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Description of document: Fish and Wildlife Service (FWS) Office of Law Enforcement (OLE) manual for operations at the National Wildlife and Eagle Repository, 2013 *

Requested date: 05-December-2016

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* Note: Some records undated

Source of document: FOIA Request
U.S. Fish & Wildlife Service
Office of Law Enforcement
5275 Leesburg Pike, MS: LE
Falls Church, VA 22041-3803
Fax: (703) 358-2271
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United States Department of the Interior

FISH AND WILDLIFE SERVICE

Office of Law Enforcement
5275 Leesburg Pike (MS: OLE)
Falls Church, Virginia 22041



In Reply Refer To:
FWS/LE ADM 4-08-2017-00205

APR 19 2017

This is in response to your December 5, 2016 Freedom of Information Act (FOIA) request for the following:

"Seeking a copy of the handbook or manual for operations at the National Wildlife and Eagle Repository, operated by the Fish and Wildlife Service."

Your request has been assigned control number FWS-2017-00205. Please cite this number in any future communications with our office regarding your request.

We are providing a total of 41 pages which are responsive to your request. Portions of these pages are being withheld under FOIA Exemptions 6, 7(C). See 5 U.S.C. 552 § (b)(6), (b)(7)(C). Additionally, we are withholding (2) pages in full under FOIA Exemption 7(E).

- Exemptions 6 and 7(C): Certain names and personal identifiers of any individual in law enforcement files have been withheld under FOIA Exemptions 6 and 7(C). These exemptions provide protection for personal privacy interests. When a privacy interest is found to exist in the documents at issue, the public interest in disclosure must be weighed against the privacy interest in non-disclosure. Here, release of the withheld personal information would not serve any substantial public interest. Under the FOIA, information will be regarded in the public interest when it is likely to contribute significantly to public understanding of the operations or activities of the Government. Since you have not provided, and we are unaware of, any substantial public interest to be served by the release of this information, this information has been withheld.



- Exemption 7(E): Protects law enforcement records if their release would disclose techniques and procedures for law enforcement investigation or prosecutions, or would disclose guidelines for law enforcement investigations or prosecutions if the disclosure could reasonably be expected to risk circumvention of the law. For the materials that have been withheld under 7(E), we have determined that they are procedures for law enforcement investigations or prosecutions whose release could reasonably be expected to risk circumvention of the law.

The decision to withhold/deny this information was made by the undersigned and approved by Carrie Hyde-Michaels, FWS FOIA Officer, Division of Information Resources & Technology Management (IRTM). Larry Mellinger, Attorney-Advisor, in the Office of the Solicitor was consulted.

The FOIA fee for processing your request is \$62.00 (before fee category entitlements), calculated as follows:

Search/review time (management), 1 hour @ \$62.00 per hour

We do not bill requesters for FOIA processing fees when their fees are less than \$50.00, because the cost of collection would be greater than the fee collected. *See 43 C.F.R. § 2.37(g)*. Therefore, there is no billable fee for the processing of this request.

You may appeal this response to the Department's FOIA/Privacy Act Appeals Officer. If you choose to appeal, the FOIA/Privacy Act Appeals Officer must receive your FOIA appeal **no later than 90 workdays** from the date of this letter. Appeals arriving or delivered after 5 p.m. Eastern Time, Monday through Friday, will be deemed received on the next workday.

Your appeal must be made in writing. You may submit your appeal and accompanying materials to the FOIA/Privacy Act Appeals Officer by mail, courier service, fax, or email. All communications concerning your appeal should be clearly marked with the words: "FREEDOM OF INFORMATION APPEAL." You must include an explanation of why you believe the FWS's response is in error. You must also include with your appeal copies of all correspondence between you and the FWS concerning your FOIA request, including your original FOIA request and the FWS's response. Failure to include with your appeal all correspondence between you and the FWS will result in the Department's rejection of your appeal, unless the FOIA/Privacy Act Appeals Officer determines (in the FOIA/Privacy Act Appeals Officer's sole discretion) that good cause exists to accept the defective appeal.

Please include your name and daytime telephone number (or the name and telephone number of an appropriate contact), email address and fax number (if available) in case the FOIA/Privacy Act Appeals Officer needs additional information or clarification of your appeal.

DOI FOIA/Privacy Act Appeals Office Contact Information

Department of the Interior
Office of the Solicitor
1849 C Street, N.W.
MS-6556 MIB
Washington, DC 20240
Attn: FOIA/Privacy Act Appeals Office
Telephone: 202-208-5339
Fax: 202-208-6677
Email: FOIA.Appeals@sol.doi.gov

For your information, Congress excluded three discrete categories of law enforcement and national security records from the requirements of FOIA. *See* [5 U.S.C. 552\(c\)](#). This response is limited to those records that are subject to the requirements of FOIA. This is a standard notification that is given to all our requesters and should not be taken as an indication that excluded records do, or do not, exist.

The 2007 FOIA amendments created the Office of Government Information Services (OGIS) to offer mediation services to resolve disputes between FOIA requesters and Federal agencies as a non-exclusive alternative to litigation. Using OGIS services does not affect your right to pursue litigation. You may contact OGIS in any of the following ways:

Office of Government Information Services
National Archives and Records Administration
8601 Adelphi Road - OGIS
College Park, MD 20740-6001
E-mail: ogis@nara.gov
Web: <https://ogis.archives.gov>
Telephone: 202-741-5770
Fax: 202-741-5769
Toll-free: 1-877-684-6448

Please note that using OGIS services does not affect the timing of filing an appeal with the Department's FOIA & Privacy Act Appeals Officer.

If you have any questions regarding your request, please contact Kenneth Perry, USFWS Office of Law Enforcement (OLE) at (703) 358-1949 or via email at kenneth_perry@fws.gov.

You also may seek dispute resolution services from our FOIA Public Liaison, Carrie Hyde-Michaels at (703) 358-2291 or carrie_hyde-michaels@fws.gov.

Sincerely,



William C. Woody
Assistant Director, Office of Law Enforcement



Enclosures

EAGLE SHIPPING GUIDELINES

The primary objective of The National Eagle Repository (Repository) is to receive, evaluate, store and distribute bald and golden eagle carcasses, parts, and feathers to tribally enrolled Native Americans of Federally recognized tribes throughout the United States for religious purposes. The Repository serves as the collection and distribution point for bald and golden eagles salvaged each year by State and Federal wildlife officials.

Following are guidelines to help you with proper documentation, safe handling, packaging and shipping procedures so that eagles arrive without damage and in the best possible condition.

What should be sent to the Repository?

With the exception of eagles suspected or confirmed with West Nile Virus and/or poisoning, except lead poisoning, any and ALL eagle carcasses, parts and feathers should be sent to the Repository **regardless** of condition. The Repository shall determine which remains are usable or unusable based upon their firsthand experience working with the Native American community. All euthanized eagles **must** be tagged as such so the Repository can retain usable parts and properly dispose of trunks to alleviate secondary poisoning cases. **ALL CARCASSES SUSPECTED OF OR CONFIRMED WITH WEST NILE VIRUS SHOULD BE DISPOSED OF BY INCINERATION.**

Collection of Dead Eagles:

Due to the increased number of bird disease cases surfacing throughout the United States such as West Nile Virus, proper safe handling procedures are a **MUST** when salvaging dead eagles. Collect eagles under the assumption that an infectious disease or toxin is involved. Remember to protect yourself as some of these diseases and toxins are hazardous to humans.

1. Use rubber gloves when picking up dead eagles. If you do not have gloves, insert your hand into a plastic bag.
2. Place each bird in a sturdy plastic bag and tape or tie closure to prevent leakage. **Please use care when bagging not to tie the bag to close to the tail feathers.**
3. Place in a freezer as soon as possible.
4. Transport carcasses in areas separate from your direct contact (back of pickup.)
5. Necropsies are not required prior to shipping unless suspected of poisoning (other than lead) or West Nile Virus.

Packaging and Shipping:

It is important that eagles/parts and feathers be properly packaged in order to prevent damage and further decomposition in shipping. Feathers damaged in transit to the Repository are unusable to Native Americans and will have to be disposed of. Following are shipping requirements which **MUST** be followed to meet carrier (FEDEX) requirements.

****Failure to comply with these requirements may result in revocation of the Repository's shipping privileges.**

Packing Methods:

1. Select a sturdy size box to accommodate the number of eagles being shipped and to allow adequate room for the length of the feathers. Please DO NOT bend wing or tail feathers as this could cause breakage. Appropriate size coolers may be used, except Styrofoam coolers may only be used when inserted in a cardboard box. All coolers will be returned upon request with a return address.
2. Ship eagles in a frozen state.
3. Place each eagle in a double plastic bag to prevent leakage.
4. Line the bottom of the box and fill the remaining space with absorbent material, i.e. shredded or wadded up paper or newspaper. This will prevent the birds from moving causing damage, help insulate the cold and absorb any leakage.
5. You may use gel packs for ice, but it is NOT necessary if birds are in a frozen solid state when shipped overnight.

Please note: *The Repository does maintain a limited supply of shipping boxes for those in need of shipping containers. These boxes are designed to hold 4-5 eagles. If shipping less, we recommend the use of an adequate small box or ice chest. The Repository is happy to provide a prepaid shipping label via email.*

Shipping methods:

The best method to ship is overnight mail. Ship the bird no later than Wednesday to guarantee receipt before the weekend.

Federal Express is the preferred carrier when shipping eagles to the Repository. The packaging specifications listed above are in direct compliance with their dead animal shipping requirements. The Eagle Repository's FEDEX account may be used to absorb shipping costs. You may contact the Repository for a prepaid shipping label.

If you do not have access to FEDEX you may use any other overnight carrier, however, the Repository will not be able to absorb those shipping costs nor is there a mechanism to reimburse the costs. Please make note of the tracking number in case packages are delayed or lost.

Documentation For USFWS OLE Agents: All eagles tied to an investigation must be transferred on the "Repository Property Transfer Form". Please complete the form in its entirety. It will be signed and returned to you to close your case. DO NOT USE "Chain of Custody Forms".

Please call the Repository (303) 287-2110 if you have any questions regarding the shipping of eagles to the Repository.

Procedure for the processing of a Permit Application and First Order for Eagle Parts for Native American Religious Purposes:

1. Applicant fills out page 5 (permit application and first order) of the packet and sends page 6 (certificate of enrollment) to the tribal official for verification of tribal enrollment.
2. Once both pages 5 and 6 are complete they must be received by the Migratory Bird Permit Office (MBPO) for review and processing of a lifetime permit.
 - a. If all the necessary documentation is complete the permit office will issue a permit and mail the packet to the eagle repository.
 - b. If not, the packet, with a letter requiring additional clarification is sent to the applicant to be returned to the permit office for further review and processing.
 - c. If the repository receives this paperwork, we look for the applicant in our data system to verify if it is a first time order or reorder and forward to the permit office if it is a first order.
3. Once complete, the permit, pages 5 and 6 are then mailed to the eagle repository for review.
4. At the repository the pages of the packet are date stamped the day they are received.
5. They are then separated from the other mail received and put into a folder to be verified and processed as first time orders.
6. Each application packet is looked over for errors, proper and complete information and for accuracy among the three pages (lifetime permit, page 5 and page 6). All information provided must match to be moved on to the next step.
 - a. If not, they are sent back to the permit office for clarification or to the applicant for completeness.
7. Once the information has been verified and is complete the application goes to the next step and all information from page 5 is manually entered into the electronic data system.
8. The packet is then filed by the date received in a pending row organized by item requested.
9. Once the order is ready to be filled the entire item file is removed from the pending row and each applicant in the file receives a call, an email if provided, and a postcard to verify the order.
 - a. If we are unable to reach the applicant by phone on the first try we will send an email asking for a reply of when and what time the applicant will be available for our call again.
 - b. If we are unable to reach them by phone/email, we will send a postcard to verify the order or have the applicant call us at a specific extension.

c. If we are unable to reach the applicant by any of the above methods, the application is filed in the applicant's historical file until further notice.

10. If we are able to speak with the applicant, the order is verified either to be shipped or to be put into another waitlist for the items being requested.

11. If the order is to be put into another waitlist it is then returned to the pending row and filed by date received in the corresponding item requested folder.

12. Orders to be shipped must have proper documentation attached to fulfill the order.

a. Within the data tracking system the order must be designated complete, information on file must be updated, and a shipping letter must be generated.

b. The paperwork is then stapled together, checked for correctness, and put into a file for the lab to process.

12. The lab personnel receives the final packet, pulls from inventory the necessary items to be sent and sets them aside for shipment.

13. Any necessary comp feathers or parts are set aside for the orders to be shipped.

14. The shipping boxes are assembled and labeled with the applicant information according to the items requested.

15. Shipping labels are created and printed before the order is to go out.

16. During shipping day the items are placed in each of the boxes with the corresponding paperwork, comp feathers or items, and the label for shipping attached to the outside. They are sealed and mailed the same day.

16. The final packets are then set aside to be manually tracked for delivery status.

17. Each final packet is tracked and the delivery status notated on the form.

a. If the delivery was completed the final packet is then set aside for filing into the applicant's historical file.

b. If the delivery was not completed the final packet is brought to the attention of staff to further look into what occurred and make any necessary changes or contact the carrier or applicant to verify missing information.

This concludes the process of a first time order.

Procedure for the processing of a Reorder for Eagle Parts for Native American Religious Purposes:

1. Applicant fills out page 5 (Reorder) of the packet and mails the completed form to the eagle repository.
2. If the form is sent to the Migratory Bird Permit Office it is stamped by them and forwarded on to the eagle repository. In some cases it is returned to the applicant to be sent to the eagle repository.
3. Once received at the repository it is date stamped the day it is received.
4. All reorders are then separated from the other mail received and put into a folder to be verified and processed as reorders.
5. Each reorder is looked over for errors, proper and complete information and for accuracy among the data the repository has on file for the specific applicant. All information provided must match to be moved on to the next step.
 - a. If not they are sent back to the applicant for completeness.
6. Once the information has been verified and is complete the reorder goes to the next step and all information about the order from page 5 is manually entered into the electronic data system for the specific applicant.
7. The reorder is then filed by the date received in a pending row organized by item requested.
8. Once the order is ready to be filled the entire item file is removed from the pending row and each applicant in the file receives a call, an email if provided, and a postcard to verify the order.
 - a. If we are unable to reach the applicant by phone on the first try we will send an email asking for a reply of when and what time the applicant will be available for our call again.
 - b. If we are unable to reach them by phone/email, we will send a postcard to verify the order or have the applicant call us at a specific extension.
 - c. If we are unable to reach the applicant by any of the above methods, the application is filed in the applicant's historical file until further notice.
9. If we are able to speak with the applicant, the order is verified either to be shipped or to be put into another waitlist for the items being requested.
10. If the order is to be put into another waitlist it is then returned to the pending row and filed by date received in the corresponding item requested folder.
11. Orders to be shipped must have proper documentation attached to fulfill the order.

a. Within the data tracking system the order must be designated complete, information on file must be updated, and a shipping letter must be generated.

b. The paperwork is then stapled together, checked for correctness, and put into a file for the lab to process.

12. The lab personnel receives the final packet, pulls from inventory the necessary items to be sent and sets them aside for shipment.

13. Any necessary comp feathers or parts are set aside for the orders to be shipped.

14. The shipping boxes are assembled and labeled with the applicant information according to the items requested.

15. Shipping labels are created and printed before the order is to go out.

16. During shipping day the items are placed in each of the boxes with the corresponding paperwork, comp feathers or items, and the label for shipping attached to the outside. They are sealed and mailed the same day.

16. The final packets are then set aside to be manually tracked for delivery status.

17. Each final packet is tracked and the delivery status notated on the form.

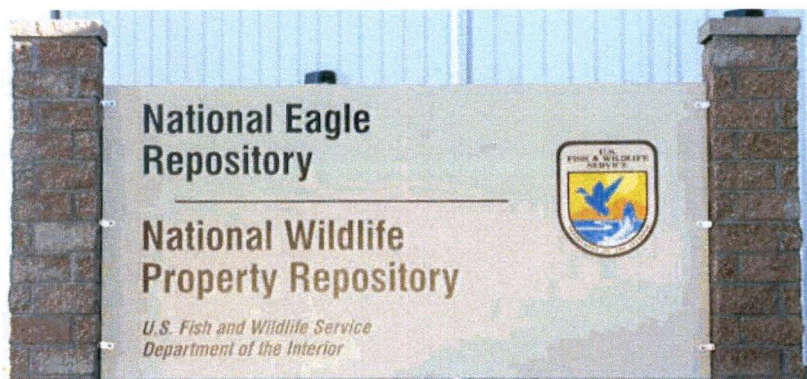
a. If the delivery was completed the final packet is then set aside for filing into the applicant's historical file.

b. If the delivery was not completed the final packet is brought to the attention of staff to further look into what occurred and make any necessary changes or contact the carrier or applicant to verify missing information.

This concludes the process of a reorder.

FRONT OFFICE SOP

(Standard Operating Procedures)



CONTENTS OF THIS BINDER ARE LOCATED ON
S:EAGLECOM/ALL NEWPR

About the Repository

For hundreds of years Native Americans and Alaskan Natives have used eagle feathers for religious and cultural purposes. In recognition of the significance of these feathers to Native Americans, the U.S. Fish and Wildlife Service established the National Eagle Repository (Repository) in the early 1970's.

The Repository, a one of a kind facility, is operated and managed by the Office of Law Enforcement, U.S. Fish & Wildlife Service and is located at the Rocky Mountain Arsenal National Wildlife Refuge northeast of Denver, Colorado. Its purpose is to provide a central location for the receipt, storage and distribution of bald and golden eagles found dead and their parts throughout the United States. The eagles, and their parts, are shipped to Native Americans and Alaskan Natives enrolled in federally recognized tribes for use in Indian religious ceremonies.

It is illegal for any individual to possess a bald or golden eagle, including its parts (feathers, feet, etc.). The distribution of bald and golden eagles and their parts to Native Americans is authorized by the [Bald and Golden Eagle Protection Act and Regulations found in 50 CFR 22](#). Enrolled Native Americans wishing to obtain bald or golden eagles or their parts, must be at least 18 years old and submit a First Time application for a new applicant and a Re-order form if they have applied in the past. Requests are filled on a first come first serve basis by date of application. Numbers of requests, by far, exceeds the number of eagles available which imposes various waiting times for orders to be filled.

Federal and State conservation agencies, zoological parks, federal rehabilitators, and others who may legally possess and transport dead bald and golden eagles are encouraged to send them to the Repository where they will be distributed to Native Americans.

The collection efforts of the U.S. Fish and Wildlife Service provides a legal means for Native Americans to acquire eagle feathers for religious purposes, which in turn, reduces the pressure to take birds from the wild and thereby protecting eagle populations. It also, promotes a government to government relationship with federally recognized tribes, as well as, fulfills the U.S. governments trust responsibilities to Native Americans.

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Overview of Daily, Weekly, and Monthly Activities

Daily

Man the main phone, check and respond to phone messages.

Open incoming mail and sort out.

When applicable, input 10 applications into LEMIS, investigate any pending requests, and file appropriately.

Fill orders

Weekly

By 12p on Wednesday the week of payday complete/validate your time/leave in QuickTime.

Coordinate filing, labels, and postcard workflow for volunteers (i.e. Kathy).

Mail incomplete application letters, inmate acknowledgement letters, and 1st time requests without permits to the appropriate MBPO

Monthly

Provide a printed copy of the monthly EXCEL incoming orders tally sheet to Dennis within the 1st week of the next month.

Periodically, check mail in building 121 for NEWPR.

If time allows, updates can be done. Go into LEMIS, pull all paperwork in “Updates” inbox, and update all information. IF there is an applicant’s name change be sure all legal documents (i.e. SS card, birth cert., marriage license) are received.

Employees and Schedules

Coleen Schaefer	x224	M-F	7:30-4
Dennis (Richard) Wiist	x228	M-F	7:30-4
Adam Torres	x229	M-F	6-4:30
Doni Sprague	x225	M-Th	6-4:30
Annette Maes	x236	T-F	6-4:30
Liza Romero	x235	M-F	6-3:30
Adam Shepard	x226	M-F	6-2:30
Sarah Metzger	x227	M-F	7-3:30
Elisa Dahlberg	x222	M-F	7-3:30
Tracy Ellis DIA Wildlife Inspector # 303-342-7430			

Volunteers, Schedules, and Duties

Diane Buell	M, W	Property Only
Trinah Cochran	T	Eagle Program – tracking, data entry, folders, filing
Diane Horton	M, F	Eagle Program – shipping letters, packets, filing
Kathy Hogan	W, Th	Eagle Program – postcard labels, postcards, data entry
Tim Hogan	W	Eagle Program – boxes, P.O. delivery
Michael Murphy	T	Eagle Program – boxes, feathers
Angelina Moreno	F	Eagle/Property - filing, inmate letters, check in/fill orders

Other contact information and phone numbers to keep handy are the MBPO phone list, the R6 phone list, the Colorado Division of Wildlife, and the RMA phone list. Keep in mind these are updated monthly as personnel may change.

Repository Objectives

To receive, inventory, store, and dispose of confiscated wildlife property ensuring 100% accountability.

To receive, evaluate, store, and distribute dead bald and golden eagle carcasses, parts, and feathers to tribally enrolled Native Americans throughout the U.S.

To develop and provide educational programs to educational institutions, special interest groups, and the general public regarding wildlife trade, wildlife laws, endangered species, raptors, etc.

Eagle Requested Material and Waiting Periods – Wait times are approximate.

Whole Carcass – Golden Eagle	2 - 6 years
Whole Carcass – Bald Eagle	1 - 1½ years
Pair of Whole Wings	1 year
Whole Tail – Golden Eagle	2 - 5 years
Whole Tail – Bald Eagle	1 - 1½ years
10 Quality Feathers (2 tail; 8 wings; max 2 plumes on request)	6 mths- 1 year
20 Miscellaneous Feathers (lower quality mixed; max 20 plumes on request)	3 – 6 months
Pair of Talons, head, trunk (body without head, feet, wings, or tail)	Minimal

Eagle Shipping and Routine Shipments

1) Every Wednesday eagles are sent out as whole carcasses or parts of an eagle. Packages are sent overnight through FED EX or 2-day mail through USPS.

2) Every LAST Wednesday of the month the feathers are shipped. Packages are sent 2 DAYS either through FED EX or USPS unless parts included then they go overnight if sent by FedEx.

*A copy of the Eagle Shipping Guidelines is located in Tab A.

Main Phone Greetings (instruction manual located in black phone instruction folder)

Suggested Greeting:

Hi, you have reached _____ at the National Eagle and Wildlife Repository. My office hours are ____ to ____ Mountain Standard Time. If you have reached my voice mail I'm either away from my desk or on the other line with another applicant. Please leave one message with your name, date of birth and telephone number including the area code and I will return your call as quickly as possible. Due to high call volume it may take me more than one business day to return your call, but I do check my messages daily. I thank you in advance for your patience and I hope you have a wonderful day.

If absent suggest modifying to:

I will be out of the office from ____ until _____. In my absence if you would like to try a different extension please, hang up and dial extension 235 or 229.

Phone Log

It is recommended to use a spiral college ruled notebook for this duty. It is easier to track and quite a simple method for record keeping since you will receive many phone messages. Confusion happens easily at times. The yearly phone average in the front office is about 5000 in which you will respond.

Mail

All incoming and outgoing USPS mail is picked up and dropped off daily M-F between 9:30-10 AM.

All incoming mail is opened and dated, with the exception of the BLUE sealed internal USFWS envelopes and any credit card statements/cards. They are given directly to the employee.

The average daily time for processing incoming mail is 30 minutes to 1 hour depending on volume received by the NEWPR.

Mail box area (located directly behind the front office)

Copies of Regional address labels are in each mail box. When labels get low copies are located on the S: drive at Eaglecom/all newpr/mailling labels/Regions. The label type for the regional offices is Avery Template 5262.

Every FRIDAY or every other FRIDAY depending on volume to be sent, mail copies of the shipping letters and any other correspondence from the NEWPR to the ROs.

In-Processing Mail

All incoming mail is opened, stamped with the Repository received date, and sorted.

Here is a break down in sorting all incoming mail to expedite the process and avoid confusion.

Make the following **stamped** piles:

1) 1st Time Applications from MBPOs:

→ Ensure the request is on the top of the stapled paperwork, that the MBPO dated and initialed in the top right hand corner, and there is a date received stamp from NEWPR.

→ Review applications for all critical items as sometimes human error at MBPOs happens.

→ IF there is an error that cannot be verified here at the repository level then it should be returned to the MBPO with weekly or biweekly FRIDAY mailing. Place in the corresponding mailbox to be mailed with others.

→ Once completed, place pile in 1st box labeled “Incoming First Orders.”

2) Re-orders from applicant and the respective MBPOs:

→ Review each for the following critical items: DOB (applicant must be 18 years old), MB Permit #, Name of Tribe, Enrollment #, and Signature.

→ IF any of the above is missing, then set aside in a pile as INCOMPLETE.

→ Once completed, place pile in 2nd box labeled “Incoming Re-orders.”

→ ALL re-orders from INMATES addressed to NEWPR must have the original envelope stapled to the application and the INMATE # and CHAPLAIN highlighted on the application. Place in the 3rd box labeled “Incoming Inmate Orders.”

3) Typed or handwritten requests for re-order forms or 1st time applications have original envelope stapled to them, are receive stamped, and identified as: Send Re-Order Form or Send 1st Time Application (write this on the letter).

→ The form requests are then placed on the back table by Randy’s office in the inbox labeled “SEND RE-ORDERS” (on top).

→ Kathy Hogan will send the forms every Wednesday and Thursday morning, unless she is absent.

→ The forms are sent and then the form request is shredded.

4) Typed or handwritten status checks or general correspondence from an INMATE is received stamped and goes directly to Randy. His INBOX is located at the top of his desk.

5) Typed or handwritten address or information updates are date received stamped and placed in the "Inbox" in Liza's office. Same with email correspondence from MBPO to do updates to an applicant's request.

If you would like to take care of the updates as necessary, go into LEMIS to do the updates and if there is a pending order pull the request from Row 13 or Historical files and write the update on the application. Make a note stating you did so at the bottom of the form with the date you updated it.

If it is updated and ready to be filled place the request in the inbox in Liza's office.

6) All credit card statements for any personnel at the NEWPR are **NOT** opened, but date received stamped on the envelope and placed on the individual's workspace chair.

7) All mail for Special Ops (i.e. Leo Suazo, Vance Jurgens and Elizabeth (Lizz) Darling, or Mark Webb) is **NOT** opened but the envelope is date received stamped and placed in their box located behind you (the bottom right hand side of black mail box area). Any packages as well.

8) All invoices are date received stamped and given to the administrative assistant. If not, Annette takes care of all invoices and Doni gets the FedEx ones.

9) Any general correspondence for wildlife property is date received stamped and given to either Doni or Annette and placed on their respective workspace chairs.

10) All returned postcards are date received stamped and placed in box labeled "Inbox" in Liza's office. If you want, you can do the same with these as in step 5. If the address was typed wrong or sent to the street address instead of a P.O. Box. Resend the postcard and toss the returned one.

Incomplete Applications to Be Returned

1) The company letterhead for the return applications is located on the S: drive at Eaglecom/ALL NEWPR/ADMIN/USFWS NEWPR letterhead

2) The letters are mailed in a business style envelope with the returned application.

Monthly Count of Requests – Incoming

Concepts to remember:

1) ALLOW 2-3 hours of uninterrupted time (i.e. no phones) to accomplish this task.

2) ALL 1st time requests get checked for accurate information, counted and then go directly into the bins for staff and volunteers to enter into LEMIS (i.e. NO postcards to be sent).

3) After counting, ONLY RE-ORDERS are delayed to have ACKNOWLEDGEMENT postcards sent prior to entering into LEMIS.

4) ALL 1st time and re-order requests with ONLY parts (i.e. trunks, talons, heads, and ulna bones) get 1) entered into LEMIS, 2) VERIFY (GREEN) postcard sent immediately, and 3) filed into files by YOU.

The Counting Process:

Accomplish the following weekly as time permits or bi-weekly, whichever works best for you.

Part I: Pull all applications from the “Incoming First Orders” inbox and flip over (so you are dealing with the oldest date).

1) Flip each one over, verify all critical information, make sure MBPO dated and initialed in top right-hand corner.

2) Date and initial on bottom line under “Date received at NER.”

3) Use Incoming Orders count sheet to count each request by date received at NEWPR.

→ Wholes, tail only, wing/tail, wings, talons, head, trunk, and parts are tallied in the section labeled Whole/Parts and in the box corresponding to 1st time applications.

→ 10 quality and 20 miscellaneous feathers are tallied in bottom portion of template and also in the box corresponding to 1st time applications.

4) Sort as follows: 1) talons, head, trunk; 2) 20 misc. feathers; 3) 10 qual.; 4) Wings; and 5) Whole, tail only, wing+tail.

5) Once all are counted, flip back over, make sure each pile is in date order, and then place each respective pile into the appropriate box to be entered into LEMIS (i.e. by security screen).

6) Go to S: Eaglecom/SHARED DOCUMENTS/INCOMING ORDERS.xls

7) Tally box totals from incoming orders sheet and enter into EXCEL spreadsheet accordingly. Click Save.

Part II: Pull all applications from the “Incoming Re-Orders” inbox and flip over (so you are dealing with the oldest date).

9) Flip each one over, verify all critical information, make sure all critical information is on the application (DOB, MB Permit #, Tribe, Enrollment #, and signature), date (use date stamped received by NEWPR or MBPO whichever is earlier) and initial in top right-hand corner of application.

10) Repeat steps 3 and 4.

11) Once all are counted, flip back over, paperclip each respective pile, place Volunteer Ack. postcard instruction sheet on top and set aside for Kathy to do when she is in.

NOTE: These are not as time sensitive, but to avoid excessive calls the Ack. Postcard should be sent no later than 3-4 weeks after the application is received by NEWPR.

→ Once the acknowledgement postcards are sent then, merge the piles into the appropriate box to be entered into LEMIS (i.e. by security screen).

12) Tally totals from incoming orders sheet and enter into EXCEL spreadsheet. Make sure to place totals for feathers, whole/parts under Re-Order section of template.

Postcards

General overview: There are three different types of postcards: BLUE – ACKNOWLEDGEMENT, GREEN – VERIFY ADDRESS, & GREY – UNREACHABLE. Any and all are sent at different times of the process.

Routine Schedule:

The sending of the postcards is staggered so as to control the volume of incoming phone calls and attempt to eliminate the number of phone messages left.

USE COVERSHEETS located on the wall near the front desk monitor to assign label typing, postcards, mailings and data entry to Volunteers (i.e. Kathy, Trinh, Diane H.)

NOTE: IF KATHY IS ABSENT, THEN TASKS 3-7 MUST BE DONE BY YOU.

The POSTCARD Process for “Acknowledgement” postcards: BLUE – POSTCARD

1) After you have done a biweekly incoming count of applications proceed to send these postcards prior to entering into LEMIS.

→ The applications should already be sorted and paper clipped into 20 miscellaneous feathers, 10 quality feathers, wings, and whole requests.

GENERALLY THE FOLLOWING TASKS ARE ASSIGNED TO KATHY WEDS/THURS.

3) Make labels for the address listed as the mailing address on the application.

4) Review the labels for any errors.

5) Date stamp ACKNOWLEDGEMENT address (red) and initial every application being sent a postcard.

6) Attach the correct postage. (As of now the postcards are \$0.35)

8) The applications are now ready to be entered into LEMIS.

→ Place all pending 20 miscellaneous, 10 quality, wing and whole, wing/tail requests in the respective hanging folder located by the security screen.

The POSTCARD Process for “Verify” postcards: GREEN – POSTCARD

1) Pull applications and sort out the INMATES (leave the INMATES in the folder for Randy to contact the facility).

2) make sure the applications are in date order. (The date located at the top right hand corner)

AS NOTED EARLIER: KATHY CAN ACCOMPLISH TASKS 3-7.

3) Labels are typed out using the mailing address on the application.

4) Review the labels for any errors.

5) Date stamp VERIFY (red) and initial every application being sent a postcard.

6) Place postage on the postcards. (As of now the postcards are \$0.35)

8) Place in the file labeled “awaiting callback” under the correct heading (10 qual, 20 misc, etc.)

9) Remove the oldest month’s pending feather requests (i.e. if you are filling March remove February, etc.)

→ With the removed requests - file:

→ IF the application is a re-order place in general filing (on the table by the break room) as they already have a folder.

→ IF the application is a 1st time application, a folder with label of the applicant’s full name with suffix and middle name needs to be made.

→ Place pending order on left hand side of the folder and file in the Lektriever or on the table with general filing (on the table by the break room).

The POSTCARD Process for “Unreachable” postcards: GREY – POSTCARD

1) Ask Randy for applications generally the 2nd or 3rd week of the month – by this time the feather request phone calls have died down.

2) Make sure the applications are in date order (the date located at the top right hand corner).

AS NOTED EARLIER: KATHY CAN ACCOMPLISH TASKS 3-7.

3) Make labels for the address listed as the mailing address on the application.

4) Review the labels for any errors.

5) Date stamp UNREACHABLE (red) and initial every application being sent a postcard.

6) Attach correct postage. (As of now the postcards are \$0.35)

8) With a sticky note label the pending requests (i.e. “UNREACHABLE” wholes from 5/09-6/09 postcards sent: 3/1/12) and clip together.

9) Place on the back table by Randy’s office and remove any UNREACHABLE stack that has been there longer than 1 month.

→ With the removed stack file:

→ IF the application is a re-order place in general filing as they already have a folder.

→ IF the application is a 1st time application then make a folder with label of the applicant’s full name with suffix and middle name, if required.

→ Place pending order on left hand side of the folder and file in the Lektriever or on the table with general filing.

Entering Requests into LEMIS

1) Enter all information on the application in proper screen blocks.

2) Double check your work.

5) Enter Date of when the request was entered into LEMIS and your initials in comments block.

* If requests are given to volunteers to enter into LEMIS you will have to file them in row 13 of and investigate any pending requests given to you.

Investigating Pending Requests

1) Double check the order and date to ensure it is valid and correct.

2) Always check the applicant’s file for the completed order or the “pending” order, if the date is past the usual timetable for filling orders.

→ The application may have been filed in the Lektriever because the information on the existing “pending” order was not current and there was no way to contact the applicant by mail or phone (i.e. moved or #’s disconnected).

→ The applicant will sometimes send in a new RE-ORDER with their current updated information on the new request, not aware of the rules and guidelines of the NEWPR of only one pending order at a time.

→ IF this happens and the “pending” order is overdue then contact the applicant using the new contact information 1st by phone and if necessary 2nd by postcard in order to fill the request.

3) If the “pending” order is ready to be filled, fill the existing order otherwise keep the request as pending and file.

4) DO NOT enter into LEMIS, if the applicant is sending a 2nd request.

→ Void the most current and staple to the older request with a comments in the notes section explaining why the request was voided.

5) If there is no “pending” order in LEMIS because it was already filled/completed and was never updated in LEMIS with a shipping date, then update LEMIS with the correct shipping date found on the shipping letter in the applicant’s folder.

→ Then enter the new RE-ORDER into LEMIS.

Filling Orders (See page 12-15 for feather orders specifically & SOP for splitting eagles)

* Suggest listening to other NEWPR staff to see how each fills pending orders.

1) Ensure you are speaking to the applicant and NOT the mother, father, wife, husband, power of attorney etc. The NEWPR is bound by the PRIVACY ACT.

→ This is done by verifying the applicant’s name, DOB, and/or last four of the SSN. IF need be also verify tribe and tribal enrollment # in the event you suspect any fraud.

2) In LEMIS, verify the requested item(s) and make sure the time requirements have been met.

3) Pull the applicant’s request.

4) Verify which address the NEWPR will be sending the item(s) to (i.e. FED EX is a physical address, USPS is a P.O. Box).

5) IF giving out a whole or parted eagle – press update eagle (grey button), a new tab will appear in Explorer with the listed available eagles, use tabs at top to select species, look at eagle descriptions, select the most appropriate eagle for applicant by checking the add box by that eagle, note eagle number, and lastly, write the eagle number on the applicant’s application and any replacement feathers/parts that are needed.

→ If you accidentally assign a bird /parts and need to re-enter the bird to the list, do the following: open view eagle page, delete date shipped, SAVE, go back to request, click update eagle button, at the bottom of the page click clear existing eagle, SAVE. Eagle can now be given to someone else.

6) NEXT go to eagle book – look up eagle # given away, write recipient’s name, city, state, and ship date in book.

7) On the application, write the requested item(s) filled on the application, the eagle #, and the date of shipment.

8) Highlight name, shipping address, shipping date, and item(s) requested.

9) Give the applicant the next shipping date, which is usually the next Wednesday or for feathers the last Wednesday of the month.

10) Tell the applicant when to expect the package (i.e. overnight is the next Thursday and 2 day is the Friday after the feathers are shipped).

11) Within LEMIS shipped bird info screen text box type out what is being sent and SAVE.

12) In LEMIS at the bottom right-hand corner is a shipping letter button; select the button and a pdf letter with the shipping date, applicant's address, MB permit #, items requested, and your signature block. Review for any errors and if there are errors repeat step 9). If not, then print and sign.

13) Paperclip the shipping letter to the top of the filled request and take to the appropriate area: the inbox's are outside of Randy's office. Weekly = flat box on right side of table, Monthly = standing box in middle of table.

Filling Loose Feather Orders

1) Ensure you are speaking to the applicant and NOT the mother, father, wife, husband, power of attorney etc. The NEWPR is bound by the PRIVACY ACT.

→ This is done by verifying the applicant's name and DOB. IF need be also verify SSN and/or tribal enrollment # in the event you suspect any fraud. If they are not the applicant notify the person you are speaking with that we are bound by the Privacy Act and can only speak to the applicant themselves.

2) Verify the applicant's address P.O. Box or Street address.

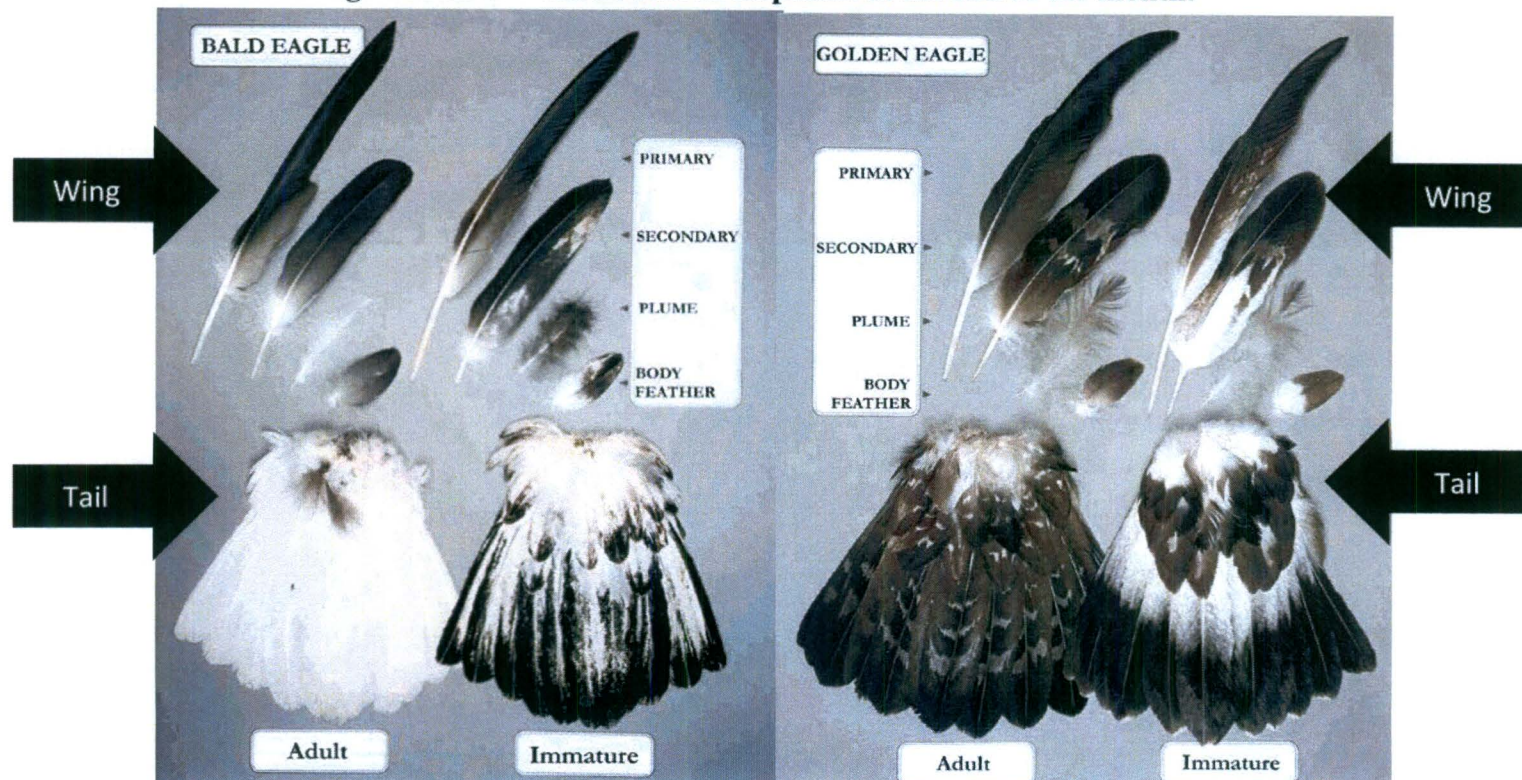
3) Verify what the order is for and from which bird they are requesting feathers.

If they want: ***Golden eagle feathers - they will have to be wait listed.**

Ask if they want to continue and wait or if they would like to take Bald eagle feathers instead.

***If they choose to wait**, let them know the approximate wait time: See current wait time grid.

***Bald eagle feathers – will be sent in shipment at the end of the month.**



***10 quality feather orders are limited to 8 wing and 2 tail feathers only.**

- Plumes → Limited to 2 (this can be in excess to the 10 or replace 2 of the 10)

***20 miscellaneous is a combination of wing and tail feathers, typically 3-5 tail feathers.**

- Plumes → Anywhere from 1 to all 20 per exceptions:

- Can send right now → 5 plumes, 15 feathers

- Any more than 5 plumes => wait listed (Approx. wait time is an additional 5 months)

***Can send with the feathers:**

- A head,
- A pair of claws,
- A trunk

***Cannot send with the feathers:**

- A pair of wings,
- A whole tail,
- A whole bird

4) Verify which address they want us to ship to

*Shipment is sent on a **Wednesday**; received by applicant on **Friday**.

Street address goes **FedEx-signature required day of delivery**

*FedEx packaged can be signed for by anyone other than applicant if need be.

P.O. Box goes **U.S. Postal Service**

***Note: If sending a head, a pair of claws, or a trunk with the feathers to a**

Street Address: it is sent overnight mail and will be **delivered Thursday**.

P.O. Box: it is sent two day mail and will be **delivered Friday**

5) On the application, write out the requested item(s) being sent and the date package should be shipped.

6) Highlight the following on the application:

1. Name,
2. Address shipping to,
3. Date shipping package, and
4. Item(s) requested.

7) Generate a shipping letter by entering data into LEMIS.

1. Within LEMIS, click on “shipped bird info” tab at top of applicants’ screen
2. Fill in all highlighted fields (see example below);

Type in what is being sent according to the SOP format and SAVE.

LEMIS: NER Request
Page 1 of 1

LEMIS: NER Request
Request for Applicant 26185: ALLEN E. LAWSON JR
VALLEY CENTER, CA
Enrollment Num: 337

Applicant Info
Request Info
Shipped Bird Info

Shipped Bird Information Click the box if the shipped bird matches the request criteria

<p><input type="checkbox"/> Eagle Parts Shipped</p> <p><input type="checkbox"/> Whole Bird</p> <p><input type="checkbox"/> Parts Eggs to One Whole Bird</p> <p><input type="checkbox"/> Whole Wings</p> <p><input checked="" type="checkbox"/> Loose Feathers Type: 10 QUALITY</p> <p>Eagle Parts Data: (1-255 characters) (Limit 255 characters) 8 wing and 2 tail feathers from an adult bald eagle</p> <p><small>You have 255 characters left.</small></p>	<p><input type="checkbox"/> Whole Tail</p> <p><input type="checkbox"/> Talons</p> <p><input type="checkbox"/> Other Parts Specify</p>
--	---

Send By: **Liza Romero**

Age Shipped: **ADULT** Species Shipped: **BALD**

Shipped State: **CA** Shipped Region: **8** Date Shipped: **05/27/2015**

Tracking Num: Update Eagle

Save
Print View
Delete Request
New Request
NER Menu

NER Menu - No Save
Shipping Letter

Standard format for wording on shipping letters:

10 quality feathers:**(*parts_quantity of plumes_quantity of wing feathers_quantity of tail feathers_age_species)*****if applicable**

8 wing and 2 tail feathers from an immature/adult golden/bald eagle

2 plumes, 8 wing and 2 tail feathers from an immature/adult golden/bald eagle

a head, 8 wing and 2 tail feathers from an immature/adult golden/bald eagle

20 miscellaneous feathers:**(*parts_quantity of misc. plumes_quantity of misc. feathers_age_species) *if applicable**

20 miscellaneous feathers from an immature/adult golden/bald eagle

20 miscellaneous plumes from a golden/bald eagle

20 miscellaneous feathers including plumes from an immature/adult golden/bald eagle

10 miscellaneous plumes and 10 miscellaneous feathers from an immature/adult golden/bald eagle

10 miscellaneous plumes from a golden/bald eagle and 10 miscellaneous feathers from an immature/adult golden/bald eagle

5 miscellaneous plumes and 15 miscellaneous feathers from an immature/adult golden/bald eagle

a trunk, a pair of claws and 20 miscellaneous feathers from an immature/adult golden/bald eagle

8) At the bottom right-hand corner is a “shipping letter” tab; select the tab and a pdf letter will pop up.

9) Review the following for errors:

1. Shipping date,
2. Applicant’s address,
3. MB permit #,
4. Items being sent, and
5. Your name

*If there are errors, close the pdf document and make the corrections on the “shipped bird info” page. Save again and reopen the pdf.

10) Print if there are no corrections needed.

11) Sign and Paperclip the shipping letter to the top of the applicant’s request.

12) Place completed packet in the black file box on the desk in front of Randy’s office.

NATIONAL WILDLIFE PROPERTY REPOSITORY STANDARD OPERATING PROCEDURES

The National Wildlife Property Repository (Repository) is currently located at the Rocky Mountain Arsenal National Wildlife Refuge, Building 128, Commerce City, Colorado 80022. The Repository is responsible for the receipt, inventory, storage, security and disposition of forfeited and abandoned wildlife property. Additionally, the Repository has been entrusted with 100% accountability for ALL wildlife property (property) items stored at the facility.

The aforementioned property is confiscated by U.S. Fish and Wildlife Service (USFWS) Special Agents and Wildlife Inspectors at designated ports of entry and other USFWS Law Enforcement offices throughout the United States and our territories including Puerto Rico and Guam consequent to violation of Federal and International wildlife laws. The wildlife items are retained as evidence by the case officer until the investigation is closed. At such time, the items are then converted to Government property and transferred to the Repository for final disposition. The Repository does not accept live animals, perishable items (except caviar and dried meat products) or other non-wildlife property including but not limited to human remains, firearms and vehicles.

RECEIPT OF INCOMING WILDLIFE PROPERTY

While this document serves as a step-by-step guide, you may refer to the wildlife property submission guidelines found in the FWS Manual 448 FW 3.

1. Forfeited and abandoned wildlife property shall be transferred to the Repository using FWS Form 3-2329, Property Transfer (See Attachment 1). FWS/OLE staff can access the form using the OLE intranet site <https://intranet.fws.gov/le>. The form is also available on the FWS website <http://fws.gov/forms>. The Repository will not acknowledge receipt of property on a Chain of Custody form – only the FWS Form 3-2329, Property Transfer form will be accepted. Furthermore; the Repository will not accept property identified as evidence or property that has not been cleared of the judiciary process. Property received at the Repository that can not be associated with an investigation number or seizure tag shall also be transferred using Property Transfer form, 3-2329, which will serve as both a receipt for the submitting officer and Repository record.

2. Each container of incoming property shall be marked with the receipt date the day it is received and assigned a box receipt number. The box receipt log is in an Excel format and can be accessed at S:\Eaglecom\SHARED DOCUMENTS\Property Received Log.xls. Box receipt numbers are assigned in ascending order beginning with the fiscal

year followed by three numeric characters (example; 07-001, 07-002...). Upon opening the document, scroll down to the last number and assign the next number. Additionally, the senders Region number and State are recorded as well as the initials of the receiving Repository staff member. (See Attachment 2). The box receipt date and number shall be recorded on the Property Transfer form.

3. The Property Transfer form shall be reviewed for completeness. All fields must be complete. If incomplete, contact the shipping officer prior to entry. Review of the property transfer form shall be as follows:

Region: submitting officer's Region by number

State: submitting officer's State by two-letter code

Page ___ of ___ : completed according to number of pages of reported property.

From: office name/submitting officer's name/office address, telephone and fax number

Description Of Property (Item, Species, Quantity):

Item, Species and Quantity will be verified during the inventory process as described below in item 5.

Forfeited/Abandoned: Verify field is complete (F – forfeited; A – abandoned)

Seizure Tag Number: Verify number corresponds to seizure tag attached to property.

Case (INV) Number: Verify number corresponds to INV number reported on seizure tag.

Value: Verify field is complete.

Scientific Name: Verify field is complete and corresponds with species identification.

NOTE: Prior to opening shipping containers exercise personal protection by using gloves, masks, coveralls and respirators. Untanned hides, hunting trophies and items that are stained with blood or other fluids are potential hazards so the aforementioned protection equipment shall be used. Hunting trophies containing pesticide residue require the use of respirator for inspection and handling.

INVENTORY

4. Remove property from the container and sort in order according to the Property Transfer form. Inspect all property carefully for signs of bug infestations. Signs may include the presence of live or dead bugs, casings, eggs, hair loss and holes. Test skin by pulling on hair. If the hair pulls out easily, it more than likely is victim of a bug infestation. If such signs are present rebag and place item in freezer immediately after it has been inventoried until pest control treatment can be provided or be destroyed.

5. Verify items, species and quantities as follows:

Item – Make sure the item description is accurate (example; necklace, boot, medicinal, etc.) and that items are separated (example; 10 items of Sea turtle shell jewelry that includes five (5) bracelets and five (5) necklaces should be itemized on the form). This provides for easy entering and proper assignment of Repository ID number. If items are combined, separate them before entering in the database.

Species – verify species identification (example; Hawksbill Sea turtle shell, Crocodile skin, Tiger bone, etc.). If identification is inaccurate contact the submitting officer or evidence custodian to advise of the discrepancy and solicit an agreement which may include amending the form or returning the property. If the form is amended make notation on form (example; per phone conversation with *officers name* and *date*.) If the property is returned note in the Repository ID number field as “return to sender”. For species verification, identification reference material includes identification library and “hands on” items from the warehouse.

Quantity – verify quantity by counting each item. Items that normally arrive in pairs (example; boots, shoes, earrings, gloves, etc.) are converted to items; therefore, one (1) pair becomes two (2) items. Avoid counting property quantities by weight (example; 10 pounds of coral) or containers (example; 3 bags of hawk feathers) – count all items if possible. If counting such items would require extreme effort or time consult with Supervisory Wildlife Repository Specialist for instruction. Adhere to the discrepancy procedures in the identification section above for quantity discrepancies.

Identify property to be auctioned as this information will be recorded in the USFWS Property Management program. (see SOP for auction preparation)

DATA ENTRY

6. Property shall be entered into the USFWS Property Management program using the “RECEIVE” function from the main menu. All data fields except the “Primary, Secondary and Item Description” fields will be identical to the Property Transfer form. The descriptive fields may require personal discretion for proper entry. A copy of the “RECEIVE” screen is attached. (See Attachment 3) Following is the process by which property shall be entered into the USFWS Property Management program:

Box Number: see Property Transfer form

Received By: Drop down menu with Repository staff.

Primary: This field describes the type of item (example; boot, feather, tanned hide, etc.) Drop down menu available for most items; however, you may have to use discretion when selecting menu item (example; hatband – no item entry specifically for hatband so use “leather good”). The Primary field may be amended to add or delete values using the “SYSTEM” function from the main menu. A copy of the “SYSTEM” screen is attached. (See Attachment 4) Select Primary found in the Item Value section and enter or delete an item.

Secondary: This field is a secondary description for species type (example; crocodile, plant, snake, etc.) Drop down menu available; however, you may have to use discretion when selecting menu item (example; zebra – no item entry specifically for zebra so use “mammal”). The Secondary field may be amended to add or delete values using the “SYSTEM” function described above.

Scientific Nomenclature: Enter genus and species if available – otherwise lowest taxonomic level possible. Drop down menu available but not inclusive of all species so you may enter the species manually. The Scientific Nomenclature field may be amended to add or delete values using the “SYSTEM” function described above.

Item Description: Enter a complete description of item including species (example; python skin - enter as Reticulated python snake skin, tanned).

Item Size: Record item size ONLY IF property is going to auction. (example; boots, shoes, belts, clothing items, etc.)

Repository ID: Assigned automatically by property program based on value set by Repository using the “SYSTEM” menu function. The Repository ID will not be immediately visible – it appears after all the fields on the screen have been completed and the “Update” function is selected. Manually enter the Repository

ID number assigned on the left hand side of the Property Transfer form next to each line item.

Date Recd: See Property Transfer form.

Category: Enter the category for which the property will be used using the drop down menu. Auction – intended for auction; Endangered – not used; History – not used; Inventory – retain for donation or destruction.

Source: Drop down menu with three sources – Abandoned/Forfeited/No Bar Code. See Property Transfer form.

Case/INV Number: See Property Transfer form.

Seizure Tag: See Property Transfer form.

Original Value \$: See Property Transfer form.

Quantity on Hand: See Property Transfer form.

ID Number (source): select the submitting FWS/OLE office using the drop down menu if on file or select the “red schoolhouse” icon to add a new office.

After all the fields have been completed select the “Update” menu function to the right to save changes. At this time the Repository ID number will be displayed. Write this number on the transfer form to the left of each line item.

7. Sign and date Property Transfer form to certify receipt of property. Make one copy for the Repository “property received” file and return the original to the submitting officer. Property transfer forms may be faxed to the submitting officer or evidence custodian if requested and followed up by mail.

8. All property shall be tagged with a “blue” property tag and label. Labels are generated after all the property has been entered and updated using the “REPORT” function from the main menu > “Inventory Barcode Labels” Enter the Box Receipt number and insert sheet(s) of Avery 5262 mailing labels. Affix “blue” property tag to property using string or plastic cable ties. Avoid using tape to attach property tags. If needed, property items may be placed in poly bags for safe storage or special heat sealer bags for pest control treatment (see Item 9. below). In addition to the property tags, all property items shall be marked with Repository ID number in an inconspicuous place if possible with permanent marker.

PEST CONTROL

9. Identify property that requires pest control treatment which includes all items that contain hair or flesh of any kind and feathers and place them in heat seal bag. On the reverse side of the "blue" property tag place a neon colored pest control label signifying date and type of treatment. Property requiring pest control treatment shall be moved to the fumigation room until treated by the contracted pest control specialist.

STORAGE OF PROPERTY

10. Property that is intended for auction shall be stored separately from property that is to be retained or destroyed. (see SOP for auction preparation.)

11. Property that is intended for destruction shall be stored separately from property that is to be retained or auctioned. (see SOP for destruction preparation)

12. The property shall be placed in the warehouse for storage in assigned areas. Warehouse is divided into sections and subsections. (example; crocodile > boot > purse > shoe > belt > wallet > mounted specimen > skin >, etc.). All ivory shall be placed in the Space Saver storage unit which has been equipped with a humidifier to aid in the preservation. Property that is deemed to be of a sensitive or valuable nature is placed in the Space Saver storage unit for additional security. Perishable items (example; caviar, meat products, etc.) shall be placed in the cooler and items that are too large to treat for pest control and seal may be placed in the freezer for storage.

DISPOSAL OF WILDLIFE PROPERTY

The Repository is responsible for determining disposition of all property for which it is accountable for. Disposition may include retention by the Repository for official use, donation, loan, sale or destruction. Following is the process by which the Repository shall dispose of property:

RETENTION OF WILDLIFE PROPERTY FOR OFFICIAL USE

1. The Repository retains property for its own educational needs as well as for reference purposes. Typically this property is stored in the warehouse area until needed. When selecting property for this purpose consideration should be given to the following:

Suitability: correct identification, condition (example; good representation, age, skin pattern, evidence or lack thereof of bug infestation, etc.), cultural sensitivity, durability, value, availability of adequate and safe storage;

Need: consider like items already available.

2. Property used for display purposes in areas such as the Education Room located at the Repository or in display cases at the Denver International Airport or used by Repository staff at outreach events shall be documented on a DI-105, Receipt For Property form (See Attachment 6) for tracking purposes. This form is available as a pdf file.

3. Retained property shall be subject to pest control, storage and security protocols.

DONATION/TRANSFER OF WILDLIFE PROPERTY

The Repository disposes of property through donation to other Federal/State/Municipal government offices, schools, museums, zoos, aquariums, and non profit (501.3c) nature organizations for educational, scientific or mission enhancement purposes.

Note: The Repository does not donate to private individuals or organizations that are not open to the public.

1. A donation of property requires a written request on the official letterhead of the institution and shall include the following information:

- intended use of donated property
- intended audience
- provisions for storage and security
- provisions for disposal
- list of requested property
- designation of responsible individual
- special mailing instructions (if any)

2. Upon receipt of a complete donation request property shall be selected based upon the needs of the institution and the following Repository discretions:

Suitability: correct identification, quantity, condition (example; good representation, age, evidence or lack thereof of bug infestation, etc.), cultural sensitivity, audience, durability, value, institutions ability to handle "raw" materials (example; untanned hides and unclean skeletal materials) if applicable

Security Controls: if property will be used in a "hands on" setting avoid items that are susceptible to theft or breakage such as:

- o small individual items (example; earrings, rings, teeth, claws, etc.);
- o paired items (example; boots and shoes) send singles instead;

- items deemed to be of high monetary value;
- fragile or delicate items;
- unsealed packages (example; traditional medicines, food items, etc.);

Health/Safety: ALL Asian or other traditional medicinals shall be removed from the individual packaging and destroyed prior to shipping. Ship only empty box unless it will be used in an exhibit.

Inventory Control: avoid selecting items that are “one of a kind” or rare in the Repository inventory as they may be more importantly used by the Repository for education or reference

3. After the property selection is complete a property transfer shall be completed using the USFWS Property Management Program “TRANSFER” main menu function. A copy of the “TRANSFER” screen is attached. (See Attachment 5) The property transfer procedures are as follows:

Number: transfer number manually entered using a sequential number beginning with the fiscal year followed by three numeric characters (example; 07-001, 07-002, 07-003...) - use drop down menu and scroll down to select the next number

Requested: enter date request was received

Type: select type of donation using drop down menu

Donation – indefinite transfer
On Loan – temporary transfer
Return To Sender – return to submitting officer

Status: select status of request using drop down menu

Complete – request has been filled
Denied – request denied
On Loan – not used
Pending – request is waiting to be filled

Approved By: select name of Repository staff completing transfer using drop down menu

Ship Date: date transfer is processed

Received: select Yes or No – typically property is not sent to the requestor prior to the generation of a property transfer so check “No”

Return By: specify return date if property is on loan (the field is currently inactive)

ID No.(recipient): select the requestors organization using drop down menu if already on file or click on “red schoolhouse” icon to add a new organization

Program: select the type of donation as specified below using the drop down menu

Educational Exhibit – donations to Federal/State/Municipal government offices, schools, museums, zoos, aquariums, and nature organizations
Note: Do not use for Suitcase for Survival

Law Enforcement - transfers to USFWS Law Enforcement offices to enhance mission

Nat'l Eagle Repository – transfer of eagle carcasses, mounts, parts and feathers from the National Wildlife Property Repository to the National Eagle Repository for use in the Native American feather program

Return To Sender – return of property to submitting officer or evidence custodian

Scientific Study – donations to institutions using property for research or scientific purposes

Suitcase For Survival – Suitcase for Survival only

ITEM MAINTENANCE

Item To Add: Enter the individual Repository ID numbers of the selected property item(s) – after you enter the Repository ID number the remaining fields will automatically be filled with the information pertaining to the item. At this time you may amend the “Description” field if needed. The “Quantity” field will default as “1” so you will need to amend if you are sending multiple items using the same Repository ID number.

Select the “Update” function to save transfer.

4. Print copy of the property transfer form and labels using the “REPORTS” function from the main menu.

To print property transfer form select the "Transfer Letter" option and then scroll down through the "Transfer Number" field until you locate the correct property transfer number and select "Print".

To print property transfer labels select the "Transfer Labels" option and then scroll down through the "Transfer Number" field until you located the correct property transfer number and select "Print" and insert sheet(s) of Avery 5262 mailing labels. A second screen will appear with the label format and you will use the mouse to identify labels that have already been used which will in turn signify which labels are available for use then select "OK" option.

5. Apply property transfer label to the front side of the "blue" property tag (if there is an existing label apply the new one directly on top – do not put it on the back side). If the property item does not have a "blue" property tag, attach one at this time (example; multiple items with the same Repository ID number and you only select one) and affix the property transfer label. If the item has undergone pest control treatment also attach the neon pest control label on the back side of tag if one is not visible. Package property in poly bags as needed.

6. Sign property transfer form, prepare cover letter and select enclosures according to type of donation. Also include a copy Title 50 Code of Federal Regulations Part 12, Seizure and Forfeiture Procedures, Chapter 36 and preaddressed envelope for return of signed property transfer form. Retain a copy for the Repository records.

SHIPPING PROPERTY

7. Package items in appropriate sized container with packing materials as needed to ensure all property items are received in good condition. Include all enclosures identified in Item 6 above. If sending a Suitcase for Survival use the "zebra" printed box.

Note: The "zebra" printed box is titled Cargo for Conservation so prepare label that indicates Suitcase for Survival and place over logo. This label is available as a MS Word document.

8. Ship property using Federal Express Ground Service. Self adhesive shipping labels are prepared on line at www.fedex.com. An account has been established for the Repository and you may log on to the site using your unique user name and password. Request a rate quote on line while entering the address information and record for shipping expenditure tracking purposes. Print two shipping labels, one of which will be on the label form supplied by Federal Express for the container and the other copy for Repository records.

9. Staple the original incoming request, copy of property transfer form and shipping label together for filing in the "Property Transfer (Donation) Pending" file by property transfer number.

10. The recipient is to return the original, signed property transfer form upon receipt. Replace the copy with the original and file in the "Property Transfer (Donation)" file.

LOAN OF WILDLIFE PROPERTY

The Repository loans property on a very limited basis. Loans are used to facilitate requests that are temporary in nature and are for USFWS employees in the Denver Metropolitan area.

1. Property is selected using the criteria established in "DONATION OF WILDLIFE PROPERTY" Item 2".
2. Prepare a DI-105, Receipt for Property form (See Attachment 6). The form is available as a pdf file. Include the Repository ID number, quantity and item description. A return date shall be specified on the form as well. Form shall be signed by the Repository staff member processing loan and the recipient.
3. Provide a copy to the recipient and retain the original for Repository records. File original in the "Temporary" file.
4. The property shall be inventoried when it is returned and noted on the form. Contact recipient regarding any missing or damaged items.
5. The property shall then be returned to inventory following all storage and pest control protocol.

SALE OF WILDLIFE PROPERTY

Disposal of property for educational or scientific use is the primary goal of the Repository; however, the Repository is also authorized to dispose of property through sale or auction.

NOTE: THE REPOSITORY CANNOT SELL ANY PROPERTY OF WHICH THE SALE IS PROHIBITED BY FEDERAL OR STATE LAW SUCH AS THREATENED AND ENDANGERED SPECIES AND MIGRATORY BIRDS.

1. Property shall be identified for sale during the inventory process as stated in the forepart, RECEIPT OF WILDLIFE PROPERTY, Item 5, as it will need to be entered as "Auction" in the USFWS Property Management program. Selection of property for sale purposes shall be selected using the following guideline:

Lawful Sale – Wildlife which can be lawfully auctioned. ANY animal, parts or products thereof, nests or eggs protected under The Endangered Species Act, Migratory Bird Treaty Act or Marine Mammal Protection Act or CITES App. I species are prohibited from sale.

Retention for Educational or Reference Purposes – property with a great educational or reference value (example; mounted specimens, tanned or untanned skins, skeletal remains, unique or “one of a kind” items, products representative of the species from which they are derived, i.e. visible patterns, sizable pieces of skin or other parts visible, unique skin characteristics) shall NOT be sold. Items that do not meet this criteria and is otherwise in good/new condition may be sold.

Excessive Quantity – the Repository often receives a high volume of like products and therefore, recognizes the need to dispose of property in order to maintain adequate storage capabilities. Property that does not meet the aforementioned criteria may be sold.

2. Property that is to be sold shall be packaged and stored separately from all other property. Packing and storage shall be performed as follows:

As the property is being packaged for sale it shall be entered into an Excel spreadsheet available in S:\Eaglecom\Auction files\newauction.xls as follows:

Bar Code – Repository ID number displayed on “blue” property tag

Quantity – quantity displayed on “blue” property tag

Pallet Letter – assigned according to pallet

Box - assigned according to box on corresponding pallet

Item Description – displayed on “blue” property tag

Size – determined from product or USFWS Property Management program

Sale property shall be packed in boxes or other containers and palletized. Each pallet is assigned an alphabetical identifier (example; AA..., AB..., AC...). Each box or container on that particular pallet is assigned a numerical identifier (example AA01, AA02, AA03...).

After the pallet has been filled a report shall be prepared from the aforementioned spreadsheet that corresponds to the appropriate pallet and attached to the pallet. The pallet is then plastic shrink wrapped to avoid “tipping” or loss of boxes and to

signify the pallet is complete. The pallet will then be stored in the appropriate location within the warehouse.

DESTRUCTION OF WILDLIFE PROPERTY

The Repository routinely destroys property that is not usable for official use, donation, loan or sale. This property comprises a very small portion of the inventory.

Selection of property for destruction and the method of disposal shall be as follows:

1. Property that is broken beyond reasonable use, bug infested or has no other use as stated above shall be isolated from retained or saleable property pending destruction.
2. The methods available for destruction are incineration, crushing and/or dismantling property beyond use and disposing of remnants in a landfill. Prior to destruction remove all "blue" property tags and make a list of all property to be destroyed. Property shall be destroyed as follows:

Incineration – animal remains such as skins, body parts, and skeletal material; leather products that do not contain rubber or plastic; medicinal products; and food products. Property shall be placed in heavy duty brown sacks.

Crushing/Dismantling – coral specimens and products; shell specimens and products, furniture items, leather products containing rubber or plastic; and items too large to be incinerated. When using this method of destruction safety equipment including leather gloves, eye protection, and/or hearing protection and tyvek suits shall be used at all times. After destruction the remnants shall be placed in the trash receptacle.

Note: A band saw is utilized for cutting up leather products such as boots, shoes and furniture items. Large sledge hammers are utilized for crushing items like coral or shells. If large amounts of coral or shells exist then crushing by heavy equipment may be coordinated with the Rocky Mountain Arsenal National Wildlife Refuge maintenance staff.

3. Document all property destroyed in the USFWS Property Management program using the "INVENTORY" function from the main menu. Select the "Search" function on the right-hand side of screen to locate the specific property item by Repository ID number. Select the "Quantity" function. Complete the screen as follows:

Date – enter date of destruction

Quantity (+/-) – number of items being destroyed; include the "-" symbol so the database recognizes the numerical entry as a deletion

Quantity On Hand – automatically updates

Disposition – select “Destroyed” from drop down menu

Description – specify method of destruction and reason (example; incineration – bug infestation; crushed – broken, etc.)

Select “Update” on right-hand side of screen to save amendment.

4. Following the update of the USFWS Property Management program an FWS Form 3-2057, Certificate of Destruction of Abandoned or Forfeited Property form shall be completed for Repository records. A copy of this form is attached. (See Attachment 7)
Note: An itemized list of destroyed property may be completed in lieu of listing items on the form in the “List of destroyed property,” section and attached to form 3-2057.

09/13/07

FROM:

NAME: _____

ADDRESS: _____

TELEPHONE:(____) _____

FAX: (____) _____

DATE SHIPPED:

DATE RECEIVED BY
REPOSITORY:

REPOSITORY ID # (BARCODE)	DESCRIPTION OF PROPERTY ITEM (ITEM, SPECIES, NUMBER)	FORT/ ABND	SEIZURE TAG #	CASE # (INV)	VALUE	SCIENTIFIC NAME

RECEIPT OF ABOVE LISTED
ITEMS CONFIRMED BY:

REPOSITORY PERSONNEL

DATE

PROPERTY SUBMITTED BY:	DATE:	BOX #:	PAGE ____ OF ____
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REPOSITORY ID # (BAR CODE)	DESCRIPTION OF PROPERTY ITEM (ITEM, SPECIES, NUMBER)	FORT/ ABND	SEIZURE TAG#	CASE # (INV)	VALUE	SCIENTIFIC NAME

RECEIPT OF ABOVE LISTED
ITEMS CONFIRMED BY:

REPOSITORY PERSONNEL

DATE

PROPERTY RECEIVED LOG

FY	BOX #	DATE REC'D	REGION	STATE	REC'D BY
07-	1	10/03/06	5	MA	DLS
07-	2	10/03/06	3	IL	DLS
07-	3	10/03/06	3	IL	DLS
07-	4	10/04/06	7	AK	DLS
07-	5	10/04/06	7	AK	DLS
07-	6	10/02/06	1	CA	DLS
07-	7	10/04/06	2	NM	DLS
07-	8	10/05/06	4	KY	DLS
07-	9	10/05/06	4	KY	DLS
07-	10	10/05/06	3	IL	DLS
07-	11	10/05/06	2	NM	DLS
07-	12	10/10/06	5	NY	DLS
07-	13	10/06/06	3	MI	DLS
07-	14	10/06/06	3	MI	DLS
07-	15	10/06/06	3	MI	DLS
07-	16	10/11/06	5	NJ	DLS
07-	17	10/11/06	5	NJ	DLS
07-	18	10/11/06	7	AK	DLS
07-	19	10/11/06	7	AK	DLS
07-	20	10/11/06	3	IL	DLS
07-	21	10/13/06	5	NY	DLS
07-	22	10/12/06	2	TX	DLS
07-	23	10/12/06	2	TX	DLS
07-	24	10/12/06	2	TX	DLS
07-	25	10/12/06	2	TX	DLS
07-	26	10/12/06	2	TX	DLS
07-	27	10/12/06	2	TX	DLS
07-	28	10/12/06	2	TX	DLS
07-	29	10/12/06	2	TX	DLS
07-	30	10/12/06	2	TX	DLS
07-	31	10/13/06	5	NY	DLS
07-	32	10/18/06	1	WA	DLS
07-	33	10/19/06	6	CO	DLS
07-	34	10/19/06	5	MA	DLS
07-	35	10/19/06	5	ME	DLS
07-	36	10/19/06	7	AK	DLS
07-	37	10/19/06	7	AK	DLS
07-	38	10/19/06	4	TN	DLS
07-	39	10/19/06	4	FL	DLS
07-	40	10/19/06	5	NY	DLS
07-	41	10/20/06	1	AG	DLS
07-	42	10/20/06	1	CA	DLS
07-	43	10/23/06	4	KY	DLS
07-	44	10/23/06	1	CA	DLS
07-	45	10/23/06	6	NE	DLS
07-	46	10/24/06	5	DE	DLS
07-	47	10/26/06	5	NJ	DLS

SAMPLE

UNITED STATES
DEPARTMENT OF THE INTERIOR
USFWS/OLE/NEWPR
BUREAU OR OFFICE

RECEIPT FOR PROPERTY

ORIGINAL - RETAIN

BY ISSUING OFFICE

DUPLICATE - EMPLOYEE

DUPLICATE - INTERNAL USE

NUMBER		DESCRIPTION (INCLUDE SERIAL NUMBERS, MODEL, ETC.)	QUANTITY	UNIT OF ISSUE	COST
ITEM	PROPERTY				
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20		(b)(6),(b)(7)(C)			

Issued By: (Name and Title)

Date Issued:

Wildlife Repository Specialist

It is understood that I am personally responsible for the property listed hereon and that if any of the property is lost, stolen, damaged or destroyed through my simple or ordinary neglect or negligence or gross negligence I can be held financially liable as determined by a Board of Survey.

Received By: (Name and Title)

Signature and Date:

RETURN ORIGINAL TO EMPLOYEE UPON TURN-IN OF PROPERTY

DEPARTMENT OF THE INTERIOR
U.S. FISH AND WILDLIFE SERVICE
DIVISION OF LAW ENFORCEMENT

CERTIFICATE OF DESTRUCTION
of Abandoned or Forfeited Property

FILE NO.

We, the undersigned, do hereby certify under the penalties of 18 U.S.C. 1001 that on the _____ day

of _____, 19____ at _____

(PLACE OF DESTRUCTION)

the property described below was destroyed by _____

(METHOD OF DESTRUCTION)

List of destroyed property: _____

SIGNATURE OF OFFICER

TITLE

DATE

SIGNATURE OF WITNESS

TITLE

DATE

DISTRIBUTION:

WASHINGTON OFFICE, LE ()

REGION _____ ()

REGION _____ ()

REGION _____ ()

OTHER _____ ()