

## Frequently Asked Questions for the Outgoing Correspondence Center (OCC) for the Energy Program

The Outgoing Correspondence Center (OCC) has been successfully launched in all DEEOIC offices. All teleworkers in Energy that have attended OCC training are authorized to send documents to the OCC for printing and mailing.

- 1. Q: What is ~~Energy Centralized Printing (ECP)~~ the Outgoing Correspondence Center?**  
**A:** OCC allows employees who are in a telework status the ability to send approved correspondence to a centralized location for printing and mailing.
- 2. Q: Who can send correspondence to the centralized printing location?**  
**A:** Only employees who are in a telework status can send print jobs using the OCC email address. OCC only cover claims related work in the District Offices (DO), the Final Adjudication Branch (FAB), and the National Office.
- 3. Q: Why was the Seattle District Office selected as the centralized printing location?**  
**A:** The best way for Energy to support workplace flexibilities and telework was to select an office that could efficiently handle printed correspondence during the period of time when most of the offices are open. The three hour time difference between Seattle and the East Coast means that an employee working in the Jacksonville or the Cleveland offices could send a document to the OCC at 7pm EST and it would only be 4pm in Seattle (PST). In addition, since the Seattle district office also does the DEEOIC back-file conversion of case files, they have the contract staff to support this effort.
- 4. Q: Why was Jacksonville selected as the first office to pilot the OCC?**  
**A:** Jacksonville has the largest district office which potentially means they have more staff that telework. Piloting in Jacksonville helped us to fine-tune our processes; and understand the capacity and other technical limitations prior to launching in the remaining offices.
- 5. Q: Will there be training opportunities for employees?**  
**A:** Training is **MANDATORY** for all employees prior to their participation in OCC. Hands- on-training will be provided to all employees prior to the launch of OCC. The training will help the user understand the process for sending correspondence to OCC, and explain how to recall documents, if necessary.
- 6. Q: What if I miss the scheduled training for my office?**  
**A:** Each location will have a train-the-trainer on-site who will schedule make-up sessions.
- 7. Q: What correspondence can I send to the OCC?**  
**A:** Any claims related correspondence that does not require a wet signature can be sent to OCC.

**8. Q: What correspondence can't be sent to the OCC?**

**A:** The following list of wet signature documents **CANNOT** be sent to the OCC. If you are unsure of whether a particular piece of correspondence can be sent to the OCC, please consult with the OCC point of contact in your respective office.

Final Decisions
Consequential Conditions Requiring a Letter Decision
Reconsideration Decisions
Director's Orders

**9. Q: I have a problem and I want to talk with the point of contact in my office. Who is the POC for my office?**

**A:** Below are the points of contact for each office.

Bernadette DeHerrera	Denver
Timothy Henthorn	Jacksonville
Jill Mortimer	Seattle
Amanda Wine	Cleveland
Lise McKenney	All FAB offices
Victoria Lewis	National Office

**10. Q: What if I receive a Privacy Act request for a copy of a case file?**

**A:** Privacy Act requests for copies of entire case files are not to be sent to the OCC. Follow the standard data release procedures for your office.

**11. Q: What is the page number limit for correspondence being sent to the OCC?**

**A:** ~~The maximum number of pages that can be sent to the OCC is 21, including the transmittal and address sheet. The 21 page limit does not include any attachments that are marked to be added on the transmittal. If the correspondence is more than 21 pages, do not send it to the OCC. You can send an unlimited number of pages to OCC.~~

**12. Q: What if a claimant requests a document from their imaged case file?**

**A:** ~~As long as the number of pages requested does not exceed the maximum page limitations, the prepared.~~ Although there is no restriction regarding number of pages to be sent to the OCC, **Privacy Act requests or other requests for copies of case files cannot be sent to the OCC for printing.** Please ensure that all documents are reviewed prior to release which should reduce the potential of a PII violation.

**13. Q: How do I know if my correspondence was received by the OCC contract staff?**

**A:** ~~During the pilot, each teleworker will be asked to maintain a daily print log. This log will identify the correspondence that was sent to the OCC. A daily report of all of the correspondence received by the OCC will be compared to the daily logs of the teleworkers. You can also choose to track your message by selecting "Read Receipt" in your Outlook. Daily print logs from staff are required for six weeks following the launch of OCC. Daily print logs are no longer required by the OCC~~

Team. If you do not receive an email stating there is an error, you should assume your document reached the OCC contract staff and it will be processed.

**14. Q: How do I know if my correspondence was sent?**

**A:** All correspondence will be tracked daily by the contractor. If there are no issues with the submitted correspondence it will be mailed, and if there are issues such as missing transmittal, ~~incorrect page numbers~~, unclear instructions for the contractor, or other errors, the correspondence will be logged, but not mailed. In these types of instances the contractor or government point of contact in Seattle will communicate via email with the sender that there is a pending issue and what is needed to resolve the issue.

**15. Q: How will the OCC contract staff be able to separate my correspondence from other correspondence being printed?**

**A:** Each correspondence (print job) will include a transmittal sheet. The transmittal sheet will include instructions to the OCC contract staff on enclosures to pull and mail, and it will identify the user sending the correspondence. The transmittal sheet also acts as a correspondence separator sheet for the contract staff.

**16. Q: What if I need to send the same letter to multiple recipients?**

**A:** Each recipient will need a separate transmittal sheet, address sheet and correspondence to be mailed. The separate documents related to one claimant will be combined in one email. For example, one email will contain a letter to the claimant, the claimant's doctor, and the authorized representative. See question 57 for the exception regarding combining multiple letters in one document.

**17. Q: What if I accidentally sent correspondence to the OCC that was not finalized and is in draft form?**

**A:** If correspondence is sent to the OCC that is not ready for distribution, then follow the *"How to Recall a Document Before it is Mailed Instructions."* This needs to be done **IMMEDIATELY** to make sure the correspondence can be retrieved prior to it being mailed. The instructions can be found at [http://esa.esa.dol.gov/owcp/deeoic/NAT/centralized\\_printing/Centralized\\_Printing.htm](http://esa.esa.dol.gov/owcp/deeoic/NAT/centralized_printing/Centralized_Printing.htm)

**18. Q: Can I request that my document be sent via certified or overnight mail from the OCC?**

**A:** ~~No, certified and overnight mail cannot be used for documents being mailed from the OCC. Please follow your internal office process and procedures for mailing certified, overnight or other express mail service.~~ Yes, documents can be sent via certified or UPS Next Day Air. UPS is not available for addresses with a Post Office Box. The request should be identified on the transmittal. The contractor will determine if Certified or Priority mail is the most cost effective. Both allow for tracking the package.

**19. Q: Can I request that my document be sent with Return Receipt Requested from the OCC?**

**A:** ~~No, Return Receipt Mail cannot be used for documents being mailed from the OCC. Please follow your internal office process and procedures for using Return Receipt Requested correspondence.~~ Yes, the documents can be sent requesting

~~return receipt. The request should be identified on the transmittal.~~ No. If the purpose of sending a document via return receipt is to track that it was received, you can send it via Certified or Priority mail. Both allow tracking when the document was received.

**20. Q: Can I send international mail to the OCC?**

~~A: No, international mail cannot be sent from the OCC. Please follow your internal office process and procedures for mailing international correspondence.~~ Yes, documents can be sent to international addresses. The request should be identified on the transmittal.

**21. Q: Can I send mass mailing print jobs to the OCC?**

A: No. Mass mailings will be considered in the long term OWCP centralized printing requirements.

**22. Q: Is there a daily cut-off time for sending correspondence to the OCC?**

A: You can send correspondence to the OCC anytime of the day prior to 4:00pm PST. This will ensure the contract staff will have time to mail out all correspondence.

**23. Q: How do I handle correspondence that needs to be postmarked the same day?**

A: To ensure that the correspondence is postmarked that same day that you send it to the OCC, be sure to send the email to OWCP-Printer-Mail-DEEOIC prior to 4:00pm PST. The day you send correspondence to the OCC you **MUST** code ECS (if applicable) and bronze it into OIS. The date of the ECS coding will be the date you sent the document to be printed at the OCC.

**24. Q: I have a large document to print. Can I save paper and print it double-sided?**

A: No, print jobs must be single sided as there is no way of ensuring that the correspondence will be printed correctly if it is printed double-sided.

**25. Q: Since we don't have electronic or digital signatures, how do I sign my document?**

A: A signature will not be included on the correspondence. Any correspondence requiring a wet signature (see list above) **CANNOT** be sent to the OCC. In the example below, the signature block should include the employee's name (first and last name), title and office location.

Sincerely,

Robert Smith  
Claims Examiner  
Denver District Office

**26. Q: Where can I find training materials about the OCC?**

A: Training materials can be found on Energy's Intranet. Select the OCC training link under the Web Training center.

[http://esa.esa.dol.gov/owcp/deeoic/NAT/centralized\\_printing/Centralized\\_Printing.htm](http://esa.esa.dol.gov/owcp/deeoic/NAT/centralized_printing/Centralized_Printing.htm)

**27. Q: I have some ideas that I would like to suggest to the OCC team. Will there be a method used to collect ideas and other issues?**

**A:** Yes, please provide candid feedback and suggestions to the team. The information received will be used to help improve centralized printing. If at any time you have suggestions/feedback, please send an email to [zzOWCP-DEEOIC-Workgroup-Centralized-Printing-ALL@DOL.GOV](mailto:zzOWCP-DEEOIC-Workgroup-Centralized-Printing-ALL@DOL.GOV).

**28. Q: ~~I know there is a page limit but can I send a 30 page hearing transcript to the claimant using the OCC?~~**

**A:** ~~No, the maximum page limit is 21 pages including the transmittal and address page.~~ There is no page limit so hearing transcripts can be mailed via OCC.

**29. Q: I just sent a print job to the OCC but I forgot to include a transmittal sheet. What do I do?**

**A:** Follow the "How to Recall a Document Before it is Mailed Instructions." This needs to be done **IMMEDIATELY** to make sure the correspondence is not accidentally combined with other correspondences being sent to the OCC. The OCC job aides can be found on the intranet. ([http://esa.esa.dol.gov/owcp/deeoic/NAT/centralized\\_printing/Centralized\\_Printing.htm](http://esa.esa.dol.gov/owcp/deeoic/NAT/centralized_printing/Centralized_Printing.htm))

**30. Q: Should I keep a log of my daily print jobs?**

**A:** ~~Yes, the daily log captures the date, Case ID, correspondence recipient last name, category, and number of pages sent to the OCC. The purpose of the log is to help verify the print jobs were received by the contractors and the correspondence was mailed. Daily print logs are required for six weeks following the launch of OCC. Daily print logs are no longer required by the OCC team.~~

*Additional Q&A added on 05/27/2015 -----*

**31. Q. I know we don't need wet signatures for recommended decisions anymore; however, what about CE's that are still under review? How will we know that a SrCE or supervisor looked at the RD before the CE sent it to the OCC?**

**A.** ECS will show who authorized the RD. In addition to viewing ECS, the SrCE or supervisor should send an email to the CE stating that the RD (or other correspondence) is okay to release/send to the OCC.

**32. Q. Since wet signatures are not needed on recommended decisions, while working in the office can we just bronze the decision, print it locally and mail it?**

**A.** Yes.

**33. Q. What do you do if you are emailing the document to the OCC and SEATS freezes? How can I verify whether the email was received or not?**

**A.** Contact your district office/FAB OCC point of contact and they will verify through Seattle whether the print job was successful or not and get back with you.

**34. Q. When I'm working in the office, is it okay to use the address page to send the letter to the addressee on the cc? If not, what is the recommended procedure?**

- A. You can use the address page to send letters to addressees while you are in the office or on telework.
- 35. Q. Since we are using the transmittal page to have the contractor's mail blank forms/pamphlets/brochures with our correspondence, do we still need to bronze a copy of those items into OIS?**
- A. No. Do not bronze blank forms/pamphlets/brochures into OIS regardless of whether you are teleworking or working in the office.
- 36. Q. Do I still have the ability to print locally while I'm in the office?**
- A. Yes.
- 37. Q. What is the expected turn-around-time for claimant receipt of mail coming from the West coast going to the East coast? With possible weather delays in the Northwest, how will this impact the amount of time for the claimant to respond?**
- A. Since we don't have a mechanism to identify or capture when a claimant receives a document that has been sent to them through the USPS, we are unable to estimate the turn-around time for claimant receipt of mail. Centralized printing should not impact the amount of time it takes for a claimant to respond to your correspondence. During the pilot we will be monitoring any complaints received regarding the timeliness of documents getting to claimants. Once centralized printing is unified throughout OWCP a more centralized location may be selected.
- 38. Q. What do I do if I know that a PII occurred?**
- A. Follow existing guidance on handling PII violations.
- 39. Q. I don't telework. Why do I need to take the training?**
- A. It is important for employees to be informed about what is going on in their office as well as new technologies/process implemented by DEEOIC or OWCP. In addition, if an emergency occurs and COOP is invoked you may be asked to telework. OWCP is moving toward centralized printing for all four programs and at some point, all printing/mailling correspondence will be done from a centralized location for both employees working in the office and those on telework.
- 40. Q. When are we going to electronic signatures?**
- A. OWCP is currently working on a digital signature solution.
- 41. Q. What if a clamant states s/he did not receive the correspondence?**
- A. Follow existing procedures established by your office.
- 42. Q. Why is there a prohibition against printing final decisions and reconsideration request decisions?**
- A. These documents require a wet signature. Until there is a digital signature solution for wet signature documents, these documents cannot be sent to the OCC.
- 43. Q. ~~How will the centralized printing affect standards and performance reviews this fiscal year?~~**
- A. ~~Centralized printing will not affect employee standards or performance evaluations this fiscal year for fiscal year 15.~~

- 44. Q. How will brochures and other attachments be handled?**  
A. The DEEOIC employee will select/check the box on the transmittal sheet for any brochures and/or attachments that they want included with their outgoing correspondence. The contract staff in Seattle will pull the brochure/forms and any other selected attachment and place it in the envelope along with the correspondence.
- 45. Q. I don't plan on using the OCC at all unless I absolutely have to.**  
A. It is not mandatory to use centralized printing.
- 46. Q. It would be great if we could send and print more than 21 pages.**  
A. ~~The 21 page limit will continue through the pilot. Once we have more experience with centralized printing the page restriction may be lifted.~~ There are no longer any restrictions on the number of pages that can be sent to OCC.
- 47. Q. I expect that wet signatures are not needed, and simply an approval on the computer by the HR should be enough to act as a wet signature for authorization. If other agencies have centralized printing with decisions that also go through the Federal Court system, then DOL should not be excluded and should be able to use an online method for authorization.**  
A. OWCP is currently working on a digital signature solution.
- 48. Q. It would be great if the OCC had basic fill in documents for initial development of medical and employment; toxic exposure letters; authorized rep letters; standard response to thread letters; fill in DAR and EE-5 requests.**  
A. Form fill/letter generator is not a centralized printing function. However, OWCP is currently working on the requirements for a new OWCP Correspondence/Letter Creation system which will have the ability to auto fill pre-defined fields in a development letter and a variety of other correspondence.
- 49. Q. Can I receive an email confirmation and the date the documents were printed and mailed?**  
A. We are currently looking at a process for confirming the document was received in Seattle and mailed.
- 50. Q. Can I print out any document or only claims related correspondence?**  
A. At this time only claims related correspondence can be printed at the centralized location.
- 51. Q. Can we print hard copies of documents while teleworking?**  
A. No.
- 52. Q. Will print logs be sent to supervisors?**  
A. ~~Yes, at the request from the District Director, the print logs will be shared with them.~~ Print logs are no longer required by the OCC team.
- 53. Q. Are remands supposed to have a wet signature?**  
A. No. However, if the remand is included/part of the Final Decision, then the Final Decision requires a wet signature.

- 54. Q. If a document is sent without a transmittal form will the document still be mailed out?**  
**A.** No, only complete packages/documents will be mailed out. If the transmittal is missing it will be set aside and someone will contact the CE to request a new submission which would include the transmittal form.
- 55. Q. What should I do if my email isn't working?**  
**A.** You should ~~notify the Point of Contact in your office, and then~~ contact the Enterprise Service Help Desk at 1-855-522-6748.
- 56. Q. Will contract staff or auditors be reviewing our documents for errors?**  
**A.** No. It is very important that all documents are carefully reviewed prior to sending them to the OCC. Once employees are released from doing daily print logs the DO/FAB offices will perform sampling.

*Additional Q&A added on 08/04/2015 -----*

- 57. Q. Can I combine letters into one attachment/email if I'm sending multiple letters to an authorized representative (AR)?**  
**A.** Yes. If a case has multiple claimants and one AR you can merge all of the letters together to make one document for the AR. You will need to identify in the special handling instructions on the transmittal how many letters are included in the AR package.
- 58. Q. Why aren't the EN-8, EN-9, and EN-16 listed on the transmittal for the contractor to attach?**  
**A.** The EN-8, EN-9, and the EN-16 require the CE to complete a portion of the documents. The Case ID, File Number, and Claimant must be completed before sending the correspondence.
- 59. Q. Do I need to save the documents I send to print?**  
**A.** Yes. We recommend that you create a folder on your C:/ or H:/ drive and save your documents for 60 days.
- 60. Q. How do I save my documents using the naming convention if there are multiple claimants with the same last name?**  
**A.** ~~If you have multiple claimants with the same last name you should use the extension to define which claimant the document is being sent. For example, SEA-1234-SMI-EM or SEA-1234-SMI-AR. The naming convention is no longer required.~~
- 61. Q. When mailing a document to a law firm that is the authorized representative, where there is a Point of Contact, what do I list on the Transmittal for last name and first name?**  
**A.** ~~You should list the Point of Contact's name. If there is no Point of Contact you should list the name of the law firm in the last name field on the Transmittal. You should identify this in the special handling instructions on the Transmittal. The recipients last and first name is no longer required on the transmittal.~~

*Additional Q&A added on 08/31/2015 -----*

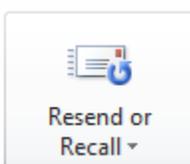
**62. Q. Can I send my documents to print from my home email address?**

**A.** No. You may only send documents to print from your @DOL email address. By staying within the "firewall" you will prevent a possible data breach.

**63. Q. I have auto-update for the date on my Word documents. How will that impact the date the letter is printed and mailed?**

**A.** Documents should be saved as .pdf files for bronzing. Those same saved documents would be used for printing via OCC. Therefore, the auto-update of the date will not impact the documents sent for printing.

**64. Q. Is there a reason I can't use the Outlook "Message Resend and Recall" instead of sending a separate email to recall a document?**



**Message Resend and Recall**

Resend this e-mail message or attempt to recall it from recipients.

**A.** Yes, the reason you need to send a separate email to recall a document is that there are multiple people on the recall email group and you can't be certain the document was recalled successfully if Outlook provides an automatic response.

**65. Q. Can I send multiple documents to different claimants in the same email?**

**A.** No, you cannot send documents to different claimants in one email. However, you should send multiple documents **for the same claim** in one email. For example, one email should contain a letter to the claimant, the claimant's doctor, and the authorized representative.

*Additional Q&A added on 11/9/2015 -----*

**66. Q. Would there be a situation where the contractor would hold my mail?**

**A:** Yes. If your email does not include a Transmittal and address page for each document, if the Case ID on the Transmittal does not match the Case ID on the letter, if the address is incomplete, if the address is not listed for the courtesy copy, or if the address on the address label does not match the address on the letter your document(s) will not be mailed. The contract staff or a government representative will return the email to the sender to notify them that the document(s) were not processed and why.

1.1 – 6/29/15 – added additional questions and modified original text to apply to emailing documents rather than sending them directly to the printer.

1.2 – 8/4/15 – removed Energy Centralized Printing (ECP) and added Outgoing Correspondence Center (OCC) for the Energy Program throughout the document; added additional questions; updated question 16.

1.3 – 8/31/15 - added additional questions; questions 7, 11, 12, 28, and 46 removed page restrictions; questions 13 and 30 provide timeframe for sending daily print logs; question 16 provides for multiple documents being sent in one email; question 18 changed process to allow certified and express mail; question 19 changed process to allow return receipt mail; question 20 changed process to allow international mail; question 56 explains auditing after an office is released from sending the daily logs; updated question 58.

1.4 – 11/9/15 – Minor updates were made to questions 9, 14, 17, 30, 43, 52, 55, 60, and 61. In question 18 changed Express Mail to UPS Next Day Air. In 19, clarified no return receipt but other trackable methods are available. Added question 66.

1.5 – 2/10/16 – updated questions 2, 4, 7, 13, 14, 16, 21, 27, 43, 65 and 66.

1.7 – 7/26/16 – removed Payment Transaction Forms from question 8.

1.8 – 8/19/16 – cutoff is 4pm PST all days