

MAIL MANAGEMENT PROGRAM

I. Purpose

This Directive establishes the policies, responsibilities, and concept of operations for the Department of Homeland Security (DHS) Mail Management Program.

II. Scope

- A. This Directive applies throughout DHS.
- B. DHS Management Directive 0590, "Mail Management Program," is hereby canceled.

III. Authorities

- A. Title 41, Code of Federal Regulations (CFR), Parts 102-192, "Mail Management"
- B. DHS Delegation 0201.1, "Delegation to the Under Secretary for Management"
- C. DHS Management Directive (MD) 0004, "Administrative Services Line of Business Integration and Management"

IV. Definitions

- A. **Component Mail Manager**. Individual responsible for oversight of all mail operations for his/her Component. There may be more than one Component Mail Manager per Component.
- B. **Mail**. Letters, flats, memoranda, post cards, documents, publications, packages, and other written or printed communications received for distribution from or dispatch by the U.S. Postal Service (USPS); express delivery services; or an intra-department envelope.

- C. **Mail Center**: Any location with the equivalent of one or more full time employee(s) (government or contractor(s)) working solely on mail and an average of at least \$500 in monthly postage expenditures.
- D. **Mail Service Location (MSL)**: Any location with less than the equivalent of one or more full time employee(s) (government or contractor(s)) working on mail and/or less than an average of \$500 in monthly mail expenditures.
- E. **Official Mail**: Mail relating exclusively to the business of the Federal Government, and for the purpose of this Directive, official business of DHS.
- F. **United States Postal Service Official Mail Accounting System (OMAS)**: System that provides for entry of data from postage statements for official mail used by federal agencies. USPS bills agencies according to OMAS data, and post offices get credit for the revenue. Agencies use OMAS data to monitor postage costs.

V. Responsibilities

- A. **DHS Component heads** are responsible for:
1. Reporting performance results;
 2. Ensuring quality of service, training and employee development, security, resource planning and disbursement associated with mail management within their respective Component; and
 3. Managing USPS OMAS within their respective Component, unless specified otherwise in this Directive.
- B. The **Under Secretary for Science and Technology** supports mail management in matters of scientific and technological research, development and applications.
- C. The **Assistant Secretary for Health Affairs** supports mail management in matters of intelligence-based biodefense and health preparedness architecture.
- D. The **Under Secretary for Intelligence and Analysis** supports mail management in matters of domestic and international mail threats, vulnerability assessments, and risk mitigation applications consistent with critical infrastructure protection.
- E. The **Chief Information Officer** supports mail management in matters of information technology development, integration and deployment.

F. The **Chief Administrative Officer** manages USPS OMAS for all DHS Components except United States Citizenship and Immigration Services, United States Coast Guard, United States Customs and Border Protection, Federal Emergency Management Agency, Federal Law Enforcement Training Center, United States Immigration and Customs Enforcement, National Protection and Programs Directorate, Science and Technology, United States Secret Service, and Transportation Security Administration.

G. The **Chief Security Officer** supports mail management in matters of physical security, information security, operations security, and risk/vulnerability assessments.

H. **Component Mail Managers** are responsible for the following:

1. Training of Mail Center Managers and new Component Mail Managers.
2. Developing a Continuity of Operations Plan (COOP) for Mail Centers and mail processes and reviewing this plan annually.
3. Maintaining oversight of the DHS mail management system processes for their Component; supporting the Mail Center Manager and Mail Service Location Manager in their monthly DHS mail management system activities; and ensuring that the DHS mail management system is updated anytime there is a turnover of the Mail Center Manager and MSL Manager within the Component.
4. Developing appropriate Quarterly Analyses.
5. Maintaining accurate programmatic documentation on all Component Mail Centers.

VI. Policy and Requirements

A. DHS uses the most cost-effective mail service consistent with program requirements for timely, efficient, and responsive service through the use of internal mail, USPS, express delivery services, and other carriers while still supporting the operational focus of the DHS mission.

B. DHS employees are not authorized to use the mail/distribution system for personal mail except when posted or on temporary duty in foreign locations, temporarily deployed to Joint Field Offices, attending training facilities where they reside as students, or due to operational/security considerations delineated in Component mail directives.

C. Components formally coordinate with the Mail Management Program Office (MMPO) in procurement actions for mail equipment and/or services before contract award if the purchase is over \$25,000.

D. DHS operates consolidated mail operation centers in cities and locations where consolidation results in improved business efficiencies and an overall reduction in risk and life cycle costs. Within these centers, a Safe Mail Program will be established for all DHS Components in that geographical area.

E. Components designated by the Chief Administrative Officer implement Mail Surety Programs. The DHS Mail Program Manager, with collaboration from Science and Technology, Office of Health Affairs, and the Office of the Chief Security Officer publishes program guidance for the Mail Surety Programs before implementation or renewal.

F. DHS mail centers establish a security program with oversight provided by the DHS Chief Security Officer with the objective of assuring employee safety and facility survival. Mail center security plans are verified, updated, and endorsed annually by each Component mail manager.

G. Periodically, the MMPO schedules and facilitates a program review of each Component's Mail Management Program.

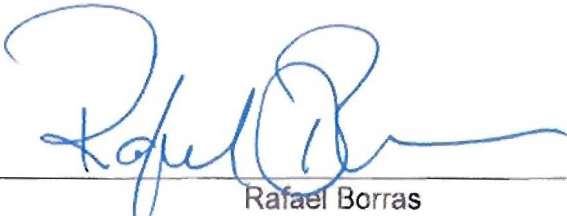
H. The Mail Commodity Council is responsible for analyzing and developing departmental policies/projects to achieve efficiency in the DHS Mail Management Program.

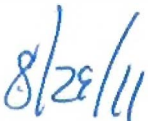
1. The Mail Commodity Council is established by separate charter and comprised of members from those Components that have Mail Centers or Mail Service Locations. Each Component may have one or more representatives that have the authority to make decisions concerning mail processes, commodities such as meters and strategic sourcing contracts. Mail Commodity Council members are responsible for analyzing and developing Departmental projects to achieve efficiencies in the DHS Mail Management Program and providing policy input to the DHS Mail Management Program Office for Department-wide application. The Council is also responsible for implementing and executing Department-wide projects and programs and ensuring Component-level participation in support of each program.

2. Council members may send a representative to the meeting. Only government officials have the authority to make decisions. Contractors may attend Commodity Council meetings (but may not make decisions). If attending a meeting, contractor employees have a non-disclosure agreement signed and on file with their respective Component.

VII. Questions

Address any question or concerns regarding this Directive to the Chief Administrative Officer.



Rafael Borrás
Under Secretary for Management

Date