

MPR 1551.1
REVISION J-2
EFFECTIVE DATE: April 13, 2016
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MARSHALL PROCEDURAL REQUIREMENTS

AS01

MAIL MANAGEMENT AND DISTRIBUTION *With Change 2 (5/2/19)*

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DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Change/ Revalidation/ Canceled)	Document Revision/ Change	Effective Date	Description
Baseline		12/27/99	
Revision	A	5/31/01	<p>Changed Authority in P.3 to update the NHB 1450.10, "NASA Correspondence Standards" to NPG 1450.10, "NASA Correspondence Management and Communications Standards and Style." Changed Applicable Documents in P.4 to update the NHB 1450.10, "NASA Correspondence Standards" to NPG 1450.10, "NASA Correspondence Management and Communications Standards and Style." Added "The Lead, Transportation and Logistics Engineering Group, is also responsible for approving requests for standard distributions for SDL-5 and SDL-6" under Responsibilities (2.1). Deleted 2.2 Director, Center Operations Directorate. Changed 2.3 Supervisors to 2.2. Changed 2.4 Directors/Managers of Basic Organizations to 2.3. Changed Outgoing Mail to Postal Channels (3.2) to update the NHB 1450.10, "NASA Correspondence Standards" to NPG 1510.10, "NASA Correspondence Management and Communications Standards and Style." Added "Address Correction Notification," after Electronic MSFC Form 4309 in Mail Codes (3.6). Added MPG 2190.1, "MSFC Export Control Program" under P. 5 References. Added "Control of International Mail" after "Control of Classified Mail" under No. 3 Procedure. Page 8 of 8 under records now reads "The distribution list in the appendix is maintained online by MSFC Mailroom personnel working under the Institutional Services Contract." Changed SDL 1B to SDL 1D under Engineering Directorate.</p>
Revision	B	4/28/2004	<p>Added Courier Service to the title page. Added courier service in section P.1 Purpose. Added 1.3 Courier Service desk-to-desk pickup & delivery of packages less than 60 pounds within a 50-mile radius under Definitions. Changed 1.3 Mail to 1.4. Changed 1.4 to 1.5 Standard Distribution List (SDL). Added desk-to-desk courier service in 2.1 under Responsibilities. Added "and responsible for notifying the courier services representative for pickup delivery of packages" in section 2.3 under Responsibilities. Added "Scan all mail which will physically fit through the Government-furnished x-ray equipment to identify any suspicious contents." Deleted appendix. Updated the footer URL. Added MPG 1040.3, "MSFC Emergency Plan" under P.4 Applicable Documents. Under 2. Responsibilities changed "The Lead, Transportation and Logistics Engineering Group, is also responsible for approving requests for standard distributions for SDL-5 and SDL-6" to "The Lead, Transportation and Logistics Engineering Group, is also responsible for approving requests for standard distributions to all civil service personnel and in-house contractors." Added paragraph 3.1.1.1, "If a suspicious letter or package is received, call 911 per MSFC Emergency Plan, MPG 1040.3, Section 10, and, if advised to do so, evacuate employees in the area." Paragraph 3.1.2 Deleted "will have the appropriate security clearance" and replaced with "will have the appropriate background investigation."</p>

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Revision	C	10/26/2004	Revision in response to HQ Rules Review Action (CAITS: 04-DA01-0387)
Revision	D	8/10/2005	Deleted references to Courier Service. Changed “AD” to “AS” throughout the document.
Revision	E	6/5/2006	In the Preface, P.3 Authority, deleted NPD 1490.1, “NASA Printing, Duplicating, Copier, Forms, and Mail Management,” as mail management is no longer covered by that document. Added definition of MAMS in alphabetical order to the document. Changed Transportation and Logistics Engineering Group to Transportation and Logistics Engineering Office throughout the document. In 2.1 replaced Team Lead, Transportation and Logistics Engineering Group with Mail Manager and listed Mail Manager duties. Changed 3.6 Transportation and Logistics Engineering Group to Mail Distribution Clerk. Added requirement in 3.7 to update records in the Marshall Asset Management System (MAMS) database. Added NPR 1441.1 to the applicable documents list. Section 4, added statement for records retention.
Revision	F	3/24/2008	Revised 2. Applicability statement to reflect transition of MAF from GOCO to GOGO. Added MAF to the document where applicable.
Revision	G	1/30/2009	In P.3 Authority, removed NPR 1450.10 and added Title 39 and 41. In P.4 Applicable Documents, added reference to NPR 1620.3, NPR 4200.1, NPR 4510.10, MWI 4200.1, MWI 6000.1, and AS50-OWI-002. In P.5 References, added DHS, GSA, and USPS guides. In 1 Definitions, added Acronyms. Revised mail definition. Added the definition for non-document related materials. In 2.1, added additional mail manager’s duties. In 2.3.1, added responsibility of Directors/Managers to provide the mail facility with point of contacts for mail stops within their organizations. Added 2.3.2, for users and organizations to help the mail facility minimize costs and save money by carefully planning their mail pieces. In 3.1.1, added 41 CFR Parts 102-192, 39 U.S.C. § 401 and 39 U.S.C. § 601. In 3.1.2, added adherence to AS50-OWI-002. Added 3.1.3, to address incoming packages that are not document related materials. Added 3.1.4 to address incoming packages at MAF that are not document related materials and to clarify the MSFOC’s responsibility to deliver MAF mail. Added 3.1.5 to address incoming certified mail. In 3.2, 3.2.1, and 3.2.2 added security requirements per NPR 1620.3. Added/revised 3.3 and 3.3.1 to address security precautions and procedures. Revised/added 3.4.1, 3.5, 3.5.1, 3.5.2, 3.5.3, 3.5.4, 3.5.5, 3.5.6, 3.6, 3.6.1, 3.6.2, 3.6.3, 3.8, 3.10, 3.11.1, and 3.11.2.1 to specify appropriate forms and approvals, changes in mail size and weight requirements, add reference to USPS, IMM, and DMM, and other process updates. In 3.12, added requirements for contractor mail. [On 4/20/09, at the request of the OPRD and recommendation of AS01 DCB Members, administrative changes were made as follows: deleted P.4 h., AS50 OWI 002, added definitions 1.3, 1.4, 1.7, 1.8, 1.9, 1.13, 1.19, 1.21, and 1.23 for clarity, revised or renumbered 2. Responsibilities 2.2, 2.3, 2.4 for clarity, and rearranged and renumbered 3. Procedure for clarity.]
Revision	H	5/03/2010	Updated applicability statement for MAF. Changed “MSFC and MAF” to “Center” throughout the document. Moved acronyms to Appendix A. Numbered sections in P.2 Applicability. Corrected the title for NPR 4200.1 throughout the document. Removed references c, d, and e. In Section 1.3 and 1.5, updated definition for biological and chemical threats from “substance that will make an individual sick” to “substance used to make an individual sick.” Clarified definition for PPE. Correctly defined acronym for MSFOC and added responsibility for MSFOC to receive and distribute MAF’s mail. Added MWI 6000.1 to section 3.8.1. Utilized abbreviation for “NRRS” in lieu of spelling it out in Paragraph 4 Records. Moved references to Appendix B.

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			[On 6/3/11, at the request of the OPRD, administrative changes were made at 1. Purpose to clarify, at P.3 Authority to add NPD 1460.1 as authority, at P.4 Applicable Documents to delete NPD 1460.1, at 5. Definitions to remove unused definitions and edit redundancy, at 3.1.1 to add NPD 1460.1, at 4. Records to add NPR 1441.1, and throughout to edit for clarity.]
Revision	I	7/17/2012	This revision puts the directive in alignment with the new Center MPR template and removes the mail manager responsibilities with a reference to NPD 1460.1. Directive was reworded for clarity.
Change	1	1/4/2013	On 1/4/13, at the request of the OPRD, an administrative change was made at P.4 p. to remove citation to cancelled MSFC Form 4309, and at 4.3.1 Note to remove reference to cancelled MSFC Form 4309.
Change	2	4/8/2013	On 4/8/13, at the request of the OPRD, administrative changes were made at 2.1 to correct a spelling error, at 2.2 to change "Restricted Area" to "Controlled Area," and at 3.1 to add a Note regarding the mail facility in Building 4200.
Change	3	4/16/2014	On 4/16/14, at the request of the OPRD, administrative changes were made at P.4 (j) to replace MPR 1040.3, with Integrated Management Steering Committee (IMSC) 1040.3 and in Section 2.4.1. At P.4 (k) to replace MPR 1600.1, with NPR 1600.2, "NASA Classified National Security Information (CNSI)" and in Section 3.7. At P.4 to replace MPD 2190.1 with MPR 2190.1 and replace throughout the document. Remove MPD from Appendix B. Acronyms.
Change	4	1/9/2015	On 1/9/15, at the request of the OPRD, an administrative change was made at 1.5.2 to change "designated USPS" to "mail facility."
Revision	J	4/13/2016	Remove references to IMSC 1040.3 and change NPR 1441.1 to NRRS 1441.1. Add responsibility for Administrative Officers to provide updates for the SDL, add MSFC Form 4659 for USPS Certified, Registered, and Express mail picked up in the mail facility and MSFC Form 4668 for FedEx, USPS Certified and Registered mail sent from the mail facility or drop box and list the NRRS for both. Update mail employee responsibility to safeguard the mail facility as a designated Controlled Area per NPR 1600.1 and challenge all persons who lack access authority and pick-up and sign for mail at the US Post Office on USPS Form, PS 3883-A with USPS to maintain the records. Correct the title of security training, provide instructions for unidentifiable mail, clarify the definition of a suspicious package and update contractor mail responsibilities. Spell out terms in Appendix A. Add and remove acronyms in Appendix B.
Change	1	2/28/2017	On 2/28/17, at the request of the OPRD, administrative changes were made to 2.4.3 and 3.7 to update the title of the Protective Services and Export Control Office, and 2.6 and 3.6 to Building 130 at MAF, and Appendix A, definition of PPE to remove specific types of gloves and facial masks and remove tyvek jackets and replace with aprons. In P.4.1 and 2.4.3 remove and replace acronym for OWI to OI. Update D.1.5 to mail logs being destroyed when no longer needed per the NRRS. At P.6 Cancellation, corrected from Revision "H" to Revision "I."
Change	2	5/2/2019	On 5/2/19, at the request of the OPRD, administrative changes were made to P.4.o, 1.7.6 and D.1.6 to update the Form to PS 3883, Firm Delivery Receipt for Accountable and Bulk Delivery Mail. Update 3.1 for the Drop Box pick-up time to 1 p.m. Update 4.3.2 with the location of contractor lockers to outside of the mail facility. Removed quotation marks around document and form titles.

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PREFACE

P.1 PURPOSE

To provide Center-specific requirements in support of NPD 1460.1 for handling and controlling incoming, outgoing, and internal mail at MSFC.

P.2 APPLICABILITY

a. This MPR applies to Center personnel, programs, projects, and activities including contractors and resident agencies to the extent specified in their respective contracts or agreements. (“Contractors,” for purposes of this paragraph, include contractors, grantees, Cooperative Agreement recipients, Space Act Agreement partners, or other agreement parties.)

b. This MPR applies to MAF.

c. This MPR applies the following: 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/is” denotes descriptive material.

d. This MPR applies the following: all document citations are assumed to be the latest version unless otherwise noted.

P.3 AUTHORITY

a. NPD 1460.1, Agency Mail Management Program

P.4 APPLICABLE DOCUMENTS AND FORMS

a. USPS Domestic Mail Manual

b. USPS International Mail Manual

c. NPR 1450.10, NASA Correspondence Management and Communications Standards and Style

d. NPR 1600.1, NASA Security Program Procedural Requirements

e. NPR 1600.2, NASA Classified National Security Information (CNSI)

f. NPR 1620.3, Physical Security Requirements for NASA Facilities and Property

g. NPR 4200.1, NASA Equipment Management Procedural Requirements

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- h. NID 1600-55, Sensitive But Unclassified Controlled Information
- i. NRRS 1441.1, NASA Records Retention Schedules
- j. MPR 2190.1, MSFC Export Control Program
- k. AS40-OI-0019, Package Screening
- l. AS50-OI-002, Mail Operations Security Plan
- m. MSFC Form 57, MSFC Shipping Document
- n. MSFC Form 4182, Request for Shipment of Printed Matter
- o. US Postal Service Form PS 3883, United States Postal Service, PS Firm Delivery Receipt for Accountable and Bulk Delivery Mail
- p. MSFC Form 4659, Signature Verification Log for Post Office Special Pickups
- q. MSFC Form 4668, Outgoing Special Mail and Receipt Request Log

P.5 MEASUREMENT/VERIFICATION

None.

P.6 CANCELLATION

MPR 1551.1I, Mail Management and Distribution, dated July 17, 2012

Original signed by

Todd A. May
Director

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CHAPTER 1. RESPONSIBILITIES

1.1 The mail manager performs duties in accordance with NPD 1460.1.

1.2 Supervisors ensure that appropriate electronic distribution capability is used to the maximum extent and that SDL requirements are reviewed on a systematic basis so that adequate copies are received by each organization for internal distribution. Paper distribution may be necessary in addition to or instead of electronic distribution.

1.3 Directors/managers of basic organizations are responsible for designating accountable mail control clerks/custodians.

1.4 Administrative Officers submit updates for the SDL every 3 months or as necessary.

1.5 Organizational mail clerks ensure all non-classified mail is received, routed, and controlled within their organizations and that their mail stops maintain an orderly appearance.

1.6 Users and organizations help to minimize cost increases and save money by carefully planning their mail pieces, paying attention to shape, taking advantage of discounts, and cleansing mailing addresses.

1.6.1 Process international mail following general export control guidelines in MPR 2190.1.

1.6.2 Pickup signature required for USPS Certified, Registered, and Express mail in the mail facility on MSFC Form 4659.

1.6.3 Complete log on MSFC Form 4668 provided in the mail facility and at the drop box for outgoing FedEx, USPS Certified and Registered mail.

1.6.4 Ensure personnel location updates are accurate in MAMS.

1.7 The mail operation employees

1.7.1 Ensure the mail facility is safeguarded as a designated NASA Controlled Area per NPR 1600.1.

1.7.2 Challenge all persons who may lack appropriate access authority.

1.7.3 Attend the annual Suspicious Package and X-Ray training provided by AS50.

1.7.4 Receive and distribute mail per the MLSS Contract.

1.7.5 Determine the most cost effective way to mail packages utilizing shape-based pricing schemes.

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1.7.6 Pick-up and sign for Certified, Registered, and Express mail at the US Post Office using US Postal Service Form, PS 3883. These items shall be brought back to Building 4631 for customer pickup and signature.

1.8 Contractors maintain the overall appearance of their mail stops.

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CHAPTER 2. INCOMING MAIL

2.1 All Center mail shall be received and distributed by the mail operation facility at MSFC and MAF on a pre-established schedule to and from the USPS and the organizational mail stations.

2.2 The mail facility is a designated “Controlled Area” with limited access per NPR 1620.3 and as such, all visitors shall be escorted within the mail facility.

2.3 Packages shall not be left unattended at the mail facility doors.

2.4 All mail that physically fits through the Government-furnished x-ray equipment shall be scanned by Mail facility employees to identify any suspicious contents per AS40-OI-0019.

2.4.1 If a mail facility employee deems a letter or package to be suspicious based on their annual Suspicious Package and X-ray training, they shall call 911 and, if advised to do so, evacuate employees in the area.

2.4.2 If a letter is received that is not properly addressed or the address is unable to be determined, employees shall place the letter in the sealed containment vessel, contact the Protective Services and Export Control Office and request a designee of the office to open the letter.

2.4.3 Annual Suspicious Package and X-ray training on IED, NLPD, biological and chemical threat agents and the safety and operations of the Center’s x-ray machines (provided by the Protective Services and Export Control Office per AS50-OI-002) shall be completed by the mail facility employees.

2.5 PPE shall be available to all mail operations’ employees.

2.6 Incoming packages that are not document-related materials shall be forwarded to Building 4631, Central Shipping and Receiving, at MSFC and Building 130 at MAF for equipment accountability and receipt processing in accordance with NPR 4200.1.

2.7 Incoming certified mail shall be documented for receipt upon delivery.

2.7.1 Customers shall sign for USPS Certified, Registered, and Express mail on MSFC Form 4659.

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CHAPTER 3. OUTGOING MAIL

3.1 Outgoing mail processed in the mail facility shall be document related materials, less than 20 pounds per package or 20 pounds total combined weight for additional boxes mailed to the same address, have an organizational code in the return address, and be prepared by each organizational element using the criteria established by NPR 1450.10 and the mailing standards of the USPS DMM and USPS IMM.

Note: The mail facility provides a drop box service on the first floor of Building 4200 for US Postal Service document related Certified, Registered, International and FedEx mailings up to 5 pounds. Pick-up time is daily at 1:00 p.m. Any necessary receipts will be provided via the internal mailing system.

3.1.1 Outgoing FedEx, USPS Certified and Registered mail sent from the mail facility or drop box shall be documented by signature on MSFC Form 4668.

3.2 The most cost effective way to mail packages using USPS shape-based pricing schemes, FedEx, or Central Shipping and Receiving shall be determined by mail operation employees.

3.3 Envelopes larger than 11 1/2 x 15 inches are classified by the USPS as a parcel and shall not be used for metered mail.

3.4 Letters should be folded in half when possible for use in a 6 x 9 inch letter-sized envelope to qualify for letter rates classified by the USPS DMM.

Note: Smaller envelopes (6 x 9 inches) are provided in the mail facility to help meet the USPS mailing standards requirements and reduce postage costs.

3.5 All FedEx packages shipped from the mail facility shall have a completed MSFC Form 4182 with a brief description of the contents in the remarks section.

3.5.1 The MSFC Form 4182 shall have the supervisor or team lead's signature or a delegation letter of approval on file with the Transportation Office.

3.6 Packages exceeding the 20-pound weight limit and/or non-document-related materials and/or insufficiently wrapped or packaged shall be processed through MSFC Building 4631, Central Shipping and Receiving, on MSFC Form 57 or Building 130 at MAF.

3.7 Classified mail is governed by the requirements established by NPR 1600.2, and employees shall not transmit classified material to outside agencies, companies, or individuals without first processing the material through the Protective Services and Export Control Office.

3.8 SBU mail shall be handled in accordance with NID 1600-55.

3.9 International mail shall be processed by employees in accordance with general export control guidelines in MPR 2190.1.

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CHAPTER 4. INTERNAL MAIL

4.1 Only official internal mail shall be transmitted through the Center mail facility.

Note: USPS drop boxes are available at MSFC for personal mail to be deposited.

4.2 Requests for an increase or decrease in standard distribution totals shall be made by letter or e-mail to the mail distribution clerk indicating the total number of copies required by that organization for each SDL.

4.3 To ensure prompt and efficient delivery of mail, current mail codes (for outgoing addresses and return addresses) shall be used by employees.

4.3.1 For a mail code address change, notification to mailing organizations shall be made by employees.

4.3.2 Mail control clerks shall be designated by contractors to pick up and route their internal mail from the mail facility on a biweekly basis at minimum.

Note: As a courtesy, the Center supplies bins outside of the mail facility for incoming contractor mail.

4.3.2.1 Contractor mail should be picked up within two weeks.

4.3.2.2 Contractor mail shall not be picked up or routed to contractor mail stops by mail operations employees.

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Appendix A. Definitions

Biological Threats. A living substance used to make an individual ill. Exposure may occur through inhalation, ingestion, cutaneous (entry through the skin), or intravenous (injection).

Chemical Threats. A substance used to poison an individual or the environment. Exposure may occur through inhalation, ingestion, cutaneous (entry through the skin), or intravenous (injection).

Document-related materials. Paper or data-related materials to include books, CDs, DVDs, key cards, and other data cards and discs.

Improvised Explosive Device (IED). An explosive device built from available components with the specific purpose of causing damage, injury, or death to the recipient.

Mail. All postal matter, paper or data-related material, received from or dispatched through the USPS. This material includes documents dispatched between Center organizational elements.

Marshall Asset Management System (MAMS). A data base of civil service and contractor personnel that contains user information to include name, location, telephone, fax number, organizational code, and other user information.

Non-document-related materials. Materials to include t-shirts, cell phones, radios, headsets, tape recorders, pens, hardware, software, wood products, and all other non-data, non-paper related materials.

Non-lethal Parcel Devices (NLPD). Mail threats designed to intimidate or injure a recipient often containing sharp metal objects (e.g., razor blades or needles) that may puncture or cut the recipient when opening a package or letter. These threats often incorporate biological or chemical threats to increase the severity of the injury.

Personal Protective Equipment (PPE). Equipment worn to minimize exposure to a variety of hazards. Examples of PPE include such items as gloves, foot and eye protection, protective hearing devices (earplugs or muffs), hard hats, respirators, and full body suits. PPE for the mail facility includes gloves, facial masks, and aprons.

Sensitive But Unclassified (SBU). Sensitive But Unclassified information/material is unclassified information regardless of its form (digital, hard-copy, or magnetic tape) or material determined to have special protection requirements to preclude unauthorized disclosure to avoid compromises, risks to facilities, projects or programs, threat to the security and/or safety of the source of information, or to meet access restrictions established by laws, directives, policies, or regulations.

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Standard Distribution List (SDL). A list maintained by mail services which lists organizational codes and the quantity of printed matter that is to be distributed to those codes. The SDL is maintained and distributed electronically and updated as needed.

Suspicious Package. Any type of package, box, briefcase, etc., reported by an employee as not belonging to any individual in the area, being in an unusual or out-of-the-way location, or a package received that displays the characteristics of a suspicious package based on the annual Suspicious Package and X-ray training.

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Appendix B. Acronyms

CD – Compact Disc

DMM – Domestic Mail Manual

DVD – Digital Versatile Disc

FedEx – Federal Express

IED – Improvised Explosive Device

IMM – International Mail Manual

MAF – Michoud Assembly Facility

MAMS – Marshall Asset Management System

MSFC – Marshall Space Flight Center

MLSS – Marshall Logistics Support Services

MPR – Marshall Procedural Requirements

NID – NASA Interim Directive

NLPD – Non Lethal Parcel Devices

NPD – NASA Policy Directive

NPR – NASA Procedural Requirements

NRRS – NASA Records Retention Schedules

OI – Organizational Issuance

PPE – Personal Protection Equipment

SBU – Sensitive But Unclassified

SDL – Standard Distribution Lists

USPS – United States Postal Service

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Appendix C. (Reserved for Verification Matrix)

None.

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Appendix D. Records

D.1 The postal records associated with this MPR are kept by the Logistics Services Office support contractor in accordance with NRRS 1441.1.

D.1.1 The SDL and mail stop listing are kept as an electronic record in accordance with NRRS 1/88/A and is to be destroyed after appropriate revision or after 3 months, whichever is sooner.

D.1.2 Records relating to incoming or outgoing registered mail pouches, registered, certified, insured, and special delivery mail including receipts and return receipts are kept in accordance with NRRS 1/87/A/1 and destroyed when 1 year old.

D.1.3 Production and statistical reports and data relating to the handling of mail and volume of work performed are kept in accordance with NRRS 1/87/D and destroyed when 1 year old.

D.1.4 Small package shipment records of receipt and routing of outgoing printed matter handled by private delivery companies are kept in accordance with NRRS 1/87/E and destroyed when 1 year old.

D.1.5 Inbound and outbound mail logs on MSFC Form 4659 and MSFC Form 4668 are kept in accordance with NRRS 1/78/C and destroyed when no longer needed.

D.1.6 United States Postal Service, Firm Delivery Receipt for Accountable and Bulk Delivery Mail, PS Form 3883 is maintained by the US Postal Service.