06   Returned Mail Procedures

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Returned mail is considered underlined unclear information(g). Returned mail with a forwarding address is not verification that a participant has moved, only that there has been a change of mailing address. (See Verifying Reported Changes for more information on when verification is required.)

When FAA receives undeliverable mail from the United States Postal Service (USPS), all returned envelopes with a forwarding address label are scanned and uploaded into OnBase.

When there is a forwarding address label from USPS on the envelope, AZTECS automatically completes *all* of the following:

- Updates the mailing address in AZTECS

- Scans and uploads the envelope into OnBase

- Sends an X006 notice and generates an RM ACTS Alert, when the budgetary unit is assigned to standard reporting

When there is a forwarding address label from the USPS on the envelope, ensure the mailing address in HEAplus and AZTECS is updated. (See Keying Addresses on ADDR)

For information regarding processing RM ACTS alerts, see Returned Mail ACTS Alert (RM).