

U.S. NUCLEAR REGULATORY COMMISSION MANAGEMENT DIRECTIVE (MD)

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EXECUTIVE SUMMARY					
Directive and Handbook 3.23, “Mail Management,” are revised to—					
1. Reflect organizational changes that have occurred since the last revision, and					
2. Reference NUREG/BR-0248, “The Mail Services Center.”					

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I. POLICY

It is the policy of the U.S. Nuclear Regulatory Commission to manage mail activities to comply with United States Postal Service (USPS) Federal directives and regulations. The scope of this policy includes activities in central mailroom facilities at headquarters, regional offices, and the Technical Training Center (TTC).

II. OBJECTIVES

- Achieve economic savings through the development and application of new, automated mail management technologies.
- Provide effective, economical, and efficient mail service within the NRC using USPS and private expedited delivery services.
- Ensure official business mail is processed efficiently and sent the most cost-effective way by selecting the proper class.
- Ensure that classified and unclassified sensitive information is not compromised by the handling, marking, preparing, or transmitting of this information.
- Clearly define when official business mail services may be used by staff for other than official Government business.

III. ORGANIZATIONAL RESPONSIBILITIES AND DELEGATIONS OF AUTHORITY

A. Director, Division of Administrative Services (DAS), Office of Administration (ADM)

1. Serves as the agency mail manager for the operations of the mail screening and handling facility as required in Title 41 of the *Code of Federal Regulations* (CFR) Part 102-192, "Mail Management."
2. Establishes and implements standards, procedures, and guidelines for the management and conduct of NRC mail operations to ensure compliance with

NRC, USPS, and other Federal directives and regulations as described in 41 CFR Part 102-192, Subpart F, "Agency Mail Manager Requirements."

3. Serves as the agency lead with the USPS and other Federal agencies on policy matters and standards affecting NRC mail operations.
4. Approves requests for special licensing arrangements with the USPS for NRC contractor use of official NRC envelopes and labels.
5. Ensures the use of premium cost mail services is limited to situations that justify payment of premium fees.
6. Develops quarterly statistics and maintains records on mail activities.

B. Director, Division of Facilities and Security (DFS), Office of Administration (ADM)

Provides instructions, requirements, and procedures for the preparation and handling of classified material for mailing and suspicious mail.

C. Director, Office of Congressional Affairs (OCA)

Provides the Administrative Services Center (ASC), Division of Administrative Services (DAS), Office of Administration (ADM), with any special requirements for materials mailed to United States congressional committees.

D. Director, Office of International Programs (OIP)

Provides ASC, DAS, ADM, with any special requirements for materials mailed to foreign nationals.

E. Director, Office of Nuclear Material Safety and Safeguards (NMSS)

Provides ASC, DAS, ADM, with any special requirements for materials mailed to State governments.

F. Deputy Associate Director for Human Resources Training and Development, Technical Training Center (TTC), Office of the Chief Human Capital Officer (OCHCO), and Regional Administrators

Submit requests in writing for special licensing arrangements with the USPS for contractor use of official NRC envelopes and labels to the Director of DAS, ADM.

IV. REPORTS

The charges for the use of postage meter settings, permit mail, Express Mail, business reply mail, and official business mail stamps are based on actual shipments. The ASC, the TTC mailroom, and the regional office mailrooms are required to maintain records to verify USPS quarterly billings for NRC Express Mail and metered mail usage. Each organization must submit, within 10 business days after the close of each quarter of the fiscal year, a listing of Express Mail services by transaction and cost, actual metered mail usage, postage meter settings, and stamp usage, including negative reports. These quarterly reports must be sent to the Mail Services Center, ASC, DAS, ADM.

V. CLASSIFIED AND SENSITIVE UNCLASSIFIED MAIL

Classified, sensitive unclassified, and safeguards information mail must be prepared and handled by the procedures specified in Management Directive (MD) 12.2, "NRC Classified Information Security Program"; MD 12.6, "NRC Sensitive Unclassified Information Security Program"; NRC Yellow Announcement YA-05-0077, "Policy Revision: NRC Policy and Procedures for Handling, Marking, and Protecting Sensitive Unclassified Non-Safeguards Information (SUNSI)," October 26, 2005 (ADAMS Accession No. ML051220278); and MD 12.7, "NRC Safeguards Information Security Program."

VI. EXCLUSION OF SALES SOLICITATION MAIL FROM DELIVERY WITHIN NRC

Bulk sales solicitation mail that clearly does not constitute official business is not deliverable through NRC facilities. Mail of this type will be stamped "Refused by Addressee" by the receiving mailroom and returned unopened (the act of opening constitutes addressee acceptance) to the servicing post office for appropriate disposition.

VII. APPLICABILITY

The policy and guidance in MD 3.23 apply to all NRC employees and to NRC contractors having special licensing arrangements for use of official NRC envelopes and labels.

VIII. DIRECTIVE HANDBOOK

Handbook 3.23 contains information and guidance related to USPS requirements and the various mail services available for use by NRC employees.

IX. REFERENCES

Code of Federal Regulations

39 CFR 320.6, "Suspension for Extremely Urgent Letters."

41 CFR 102-192, "Mail Management."

Subpart C, "Security Requirements for All Agencies."

Subpart D, "Reporting Requirements."

Subpart F, "Agency Mail Manager Requirements."

Subpart G, "Mail Center Manager Requirements."

Nuclear Regulatory Commission Documents

Mail Center Continuity of Operations Plan (Official Use Only – available from the Office of Administration, Division of Administrative Services).

Management Directive—

3.57, "Correspondence Management."

12.1, "NRC Facility Security Program."

12.2, "NRC Classified Information Security Program."

12.6, "NRC Sensitive Unclassified Information Security Program."

12.7, "NRC Safeguards Information Security Program."

NRC Forms Library on SharePoint:

<http://fusion.nrc.gov/nrcformsportal/default.aspx>.

NRC Telephone Directory:

<http://www.internal.nrc.gov/HTBIN/PeopleFinder>.

NUREG/BR-0248, Rev. 2, "The Mail Services Center Reference Guide," April 2012.

Physical Security Plan for the Mail Room (Official Use Only – available from the Office of Administration, Division of Facilities and Security).

Yellow Announcement YA-05-0077, "Policy Revision: NRC Policy and Procedures for Handling, Marking, and Protecting Sensitive Unclassified Non-Safeguards Information (SUNSI)," October 26, 2005 (ADAMS Accession Number [ML051220278](#)).

Other Documents

Postal Reorganization Act of 1970 (39 U.S.C. 101, et seq.).

U.S. General Services Administration - Mail Management Policy, Mail Security Guide, at <http://www.gsa.gov/portal/content/104595>.

United States Postal Service

U.S. Postal Service Add Insurance & Extra Services, at <https://www.usps.com/ship/insurance-and-extra-services.htm>.

U.S. Postal Service Domestic Mail Manual, at
http://pe.usps.com/text/dmm300/dmm300_landing.htm.

U.S. Postal Service International Mail Manual, at
<http://pe.usps.gov/text/imm/welcome.htm>.

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I. INTRODUCTION

A. Federal Regulations

1. Postage and delivery services constitute an economic expense in any agency's operating budget. Government agencies are not entitled to send official mail at nonprofit or subsidized rates but must pay full rates for all classes of mail. The U.S. Nuclear Regulatory Commission strives to conduct its mail operations in the most efficient and economical manner possible, and so uses the least expensive method of mail and delivery services compatible with delivery requirements. This handbook provides basic information about the NRC mail and messenger system and establishes standards, procedures, and guidelines that implement the Federal regulations governing the handling and processing of official mail, found at Title 41 of the *Code of Federal Regulations* (CFR) 102-192, "Mail Management." Additional guidance for staff can be found in NUREG/BR-0248, "The Mail Services Center."
 - (a) Federal agencies must have an agency mail manager and a written mail security plan policy that applies throughout the agency. The agency mail manager at the NRC is the Director of the Division of Administrative Services (DAS), Office of

Administration (ADM). The Physical Security Plan for the Mail Room is available from the Division of Facilities and Security (DFS), ADM.

2. The NRC mail system is to be used only for official and other authorized mail. Employees should not have personal mail directed to NRC, including magazines or circulars.

B. Questions

Questions or assistance on applying the procedures in this handbook, classes of mail, and types of service available should be directed to—

1. The Mail Services Center, Administrative Services Center (ASC), DAS, ADM, at headquarters;
2. The central mailrooms in the regional offices; or
3. The Deputy Associate Director for Human Resources Training and Development, Technical Training Center (TTC), Office of the Chief Human Capital Officer (OCHCO).

II. GENERAL REQUIREMENTS

A. Official Mail (also Known as Penalty Mail)

1. Definitions and Requirements

- (a) Official mail (also known as [“Penalty Mail”](#)) is sent by U.S. Government agencies, relating solely to the business of the U.S. Government, which is authorized by law to be carried in the mail without prepayment of postage. “Penalty for Private Use \$300” refers to all mail not sent by these agencies that use official mail postage. The mailroom staff visually monitors all incoming and outgoing packages to ensure the mail is for NRC “official” business. The mailroom staff will bring questions regarding a package to the attention of the sender or receiver and, if appropriate, to the attention of the individual’s supervisor for further action.
- (b) Official mail placed in the U.S. postal system must be contained in approved and prescribed NRC envelopes or must have official NRC mailing labels affixed. The envelopes or labels must bear the NRC’s complete return address and be labeled “official business.” The envelopes or labels must have the correct amount of postage affixed by one of the five types of official mail indicia:
 - (i) Official metered indicium,
 - (ii) Official permit imprint indicium,
 - (iii) Official business reply indicium,

- (iv) Mail stamps, or
- (v) Periodicals imprint mail.

2. Use by Others

- (a) Official NRC business reply envelopes and business reply labels preaddressed to an NRC office may be furnished to a person, concern, or organization from or through whom official matter is desired.
- (b) The NRC may request that the United States Postal Service (USPS) issue a permit to authorize NRC contractors to use official printed envelopes and labels. The NRC sponsoring office must submit this request to the Director of DAS. This authorization requires compliance with USPS requirements as follows:
 - (i) Annual procurement of mailing permit (permit imprint, periodical permit, bulk standard permit, or postage meter permit); and
 - (ii) Payment of permit fees.
- (c) An NRC employee may use official mail to pursue his or her elective office in a professional or technical organization not affiliated with the NRC if that organization is made up entirely of Government employees and the goal of the organization is the furtherance of the official work of the NRC employee. In all other situations, the use of official mail to pursue elective office in an outside organization is prohibited.
 - (i) The NRC employee must first obtain advice from the Office of the General Counsel (OGC) to ensure he or she is authorized to use official mail for activities related to professional and technical organizations and to ensure these activities are consistent with the employee's job responsibilities and do not raise any conflict-of-interest questions.
 - (ii) Official mail adhesive stamps must be firmly affixed in the upper right corner of the address side of the mailpiece. The NRC's complete return address must appear in the upper left corner of the address side of the mailpiece. The preprinted words "Official Business" must appear immediately below the return address. Headquarters staff may request these stamps and envelopes by contacting Mail Services, ASC, DAS, ADM, 10 business days in advance of the required use. NRC regional staff may request official business mail stamps from their regional Division of Resource Management and Administration (DRMA) 15 business days in advance. TTC staff may request official business mail stamps from the Deputy Associate Director for Human Resources Training and Development 15 business days in advance.

3. Prohibitions

USPS regulations (USPS Domestic Mail Manual (DMM) 703.7.4.4, "Private Use") prohibit the following uses of official business or postage and fees paid mail:

- (a) Official business or postage and fees paid mail may not be used for personal items not relating exclusively to the business of the Government, for example, retirement announcements, Christmas cards, and job résumés.
- (b) Except as stated in this handbook, official envelopes or labels may not be loaned or furnished to any private person, concern, or organization, nor is any private person, concern, or organization permitted to use official NRC envelopes or labels for private benefit.
- (c) Official NRC business reply envelopes or labels may not be furnished to bidders or furnished to contractors other than for the return of extraordinary, nonrecurring matter.

B. Payment for Official Mail

Through the USPS total direct accountability system, the NRC reimburses the USPS for all postage and fees incurred in the agency's use of its services for official mail. This reimbursement requires establishment of methods to measure mail usage accurately and to budget for timely reimbursement to the USPS. Adequate records must be maintained on all official mail usage for review, reporting, and audit as required. The USPS bills NRC using data from the USPS total direct accountability system.

C. Reporting Requirements

- 1. The USPS directly bills the NRC quarterly for the use of its services (i.e., metered mail, contractor permit mail, official business mail stamps, business reply mail, and Express Mail). To verify these charges, all NRC control units (ASC, DAS, ADM, each regional office, and the Deputy Associate Director for Human Resource Training and Development, TTC, OCHCO) must maintain accurate records of usage by individual transaction and cost.
- 2. Within 10 business days after the close of each fiscal year quarter, each control unit must send its usage report to the Group Leader for Mail Services, ASC, DAS, ADM. Regional office reports forwarded to Mail Services also must include official mail stamp and Express Mail usage by the resident inspectors.

D. Official Business Mail

- 1. The agency address, "Official Business" designation, and postage and fees paid clauses, as appropriate, must be printed in either blue or black ink on official envelopes and labels. The Government Printing Office (GPO) prints approved NRC

envelopes and labels that conform to USPS and General Services Administration (GSA) specifications. Interoffice envelopes (Optional Form (OF) 65B, "U.S. Government Messenger Envelope") are obtained through the GSA Federal Supply Service. Envelopes and labels are in the NRC supply store.

2. The agency's official return address must be printed in the upper left corner on official mail with the designation "Official Business" immediately beneath the return address. The return address and official business designation may not be typewritten or handwritten.
3. An NRC employee may use official mail to pursue his or her elective office in a professional or technical organization not affiliated with NRC (see Section II.A.2(c)).

E. Business Reply Envelopes and Contractor Use of Official Mail

1. The USPS DMM prohibits the NRC from lending, furnishing, or permitting any person, concern, or organization to use official envelopes or labels for private use, except in the following circumstances:
 - (a) Printed official business reply labels (see Exhibit 1 to this handbook), preaddressed to an NRC office or officer, may be furnished to a person, concern, or organization from or through whom an official response is desired. Under no circumstances may these items be used to transmit internal material from any NRC office. Reply envelopes may not be furnished to bidders or contractors except for the return of extraordinary, nonrecurring matter. The first line of the address must always read "United States Nuclear Regulatory Commission."
 - (b) Permits to authorize a printer-mailer contractor to use official envelopes and labels may be obtained from the USPS to mail matter printed at Government expense on behalf of the NRC.
 - (c) Permits to authorize nonprinter-mailer contractors to use official envelopes and labels preaddressed to an NRC office or official can be obtained from the USPS for the transmission of official matter for a specified time or in the performance of specific contracts with the office or official.
2. Private users of official envelopes and labels must adhere to the following USPS requirements:
 - (a) Official envelopes and labels must bear the NRC's name and return address and the USPS permit number and bar code. No return name and address of a private person, concern, organization, or contractor may be shown.
 - (b) Special service markings must be preprinted on the official envelopes or labels. Typewritten, handwritten, rubber-stamped, or adhesive sticker endorsements will not be accepted.

3. Requests for contractor use of official envelopes and labels must be submitted to the Director of DAS, by the sponsoring organization, along with supporting justification. To ensure the NRC accurately reimburses the USPS for all postage and fees incurred by contractors for the use of official envelopes and labels, the following information must be submitted:
 - (a) Contractor name,
 - (b) Location and date of mailing,
 - (c) Anticipated class or classes of service to be used,
 - (d) Anticipated volume, and
 - (e) Single-piece weights of the mail matter.
4. After review of the request and payment of permit fees, the USPS may permit the NRC to authorize the contractor to use official envelopes and labels for a specified time (no longer than 1 year).

F. Preparation of Mail

1. Compliance with the requirements and specifications contained in USPS regulations (USPS DMM 201.1.0) is mandatory. Direct questions regarding specific mail requirements to Mail Services, ASC, DAS, ADM.
2. Official mail must conform to the weight, size, and shape requirements for the class of mail being used. The USPS will treat all official mail under 16 ounces as first-class mail unless a lower class is requested. The least expensive method of mailing that meets delivery requirements must be used unless higher cost services are justified on NRC Form 420, "Request for Premium Cost Mail Service" (available in the NRC Forms Library on SharePoint at <http://fusion.nrc.gov/nrcformsportal/default.aspx>).

G. Premium Cost Service

1. Express Mail, international express, and private expedited delivery services involve the payment of premium fees. Therefore, use of these services must be restricted to situations justifying the accelerated transport of mail. Under no circumstances are periodic mailings to be dispatched through these service categories. The requester must complete NRC Form 420. See 39 CFR 320.6, "Suspension for Extremely Urgent Letters," for guidance on the use of Express Mail.
2. Private expedited delivery service is to be used only when expedited handling is mandatory and NRC messenger or Express Mail services are not suitable or available. The requestor must complete NRC Form 420, justify the use of premium mail, and sign the form.

H. Postage Stamps

1. Postage stamps must be affixed firmly in the upper right corner of the address side of the mailpiece. Place the complete return address of the assigned office (agency name and mailing address) in the upper left corner of the address side of the mailpiece immediately above the pre-printed words "Official Business."
2. Postage stamps, envelopes, and labels are provided to resident inspectors (RIs) by their respective regional DRMA for routine mailings from resident sites.

I. Tips and Good Mail Habits

1. For tips and good mail habits please refer to NUREG/BR-0248, Rev. 2, "The Mail Services Center Reference Guide," available at <http://www.internal.nrc.gov/ADM/admservicecenter/mail-service-guide.pdf>.
2. NRC's official headquarters mailing address is U.S. Nuclear Regulatory Commission, Washington, DC 20555-0001. Provide the official address when requested by individuals outside the agency. Regional offices must use their official return address for the same purposes. Senders are encouraged to request that their specific central mail station designation (mail stop) and organizational identifier be included.
3. All incoming mail and packages delivered to the central mailrooms of the regional offices and Mail Services at headquarters are scanned by x-ray. This includes packages delivered by the USPS, FedEx, and other private expedited service companies. Headquarters incoming mail and packages are screened, sorted, and dispatched on a regular schedule to the recipient's building location and delivered to the designated mail stop. Generally, incoming mail received in any NRC mailroom, more than 1 hour before the next scheduled internal delivery, will be distributed in the next delivery. The Mail Center reserves the right to open any piece of mail, at the discretion of the branch chief, ASC, DAS, ADM.
4. Outgoing mail is picked up at the time the incoming mail is delivered and returned for sorting and dispatch through the NRC, the USPS, or private delivery services. Generally, outgoing mail received in the NRC Mail Center is dispatched on the same business day. Headquarters Mail Center regular hours can be found in NUREG/BR-0248, "The Mail Services Center."
5. The headquarters Mail Center is located at O-P1 C10 and the phone number is 301-415-2970. For specific hours of operation and pickup and delivery schedules, contact the Mail Center.
6. Mail stops have been set up for each organizational entity, generally at the branch level or above, for receiving and dispatching mail. Use mail stop numbers when addressing mail to individuals within the NRC to speed up delivery and minimize the number of sorts required in the central mailrooms. The NRC telephone directory,

available on the NRC intranet at <http://www.internal.nrc.gov/HTBIN/PeopleFinder>, contains current individual mail stops.

7. Send requests for establishing or changing headquarters mail stops to the Group Leader for Mail Services, ASC, DAS, ADM, indicating the organizational unit to be served and the location of the mail stop.
8. When a new employee reports for duty, or an employee makes a name, telephone number, location and/or mail stop change, the employee must complete NRC Form 15, "Employee Locator Notification," and choose the option "Send Via Outlook," so mail can be properly distributed.
9. Unclassified mail may be placed in the internal NRC mail system without envelopes, provided it is securely stapled to prevent loss of pages and the recipient's name and mail stop are clearly marked. Otherwise, it should be enclosed in either an interoffice envelope or a properly sized envelope.
10. Classified and sensitive unclassified mail must be prepared under Management Directive (MD) 12.2, "NRC Classified Information Security Program"; MD 12.6, "NRC Sensitive Unclassified Information Security Program"; NRC Yellow Announcement YA-05-0077, "Policy Revision: NRC Policy and Procedures for Handling, Marking, and Protecting Sensitive Unclassified Non-Safeguards Information (SUNSI)," October 26, 2005 (ADAMS Accession No. ML051220278); and MD 12.7, "NRC Safeguards Information Security Program," before placing it in the NRC or USPS systems. Direct any questions concerning preparation of classified material for mailing to DFS, ADM.

J. Proof of Delivery

1. For internal mail, use NRC Form 253, "Messenger/Courier Receipt," to obtain proof of delivery. This form provides the sender with a receipt to indicate that the document has been received and by whom. Fill out NRC Form 253, attach three copies to the outside of the envelope, and place it in the NRC mail system. The recipient will then sign the receipt and return it to the transmitting office.
2. For external mail, use NRC Form 47, "Request for Registered, Certified, and Return Receipt Mailing."

K. Private Expedited Delivery Service

1. Expedited delivery service is available through Mail Services for material that must be delivered by a specified time to meet mandatory requirements. This premium cost service is provided by private contractors under contract to Mail Services. Its use is limited to situations where other priority methods are not suitable or available.

2. When this service is necessary, the requesting office should contact Mail Services for advice and assistance. In all cases, the requester must complete NRC Form 420, justify the use of premium mail, and sign the form. Each request will be considered individually. Mail Services decides which private expedited delivery service to use after determining that other less costly means of delivery will not meet the requirements of the requesting office.
3. Secret documents transmitted externally to outside facilities must be delivered by a commercial delivery company approved by DFS, ADM, that provides nationwide, overnight service with computer tracking and reporting features. These companies do not need a security clearance. (See MD 12.2.)

L. Headquarters Messenger Courier Service

1. Mail Services arranges for a messenger service for pickup and delivery of mail on a regularly scheduled basis to the following locations in the Washington, DC area:
 - (a) The NRC warehouse,
 - (b) Capitol Hill offices, upon request,
 - (c) GPO (main office), and
 - (d) Office of the Federal Register (main office).
2. Urgent documents requiring immediate pickup or delivery will be transported by a private expedited delivery service contractor with proper justification and completion of NRC Form 420.
3. Contact Mail Services for information regarding messenger services.

M. International Mail

1. The U.S. Department of State has a diplomatic pouch service for transporting official matter under diplomatic seal to and from foreign posts. Official NRC mail addressed to a U.S. Government employee or a U.S. Government contractor employee in a foreign country may be sent in a diplomatic pouch. Mail sent by this method must be coordinated with and transmitted to the U.S. Department of State by the Office of International Programs (OIP) for delivery to the U.S. Embassy in the foreign country addressed. The mail must then be picked up at the Embassy by the addressee.
2. All classified mail sent to foreign countries, including mail sent by diplomatic pouch, must comply with the provisions of MD 12.2, MD 12.6, and MD 12.7 which require the prior approval of the Director of DFS, ADM.
3. Use military postal facilities (Army Post Office/Fleet Post Office), if available, for unclassified mail.

4. Send unclassified mail addressed to U.S. citizens abroad and foreign nationals who cannot receive correspondence through either diplomatic pouch or military postal facilities through the international mail system (see U.S. Postal Service International Mail Manual for further guidance). Letter-sized envelopes may be endorsed as air mail and deposited directly into the NRC mail system, or may be sent by FedEx International. Include a phone number for the receiving address for FedEx packages.
5. Direct inquiries and requests for assistance regarding foreign mail handling to Mail Services, ASC, DAS, ADM; OIP; or DFS, ADM.

III. U.S. POSTAL SERVICE (USPS) MAIL SERVICES

A. Mail Preparation

1. Official mail must conform to the weight, size, and shape requirements of the USPS for the class of mail being used. The USPS has established minimum and maximum size limitations for various classes of mail. A piece of mail not meeting these criteria (nonstandard mail) often causes a delay or damage to the item because it does not lend itself to machine processing. Further, the USPS imposes a surcharge on each piece of nonstandard first class mail if it exceeds 6-1/8 inches in height, 11-1/2 inches in length, 1/4 inch in thickness, and weighs more than 3.3 ounces.
2. Place endorsements for a higher or lower class mail service 1/4 inch below the indicium and above the address on envelopes or mailing labels.
3. MD 12.2, MD 12.6, and MD 12.7 contain instructions, requirements, and procedures for proper preparation and handling of classified and sensitive unclassified material for mailing.
4. Use ZIP Codes on all addresses for mail placed in the USPS system. Place the city, state, and ZIP Code on the last line of the address. ZIP Code directories are available for use by NRC employees in NRC mailrooms and NRC libraries.
5. MD 3.57, "Correspondence Management," contains instructions for the proper spacing, typing, and preparation of envelopes and labels for mailing. Include ZIP Codes at all times and verify addresses before dispatching the correspondence.
6. Mail Services will mail items deposited in the mail system at the least expensive rate unless special services are requested by the sender. When requesting higher priority mailing, the requester must complete NRC Form 420, justify the use of premium mail, include a contact name and phone number, and sign the form.

B. Classes of Mail**1. Express Mail**

- (a) Express Mail is the USPS premium service and is given priority handling over all other classes of mail. Express Mail offers a high-speed, high-reliability service to designated locations. Because of the premium cost involved, restrict use of Express Mail to urgent situations requiring speed of delivery and justify the need accordingly on NRC Form 420.
- (b) Express Mail provides for next-day delivery service and is available through the central mailroom at each regional office, the mailroom at the TTC, and Mail Services at headquarters.
- (c) Any mail to be dispatched for next-day delivery by Express Mail must be in the headquarters Mail Center or the central mailrooms at regional offices within the local pickup and delivery times. Each mailroom has established its servicing post office pickup and delivery times to meet USPS mailing deadlines.
- (d) Use Express Mail service for transmission of information classified at the Secret level only when it is the most effective means of accomplishing a mission and is prepared in accordance with guidance found in MD 12.2, MD 12.6, and MD 12.7.

2. First-Class Mail

- (a) First-class mail includes letters, postal cards, personal and business correspondence, bills and statements of account, and matter sealed or closed against postal inspection.
- (b) All first-class domestic mail receives expeditious handling and transportation by air. Therefore, domestic mail should not be marked "air mail" when it is being mailed first-class or priority mail.
- (c) All official mail weighing less than 16 ounces will be treated as first-class mail unless it is marked for a lower class.
- (d) Consolidate and place individual pieces of official mail for the same addressee in a single envelope or wrapper when the thickness would not exceed 1/4 inch (i.e., 8 sheets of bond paper or 16 sheets of tissue-weight paper for the letter-size envelope).
- (e) First-class mail also may be used, when appropriate, for the transmission of documents classified as confidential within the contiguous 48 United States (see MD 12.2, MD 12.6, and MD 12.7).

3. Priority Mail

- (a) Priority mail is first-class mail weighing more than 16 ounces. It is processed and dispatched on the same schedule as first-class mail, is transported by air, and may not exceed 70 pounds in weight.
- (b) Pieces weighing more than 16 ounces must be treated as standard mail by the USPS unless endorsed as priority mail. However, because of the cost involved, pieces must not be marked as "priority mail" except when they contain first-class matter or speed of delivery is required and justifies the extra cost.
- (c) Place the word "priority" prominently on the address side of flat mail below the indicium and above the address. On parcels, place the word "priority" on the bottom, top, and sides of the parcel.

4. Periodical Mail

Periodical mail includes newspapers, magazines, and other periodical publications. Periodical rates are generally restricted to authorized publishers and news agents and are not used for official mail.

5. Standard Mail

- (a) Standard mail is printed matter weighing less than 16 ounces and includes catalogs, merchandise, books, circulars, printed letters, parcel post, bound printed matter, special standard rates, and library rates, and is subject to opening and inspection by postal authorities.
- (b) Printed matter weighing less than 16 ounces must be sent as standard mail when speed of delivery is not required. The maximum size limitation for standard mail is 70 pounds. It must also be marked legibly as "Standard Mail" below the indicium and above the address.
- (c) Mailing identical pieces of printed matter to different addresses with a weight of at least 50 pounds or quantities of at least 200 pieces may qualify for bulk rate. Each piece must weigh less than 16 ounces; be identical in size, weight, and number of enclosures; and all of one characteristic type (i.e., letter-sized, flats, or irregular parcels).
- (d) Postage is computed at pound rates on the entire bulk mailing to be mailed at one time. In no case may less than the minimum charge per piece be paid.
- (e) Books and catalogs may be sent by standard mail if they weigh less than 16 ounces. To qualify a book or catalog for mailing at bulk standard mail rates, the item must have 24 or more pages and be fastened together along one edge between either hardback, paperback, or soft covers.

- (f) Send requests for bulk standard permits to the Director of DAS, ADM, and include place of mailing, volume, description of matter being mailed, size and weight of mailing, and supporting justification.

C. Accountable Mail

1. Registered mail, certified mail, Express Mail, and insured mail are special services that provide proof of mailing, proof of delivery, or indemnification for loss of or damage to mail matter. The USPS keeps records concerning each item of mail receiving these special services.
2. Registered mail provides added protection for valuable or important mail and provides a receipt to the sender, special security between transshipment points, a record of delivery, and indemnity in case of loss or damage. Use registered mail only for—
 - (a) Secret material;
 - (b) Confidential material addressed to recipients located in Canada, Alaska, Hawaii, and territories or possessions of the United States;
 - (c) Confidential material involving important or sensitive matter transmitted to recipients within the contiguous United States;
 - (d) Irreplaceable items of high value (e.g., a Ming vase); and
 - (e) Replaceable items when the cost of replacement is prohibitive (e.g., an original manuscript).
3. Certified mail provides a record of delivery for first-class and priority mail. Use certified mail only for—
 - (a) Communications requiring proof of delivery, but not requiring the protection afforded by registry; or
 - (b) Transmission of confidential material within the contiguous United States when a receipt of mailing and a record of delivery is considered essential by the sender, or when required by security procedures of the addressee.
4. Limit use of return receipts for certified mail to those instances when receipt of communications must be made a matter of record.
5. The originating office must prepare NRC Form 47 and affix it to the envelope or package required to be transmitted by registered or certified mail. Also note any other special services required, like return receipt or restricted delivery, on this form. After mail processing is complete, the form will be returned to the originator for followup and record purposes.

6. Restricted delivery is a service that provides delivery only to the addressee specified by name or to an agent of the addressee who has been specifically authorized in writing by the addressee to receive the mail. Restricted delivery service is available for registered or cash on delivery mail, mail insured for \$200 or more, or certified mail. (For more information on insurance and extra services, refer to USPS Add Insurance & Extra Services, available at <https://www.usps.com/ship/insurance-and-extra-services.htm>.)
7. When delivery to the addressee only or to the specifically designated agent is required, mark the envelope "restricted delivery." Because an additional fee is charged for this special service, limit use of restricted delivery service to classified or other material in situations when procedures in effect would not otherwise preclude access by unauthorized personnel.
8. Insured mail provides indemnity coverage up to \$5,000 for mail that is lost or damaged. Insured mail provides the mailer with a mailing receipt. No record of insured mail is kept at the office of mailing. The requesting office may obtain a delivery record by purchasing additional services. For more information on insured mail, refer to USPS guidelines found at <https://www.usps.com/ship/insurance-and-extra-services.htm>.
9. Incoming express accountable mail delivery requires proof of delivery from private couriers, like Federal Express and the United Parcel Service, to the recipient. Mail Services signs the receipt for the package and then uses the tracking record generated by Mail Services to indicate the package has been received and delivered to the intended recipient or designee. This record is necessary to track the package in case the specific recipient did not receive it or claims it is missing.
10. Before transmission of a package to the receiver, the mail carrier should communicate that the mail is marked classified and should ensure the proper level of clearance is obtained.

D. Business Reply Mail

1. Business reply envelopes (see Exhibit 1 to this handbook) are used only by persons, concerns, or organizations from, or through whom, official matter is desired by an NRC office. The requesting NRC office should preaddress envelopes with business reply labels to include the requesting office name and mailstop.
2. Business reply envelopes cannot be changed in any manner. This activity is subject to penalty by the USPS.

E. Mail Lost in Transit

The individual office should contact the mailroom staff if a premium package (FedEx or UPS) does not reach its destination. The mailroom staff has the tracking number information and will follow up with the particular carrier and provide the appropriate office the status. Any standard mail processed through the USPS that does not reach its destination cannot be tracked by the mailroom.

F. Other Special Services

1. Special delivery is a premium cost service that provides for expedited delivery when it is received at the post office of the addressee, normally on the day of receipt. Only use special delivery service when specifically required by law or when prompt delivery by the receiving post office is essential.
2. Special handling is available for an additional fee for standard mail and provides preferential handling to the extent practical in dispatch and transportation but does not provide for special delivery.
3. The principal postal services are described and their application given in Exhibit 2 to this handbook, "Principal Postal Services for Official U.S. Government Mail."

IV. GLOSSARY**Business Reply Mail**

Mail that consists of specially printed cards, envelopes, cartons, and labels that may be mailed without prepayment of postage. The postage and fees are collected when the mail is delivered to the addressee.

Classes of Mail

The USPS has five classes of mail: first-class, priority, periodical, standard, and Express Mail.

Direct Accountability

Any procedure in which verifiable actual mail volumes or postage costs are recorded before or at the time of mailing.

Express Mail

An expedited, time-sensitive USPS service that guarantees overnight delivery for materials weighing up to 70 pounds. The USPS gives a full postage refund for any shipment not delivered as prescribed. Express Mail is a USPS trademark.

Indicium (Indicia)

A printed design or legend on mail to signify postage has been paid.

Mail Services

NRC headquarters staff who handle agency mail functions are the focal point for the receipt or dispatch of mail and for further internal distribution or entry into the USPS mail system.

Metered Mail

Mail for which postage is paid through the use of a postage meter. The privileges and conditions of stamped mail apply to metered mail. Metered mail requires the use of postage meter envelopes and postage meter labels.

Official Mail

Mail sent by agencies of the United States Government containing matter relating exclusively to the business of the Government of the United States that is authorized by law to be transmitted through the mail without prepayment of postage. Agencies may choose to prepay postage by using regular postage stamps, commercial meters, or any other means available to private sector mailers.

Official Mail Accounting System (OMAS)

The USPS government-specific system used to track postage used by many Federal agencies. Post offices get credit for the revenue. Agencies use data from OMAS to control their postage costs.

Official Mailing Address

NRC headquarters: U.S. Nuclear Regulatory Commission, Washington, DC 20555-0001. This address is applicable regardless of the current physical location of any headquarters organization but does not apply to classified mail. For the current NRC classified mail address, contact DFS/ADM.

Permit Mail

Mail sent with a printed indicium instead of a stamp. The indicium indicates postage has been paid.

Physical Delivery Mail Address

NRC headquarters: 11555 Rockville Pike, Rockville, MD 20852. This is the address to be used for delivery by private expedited (next day) delivery service.

Postage Meter

An electronic device for imprinting postage directly on envelopes or on a gummed tape for application to letters and packages.

Postage Stamps

Specific stamps used by Government agencies to facilitate postage accountability.

Priority Mail

A special premium-cost service provided by the USPS for first-class mail weighing more than 16 ounces and other classes of mail weighing less than 70 pounds. The USPS advertises 2-day delivery using priority mail.

Private Expedited Delivery Service

Private contractors who provide for local or long distance deliveries of time-sensitive material when NRC courier service or Express Mail service is not deemed suitable or available.

Private Express Statutes

Laws giving the USPS exclusive right to carry letters over postal routes.

EXHIBITS

Exhibit 1 Business Reply Label

OFFICIAL BUSINESS
PENALTY FOR PRIVATE USE \$300



POSTAGE WILL BE PAID BY US NRC

UNITED STATES NUCLEAR REGULATORY COMMISSION
MAIL STOP _____
11555 ROCKVILLE PIKE
ROCKVILLE MD 20852-9814



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



Exhibit 2 Principal Postal Services for Official U.S. Government Mail

SERVICE	DESCRIPTION	APPLICATION
AIR MAIL	Fastest service for international mail weighing 10 ounces or less.	Only used for international mail service.
EXPRESS MAIL		
• Domestic	Guaranteed next-day delivery service to over 400 cities nationwide.	Check advantages of using this service with the local mailroom when speed of delivery is critical. (NRC Form 420 required.)
• International	Provides faster but more expensive service than air mail to certain countries.	Check with the local mailroom when speed of delivery is critical. (NRC Form 420 required.)
FIRST-CLASS MAIL	Fastest service (next to Express Mail) for domestic mail. Receives same service as air mail. More than 90 percent of first-class domestic mail is delivered within 2 days.	Use for correspondence and other material requiring speedy delivery. Note: The United States Postal Service (USPS) will treat as first-class all pieces weighing 16 ounces or less unless they are endorsed to a lower class.
PRIORITY MAIL (HEAVY PIECES)	Fastest available mail service for first-class mail weighing over 16 ounces and other classes weighing not more than 70 pounds.	Use only when speed of delivery is critical. Note: The USPS will treat pieces over 16 ounces as standard mail unless they are endorsed as priority mail.

STANDARD MAIL

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|--|--|--|
| <ul style="list-style-type: none">• Bulk Rate | <p>Requires USPS permit and special premail sorting and preparation by ZIP Code. Rates are applied to mailings of identical pieces sent to different addresses in quantities of not less than 50 pounds or 200 pieces. Savings exceed 50 percent of first-class postage on pieces weighing 1 ounce or less.</p> <p>Each piece must weigh under 16 ounces and be identical in size, weight, and number of enclosures. The printed textual matter need not be identical.</p> | <p>Use instead of first-class for qualifying mail when speedy delivery is not essential.</p> <p>Consult Mail Services on bulk mailing permits.</p> |
| <hr/> | | |
| <ul style="list-style-type: none">• Single Piece | <p>Low-cost service for single pieces of printed matter and merchandise weighing over 1 ounce and less than 16 ounces.</p> <p>Lowest cost service for printed matter and merchandise weighing between 16 ounces and 70 pounds. Special fourth-class rate is available for books weighing up to 70 pounds (no minimum weight). Qualifying books must contain at least 24 pages, 22 of which must be printed and consist wholly of reading matter or bibliography. The USPS indicates that 95 percent of parcel post items sent from Washington, DC, should be delivered within the 48 contiguous United States within 2 to 7 days, depending on distance.</p> | <p>Use instead of first-class for qualifying mail when speed of delivery is not essential.</p> <p>Use for qualifying mail when speed of delivery is not essential.</p> |
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REGISTERED MAIL	Secured service. Movement is controlled throughout postal system. Delivery can be restricted to the addressee; return receipt (proof of delivery) can be obtained at an additional fee. Postal indemnity is limited to \$200 for official Government mail.	Use only when required by law for material that requires extensive security and protection and to transmit information classified as Secret or Confidential. Obtain return receipts only when proof of receipt by addressee is essential for the records.
CERTIFIED MAIL	Proof of delivery service. Available only for first-class and priority mail. Carrier obtains addressee's signature, which is kept for 2 years by delivering post office. Return receipt can be obtained for additional fee and restricted delivery service. Certified mail does not travel faster than first-class and does not offer extra security or payment for loss. Certified mail costs substantially less than registered mail.	Use only when proof of delivery is essential and the material has no monetary value. Use for material classified as Confidential.
SPECIAL DELIVERY	Receives preferential handling to the extent possible in dispatch and transportation and ensures delivery by the addressee's post office on the day of receipt.	Use only when specifically required by law or when prompt delivery by the receiving post office is essential.
INSURED MAIL	Insurance is available for standard and priority mail for protection against loss or damage up to \$5,000. Restricted delivery and return receipts available for additional fee.	Use only when the replacement cost of the item justifies the expense of insurance.
RESTRICTED DELIVERY	Provides means to restrict delivery to addressee or to specifically designated (in writing) agent.	Use only when it is necessary to limit delivery to addressee or agent.

**RETURN
RECEIPT**

Provides receipt for delivery signed by addressee or agent. Available for registered, certified, or mail insured for more than \$50.

Use only when it is necessary to know to whom or when delivery was made or when a signed receipt is needed.
