

06 **Returned Mail Procedures for NA and CA**

REVISION 41

(04/01/16 - 05/31/16)

Staff members at [Centralized Document Services](#) (CDS) handles all undeliverable mail that is returned to FAA. All returned envelopes are scanned and uploaded into OnBase.

When there is a forwarding address label from the United States Postal Service (USPS) on the envelope, complete the following:

- Updates the address fields on ADDR in AZTECS.
When there is only a residential address on ADDR, update the RESIDENTIAL ADDRESS section of ADDR.
When there is a mailing address on ADDR, update the MAILING ADDRESS section of ADDR.
- Resends appropriate notices.

An RM ACTS alert is set for each envelope uploaded into OnBase. FAA staff must make any changes needed to determine eligibility. FAA staff complete the following for each RM ACTS alert set:

- Review HEAplus. Change the address in HEAplus and make appropriate changes, when needed. (See the [Eligibility Policy Manual](#) for additional information.)
- When there is a change of address identified and the new address is out-of-state, close the case and the alert. (See [Change of Address - Out-Of-State](#))
- When the case is subject to Simplified Reporting, follow procedures in [Verifying Reported Changes – Simplified Reporting](#) and close the alert.
- When the case is subject to Standard Reporting, follow the procedures outlined in [Standard Reporting Change of Address](#) and close the alert.

When the case is subject to Standard Reporting, and the returned mail has no forwarding address and no change of address has been reported, complete one of the following:

- When the program is in a pending or closed status, no action is needed.
- When the program is in an open status, complete all of the following:
For NA, stop benefits allowing for [NOAA](#).
For CA, stop benefits allowing for [Adequate notice](#).

Key the LC Denial or Closure Reason Code on AFED and FSED, as appropriate.
Send the [C200 notice](#).

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