

GENERAL SERVICES ADMINISTRATION
Washington, DC 20405

Date: September 8, 2014

Federal Management Regulation
GSA Bulletin G-04

TO: Heads of Federal Agencies

SUBJECT: Guidance for Annual Mail Management Reporting.

1. What is the purpose of this bulletin? This bulletin informs large agencies how and what to report in their annual mail management report.
2. What is the effective date of this bulletin? This bulletin is effective on September 8, 2014.
3. What is the background of this bulletin? Federal Management Regulation (FMR) part 102-192 requires large agencies to annually provide a mail management report covering the prior fiscal year to GSA. "Large agency" means a Federal agency whose collective total payments to all mail service providers equals or exceeds \$1 million per fiscal year. Starting with the Fiscal Year 2014 report, each report is due on October 31 following the end of the fiscal year. Agencies must submit their report electronically to the Office of Government-wide Policy, Mail Management Policy using the Simplified Mail Accountability Reporting Tool ([SMART](#)).
4. Where can my agency get reporting instructions and training for SMART? The instructions and training for the SMART Tool can be found on the [GSA website](#). You can also contact the Office of Government-wide Policy, Mail Management Policy at federal.mail@gsa.gov.
5. What must large agencies include in their annual mail management report?
Large agencies must report:
 - The total expenditures paid to each service provider during the previous fiscal year. These amounts should include only amounts paid for mail; not amounts paid to any service provider to ship parts and supplies from a materiel distribution center.
 - The total expenditures and the number of mail pieces presorted and consolidated with the United States Postal Service.
 - The total expenditures and number of pieces that are undeliverable as addressed. The costs of undeliverable mail includes any charges for

ancillary endorsement, extra service charges to forward or return the piece, or expenditures for change of address.

- The total Full Time Equivalent Federal employees and contractors that work in your agency's mail operations nationwide, and the number that have achieved industry certifications (e.g., Certified Mail and Distributions Systems Manager, Executive Mail Center Manager, Mailpiece Quality Control Specialist, Certified Mail Manager)

6. What should I do as a result of this bulletin? Large Federal agencies must develop internal mail policy supporting these reporting requirements.

7. When does this bulletin expire? This bulletin will remain in effect until explicitly canceled or superseded.

8. Who should we contact for further information and/or to direct comments regarding this bulletin? Agencies are encouraged to send any questions or comments to:

General Services Administration
Office of Government-wide Policy
Office of Asset and Transportation Management (MA)
1800 F Street NW
Washington, DC 20405
E-mail address: federal.mail@gsa.gov

By delegation of the Administrator of General Services,



Christine J. Harada
Associate Administrator for
Government-wide Policy