



**GLENN  
POLICY  
DIRECTIVE**

**Directive: GLPD 1460.1B  
Effective Date: 04/12/2021  
Expiration Date: 04/12/2026**

## **COMPLIANCE IS MANDATORY**

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**Responsible Organization: Code FL/Office of Logistics and Property Management  
Subject: Mail Management w/Change 1 (04/16/2024)**

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### **1. POLICY**

- a. It is Glenn Research Center (GRC) policy to control and process mail in an effective manner by ensuring that all incoming official mail is promptly moved from the point of receipt to the office responsible for action, and that all outgoing mail meets established mail standards for cost effectiveness and delivery.
- b. The GRC mail system is for official mail only. Material received, sent or distributed at the Center will meet the following criteria:
  - (1) Pertain to NASA's mission.
  - (2) Be associated with Government programs or operations.
  - (3) Mail that does not meet the above criteria should be delivered to the employee's home address. Employees should make every effort to notify outside sources of this requirement. Supervisors may be notified of an employees' inappropriate use of mail operations.
- c. It is NASA's policy that official mail envelopes, labels, and postage will be used only by NASA personnel in the performance of their official duties. Only envelopes meeting United States Postal Service (USPS) specifications will be used for official mail.
- d. All official outgoing mail will be processed and metered through the Center's mail system. Official mail will not be placed in the USPS collection boxes.
- e. All mail addressed to foreign persons, embassies in the U.S., or foreign destinations will comply with U.S. export control laws and regulations as well as NASA export procedures.

### **2. APPLICABILITY**

- a. This Glenn Policy Directive (GLPD) is applicable to all organizational elements at GRC Lewis Field and Neil A. Armstrong Test Facility.

b. This directive is applicable to documents developed or revised after the effective date of this GLPD.

c. In this directive, all mandatory actions (i.e., requirements) are denoted by statements containing the term "shall." The terms "may" or "can" denote discretionary privilege or permission, "should" denotes a good practice and is recommended, but not required, "will" denotes expected outcome, and "are" or "is" denote descriptive material.

d. In this directive, all documents citations are assumed to be the latest version, unless otherwise noted.

### **3. AUTHORITY**

a. NASA Policy Directive (NPD) 1460.1, Agency Mail Management Program

### **4. APPLICABLE DOCUMENTS AND FORMS**

a. Glenn Handbook (GLHB)-T-2190.1, Export Control Handbook

b. Export Control Information System (ECIS): <https://export.grc.nasa.gov/>

### **5. RESPONSIBILITY**

a. Center Mail Manager shall:

- (1) Ensure that GRC's mail operations are efficiently organized and effectively managed according to Center policy and applicable regulations.
- (2) Monitor mail operations performed by the Center's onsite contractor support.
- (3) Act as liaison between local USPS, Federal Express (FedEx), and United Parcel Service (UPS), and other service provider officials on matters concerning mail operations.
- (4) Conduct customer surveys at least once per year and submit results to the Agency Mail Officer annually by October 31.
- (5) Ensure that Center mail operations have security procedures for handling suspicious mail and evaluation procedures.
- (6) Submit required postal accountability reports annually to the Agency Mail Officer.
- (7) Ensure compliance with mail management regulations, policies, procedures, and practices.
- (8) Ensure mail operations compliance with policy for handling of classified materials, sensitive materials, privacy act materials and congressional correspondence.
- (9) Conduct Annual Mail Center emergency exercises.

b. Employees and other Center personnel shall:

- (1) Use a U.S. Government messenger envelope for internal mail, and write a mail stop number and the first and last name of the recipient on all mail material placed in the mail service.
- (2) Include the current mail stop as part of the address on official mail sent to GRC from outside mailing organizations. Notify outside mailing organizations of mail stop changes or subscription cancellations.
- (3) Deposit outgoing personal mail in the USPS collection boxes located outside of Buildings 15 and 5.
- (4) Avoid using the Center mail system to receive bulk mail (periodicals, catalogs, magazines, brochures, newspapers, flyers, books, etc) not essential to the performance of official duties.
- (5) Update official information using the online Glenn Directory Services in regards to building, room, cubicle, mail stop, fax number, office phone, etc.

*NOTE: Mail that does not have a correct mail stop number is subject to delayed delivery or may be undeliverable.*

- (6) Follow proper procedures for handling classified, sensitive and privacy act mail.
- (7) Refer to the Export Control Handbook (GLHB-T-2190.1) and the ECIS for guidance on sending mail and exports from Glenn to foreign entities.
- (8) Avoid using the GRC mail system for sending and receiving personal mail items and packages.

## **6. DELEGATION OF AUTHORITY**

None.

## **7. MEASUREMENT/VERIFICATION**

Compliance with this policy directive is verified through customer survey results, quarterly mail reports, and annual mail reports.

## **8. CANCELLATION**

This GLPD cancels GLPD 1460.1A, Mail Management, dated March 29, 2016.

**LAURENCE SIVIC** *Digitally signed by LAURENCE SIVIC*  
*Date: 2021.04.12 16:01:02 -04'00'*

Laurence A. Sivic  
Associate Director

Attachment A. Acronyms  
Change History

**DISTRIBUTION:** BMS Library

## Attachment A. Acronyms

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BMS	Business Management System
ECIS	Export Control Information System
GLHB	Glenn Handbook
GLPD	Glenn Policy Directive
GLPR	Glenn Procedural Requirements
GRC	Glenn Research Center
NPD	NASA Policy Directive
NPR	NASA Procedural Requirements
USPS	United States Postal Service

### Change History Log

Revision	Date	Description/Comments
Basic	4/11/2011	Baseline
A	3/29/2016	This directive was updated to comply with NPR 1400.1. Added change history log, Attachment A for acronyms, Attachment B for references, new applicability statements, removed “shall” and “must” statements in the Policy section and updated applicable documents and forms and current GRC signature authority.
B	4/12/2021	Section 5. Responsibility 5.a. Added additional wording to match NPD, 5.b. Changed wording. Added current GRC signature authority.
Change 1	4/16/2024	Administrative change from Code CO to Code FL as Responsible Organization