

## ENTERPRISE MAIL MANAGEMENT

- 1. REASON FOR ISSUE:** To update and revise the Department of Veterans Affairs (VA) policy on Mail Management and implement the provisions found in the 41 Code of Federal Regulations (C.F.R.), Part 102-192, Federal Management Regulation (FMR) – Mail Management and to address the recommendations in the Government Accountability Office Report (GAO-17-800T).
- 2. SUMMARY OF CONTENTS/MAJOR CHANGES:** This directive represents a full rewrite of the policies and responsibilities for managing VA's Enterprise Mail Management (EMM) Program. Major changes include incorporating Enterprise-level performance measures, updated reporting requirements, and updated security requirements.
- 3. RESPONSIBLE OFFICE:** Office of Information and Technology (OIT) (005), Compliance, Risk and Remediation (CRR) (005X), Enterprise Mail Management Program Office (005X6E).
- 4. RELATED HANDBOOK/DIRECTIVE:** VA Handbook 6340, Enterprise Mail Management Procedures.
- 5. RESCISSIONS:** VA Directive 6340, Mail Management, dated September 11, 2017 and Notice 20-01, Mail Management Procedures, dated January 23, 2020.

**CERTIFIED BY:**

**BY DIRECTION OF THE SECRETARY OF  
VETERANS AFFAIRS:**

/s/

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Acting Assistant Secretary for  
Enterprise Integration

/s/

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Acting Assistant Secretary for Information  
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## ENTERPRISE MAIL MANAGEMENT

1. **PURPOSE.** This directive establishes policy for a Department of Veterans Affairs (VA) Enterprise Mail Management (EMM) Program and implements the provisions found in the 41 C.F.R. Part 102-192, Federal Management Regulation (FMR), Mail Management. The primary purposes of the EMM Program Office are to:
  - a. Modernize VA's mail management by identifying, assessing and improving practices and procedures.
  - b. Improve mail management reporting with the goal of providing better service to Veterans and their families at a cost advantageous to the Federal Government.
2. **POLICY.** VA will maintain an effective, efficient, and economical mail management program.
  - a. VA appropriations must not be used to support operation of contract postal units on either a full-time or part-time basis regardless of whether reimbursement is made by the United States Postal Service (USPS).
  - b. Official mail may only be used for mailing articles, documents, and packages that are required to conduct Government business. VA mail facilities must ensure all mail is handled appropriately to conform to the Freedom of Information Act (FOIA) and/or the Privacy Act.
3. **RESPONSIBILITIES.** Additional responsibilities are published in VA Handbook 6340.
  - a. **Assistant Secretary for Information and Technology and Chief Information Officer** shall:
    - (1) Administer and establish procedures, policies, and directives for the EMM Program.
    - (2) Establish requirements for the EMM Program Office and Enterprise Mail Manager.
  - b. **Under Secretaries, Assistant Secretaries, and Other Key Officials** shall:
    - (1) Establish and administer mail management programs in the offices and field facilities under their jurisdiction.
    - (2) Comply with this directive and implement procedures and processes found in VA Handbook 6340.
    - (3) Designate an Administration/Staff Office Mail Manager for their respective Administration or Staff Office.

- (4) Plan and program for necessary mail expenditures in annual budget submissions.
- (5) Arrange for payments on mail expenditures to USPS and other vendors through the appropriate method of payment per the Department of Treasury guide 4100.

c. **Deputy Chief Information Officer, FOIA, Records and Assessment Compliance** shall:

- (1) Establish and recommend to the Under Secretaries, Assistant Secretaries, and Other Key Officials the enterprise policies, plans, procedures, and directives pertaining to the EMM Program.
- (2) Manage the EMM Program Office.
- (3) Designate an Enterprise Mail Manager.

ci. **OIT Enterprise Mail Management (EMM) Director** shall:

- (1) Establish written policies and procedures for timely and cost-effective dispatch and delivery of mail.
- (2) Implement training, published in VA Handbook 6340 section 4d on mail policy, procedures, and Enterprise mail activities for personnel at the appropriate levels.
- (3) Formulate and evaluate enterprise plans, policies, and procedures pertaining to mail management to maintain an effective, efficient, and economical VA Mail Management Program.
- (4) Maintain liaison with USPS, Office of Management and Budget (OMB), General Services Administration (GSA), other Federal Government agencies, relevant councils, and shipping vendors to ensure the maintenance of quality service and adherence to any applicable regulations on all mail management matters.
- (5) Ensure quarterly meetings are held with designated mail managers to discuss relevant topics and new programs.
- (6) Capture and analyze expenditure data as required.
- (7) Serve as the VA expert and provide guidance and advice on all mail management policies and procedures.

e. **Administration/Staff Office Mail Managers and/or Facility Mail Managers** shall:

- (1) Implement enterprise plans, policies and procedures and ensure that the Administration/Staff Office comply with policies and procedures so that mail operations are executed in an efficient and economical manner.
- (2) Prepay or reimburse the USPS for all official mailings via the current payment system.
- (3) Have access to a USPS Domestic Mail Manual (DMM) and International Mail Manual (IMM).
- (4) Use standardized mail routing symbols or office names for identifying, sorting, and delivering mail.
- (5) Ensure VA mailing indicia, including meter impressions and permit imprint authorizations, are used for official Government use only.
- (6) Comply with Reporting Requirements (metrics) to ensure accountability of budgeted funds versus spent funds.
- (7) Comply with this directive and implement procedures and processes found in VA Handbook 6340.
  - (a) Maintain records of expenditure data and submit reports on a regular scheduled basis. Details on expenditure reporting are published in VA Handbook 6340 section 4a.
  - (b) Ensure mail expenditures are reported to the EMM Program Office and submitted in a timely manner.
  - (c) Meet Goals and Performance Measures, published in VA Handbook 6340 section 4b, to monitor the operations of mail facilities and mail management activities.
  - (d) Track and report on training and other requirements found in Handbook 6340.
  - (e) Conduct Security and Safety Reviews to ensure the safety and security of mail, staff, and mail facilities. This includes reviewing and certifying that each mail facility has a documented security plan per the requirements in VA Handbook 6340.
- (8) Follow EMM guidance and FMR guidance to maintain liaison directly with USPS, OMB, GSA, other Federal Government agencies, relevant councils, and shipping vendors to ensure the maintenance of quality service and adherence to any applicable regulations on all mail management matters.

- (9) Choose the most cost-effective carrier(s) and product(s) consistent with the provisions of VA policies.

#### 4. REFERENCES.

- a. [Domestic and International Mail Manuals](#)
- b. [41 Code of Federal Regulations, Part 102-192](#)
- c. [VA Freedom of Information Act \(FOIA\) Guidance](#)
- d. [Government Accountability Office Report \(GAO-17-800T\), Management and Oversight of Mail Operations Could Be Improved, September 2017](#)
- e. [VA Handbook 6300.4: Procedures for Processing Requests for Records Subject to the Privacy Act](#)

#### 5. DEFINITIONS.

- a. **Accountable Mail** – Mail that requires the signature of the addressee or addressee’s agent upon receipt to provide evidence of delivery or indemnification for loss or damage.  
([https://about.usps.com/publications/pub32/pub32\\_terms.htm](https://about.usps.com/publications/pub32/pub32_terms.htm))
- b. **Administration/Staff Office Mail Manager** – Designated official responsible for maintaining oversight of mail programs and adhering to Federal Management Regulations and all VA EMM policies and procedures for mail operations at the Administration/Staff Office level.
- c. **Contract Postal Unit** – Supplier-owned or supplier-leased site operated by the supplier under contract to the USPS to provide postal products and services to the public at USPS prices. (<https://about.usps.com/suppliers/becoming/contract-postal-unit.htm>)
- d. **Enterprise Mail Manager** – Director-level position responsible for the overall management and administration of the VA EMM Program. Ensures VA adheres to Federal Management Regulations and all VA policies and procedures for mail operations.
- e. **Mail** – Letters, memoranda, postal cards, reports, forms and form letters, documents, papers, packages, publications, and other material received or dispatched by VA using USPS and vendors such as Federal Express (FedEx), United Parcel Service (UPS), etc. (<https://www.govinfo.gov/content/pkg/CFR-2014-title41-vol3/pdf/CFR-2014-title41-vol3-sec102-192-175.pdf>)
- f. **Mail Facility** – Physical location or office where mail operations are performed.

- g. **Mail Manager** – Facility based staff/employees that may have differing titles, roles and responsibilities depending on the organization. In this case those roles and responsibilities include the oversight or management of day-to-day mail operations and resources required.
- h. **Special Services** – Mail services that require extra payment over basic postage. ([https://about.usps.com/publications/pub32/pub32\\_terms.htm](https://about.usps.com/publications/pub32/pub32_terms.htm))