
CHAPTER 5. INCOMING MAIL

5-1. Delivery from the U.S. Postal Service.

- a. Ordinarily, mail will be delivered to the designated mail facility by the U.S. Postal Service. The frequency, time and method of delivery shall be determined by the responsible mail coordinator and the U.S. Postal Service Customer Service Representative.
- b. If HUD offices are located in more than one building in the same city, the responsible mail coordinator should consider arranging with the U.S. Postal Service for direct delivery to the individual building rather than through a central point.
- c. Mail irregularities, such as a slowdown of mail going through the U.S. Postal Service channels or damage to mail while in the U.S. Postal Service channels, should be reported to the responsible mail coordinator via the Postmaster or Customer Service Representative of the U.S. Postal Service. If the mail irregularity cannot be suitably resolved, the Mail Management Officer, ASB, shall be advised of the situation.
- d. Registered, Certified and Special Delivery Mail. This type of mail will be delivered unopened to the appropriate mail station. Form HUD-651, Messenger's Receipt, will be used for controlling this mail. (Exception: Facilities Operations Division.) (See Appendix 4.)
- e. Express Mail. The U.S. Postal Service (USPS) requires a signature for the receipt of Express Mail on USPS Labels 11A, 11B, 11C, or Form PS-5625, as appropriate. Receipting and recordkeeping is required within the Department. (See paragraph 6-4j.)
- f. Official Mail Marked Personal. Official communications marked "Personal" or "For Addressee Only" will be delivered unopened. If an official communication marked "Personal" is addressed to an employee who is no longer with HUD, the communication will be forwarded to the HUD organization where the employee was formerly employed. Official communications will not be forwarded to a former employee's forwarding address. When official mail is opened by an employee other than an employee in the mail facility, it is the responsibility of that employee to ensure that the correspondence is date-stamped on the day received.

5-2. Personal Mail. All Departmental program officials as well as mail management and operating personnel should insist that employees have personal mail sent to their home addresses. The only allowable exceptions to this requirement are the receipt of business magazines or direct mail advertising.

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- 5-3. Delivery to Mail Stations. Mail will be delivered to the mail station unless exceptions have been authorized. (Exception: Self-service mail operations.) Individual mail stations are responsible for receipt of incoming mail, opening, sorting, and determining when replies or other actions are required; and when the control and follow-up of mail is required.
- 5-4. Postage Due. Effective October 1, 1981, the U.S. Postal Service changed their policy governing unpaid and part-paid mail. The Department is now required to pay any postage due on incoming mail from the private sector at the time of delivery. The following policy shall be applied:
- a. The postage due will be paid, a receipt obtained, and reimbursement made from the Imprest Fund and charged to sub-object class 2310, penalty mail. Unless there is an unusual volume of postage due mail, receipts should be combined and presented to the Imprest Fund Cashier for single payment at the end of each month to cover postage due expenses for that period.
 - b. Records of all postage due mail must be maintained and should include sender's name, date received and amount of payment. These records should be reviewed periodically to spot habitual offenders. Copy of records and any corrective action taken should be forwarded to the Mail Management Officer, ASB, quarterly.
 - c. "Address Correction Requested" data by the various HUD program organizations are not guided by this paragraph. These data are to be accumulated and reported during the two designated mail sample periods on Form HUD-706.