BPA Policy 440-71
Mail Services

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1. Purpose & Background

As part of its regular operations, BPA organizations send and receive all types of mail as a result of conducting official business. BPA's Mail Services organization has established a service function to provide mail handling throughout all of BPA's service area.

The purpose of this policy is to establish the requirements for this Mail Services function for BPA employees to follow to ensure compliance with regulations that apply to Federal agencies handling mail.

2. Policy Owner

The Chief Administrative Officer owns this policy and is accountable for general oversight of BPA's Mail Services function.

The manager for the Mail Services organization is responsible for implementing, operating, and monitoring this policy in the operating environment.

For questions related to this procedure or Mail Delivery at BPA, in general, can be directed to the Manager of Mail Services.

3. Applicability

This policy applies to the handling of physical mail received and sent from all BPA locations, and mail requests received via email for processing.

4. Terms & Definitions

A. **Accountable Mail:** Mail that requires the signature of the addressee or addressee's agent upon receipt, to provide proof of delivery or indemnification for loss or damage.

B. **Mail Stop:** The BPA organization code used for distribution of incoming mail and interoffice mail.

5. Policy

BPA's Mail Services organization provides and operates a Mail Services function for all BPA organizations to support the use of different types of mail for official BPA business. All pieces of mail coming into BPA locations through official means, such as USPS or FedEx, is managed by BPA's Mail Services to ensure proper security screening before delivery and processing of all outgoing mail.

BPA uses the most cost-effective Mail Service consistent with program requirements for timely, efficient, and responsive service using internal mail, the US Postal Service, and express delivery services while still supporting the operational focus of the BPA mission.

A. **Mail Handling**: Service area locations shall manage their own internal location mail delivery process.

  1. **Compliance with applicable US mail-related rules and regulations:** BPA's Mail Services function shall comply with all mail management rules and regulations listed in the *Authorities & References* section of this policy.

  2. **Accountable Mail:** BPA's Mail Services function shall provide accountable mail services where applicable using a controlled, closed loop tracking system.

  3. **Controlled Access to Mail:** The mailroom and mail screening room are controlled spaces accessible only to those with official duties within. All visitors to these areas will be escorted at all times and will sign the respective locations visitor log.

  4. **Shipping Provider Accounts:** FedEx and UPS Accounts are created and maintained for BPA by the Mail Services organization.

  5. **Outgoing Time-Sensitive Mail:** BPA employees can request delivery of time-sensitive mail by BPA's Mail Services function by submitting [BPA Form 1410.01e](#) to BPA's Mail Services function. Time-sensitive mail is assigned a tracking number and will be tracked through delivery to external services.

  6. **Addressing Mail Paid for by BPA:** All mail paid for by BPA will have an approved BPA return address, complete with mail stop.

  7. **Address Format for BPA Outgoing Mail:** Address formatting on all outgoing mail with USPS standards as outlined in Publication 28, *USPS Postal Addressing Standards*.

B. **Screening Mail for Security and Hazardous Materials:** Mail shall always be under the control of designated mail handlers, who are assigned by the manager of Mail Services, until delivered. Upon initial arrival at the BPA location, all mail is screened for suspicious characteristics and hazardous material content.

  1. Any mail found with suspicious characteristics shall initiate Mail Services' mail security and safe handling procedures for hazardous material according to 49 CFR.

C. **Use of BPA Mail Services for Non-Official Business:** The use of BPA's Mail Services function for non-official business is prohibited.

  1. BPA employees shall not place any personal mail or packages in any Mail Services pick up areas or mail stops.

   BPA Mail Services shall not collect and send personal mail for BPA employees.

  2. BPA employees shall not take any actions resulting in BPA receiving mail that is unrelated to their position or profession at BPA.

3. If personal mail arrives at the mail room, it will be delivered with official mail, but BPA's Mail Services function assumes no responsibility for the mail and the recipient shall be notified that they are not to use BPA resources for personal materials.

D. **Postage Paid by BPA Must be Monitored:** BPA shall pay postage for all mail for BPA's official business. For monitoring purposes, any BPA duty station that maintains a supply of postage stamps or has one or more postage meters will measure and track the usage of postage, using a method pre-approved by the Mail Services function. Sufficient information shall be provided to measure the daily usage of all postage.

6. Policy Exceptions

7. Responsibilities

A. **The Manager for Mail Services:** The manager for Mail Services is responsible for this policy in the operating environment including the following:

1. Compliance with all applicable regulations relating to mail, including appropriate use of Mail Services as referenced in the *Authorities & References* section of this policy.

2. Developing and implementing processes and procedures for supporting the performance measures described in the *Performance & Monitoring* section of this policy.

3. Monitoring the references listed in the *Authorities & References* section of this policy for changes that affect BPA's Mail Services function or BPA's ability to use different mail types to support its official business.

4. Periodically reviewing this policy to determine whether it is still needed in BPA's operating environment.

B. **Mail Handlers**: Mail handlers shall deliver mail consistent with BPA Procedure 440-71-1 – Preparation and Delivery of Mail.

C. **Employees**: Employees are responsible for submitting mail to Mail Services that is only official BPA business. Employees are responsible for stopping any personal mail being sent to BPA and preventing future deliveries of personal mail or packages.

D. **Field Services Employees**: Field service site administrative assistants shall deliver all received mail and request postage from HQ Mail Services.

8. Standards & Procedures

A. **Safe Handling Procedures for Hazardous Material:** Mail Services function has developed and implemented Mail Security and Safe Handling Procedures for Hazardous Materials, as described on the Mail Services SharePoint Site.

1. [Safe Handling Procedures for Hazardous Mail](#)

B. The Mail and Media Services SharePoint site provides additional, specific information about the types of Mail Services provided and used by BPA.

C. BPA Procedure 440-71-1 – Preparation and Delivery of Mail

D. [Suspicious Mail & Package Screening Materials](#)

E. Shipment Request Form: [BPA Form 1410.01e](#)

9. Performance & Monitoring

Applicable Law requires BPA to report activities conducted on mail management to the General Services Administration (GSA) for submittal to oversight committees of the Congress and the Director of the Office of Management and Budget (OMB) in January (end-of-year Mail Management report) and such other times as the BPA Administrator deems desirable.

A. Mail expenditure and piece counts are collected throughout the year to facilitate the end-of-year GSA mail management report.

B. Commercial carrier expenditures and piece counts, such as FedEx and UPS, are collected throughout the year to facilitate the end-of-year GSA mail management report.

C. Employee professional certification data is collected and reported to GSA, including information on certification related to mail handling.

10. Authorities & References

A. 41 CFR, Part 102-192, *Mail Management*

B. DHS, *Best Practices for Mail Screening and Handling Processes* (2023)

C. GSA, *Mail Center Security Guide* (Fourth Ed.)

D. USPS Publication 28, *Postal Addressing Standards* (2023)

E. USPS, *Domestic Mail Manual (DMM)*

F. USPS, *International Mail Manual (IMM)*

G. USPS Publication 52, *Hazardous, Restricted, and Perishable Mail* (2023)

H. 49 USC Ch. 51, *Transportation of Hazardous Materials*

I. 44 U.S.C. § 2904, *General responsibilities for records management*

11. Review

This policy will be reviewed at least annually to ensure that it remains accurate and appropriate to support a properly functioning Mail Services Function.

12. Revision History

Version Number	Issue Date	Brief Description of Change or Review
1.0	10/4/2018	• Re-written to conform to new BPA Policy Content Requirements
2.0	3/26/2019	• Major revision to reflect current operations. • 7/10/2019, Minor formatting fix w/o updating version number.
3.0	10/18/2024	• Major Revision reflecting changes to Mail Handling Requirements, Policy Statement clarity and efficiency, and the addition of a new Mail Handling Procedure.