

**NPD 1460.1**Effective Date: September 09, 2015
Expiration Date: September 09, 2020**COMPLIANCE IS MANDATORY**[Printable Format \(PDF\)](#)

Request Notification of Change (NASA Only)

Subject: Agency Mail Management Program (Revalidated with Change 1, September 9, 2015)**Responsible Office: Logistics Management Division**

Chg#	Date	Description/Comments
1	9/09/2015	Updated to comply with 1400 compliance requirements, to include administrative changes. Updated Authority to include the correct citation. Added new Applicability statements, Definitions and Acronyms. Moved References to Attachment C.

1. POLICY

It is NASA policy to establish a mail management program for the efficient, effective, and economical management of internal, incoming, and outgoing mail to ensure that the established mail communications system supports NASA's official mail requirements. Mail processing facilities and services, including courier services, must relate exclusively to the business of the United State Government, and in support of NASA mission requirements.

2. APPLICABILITY

- a. This NPD is applicable to NASA Headquarters, NASA Centers, including Component Facilities and Technical and Service Support Centers.
- b. This language applies to JPL a Federally-Funded Research and Development Center, or other contractors, only to the extent specified or referenced in the applicable contracts.
- c. In this directive, all document citations are assumed to be the latest version unless otherwise noted.
- d. This NPD is applicable to the processing and management of mail pieces weighting up to 70lbs.
- e. In this NPD, all mandatory actions (i.e., requirements) are denoted by statements containing the term "shall." The terms "may" or "can" denote discretionary privilege or permission, "should" denotes a good practice and is recommended but not required, "will" denotes expected outcome, and "are" or "is" denotes descriptive material.

3. AUTHORITY

- a. The National Aeronautics and Space Act, 51 U.S.C. § 20113 (a).
- b. Mail Management, 41 C.F.R. Parts 102-192.

4. APPLICABLE DOCUMENTS AND FORMS

Postal Service, 39 U.S.C.    401 et seq. and    601 et seq.

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5. RESPONSIBILITY

a. The Director of Logistics Management Division shall:

(1) Serve as the senior official and primary coordinator in the implementation and approval of NASA policies, procedural requirements, standards, and program-level performance measures for the Agency Mail Management Program.

(2) Designate an Agency Mail Manager responsible for establishing an Agency Mail Management Program.

b. The Agency Mail Manager shall:

(1) Develop, recommend, and maintain current NASA policies and procedural functions for the Agency Mail Management Program and provide technical direction to NASA Centers to achieve Agency-wide compliance.

(2) Develop and maintain a system of postal accountability of costs incurred by NASA for official mail services.

(3) Promote Agency awareness and compliance with mail management standards set forth by the United States Postal Service (USPS), per 39 U.S.C.    401 et seq. and    601 et seq., in the Domestic Mail Manual, the International Mail Manual, and the Postal Bulletin, as well as the General Services Administration's (GSA) standards and guidelines.

(4) Evaluate mail operations throughout NASA and provide guidance and assistance to ensure that mail operations comply with Agency policies and requirements, USPS regulations, and GSA reporting requirements.

(5) Identify training opportunities for Center Mail Managers to increase their knowledge and skills in mail management.

(6) Serve as the Agency liaison and technical expert to identify and promote Agency mail management best practices and support communication among NASA Centers, GSA, the USPS, and other Government agencies regarding Agency mail matters.

(7) Submit an annual mail report to GSA as required.

c. Center Directors shall appoint in writing, a Center Mail Manager to be responsible for ensuring that Center mail management activities comply with applicable laws, regulations, and Agency policies and requirements.

d. Center Mail Managers shall:

(1) Ensure daily cost accountability for commercial meter processing of mail.

(2) Conduct customer surveys, at a minimum of once per fiscal year, Oct 1st through Sep 30th, and submit results to the Agency Mail Manager at the beginning of the new fiscal year not later than October 31st.

(3) Conduct periodic reviews of their Center's mail operations to identify needed process improvements regarding cost and mail processing efficiencies.

(4) Monitor mail and distribution operations of the service support contractors, as specified in their contract, where applicable.

(5) Perform as liaison between NASA mail operations and local USPS, FedEx, UPS, and other service provider officials on matters concerning mail and distribution operations.

(6) Plan, implement, and maintain an efficient and cost-effective mail distribution system, including establishing a Center-level mail management policy for internal mail distribution.

(7) Ensure that the Center mail operations include a security procedure for handling suspicious mail and evacuation procedures.

(8) Refer to the GSA and USPS Web sites for specific and updated information concerning Federal mail management policies and procedures.

- (9) Submit postal accountability and expenditure reports to the Agency Mail Manager as requested.
 - (10) Ensure compliance with mail management regulations, policies, procedures, and practices.
 - (11) Follow Center policies and procedures for the handling and delivery of classified national security information.
- e. Center Transportation Managers and Center Printing Managers shall:
- (1) Track costs of outgoing items that meet the USPS definition of mail, but that are not metered in the mail center.
 - (2) Submit annual postal accountability and expenditure reports to the Center Mail Manager for report consolidation and reporting to the Agency Mail Manager.

6. DELEGATION OF AUTHORITY

None.

7. MEASUREMENT/VERIFICATION

In assessing whether NASA is in compliance with current regulations, the Agency Mail Manager shall:

- a. Evaluate and maintain data on NASA postal expenditure accountability reports submitted to GSA.
- b. Evaluate mail service effectiveness through annual customer satisfaction surveys.

8. CANCELLATION

NPD 1460.1, Agency Mail Management Program, dated September 9, 2015.

REVALIDATED 9/9/15 W/CHANGE 1, ORIGINAL SIGNED BY:

**/s/ Charles F. Bolden, Jr.
Administrator**

ATTACHMENT A:

Attachment A. Definitions

Agency Mail Manager means the person who manages the overall mail management program of a Federal agency.

Internal mail means mail generated within a Federal facility that is delivered within that facility or to a nearby facility of the same agency, so long as it is delivered by agency personnel.

Mail means that as described in Federal Management Regulation §102-192.30.

Mail center means an organization and/or place, within or associated with a Federal facility.

Mail expenditures means direct expenses for postage, fees and services, and all other mail costs, meter fees, permit fees, etc. (e.g., payments to service providers, mail center personnel costs, mail center overhead).

Official mail means incoming or outgoing mail that is related to official business of the Federal Government.

Service Provider means any agency or company that delivers materials and mail. Some examples of service providers are DHL, FedEx, UPS, USPS, courier services, the U.S. Department of Defense, the U.S. Department of State's Diplomatic Pouch and Mail Division, and other Federal agencies providing mail services.

ATTACHMENT B Acronyms.

GSA General Services Administration

USPS United States Postal Service

FedEx Federal Express

UPS United Parcel Service

DHL Dalsey, Hillblom & Lynn

ATTACHMENT C References.

- a. NPD 1450.12, Handling Correspondence and Information from the Executive Office of the President.
- b. NPR 1450.4, Handling Congressional Correspondence and Information Concerning Congressional Activities.
- c. NPR 1450.10, NASA Correspondence Management and Communications Standards and Style.
- d. NPR 1620.3, Physical Security Requirements for NASA Facilities and Property.
- e. Classified National Security Information, 32 C.F.R. Part 2001.
- f. GSA, Mail Communications Policy Office, Mail Center Security Guide.
- g. USPS, Domestic and International Mail Manuals, available from the USPS or USPS Web site.

(URL for Graphic)

None.

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