

Jul 23, 2020 1:55 PM

Dear WSC Members – I am writing to notify you of a change the WSO made to its returned mail procedures. This procedure may have negatively impacted some of the groups in your Areas so we are excited to tell you about the change we made.

Many years ago, during a time when the majority of business was conducted through postal mail, there were large volumes of returned mail that arrived at the WSO on a daily basis from groups that had moved, disbanded, or simply forgot to pay the rent on the Post Office box. This resulted in a significant waste of resources for the WSO. A number of procedures were implemented to try to curb the volume of returned mail and, in turn, curb the waste.

One of these procedures was to place a group in No Mail status if mail was returned from a group that was meeting more than 25 miles from the Current Mailing Address (CMA). The assumption was that an active CMA would surely live within 25 miles of his/her group. Therefore, if the distance was greater than 25 miles, it must be because the group had moved, would be getting a new CMA, and would notify the WSO of the new CMA as soon as possible. In the meantime, the WSO should exercise prudence and stop sending mail to the group.

What we know, however, is that groups often change locations without having to change CMAs. In many parts of the WSC Structure it is not unusual to have a CMA associated with a group that meets more than 25 miles away. (As a Nebraskan, I have been known to scoff at the idea of traveling less than 25 miles to get to a meeting!) In recognition of the vastness of the rural and frontier Areas in the US and Canada whose groups are functioning quite well with "long distance" CMAs, the WSO discontinued this antiquated procedure in May 2020. The current procedure places a group in No Mail status only if mail is returned with no forwarding address.

In grateful service,
Kerri Kindelan
Associate Director-International and AFG Records

P.S. Although the WSO sends much less postal mail than in the past, we aren't yet perfect at it and continue to get some returns. We are grateful for all the address updates processed by Area Group Records Coordinators and for those members who submit changes [online](#). Your assistance is invaluable!

Kerri Kindelan
Associate Director-International and AFG Records