

MAIL MANAGEMENT BULLETIN
FY 2015
May 15 – June 15

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Welcome to the NOAA/USPS mailing and shipping bulletin! The home of new and exciting postal information!

Spring is officially her. Not just on the calendar but I can feel it and see the flowers blooming!

Your contacts for NOAA's Mail Management functions:

Rita E. Argueta – NOAA Mail Manager, (301) 713-2220 x181
Floyd Creecy – National NOAA Mail Manager, (301) 713-2411 x165
or Jennifer Mills, (301) 713-2411 x148

It is really important that you read the information provided in the bulletins. The mail bulletin provides the most up-to-date, cost-saving, and correct information regarding NOAA mailing procedures and safety.

You are encouraged to recommend fresh and interesting postal topics. Please feel free to submit changes or offer suggestions to make this bulletin useful and beneficial to you and everyone who reads it. It would be appreciated if you would pass this information along and notify us of anyone you know who is responsible for mail and is not receiving this bulletin.

POSTAGE NEWS

Postage Information

“USPS Upcoming Price Changes”

USPS price changes are coming May 31, 2015. With this price change, USPS will implement new pricing for all mail classes, except Priority and Priority Mail Express. They will also make changes to some services as well.

Key changes in the May 2015 price change include:

- The First-Class metered letter rate will change to \$0.485.
- There is no increase to the retail rate of \$.49 for First-Class letter stamps.
- The post card price will increase from \$.34 to \$.35.
- Both Priority Mail International and Priority Mail Express International prices increase.
- The prices for Priority Mail International to Canada will be determined based upon zone, not just weight.

If your location has a postage meter, the issuing vendor will send information to guide you with installing the new rates on your meter. Some users will download the pricing updates to the meter when funds are downloaded. If funds are not needed, then connecting the meter and doing a zero download would include receiving the all new price adjustments.

If you have any questions pertaining to the new rate increase or downloading them to your postage meter please direct them to the Mail Management Team Rita Argueta at rita.e.argueta@noaa.gov, floyd Creecy at floyd.creecy@noaa.gov, or Jennifer Mills at jennifer.mills@noaa.gov

“Updated USPS Extra Service Forms”

As part of the Postal Service’s ongoing efforts to simplify products and services, effective May 31, 2015, several updated and two new Extra Service forms will be implemented.

Certain new or revised Extra Service forms can either be printed by customers at: <http://about.usps.com/forms-publications/welcome.htm> (PS Forms 3606, 3606-D, 3665, 3806, 3811-A, and 3877) or ordered online at: <https://store.usps.com/store/> (PS Forms 153, 3800, 3811, 3813, 3813-P, and 3816). These Extra Service forms will be available for printing or ordering by customers on May 15, 2015, but are not intended for use until May 31, 2015.

Extra Service PS Form #	Extra Service Form Name	Change Status
153	Signature Confirmation Receipt	Updated
3606	Certificate of Bulk Mailing (International)*	Updated
3606-D	Certificate of Bulk Mailing (Domestic)*	New Form
3665	Certificate of Mailing – Firm (Domestic)*	New Form
3800	Certified Mail Receipt	Updated
3804	Return Receipt for Merchandise	Updated
3811	Domestic Return Receipt	Updated
3811-A	Request for Delivery Information/Return Receipt	Updated
3813	Insured Mail Receipt \$500 and Under	Updated
3813-P	Insured Mail Receipt Over \$500	Updated
3816	Collect on Delivery	Updated
3877	Firm Mailing Book for Accountable Mail*	Updated

Please take note if you are using any of the above forms, you will need the new version of that form beginning May 31, 2015. The Postal Service has granted a grace period for the adoption of Certificate of Mailing and Certificate of Bulk Mailing forms and will allow mailers to use up existing supplies of their current facsimiles prior to switching to the new forms(s).

If you have any additional questions please reach out to the Mail Management team Rita Argueta at rita.e.argueta@noaa.gov, floyd Creecy at floyd.creecy@noaa.gov, or Jennifer.mills@noaa.gov

Mail Safety & Security

Safety and Security “Training, Testing, and Rehearsal”

The actions you take *during* a threat have an immediate impact on the safety of everyone in your mail center. The actions you take *before* a threat have a lasting impact on the safety of everyone in the agency. Preparing your mail center and your employees to handle a threat is an obligation you must meet every day.

Education and awareness are the essential ingredients to preparedness. Employees need to remain aware of their surroundings and the packages they handle. You must carefully design and vigorously monitor your security program to reduce the risk for all.

Through training, you can develop a culture of security awareness in your operation. Through rehearsal, you can ensure that critical lessons have been learned and retained. You can ensure employee confidence in their safety by developing and giving training. Managers should consider security training and rehearsal a critical element of their job.

In addition to educating the employees who work for you, you should educate the employees who work for your agency. Employee awareness of the measures you've taken leads to confidence in the safety of the packages that are delivered to their desktops.

One key to performance during an emergency is testing of the plan in advance. Test contingency plans in a way that does not alarm employees but follows the steps to take if there is an event. The dress rehearsals reinforce the training and in the event of an emergency can more easily be followed. Rehearsals also instill confidence and reduce panic during an actual emergency.

Training, testing, and rehearsal will prove invaluable if a threat were detected in your office or mail center. Start your plan today!

If you someone on your team or someone you may know needs mail security training or additional information on mail security please call or email your mail management team listed at the end of the bulletin.

Keep a suspicious mail poster up in your office. A suspicious mail poster can be ordered from the USPS, FBI or copies can be made from the PDF provided on the mail management website at: http://www.corporateservices.noaa.gov/facmd/logistics_management/mail_management/

Domestic Small Package Shipping

“Lost or Damaged Packages”

The DDS3 Small Package contract is for the shipping of domestic mail (NTE to exceed 150 lbs). NOAA may use either the UPS or the FedEx for domestic shipping.

If a package is damaged or lost, it is stressed that an inquiry on such a package be done immediately with the UPS/FedEx.

UPS Strategic Customer Support: 1-800-877-1497

Claims website: https://wwwapps.ups.com/webClaims/create?loc=en_US

FedEx Customer Support: 1-800-463-3339

Claims website: <http://www.fedex.com/us/fcl/pckgenvlp/online-claims/>

If the result of the inquiry with the UPS/FedEx is unsatisfactory, you need to contact your respective line/staff office small package contact. If the line office contact is not available or the damaged/lost package is of a PPI/sensitive/high dollar value, in nature, you may contact the NOAA Small Packages Administrator, Rita.E.Argueta@noaa.gov.

Prior to contacting the NOAA Small Packages Administrator, a “Small Package Complaint Worksheet for Lost or Damaged Shipment(s)” must be completed. A copy of that worksheet is attached to this bulletin.

NESDIS	Debbie.Rivera@noaa.gov
NMFS	Deedee.Hairston@noaa.gov
NOS	Jennifer.Neuschatz-Gregg@noaa.gov
NWS	Sheila.Foster@noaa.gov
OAR	LaToya.Richardson@noaa.gov
OMAO	Harrie.Cherry@noaa.gov
PPI	Rose.Dyson@noaa.gov
AGO	Adam.Basch@noaa.gov
CFO	Karen.McLane@noaa.gov
CIO	Dionne.Thompson@noaa.gov
OGC	Marilou.Shanefelt@noaa.gov
WFMO	Cynthia.Burley@noaa.gov

Small Package Complaint Worksheet for Lost or Damaged Shipment(s)



In order to conduct a thorough research of your lost/damaged shipment, it is pertinent that the following information be completed IMMEDIATELY to the best of your knowledge and/or information available at hand.

In addition, reporting it IMMEDIATELY is important because there are time limitations on when a claim can be filed.

DATE:	
NOAA Office:	City: _____ State: _____
Contact Name:	Email: _____ Telephone #: _____
Shipment is: <input type="checkbox"/> Lost <input type="checkbox"/> Damaged	
Shipping Vendor:	<input type="checkbox"/> UPS <input type="checkbox"/> FedEx
Tracking #:	_____
Shipper Account Number:	_____
Shipping Time frame(s):	Shipment Date: _____
	Expected Delivery Date: _____
	Date When item was discovered Lost or Damaged: _____
# of Packages Lost/Damaged:	_____

Content Information

Description of Lost/Damaged Content(s):	_____
Serial Number(s):	_____
Estimated Value of Content(s), if known:	\$ _____
Picture of lost/damaged contents:	<input type="checkbox"/> No <input type="checkbox"/> Yes -- Forward to rita.e.argueta@noaa.gov
Declared Value: <i>(The federal government is self-insured.)</i>	<input type="checkbox"/> No <input type="checkbox"/> Yes -- Amount:\$ _____
Claim Submitted:	<input type="checkbox"/> No <input type="checkbox"/> Yes -- Amount:\$ _____
FedEx Claims website:	http://www.fedex.com/us/fcl/pckgenvp/online-claims/
UPS Claims website:	https://wwwapps.ups.com/webClaims/create?loc=en_US
Case/Claim Number <i>(assigned by shipping vendor)</i> :	_____
Number of Content(s):	_____
Size of Content(s):	_____

Packaging Information

Size of Shipped Package/Box:	_____
Description of Shipping Package: <i>(color, size, special container/case, envelope, box, crate, etc...)</i>	_____
Picture of Package(s):	<input type="checkbox"/> No <input type="checkbox"/> Yes -- Forward to rita.e.argueta@noaa.gov
Describe any identifiable mark, color, etc., on lost/damaged package(s):	_____

NOAA party/ies involved:

(name, telephone number) , role in shipping process (package preparer, shipper, receiver, etc...)

Name	Telephone #	Role

Shipping Vendor Contact Names, if any *(shipping vendor personnel you spoke with concerning your lost/damaged shipment):*

Name	Telephone #	Department

ADDITIONAL NOTES:

Mail Management

Information

“For your Reference”

All past mail bulletins as well as mail management guidance is posted on the Mail Management website at: http://www.corporateservices.noaa.gov/facmd/logistics_management/mail_management/

“Your Mail Management Team”

Rita Argueta, NOAA Mail Manager, (301) 713-2220, ext 181, rita.e.argueta@noaa.gov

Floyd Creecy, National NOAA Mail Manager, (301) 713-2411, ext 165, floyd.creecy@noaa.gov