

GENERAL SERVICES ADMINISTRATION  
Washington, DC 20405-0001

September 25, 2015

GSA Bulletin FMR G-06  
MAIL MANAGEMENT

TO: Heads of Federal Agencies

SUBJECT: Guidance for Annual Mail Management Reporting

1. What is the purpose of this bulletin? This bulletin informs 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 (insert date of signature).
3. What is the background of this bulletin? Federal Management Regulation (FMR) § 102-192.35 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. 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. What are the mail reporting changes?
  - Federal Mail Regulation 102-192.105 states when an annual mail management report must be submitted to GSA. The agency's annual mail management report is due following the end of the prior fiscal year. The SMART tool will be available from October 1 until December 1. Extensions beyond December 1 are not anticipated. FY 2015 data will be published on the GSA website. Prior year agency data is available to the public and located at <http://www.gsa.gov/portal/content/235245>.
  - SMART Mail Categories and Definitions-We have made changes to various reporting categories and definitions to clarify reporting requirements. Some changes include adding USPS meter/stamp mail and USPS permit mail as topic headings; and adding the category "consolidated mail inside pieces" which is defined as the number of pieces consolidated into the mail package.

5. Where can my agency get reporting instructions for SMART?

The SMART Tool User Guide can be found at <http://www.gsa.gov/portal/content/235245>.

6. 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 and include metered, stamped and permit mail.
- The total number of consolidated mail packages AND all expenses associated with sending consolidated mail packages according to the United States Postal Service standards.
- The total number of mail pieces consolidated into mail packages with the United States Postal Service.
- The total expenditures and the number of pieces that are returned as undeliverable-as-addressed. The costs of undeliverable mail include any charges for ancillary endorsements, extra service charges to forward or return the mailpiece, or expenditures for change of address.
- The number of FTE and contractors who have achieved industry certifications such as: Certified Mail and Distributions Systems Manager (CMDSM), Executive Mail Center Manager (EMCM), Mailpiece Design Professional (MDP), International Publishing Management Association Certified Mail Manager, MAILCOM certification programs and other mail-related certifications.
- All expenses paid on additional contracts for mail service; such as: vendor fees, contract fees supporting your mail operation as well as Meter expenses associated with establishing a new meter, contract fees, and maintenance fees, etc.
- All expenses paid to couriers other than FedEx/UPS to include transportation charges, delivery and pickup fees, and other accessorial charges.

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 20405-0001  
E-mail address: [federal.mail@gsa.gov](mailto:federal.mail@gsa.gov)

By delegation of the Administrator of General Services,



Christine J. Harada  
Associate Administrator  
Office of Government-wide Policy