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## CHAPTER 7. HEADQUARTERS MAIL OPERATIONS AND PROCEDURES

### 7-1. Mail Facilities.

- a. Mailroom Designations and Locations. The following listed mail facilities have been established in the Headquarters Building:

Facility	Servicing Floors
Central Mailroom - B-133	Basement and First
2nd Floor Satellite Mailroom - 2131	Second, Third and Fourth
6th Floor Satellite Mailroom - 6131	Fifth and Sixth
8th Floor Satellite Mailroom - 8131	Seventh and Eighth
9th Floor Satellite Mailroom - 9131	Ninth and Tenth

- b. Hours of Operation. Mail facilities are operational for organizations to pick-up and deposit mail, as follows:
- (1) Central Mailroom - B-133. Operational from 7:15 a.m. to 5:30 p.m., Monday through Friday and from 7:00 a.m. to 3:00 p.m. on Sundays.
  - (2) All Satellite Mailrooms. Operational from 10:00 a.m. to 12:00 noon and 1:00 p.m. to 5:00 p.m., Monday through Friday.
- c. Unofficial (personal) Mail. Mail chutes are located in the North and South elevator lobbies on the First through Tenth floors for the deposit of personal mail.
- d. Official Government Mail. All official Government mail must be delivered to one of the mail facilities listed in 7-1a above. Under no circumstances should official Government mail be deposited in the mail chutes located in the North and South elevator lobbies.

### 7-2. Incoming Mail.

- a. Receipt and Sorting. The U.S. Postal Service (USPS) delivers mail to the Central Mailroom of the Headquarters Building at 7:30 a.m. (6:30 a.m. on Mondays and days after holidays), and 10:00 a.m., Monday through Friday and at 8:00 a.m. on Sundays. Upon receipt of incoming mail, it is separated into letter mail, flat mail (large envelopes), Express Mail, controlled mail and packages.

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b. Processing. Central Mailroom personnel will process incoming mail as follows:

(1) Routine Mail.

- (a) Routine letter, flat and consolidated mail received from the Field Offices will be sorted by name and organization.
- (b) All completely sorted mail and correspondence will be forwarded immediately thereafter to the appropriate Satellite Mailrooms.
- (c) Letter or flat mail which is addressed to Headquarters (Blind Mail) will be placed aside and opened after organizationally addressed mail is sorted.

(2) Express Mail.

- (a) Express Mail will be processed by the Central Mailroom immediately upon receipt, taking precedence over any other class of mail.
- (b) Express Mail will be sorted by floor and entered into the control log of the appropriate Satellite Mailroom.

(3) Controlled Mail (Registered, Insured, and Certified).

- (a) USPS will have controlled mail separate from letter and flat mail. The receiving clerk will be required to sign PS Form-3877, For Registered, Insured, C.O.D., Certified and Express Mail. (See Appendix 8) The pieces of mail received must be checked against the PS Form-3877 to insure that all listed mail is received. Pieces of controlled mail subsequently found in letter or flat mail will be added to HUD's copy of the PS Form-3877 so that a record of receipt is established.
- (b) Controlled mail will be sorted by floor and organization and entered by number in the controlled mail log and forwarded to the Satellite Mailrooms. Separate controlled mail logs will be maintained for each Satellite Mailroom.
- (c) All Domestic Return Receipts, PS Form-3811 (see Appendix 9) will be removed from incoming controlled mail by the Central Mailroom receiving clerk who will date and sign the receipts. The receipts will be placed in a U.S. Postal Service locked bag and returned to the U.S. Postal Service Delivery and Collection Clerk at the end of the day.

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- (d) Controlled mail not readily identifiable or addressed only to Headquarters (Blind Mail) will be opened by the Central Mailroom which will use every means to identify the intended recipient. If the intended recipient cannot be identified, the mail will be referred to the Chief, Mail Section, who will attempt to contact the sender by telephone and/or letter.
  - (e) All efforts will be made to deliver controlled mail to the addressee on the day it is received from the USPS. However, in those instances where delivery cannot be effected, the controlled mail will be returned by the Satellite Mailrooms to the Central Mailroom where facilities are maintained to insure that the mail is adequately safeguarded until delivery on the next working day.
- (4) Packages.
- (a) Small lightweight packages will be forwarded to the Satellite Mailrooms.
  - (b) Large or heavy packages will be hand-delivered by messenger to the addressee.
- (5) DHL Airways, Inc. is a mandatory use contract source legislated by section 201(a) of the Federal Property and Administrative Services Act of 1949 (40 U.S.C. 481(a)), as amended, for next day small package deliveries. The cost for each pickup/delivery is \$3.00 for the first pound and \$1.45 for each additional pound up to a maximum of 50 pounds.

### 7-3. Outgoing Mail.

- a. Outgoing Mail is picked up by the U.S. Postal Service at 7:30 a.m., 10:00 a.m., 1:00 p.m., 3:00 p.m. and 5:00 p.m., Monday through Friday and at 8:30 a.m. on Sundays. Outgoing mail will be prepared for pick up by USPS as early in the day as possible to avoid overloading the later pickups.
- b. Processing by Headquarters Offices.
  - (1) Delivery to Satellite Mailroom. Outgoing mail shall be delivered to the servicing Satellite Mailroom as soon as all actions are complete. Do Not hold mail until late in the day as this practice overloads the U.S. Postal Service facilities and could cause delay in pick-up and delivery schedules.
  - (2) Special Handling. If a particular piece of mail requires special handling, (i.e., Registered, Certified, Priority, etc.) HUD Form 650, Request for Special Handling, (see Appendix 7) shall be affixed to the envelope prior to delivering to the Satellite Mailroom.

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- (3) Intraoffice mail within Headquarters shall be transmitted by Routing and Transmittal Slip, Optional Form 41, or placed in unfranked envelopes with sufficient address to effect delivery. If there is any intraoffice mail for a Program Office that is on the route to the Satellite Mailroom, it should be delivered rather than taken to and deposited in the mailroom.
- (4) Outgoing Official Mail shall be delivered to the Satellite Mailroom for dispatch. Under no circumstances shall indicia mail be deposited in the USPS mail box. If a piece of mail must be dispatched during non-duty hours, it should be taken to the Main Post Office, North Capitol and Massachusetts Avenue, Northeast.
- (5) Mail shipments from the Supply Distribution Section for processing through the U.S. Postal Service mailstream shall be delivered to the Central Mailroom for classification and postage metering.
- (6) Mail to HUD Regional Offices is dispatched by Express Mail. If mail to an addressee other than the Regional Offices must be sent by Express Mail, contact the Chief, Mail Section.

c. Processing by Satellite Mailrooms

- (1) Outgoing mail from Program Offices shall be sorted and forwarded as follows:
  - (a) All Controlled mail and other routine outgoing mail to the Central Mailroom for classification and postage metering.
  - (b) Intraoffice mail to the Satellite Mailrooms.
- (2) Operational Reviews. A review will be made of outgoing mail to assure that correspondence codes are being used as part of the return address. Mail requiring special handling will also be checked to assure that HUD Form 650 is attached. NOTE: Mail marked Express Mail for addressees other than Regional Offices shall be returned to the originating office for compliance with paragraph 7-3b.(5).

d. Processing by Central Mailroom

The Headquarters Central Mailroom will sort and process outgoing mail as follows:

- (1) Classify and meter for postage each piece of outgoing mail. Each mail class and denomination will be separately bundled,

boxed, or packaged, as required by the U.S. Postal Service.

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Classes of mail which can be shipped more economically than USPS will be metered and shipped via the alternate carrier service.

- (2) Place all mail for Regional Offices in Express Mail sacks.
- (3) Consolidate mail for Field Offices and dispatch by pouch mail.
- (4) Bundle letter mail to outside addressees and place in letter trays for pickup by USPS.
- (5) Bundle, package, or box all flat mail and small packages and place in regular mail sacks for pickup by USPS.
- (6) Controlled mail will be processed in accordance with USPS regulations. Controlled mail clerks will insure that all controlled mail is listed on USPS Form-3877 and is signed for by the receiving USPS Delivery and Collection Clerk.
- (7) Supplemental/Bulk Mailings: Use Third-Class mail for items weighing over 4 ounces and less than 16 ounces and Fourth Class (Special Handling) for items weighing 16 ounces or more to process bulk mailings of forms, issuances (handbooks, notices, special issuances, etc.) publications (books, pamphlets, newsletters, etc.) and similar materials in lieu of the more expensive classes of mail such as Express, Priority, and First-Class to reduce the Departmental postage costs.

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