

Department of Homeland Security
Management Directive System
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**MAIL MANAGEMENT
PROGRAM**

I. Purpose

This management directive establishes the Department of Homeland Security (DHS) Mail Management Program and sets forth its purpose, responsibilities, and concept of operations for mail management.

II. Scope

This management directive applies to all Department offices, directorates, agencies, and sub-elements within DHS (hereafter referred to as Organizational Elements), unless specifically exempted by statutory authority.

III. Authorities

This directive is governed by the following Acts, Regulations, Standards and Contracts:

- A. The Federal Property and Administrative Services Act of 1949, as amended.
- B. CFR 41, Parts 102-192 on Mail Management, July 2002.
- C. U.S. Postal Service Domestic Mail Manual (DMM), current edition.
- D. U.S. Postal Service International Mail Manual (IMM), current edition.
- E. DHS and Organizational Elements Express Delivery Service Contracts.
- F. DHS and Organizational Elements Equipment Acquisition Contracts.
- G. DHS and Organizational Elements Support Services Contracts.
- H. 32 CFR Part 2001, Classified National Security Information Directive No.1.

IV. Definitions

A. For the purpose of this directive, mail is defined as letters, flats, memoranda, post cards, documents, publications, packages, and other written or printed communications received for distribution or dispatch by the U.S. Postal Service; express delivery services and DHS or a DHS organizational element intra-department envelope.

1. Mail System. The mail system means all the components (equipment, software, employees, etc.,) primarily dedicated to the collection, distribution, and delivery of hard copy mail items, including methods for capturing data on mail users, their volume, and costs. The mail system includes the financial and accounting systems.
2. Official Mail. Any mail relating exclusively to the business of the Federal Government, and for the purpose of this Directive, official business of DHS.
3. Personal Mail. Private mail of DHS employees.
4. Accountable Mail. Mail that incorporates a system of receipts to monitor its movement from point-to-point.
5. Information Security. The system of policies, procedures, and requirements established under the authority of Executive Order 12958, as amended, to protect information that, if subjected to unauthorized disclosure, could reasonably be expected to cause damage to the national security.
6. Safe Mail. Mail that has been received and appropriately undergone biological, chemical and radiological testing before being delivered to the addressee.
7. Mail Center. Facility or office where mail operations are performed.
8. Express Delivery Services. Expeditious delivery service by a national carrier with varying degree of delivery timelines, e.g., FedEx, UPS or DHL.
9. Local Courier Service. Expeditious distribution of mail from point-to-point by the use of a courier within a locally defined area.

B. Further delineation of definitions will be published in the DHS Mail Manual, currently under development.

V. Responsibilities

- A. The **Under Secretary for Management**, through the Chief of Administrative Services, Director of Asset Management, shall authorize the Mail Management Program to operate according to the purpose, and by the procedures, prescribed in this management directive.
- B. The **Chief of Administrative Services**, through the Director of Asset Management, shall create the organizational structure to execute the policy and procedures prescribed in this management directive.
- C. The **Office of Security** shall be responsible for program support in matters of physical security, information security and vulnerability assessments.
- D. The **Office of Information Technology** shall be responsible for program support in matters of information technology development, integration and deployment.
- E. The **Directorate of Science and Technology (S&T)** shall be responsible for program support in matters of scientific and technological research, development and applications.
- F. The **Directorate of Information Analysis and Infrastructure Protection (IAIP)**, shall be responsible for program support in matters of domestic and international mail threats, vulnerability assessments, and risk mitigation applications consistent with critical infrastructure protection.
- G. The **Department Organizational Elements**, are responsible for implementing policies and procedures; reporting performance results; quality of service, training and employee development, security, resource planning and disbursement associated with mail management.
- H. The **Management Directorate** shall be responsible for managing the US Postal Service Official Mail Accounting System for the Secretary, Deputy Secretary, and Executive Offices; and for the Management, Information Analysis & Infrastructure Protection and Science & Technology Directorates.
- I. The **Customs & Border Protection Office**, Border & Transportation Security Directorate, shall be responsible for managing the US Postal Service Official Mail Accounting System for the Border & Transportation Security Directorate.
- J. The **Federal Emergency Management Agency**, Emergency Preparedness & Response Directorate, shall be responsible for managing the US Postal Service Official Mail Accounting System for the Emergency Preparedness & Response Directorate.

K. The **US Coast Guard** and **US Secret Service** shall be responsible for managing the US Postal Service Official Mail Accounting System for their respective organizations.

VI. Policy & Procedures

A. Policy.

1. The Chief of Administrative Services, Management Directorate will charter a Mail Management Council based on recommendations from the Asset Management Board. The Mail Management Council will be tasked with developing mail management policy, procedures, business practices and processes to achieve integrated mail management within the Department. The Mail Management Council will assist the Asset Management Board in developing mail management controls and performance metrics. The Mail Management Council will:

- a. Identify and prioritize integrated mail management program goals and objectives to improve mission effectiveness;
- b. Implement the Department's strategic goals through operational planning, and budget execution;
- c. Develop common acquisition platforms for mail services and equipment;
- d. Serve as the Commodity Council for mail services and equipment;
- e. Coordinate programmatic input on all legislative activity affecting mail management policies;
- f. Establish standardized educational programs and infrastructure, to include the identity of funding, courses and facilities;
- g. Establish a uniform maintenance philosophy;
- h. Develop common, measurable performance standards and compliance reviews;
- i. Increase employee awareness of DHS asset management and mail management policies and procedures;

- j. Develop DHS-wide core competencies, qualifications, and certification.
2. DHS will promote the most cost-effective use of mail service consistent with program requirements for timely, efficient, and responsive service through the use of internal mail, the U.S. Postal Service, express delivery services, and other carriers.
3. DHS employees will not be allowed to use the distribution system for personal mail with the following exceptions: employees posted or on temporary duty in foreign locations where government mail services have been established for security and safety reasons; and when Coast Guard instructions permit employees to use the official mail distribution system.
4. Organizational elements will seek approval from the Assistant Director for Mail Management, Asset Management in procurement action for mail equipment and or services before contract award.
5. DHS will operate a consolidated mail operations facility supporting the Washington DC metro area organizational elements and headquarters. Within this facility a Safe Mail Program will be established and outbound mail operations will capitalize on business efficiencies.
6. A Safe Mail Program shall be implemented by DHS organizational elements designated by the Chief of Administrative Services and the Office of Security, as at risk from terrorist attack or criminal acts through the use of the mail system. Program guidance for Safe Mail programs will be identified by the Assistant Director for Mail Management with collaboration from S&T and the Office of Security before implementation or renewal.
7. DHS mail centers shall establish a security program with the objective of assuring employee safety and facility survival. The Mail Center Security Guide, developed by the General Services Administration (GSA), offers a guide for security planning; the security guide is available through the GSA web site "www.gsa.gov".
8. DHS managers responsible for mail center operations will insure a risk assessment is completed within 180 days from issue date of this directive and conduct an annual review ensuring it's current. Chapter 1 of the Mail Center Security Guide offers a recommended process for conducting a risk assessment, or contact DHS Office of Security for guidance.

9. DHS organizational elements are responsible for:
 - a. Program performance under the DHS Mail Management Program;
 - b. Identifying a management position responsible for program performance;
 - c. Implementing an accountable mail delivery process for movement of accountable mail from point-to-point;
 - d. Submitting management performance reports, metrics and budget updates to the Assistant Director for Mail Management, Asset Management, by the fifth business day of each month, or quarterly, as indicated. See enclosures for reporting format.
 - e. Management Performance Reports includes: (Enclosure 1)
 - (1) Accountable mail delivery cycle time;
 - (2) Official mail delivery cycle time;
 - (3) Inside mail delivery cycle time;
 - (4) Customer service inquires;
 - (5) Equipment maintenance response time;
 - (6) Quarterly - Services and equipment contract performance assessment;
 - (7) Quarterly - Security and safety assessment.
 - f. Metric Volume Reports includes: (Enclosure 2)
 - (1) Volume of inbound and outbound USPS non-accountable mail by zip code;
 - (2) Volume of inbound and outbound USPS accountable mail by zip code;
 - (3) Volume of inbound and outbound express delivery service mail by service provider and zip code;
 - (4) Volume of inside mail received.

- g. Expenditures Report includes: (Enclosure 3)
 - (1) USPS postage expense by zip code, USPS official mail accounting system agency code and cost code;
 - (2) Express delivery service expense by service provider, account number and zip code;
 - (3) Quarterly - Budget authorization versus actual expenditures.

10. Security and safety events, as well as continuity of operations activation, should be communicated electronically to the Assistant Director for Mail Management, Asset Management, within 24 hours of discovering a security or safety event. An electronic copy should also be provided to the Organizational Element's representative to the DHS Mail Management Council.

B. **Procedures.**

A DHS Mail Manual will be published describing specific postal procedures.

Enclosures: Enclosure 1 Management Performance Report Format
Enclosure 2 Metric Volume Report
Enclosure 3 Expenditures Report