

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

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

When FAA receives undeliverable mail, 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, update the mailing address in HEAplus and AZTECS and resend the appropriate notice. (See [Keying Addresses on ADDR](#))

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

- Review HEAplus. Change the mailing 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](#))
- For a Simplified Reporting budgetary unit, when returned mail is received and the post office provides an in-state forwarding address, or there is no known forwarding address complete the following actions:
 - Document the [case file\(g\)](#) to indicate returned mail has been received.
 - Update the mailing address in HEAplus and AZTECS.
 - Do not complete any additional action or request verification until the next renewal application or Mid Approval Contact whichever occurs first.
 - Close the alert in AZTECS.
- When the case is subject to Standard Reporting, follow the procedures outlined in [Address-Effecting Changes](#) 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](#).

ARCHIVED (Valid until 12/06/21)