

## **Guidelines for Using the Outgoing Correspondence Center (OCC) for the Energy Program**

**Availability:** The Outgoing Correspondence Center (OCC) is available to any Energy employee who is teleworking and is performing claims related work. It may not be used when employees are in the office.

**Mailing Timelines:** To ensure timelessness of mailing, all correspondence should be sent to the OCC email group prior to 4:00pm PST. Documents will be printed out and mailed from the Seattle district office via the US Postal Service. Documents sent via certified mail, international mail, or overnight mail should be identified on the transmittal sheet.

Correspondence sent to the OCC will print throughout the day, and will be prepared for mailing all day long. You may send print jobs to the email group ([OWCP-Printer-Mail-DEEOIC](#)) at any time of the day, up to 4:00pm PST. This will allow the contract staff to process all of the print jobs and ensure the documents are mailed the same day.

**Requirements:** Correspondence that requires a wet signature should not be sent to the OCC. There is a separate procedure for handling wet signature documents for teleworkers.

**Attachments:** If your correspondence requires an enclosure, the contract staff will pull the attachment and include it with the correspondence in the envelope. Be sure to identify on the Outgoing Correspondence Center Transmittal all of the enclosures that should be sent along with the correspondence. Any attachment not listed on the Transmittal will need to be included in the document sent to the printer.

**Addresses:** Each correspondence should include an Outgoing Correspondence Center Transmittal and address page. If the correspondence includes a courtesy copy you should save it as a separate document. The courtesy copy should be included in the same email as the addressee's document. Be sure to create a separate Transmittal and address page for each correspondence. **The courtesy copy on the letter should include the full address.** The address page should be the first page after the Outgoing Correspondence Center Transmittal as it will be folded and displayed in the window envelope.

If you have one authorized representative (AR) for multiple claimants on one case, you can merge the copies of the letters for the AR together and send as one print job. You'll need to identify how many letters are included for the AR in the special instructions of the Transmittal.

Multiple documents should be included in one email if they are for the same claimant. For example, the letter to the claimant, the claimant's doctor, and the authorized representative should be sent in one email. Emails should not include letters to multiple claimants on one case.

**Page Number Restrictions:** There are no page restrictions on documents sent to the OCC, however, **DO NOT** send Privacy Act responses through the OCC. Privacy Act responses should be processed when you are back in the office.

**Errors in Documents:** The contract staff will not process any of the documents in one email if there are certain errors. The user will receive the following responses from the contractor:

- a. "Your document(s) cannot be mailed because there is no transmittal and address page included or the transmittal/address page is incomplete."
- 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."
- c. "Your document(s) cannot be processed because the address on the address label does not match the address on the letter."
- d. "Your document(s) cannot be mailed because the address(es) on the address page and/or letter is incomplete."
- e. "Your documents cannot be processed because they are missing the full address for the courtesy copy on the letter."
- f. "Your document(s) cannot be processed because there was no letter/RD attached."
- 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."

If other errors are identified a government representative will email the sender to notify them that all of the documents in the email will not be processed.

**Email Groups:**

Print jobs should be sent to: OWCP-Printer-Mail-DEEOIC - [OWDEEPntrMail@dol.gov](mailto:OWDEEPntrMail@dol.gov)

Daily print logs should be sent to: zzOWCP-DEEOIC-Workgroup-Centralized-Printing-ALL - [zzOWCP-DEEOIC-Workgroup-Centralized-Printing-ALL@DOL.GOV](mailto:zzOWCP-DEEOIC-Workgroup-Centralized-Printing-ALL@DOL.GOV)

Recall emails should be sent to: zzOWCP-DEEOIC-Centralized-Printing-RECALL-ALL - [zzOWCP-DEEOIC-Centralized-Printing-RECALL-ALL@DOL.Gov](mailto:zzOWCP-DEEOIC-Centralized-Printing-RECALL-ALL@DOL.Gov)

**Special Mailing:** There are three types of special mailing options:

- International Mailing – This is used when correspondence is sent to any location that requires additional postage, i.e.
- UPS Next Day Air – This is used to send urgent correspondence. **Note: addresses with a Post Office Box cannot be sent via UPS.**
- Certified Mail – This is mail that requires tracking to show that the package was delivered. The contract staff will determine whether Certified mail or Priority Mail is more cost effective. Both options allow the mail to be tracked.

Revisions:

1.0 – 5/26/15 – establishes revision. Changes instruction to include sending address sheet with every correspondence sent to ECP.

1.1 – 6/29/15 – added NAT to office location codes and changed the text to apply to emailing documents rather than sending them directly to the printer.

1.2 – 8/4/15 – Changed all reference from Energy Centralized Printing (ECP) to the Outgoing Correspondence Center (OCC) for the Energy Program; in “Addresses” added note that if there is an AR for multiple claimants on one case the letters can be merged for emailing purposes and addresses for courtesy copies must be included on the letter; added Email Groups.

1.3 – 8/31/15 – under “Mailing Timelines” added that documents can be sent via certified mail, overnight or return receipt; under “Addresses” revised to show that multiple correspondence/attachments for one case file can be sent in one email; revised “Page Number Restrictions” to state there are no limits

1.4 – 11/9/15 – under “Addresses” bolded line indicating the full address should be listed on the letter for the courtesy copy; deleted section called “Document Names”; added information for special mailing instructions; added “Errors in Documents”.

1.5 – 2/10/16 – changed instructions to say that all courtesy copy documents should be sent in the same email as the addressee’s document; updated “Errors in Document” to show that all attachments in an email will be returned to the sender.

1.6 – 8/12/16 – updated the mailing timeliness to show that no print jobs should be sent past 4pm PST