

06 Returned Mail Procedures for NA and CA

REVISION 38
(10/01/15 - 11/30/15)

Staff members at [Centralized Document Services](#) (CDS) maintain all undeliverable mail that is returned to FAA. Each envelope is scanned and uploaded into OnBase.

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

- Updates the address fields on ADDR in AZTECS.
- Resends appropriate notices.
- Sets an RM ACTS alert for each envelope uploaded into OnBase so that FAA staff can make any changes needed to determine eligibility.

FAA staff must 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, follow the procedures outlined in [Change of Address - Out-Of-State](#) and close the alert.
- When the case is subject to Simplified Reporting, no verification of the change of address is required. 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.