further postage.
 16. Internal mail. Communications originated by and intended for address within the Department.
 17. Letter mail. Mail in envelopes 6-1/8 by 11-1/2 inches or smaller.
 18. Mail. Written or electrically transmitted communications, periodicals, packages, and similar materials sent or received by HUD usually through a postal system.
 19. Mail dispatching. Preparing outgoing communications from the Department or office to the Post Office or other Agency or office. The process often includes: checking enclosures, signatures and date; folding; stuffing envelopes, weighing, sealing; counting; and placing in trays or sacks.
 20. Mail distribution. Delivery of mail to designated mail stops.
 21. Mail management. Applying efficient and economical practices to mail processing operations, including receiving, sorting, opening, reading, routing, distribution, delivery, control, pick-up, and dispatching of mail.
 22. Mail operations. Managing, directing and planning the central mail facility and mail stations to provide clerks, messengers, and other personnel handling mail in the mailrooms, in order to make available the various mail services described in paragraph 2-2 and 2-4 above.
 23. Mailroom. See central mail facility.
 24. Mail section. Consists of central mail facility and satellite mail rooms and is responsible for Headquarters mail operations.
 25. Mail sorting. Preliminary process of routing mail by "initial" or "direct" separation without opening it for direct delivery or control of mail.
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26. Mail station. Authorized mail pick-up and delivery point.
 27. Messenger route. A fixed, prescribed route for the delivery and pick-up of both outgoing and internal mail, which is usually called a "run".
 28. Messenger services. An activity which provides for special pick-up and delivery of mail within HUD, and between agencies and other addressees.
 29. Messenger stop. A designated location for a messenger to drop off and pick up mail on an established route. Also a place where other employees may deposit and pick up mail.
 30. Metered mail. Any class of mail for which postage is paid by printing meter stamps with a postage meter. Meter stamps must be printed directly on the envelope, postcard or label which bears the return address of the meter license holder in an amount sufficient to prepay the appropriate postage in full.
 31. Outgoing mail. Communications and items prepared in a program office for delivery outside the office or the Department.
 32. Postage and Fees Paid. A legend printed in place of stamps on envelopes, cards, and labels along with the Department name. Governed by working agreements between the U.S. Postal Service and Federal Agencies, under which the Department makes a periodic count of mail sent, and pays the U.S. Postal Service on the basis of this sample.
 33. Pouch mail. Mail placed by HUD in "tagged" U.S. Postal Service mail sacks for delivery by the U.S. Postal Service directly to addressee-unopened.
 34. Priority mail. First-Class mail that exceeds 12 ounces and is endorsed as priority or First-Class mail.
 35. Registered mail. A system of mail handling by the U.S. Postal Service that provides added protection for valuable and important mail and evidence of mailing and delivery. Mail is handled under a registry number and receipt system. A special fee is required for this service.
 36. Returned mail. Mail which has been dispatched by HUD and returned to HUD by the U.S. Postal Service as undeliverable.
 37. Routing. The process of determining and indicating office destination for communications, especially those insufficiently addressed.
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38. Routing slip. A referral form (such as Optional Form 41, Routing and Transmittal Slip) which provides the "address" used to transmit material within the Department. A copy is not retained unless substantive information is written thereon.
39. Self-mailers. Devices to avoid placing documents in envelopes for mailing. Shipping tags, post cards, and folded sheets of paper can be mailed without envelopes, if space is provided on the outside of each for the information needed to handle the material, such as return address, penalty or postage indicia, name and address of addressee, postal endorsement, and other pertinent matters.
40. Self-service mail operations. Authorized mail station pick-up and delivery of mail to a central mail facility.
41. Sorting rack. Usually a bin device for sorting mail into compartments called "boxes" or "pigeonholes."
42. Special Delivery mail. Service that provides delivery of mail as soon as practicable after it arrives at the addressee's Post Office. It virtually assures delivery on the day received at that Post Office, but generally does not speed up the transportation time to that point from the origin. The Special Delivery fee is in addition to the regular postage.
43. Satellite mailrooms. Substations of the Central Mailroom located on various floors of the Headquarters building, furnishing one or more floors with mail service.
44. Third-Class mail. Usually circulars, printed matter, pamphlets, and merchandise weighing less than 16 ounces.
45. Time stamping. Placing an impression on an incoming or outgoing paper to record the date and hour of its receipt or dispatch.
46. ZIP Code. Numeral codes developed by the U.S. Postal Service to simplify and speed up their mail sorting and delivery to postal delivery areas.