

01 Returned Mail Procedures

REVISION 49
(01/01/21 - 12/31/21)

When FAA receives undeliverable mail, all returned envelopes with a forwarding address label are scanned and uploaded into OnBase.

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

- Updates the mailing address in AZTECS
- Sends an X006 notice
- Generates an RM ACTS Alert

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

For information regarding processing RM ACTS alerts, see [Returned Mail ACTS Alert \(RM\)](#).