

General Manual  
Title 120 - Administrative Services

Part 402 - Communications  
Subpart A - Correspondence

**KS402.0 Scope**

A. Correspondence flows between the area and state offices (SO) with copies to field offices (FOs) as needed. There may be direct correspondence between FOs and the SO on such items as grievances or disciplinary actions, contract administration, and requests for direct responses.

B. Field and area offices (AOs) may correspond directly with Natural Resources Conservation Service (NRCS) offices in other states and other federal or state agencies on specific issues or tasks that are assigned to those offices; however, contact with the National Office, National Centers, and members of Congress require the approval of the state conservationist (STC). Copies of correspondence should be forwarded to the SO and/or the AO. The SO Management Team may correspond with staff members of other agencies provided there is no formulation or statement of new policy, and no NRCS commitments are made that are not in accordance with NRCS policy.

C. Technical and administrative management matters may be handled directly between area and state staffs and between state staff and national, regional, and other agency staffs.

D. Questions involving policy should be directed to the STC by the assistant state conservationist for field operations. The STC will sign all correspondence relating to policy determinations.

E. The STC will sign all correspondence addressed to the NRCS National Office Division Directors or higher, NRCS regional assistant chiefs, and the heads of other federal or state agencies.

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**KS402.4 NRCS Record Copies**

B. Courtesy Copy

(2)

- **Yellow** - It is acceptable to use plain white paper and stamp the page "FILE COPY."
- **White** - White bond paper is not required for correspondence.

(3) Copies of correspondence with more than one page should be plainly marked in the upper right-hand corner of the first page as to where it should be sent.

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Subpart B - Mail

**KS402.20 Policy**

Handling of outgoing mail in the state office.

- a. All outgoing mail will be delivered to the mailroom by 2:30 p.m. each day.
- b. Mail will be sent to the area offices each day. Direct mailing to all field offices (FOs) will be made on Tuesday and Thursday as needed. Exceptions that would require same-day mailing to FOs are:
  - Document contains an original signature.
  - Document is enclosed in a “special handling” envelope.
  - Document is identified by the originator as urgent.
- c. All mail, unless otherwise identified by the originator, will be sent by the most economical method.
- d. Mail will be picked up by the United States Postal Service (USPS) at 4:00 p.m.

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**KS402.21 Definitions**

h. Insured Mail

The government operates under the self-insurance rule; therefore, insurance should not be purchased to cover loss or damage to government property. However, insurance may be purchased on loaned private property when the owner requires insurance coverage as part of the transaction.

i. Certified Mail

Documents generated for legal purposes and sent by certified mail should include a request for a return receipt to be used as proof of delivery. Each certified mail item should also have a corresponding dated receipt to be used for proof of mailing. The state office will obtain the required proof of delivery and mailing electronically through Pitney Bowes and the United States Postal Service. All other offices will use the round stamp method for confirmation of mailing (item is officially stamped at the local post office) and request the return receipt be provided electronically for delivery confirmation.

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**KS402.22 Responsibilities**

- b. The state administrative officer will serve as mail coordinator in Kansas.
  - 7. Address changes should be reported to the state office.

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**KS402.23 Payment of Postage**

The Farm Service Agency (FSA) will bill the Natural Resources Conservation Service and Rural Development for postage used on a reimbursable agreement for service centers. FSA is responsible for assuring there is available postage on the meter.

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**KS402.24 Official Metered Mail**

a. Postage meters will be used in the state office (SO), Plant Materials Center, and each area office (AO). All license applications and renewals will be requested from the SO. Postage meters for service centers have been provided by the Farm Service Agency and are available for Natural Resources Conservation Service (NRCS) use. Where AOs are co-located within a service center, it is acceptable to establish an account and share the service center postage meter. The meters have accounting capability to record the amount of postage used by each account established in the meter. NRCS is responsible for payment of postage used. Refer to Section 402.23, Payment of Postage.

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**KS402.27 Paying Postage on Penalty Reply Mail**

d. Kansas will not use business reply envelopes or post cards. Affix the proper first class postage to each self-addressed envelope or post card to be returned as outlined in Section 402.27(b).