

BPA Policy 440-71

Mail Services

Workplace Services

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440-71.1 Purpose & Background

This policy establishes security requirements for Bonneville Power Administration's mail services program, and outlines procedures and standards for its use by employees and contract personnel.

440-71.2 Policy Owner

The Chief Administrative Officer has overall responsibility for this policy and for general oversight of BPA's Mail Services program. The Manager for Mail Services has responsibility for implementing processes and procedures described in this policy.

440-71.3 Applicability

All BPA employees and contract personnel.

440-71.4 Terms & Definitions

A. **Overnight or time sensitive mail** — BPA commonly uses these options:

1. **United Parcel Service (UPS):** Provides real time tracking from pick up to delivery.
2. **Federal Express Overnight:** Standard overnight is the preferred method, with next-day delivery. Other options may be available in some areas at a lower cost.
3. **U.S. Postal Services Express Mail:** Used for mailings that do not have a physical address, such as post office boxes.

B. **Certified Mail:** Provides the sender with a mailing receipt and a record of delivery. Incoming certified mail is recorded by Mail Services before it is delivered to the receiving organization within BPA. For outgoing mail, other, more cost effective options (such as delivery confirmation) may provide an equivalent ability to track the mailing.

C. **Courier pickup:** On-call pickup and delivery services normally provided by a contract service.

D. **First Class Mail:** Correspondence that weighs no more than 13.0 ounces, is no larger than 12 inches x 15 inches, and a thickness of less than three quarters of an inch. Delivery time is typically two to five business days.

E. **Mail stop:** The BPA organization code used for distribution of internal mail.

F. **Official Mail:** Mail that supports BPA's official business.

G. **Personal mail:** Mail that relates to an individual's interests and activities and does not support BPA's official business. Personal mail may include but is not limited to catalogs, brochures, merchandise, cards, invoices and bills, financial statements, letters from non-work-related organizations, and complaints/grievances not related to official business.

H. **Priority Mail:** Mail exceeding the size and weight limitations for First-Class Mail. Delivery time is typically one to three business days.

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440-71.5 Policy

BPA mail services are to be used for official business only. Mail Services will assist in determining the most cost effective method of mailing to meet official business requirements.

A. The use of official mail or services for personal use or gain is strictly prohibited.

Personal use of official mail is a violation of the Standards or Ethical Conduct for Members of the Executive Branch (§ 2635.704 – Use of Government Property) and may result in disciplinary action.

B. Mail Services is not responsible for personal mail entering the Mail Room. Any suspicious mail may be opened by Mail Services staff.

440-71.6 Policy Exceptions

None.

440-71.7 Responsibilities

A. The Manager for Mail Services:

1. Provides an effective mail management program that ensures all employees use the most cost effective type of mail services available consistent with operational needs.
2. Works cooperatively with other BPA organizations to meet mail services requirements that fall outside of normal business hours and is responsible for compliance with all applicable regulations relating to mail, including appropriate use of mail services as in 5 Code of Federal Regulations (CFR), Part 735, and safe handling procedures. The [Mail Services document](#) provides specific information about the types of mail services used by BPA.

B. BPA’s Commercially Leased Facilities, Regional Offices and Substations: manage their own internal mail systems.

C. Managers: Notify Mail Services (via Workflow Connection) of employee moves that result in a change to an employee’s mail stop.

440-71.8 Standards & Procedures

A. Outgoing Time Sensitive Mail: Deliver time sensitive mail to Mail Services with the completed form BPA 1410.01e:

http://internal.bpa.gov/Policy/Forms/eForms/b1410_01.doc. This mail is assigned a tracking number.

B. Mail Stops: Include the sender’s name in the return address of all outgoing mail. Include recipient’s name and complete mail stop for all internal mail. Mail stops for BPA employees are listed in the BPA Central Mail List System.

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440-71.9 Performance & Monitoring

- A. Mail Piece Volume – is an indicator as to how valued the service provided is on a long-term basis.
- B. Average Cost Per Mail Piece – is an indicator of cost controls and efficiency of the program.
- C. First Overnight as a Percent of All Service Classes Combined – serves as a primary indicator of program cost and also indicates where program cost can be most effectively be controlled through various efforts.

440-71.10 Authorities & References

- A. 10 Code of Federal Regulations (CFR), Part 1010, Conduct of Employees
- B. BPA Policy 440-72, Printing and Reroduction
- C. BPA Policy 440-74, Central Mail List System
- D. Personnel Letter 752.1, Discipline, Adverse Actions, and Alternative Discipline;
http://webip3/eb/PersonnelServices/letters_search.asp?qu=752-1&Search=Execute+Query
- E. DOE Order 203.1, Limited Personal Use of Government Office Equipment including Information Technology
- F. 5 Code of Federal Regulations (CFR), Part 735, Employee Responsibilities and Conduct

440-71.11 Review

This policy will be reviewed every 5 years starting in 2019.

440-71.12 Revision History

Version	Issue Date	Description of Change
1	16 July, 2015	Migration of content to new policy format.

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