Contractor Instructions for the Outgoing Correspondence Center (OCC) for the Energy Program

Mailing Timelines:
Documents will be sent to the Outgoing Correspondence Center (OCC) print email group throughout the day from claims staff around the country, so documents could be sent as early as 3am PST and as late as 4pm PST.

Documents sent to the email group will be opened and printed, then pulled from the printer and prepared for mailing all day long. Documents sent to the OCC prior to 4:00pm PST will be mailed from Seattle in that day's mail.

Directions:
1. Claims Examiners (CE) and Hearing Representatives (HR) will send documents to the OCC print email group (OWCP-Printer-Mail-DEEOIC) throughout the day. When an email is received an employee in the OCC print email group will open the email and send the document(s) to the centralized printer. The employee will track the number of documents they send to the printer to ensure no print jobs are missed.
2. Once the document is sent to the printer, the email should be closed and moved to the "Completed" folder.
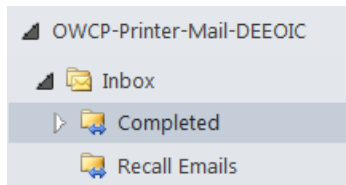
3. The emails in the "Completed" folder should be maintained indefinitely.
4. Each document should print with a transmittal sheet showing the network user name (i.e., josmith) who sent the document for printing, and an address page.
5. The contract staff will check the following:
   a. The document has a Transmittal and address page, and they are correct
   b. The Case ID on the transmittal matches the Case ID on the letter
   c. The address on the address label matches the address on the letter
   d. There is a full address for the courtesy copy recipient
   e. The address(es) are complete

   If the above criteria are not met the contractor or a government representative will forward the email to the original sender and notify them that their document(s) will not be mailed and the reason, and request a corrected document(s). All documents will be returned to the sender to correct. The email with the incorrect document will be placed in the error file in the OWCP-Printer-Mail-DEEOIC mailbox.

   Responses to a. through e. if the criteria are not met:

a. "Your document(s) cannot be mailed because there is no transmittal and address page included or the transmittal/address page is incomplete. Please update/correct your document(s) and send them to OWCP-Printer-Mail-DEEOIC. "
b. "Your document(s) cannot be mailed because the Case ID Number on the Transmittal does not match the Case ID Number on the letter. Please update/correct your document(s) and send them to OWCP-Printer-Mail-DEEOIC."
c. "Your document(s) cannot be processed because the address on the address label does not match the address on the letter. Please update/correct your document(s) and send them to OWCP-Printer-Mail-DEEOIC."
d. "Your document(s) cannot be mailed because the address(es) on the address page and/or letter is incomplete. Please update/correct your document(s) and send them to OWCP-Printer-Mail-DEEOIC."
e. "Your documents cannot be processed because they are missing the full address for the courtesy copy on the letter. Please update/correct your document(s) and send them to OWCP-Printer-Mail-DEEOIC."
f. "Your document(s) cannot be processed because there was no letter/RD attached. Please correct and send your document(s) to OWCP-Printer-Mail-DEEOIC."
g. "Your document(s) cannot be mailed because the courtesy copy name and address is not located in the correct position at the bottom of the letter. Please update/correct your document(s) and send them to OWCP-Printer-Mail-DEEOIC."

If the criteria above are met, take the following steps:
6. Pull any attachment(s) identified on the transmittal and bundle it with the letter.
7. On the transmittal, write when the letter was sent out, e.g. write "05/28/2015" on the top right corner of the transmittal sheet.
8. Put the transmittal in the box based on the office location of the sender.
9. Stuff the envelope.
10. At the end of the day seal the envelopes, add postage and mail.

If the sender has checked the "Certified" box on the Transmittal, determine the most cost efficient method of mailing that allows the document to be tracked when it is received by the recipient – either Certified or Priority.

Documents Sent to the OCC in Error:
If a document is sent to print in error, the CE/HR will send an email to *zzOWCP-DEEOIC-Centralized-Printing-RECALL-ALL*.

One of the individuals in the Recall email group should take action as soon as the email is received to see if the document(s) can be pulled from the printer or the email queue. One employee in the email group will reply all to the email and say that they will research.

The first step is to check the inbox for the OWCP-Printer-Mail-DEEOIC to see if the email has been opened. If it has not been opened, open the email and print the documents that are not being recalled, then move the email to the "Recall Email" box, along with

the email requesting the document be recalled, and reply all saying that the document was recalled successfully.

If the email has been opened and moved to the "Completed" email folder, check the printer and the mail room to determine if the document is still on site. If it is in the mail room then pull the letter and reply all to the email saying that the document was recalled successfully. Move the original email from the "Completed" box to the "Recall Email" box, and move the email from the user requesting a recall to the "Recall Email" box. Shred the document that was recalled.

If the letter has been mailed, reply to all on the email that the letter has already been mailed. No further action is necessary by the Seattle staff.

This is detailed in instructions titled *"How to Recall a Document Before it is Mailed."*

At the End of Each Week:
The contractor should collect transmittal sheets and scan into packages based on the office location, with FAB offices being separate from district offices. E-mail the packages to Christy Long and Joleen Smith.

Revisions:

1.0 – 6/30/15 – establish instructions for e-mailing documents to Seattle to be printed and change the text to apply to emailing documents rather than sending them directly to the printer.

1.1 – 8/4/15 - Changed all reference from Energy Centralized Printing (ECP) to Outgoing Correspondence Center (OCC) for the Energy Program; updated Instruction 3. to say emails will be maintained indefinitely; and updated Instruction 6.b to include the contract staff verifying the address on the address page matches the address on the letter for the recipient or the courtesy copy recipient.

1.2 – 8/31/15 – deleted original step 5 that identified a page limit; changed instructions in the recall process to include steps if multiple documents in one email

1.3 – 11/9/15 – Under Directions, modified step 1 to include the employee tracking the number of print jobs sent to print; major changes to steps 4 and 5; modified step 8 to indicate separating documents by office location and not last two digits of Case ID. Under section Documents Sent in Error, revised to instruct the team member to shred the document that was recalled successfully. Modified the instructions for the end of the week regarding separating documents by office location. Eliminated step 2 under At the End of Each Week. Included explanation of Certified mail on the Transmittal.

1.4 – 2/10/16 – Changed criteria for returning documents for correction.

1.5 – 8/12/16 – changed mailing timeliness to reflect that documents should not be coming in after 4pm PST