

Central Print and Manual Mail – Response Timeliness

Central Print Mail

The Office of Hearings Operations (OHO) uses central print to mail most notices, decisions, dismissals, and other correspondence (hereinafter referred to as “documents”) to claimants and their appointed representatives. Our central print vendor receives the documents from OHO electronically and prints and mails the documents from their facility. For all centrally printed documents, the date that appears on the document is the date that the document was uploaded to the claimant’s electronic file and sent to our central print vendor. It can take up to 3 business days from the date that OHO staff electronically send a document to central print for it to be mailed.

Manual Mail

OHO staff also manually mail documents as needed. A document is manually mailed when it is printed and mailed by an OHO employee from an OHO office. For manually mailed documents, the date that appears on the document is the date the document was printed and put in the mail.

How We Will Consider Timeliness of Responses to Documents Sent by Central Print and Documents Sent by Manual Mail

Our regulations define the date a party receives a notice as “5 days after the date on the notice.” The presumed 5-day notice period does not apply if the recipient can show they did not receive the notice within the 5-day period. See 20 CFR [404.901](#) and [416.1401](#).

When considering whether a claimant or an appointed representative’s response to an OHO document is timely, we will consider how the document was mailed (i.e., central print versus manual mail) in addition to the 5-day period provided for in our regulations.

For centrally printed documents, we will add 3 business days to the date on the document, plus the 5 days assumed in the regulations, to determine whether a response is timely. The term “business days” excludes Saturdays, Sundays, and federal holidays.

For manually mailed documents, all notice, reply, and appeal deadlines will be determined based on the date that appears on the document, in addition to the 5 days assumed in the regulations.

Identifying Documents Sent by Central Print

Documents sent by central print include a string of numbers and letters that appear vertically on the right-hand side of the document. The central print identifying text appears on the paper copy of the document that is mailed to the claimant and

