



FLEET LOGISTICS CENTER

# Fleet Logistics Center Jacksonville Mailroom Security Training



*Ready. Resourceful. Responsive!*



*Otilio Santos, FLC Jacksonville  
Director of Postal Operations  
FY18*



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**WHAT YOU NEED TO KNOW...  
TO PROTECT YOU AND YOUR COMMAND!!**

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## **WHAT CAN I DO TO PROTECT MYSELF, MY SHIPMATES, AND MY COMMAND?**

- Be able to recognize mail that may pose a danger.**
- Know the precise procedures to follow if you find a piece of questionable mail.**
- Exercise prudent security of the mail at all times.**

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## ***WHAT IS SUSPICIOUS MAIL?***

**Here are common traits of suspicious mail...**

- No return address**
- Endorsements such as:**
  - ❖ Personal**
  - ❖ Confidential**
  - ❖ Rush**
- Deliver immediately**

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## *WHAT IS SUSPICIOUS MAIL? (Con't)*

- Excessive postage**
- Handwritten, block-printed, poorly typed addresses**
- Unexpected mail from foreign countries**
- Command names and addresses that do not match**
- Postmarks that do not match return address**

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## *WHAT IS SUSPICIOUS MAIL? (Con't)*

- Excessive tape or sealing material
- Lopsided or oddly shaped envelope
- Oily stains on package
- Mail has strange odor
- Protruding wires
- Powder or residue on envelope

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## EXAMPLE



If you receive a suspicious letter or package:



- 1** Handle with care. Don't shake or bump.
- 2** Isolate it immediately
- 3** Don't open, smell, touch or taste.
- 4** Treat it as suspect. Call local law enforcement authorities

### If a parcel is open and/or a threat is identified . . .

**For a Bomb:**  
 Evacuate Immediately  
 Call Police  
 Contact Postal Inspectors  
 Call Local Fire Department/HAZMAT Unit

**For Radiological:**  
 Limit Exposure - Don't Handle  
 Evacuate Area  
 Shield Yourself From Object  
 Call Police  
 Contact Postal Inspectors  
 Call Local Fire Department/HAZMAT Unit

**For Biological or Chemical:**  
 Isolate - Don't Handle  
 Evacuate Immediate Area  
 Wash Your Hands With Soap and Warm Water  
 Call Police  
 Contact Postal Inspectors  
 Call Local Fire Department/HAZMAT Unit





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***WHAT COULD BE IN THE MAIL?***

- Chemical/biological agents**
- The most commonly known chemical/biological agent is ANTHRAX**
- Explosive devices**
- A variety of other chemical/biological agents could be sent through the mail.**

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## *ANTHRAX*

- ANTHRAX** would normally appear as a white powder when transmitted via the mail.
- ANTHRAX** powder would normally be inside the mail piece, but residue could be on the outside of the envelope.
- Anthrax spreads very rapidly throughout a building's central heating and air conditioning system.

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## **EXPLOSIVE DEVICES**

- Many varieties of explosive devices can be sent via mail, from letters to large packages may contain bombs.
- The likelihood of you ever receiving a bomb in the mail is remote. Unfortunately, however, a small number of explosive devices have been mailed over the years resulting in death, injury and destruction of property.

**NOTE: MOST MAIL BOMB DO NOT TICK.**

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## *WHAT DO I DO?*

- If you feel that you have received a piece of mail that is suspicious, here are some steps to follow:**

**STAY CALM**

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## **IF THE MAIL HAS NOT BEEN OPENED...**

- Isolate the mail piece if possible, but do not handle.**
- If you have detected a substance on the mail, or if it appears something has spilled from the mail, do not handle the mail further.**
- Notify others in the immediate area and stay away from the mail piece.**
- Notify your supervisor or manager.**

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***IF THE MAIL HAS NOT BEEN OPENED...***

- Evacuate the room/area – Do not allow personnel to leave or enter the facility.**
- Report incident to Base Security/Fire Department.**
- Be prepared to provide a list of personnel involved.**

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***OTHER THINGS YOU MAY DO...***

- Wash hands with soap and water.**
- Turn off fans and portable heaters.**
- Turn off room or building ventilation system.**
- Do not remove anything from the room.**

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***IF YOU ARE OPENING OR HAVE AN OPEN  
PIECE OF MAIL...***

**and you detect a powder, some substance, a wire, or something metallic:**

- Put the mail piece down gently.**
- Notify everyone in the room, and leave slowly.**
- Notify your supervisor.**
- Call Base Security/Fire Department immediately.**

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***WHAT SHOULD BE DONE?***

- Take every reasonable measure to assure the safety of employees and customers and keep the mail secure and under control.**
- Advise employees to maintain prudent, safe working methods. Respirators and gloves should be available to all employees who request them.**
- The best defense is having educated employees and knowledgeable citizens, mobilizing their common sense.**
- Restrict incoming personal mail to those members authorized to receive mail.**

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## ***WHAT SHOULD BE DONE BY THE MAIL CENTER?***

- Constant visual inspection of all mail prior to delivery.**
- All suspicious mail is examined closely before it is delivered or disposed of.**

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## ***WHAT CAN BE DONE?***

- Return unsolicited advertising, bulk rate, catalogs and other non-first class mail to sender requesting removal from mailing list.**
- Require outgoing personal mail be deposited at U.S. Post Office by the originator.**
- Do not accept mail from unknown persons.**
- Keep to a minimum the number of people handling incoming mail until processed or delivered.**

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## **BASIC MAIL ROOM SAFETY PROTOCOLS**

### **Substance leaking from mail:**

- Leave the mail piece or substance where it was found.**
- Do not disturb.**
- Do not try to clean up the leaking contents.**
- Clear the immediate area of all persons and keep others away.**
- Turn off fans/HVAC systems, is possible.**
- Instruct people in the immediate area to wash their hands with soap and cold water.**

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## **BASIC MAILROOM SAFETY PROTOCOLS**

### **Substance Leaking from Mail:**

- Direct these persons to a designated area away from the substance to await further instruction.**
- List the name of the persons in the immediate area of the mail piece/substance.**

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## **BASIC MAILROOM SAFETY PROTOCOLS:**

### **Substance Leaking from Mail:**

- **If possible without disturbing the mail piece or substance, document:**
  - Location of mail piece/substance**
  - Description of substance**
  - Description of mail piece (markings, labels, declarations, postage)**
  - Addressee's name and address**
  - Mailer's name and address**

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## BASIC MAIL ROOM SAFETY PROTOCOLS

### **Suspicious Substance Leaking from Mail:**

*If there is any evidence of an emergency, such as medical symptoms, smoke, fumes, or vapors:*

**Activated your local emergency action plan and evacuate**

**Call Emergency Responders at 911**

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## **BASIC MAIL ROOM SAFETY PROTOCOLS**

### **Suspicious parcel you suspect is a bomb:**

- Do not open.
- Mail bombs are usually designed to explode when opened.
- Activate your local emergency action plan  
(In-house emergency team or 911)
- Isolate the mail.
- Evacuate the area.

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## **OTHER THREATS TO YOUR MAIL CENTERS**

- Opportunistic theft
  - ❖ Attractive items, cash, gift cards
- Misuse of postage meters
- Large-scale theft
  - ❖ Often involves organized groups
- Identity theft
  - ❖ Use of personal information of customers
  - ❖ Use of personal information of employees
  - ❖ Use of company identity to order merchandise

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## Threat to mail system as a whole

- ❑ Biological Agents assessed to be greatest threat
  - ❖ Psychological and physical impact
  - ❖ Agents:
    - **Bacterial: *Bacillus anthracis***
    - **Toxins: Botulinum, Ricin**
- ❑ Chemical Agents
  - ❖ Toxic industrial chemicals (TICs)
  - ❖ Toxic industrial materials (TIMs)
  - ❖ Conventional agents:

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## COUNTERING THE THREAT TO MILITARY MAIL

- ❑ Explosives
  - ❖ Commercially available black powders
  - ❖ Military High Explosives
- ❑ Radiation
  - ❖ Possible but unlikely
- ❑ Threat to mail distribution is not considered imminent- but does exist
  - ❖ Biological Weapons (B. anthracis and Toxins) greatest threats
  - ❖ Screening Plan submitted to Congress;  
Screening will be difficult and expensive
  - ❖ Modular screening systems in place at following FLCJ mail facilities;
    - Jacksonville, Millington, Mayport, King Bay and GTMO -> request submitted to install at remaining FLCJ mail facilities.

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## IS YOUR PACKAGE SAFE TO MAIL?

You could be mailing hazardous materials  
and not even know it.



Did you know that many common household items are dangerous to ship and are not permitted in the mail? Even items that are permitted in the mail can present a hazard if improperly packaged, due to vibration, temperature changes and variations in atmospheric pressure.

USPS® is committed to keeping your mail safe. Log on and see if the item you wish to mail is permitted and learn more about how to prepare this type of mail safely.

**WARNING:** Persons who knowingly mail items or materials that are dangerous or injurious to life, health, or property in violation of 39 USC § 3018 may be liable for a civil penalty of at least \$250, but not more than \$100,000 for each violation; the costs of any cleanup associated with each violation; and damages.

Visit [usps.com/aviationsecurity](https://usps.com/aviationsecurity) for more information.



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## Keep the Mail Safe

For everyone's protection, use this guide when dealing with hazardous, restricted, and perishable materials.

Hazard Class	Type	Common Examples	Domestic		International	Domestic Mail		Maximum Amount Permitted in Mail	Additional Information
			Air	Surface		DMM	Pub 52		
<b>Restricted Matter</b>									
	Firearms	Handguns (concealable firearms)	N*	N*	N*	601.11.1	43	601.11.1	Except between authorized parties; international mail subject to ICL restrictions/prohibitions. No content markings on outside of mail piece are permitted.
		Rifles, antique guns (unloaded)	Y	Y	Y	601.11.2 601.11.3	43	601.11.2 / 601.11.3	No content markings on outside of mail piece are permitted.
	Human Ashes	Cremated remains	Y	Y	Y	NA	462.2	See Publication 52	Registered mail required. International mail subject to ICL restrictions/prohibitions.
	Intoxicating Liquors	Wine, bourbon, vodka, beer	N	N	N	601.11.7	42	601.11.7	Includes 0.5% alcohol content or greater.
	Motor Vehicle Master Keys	Including locksmithing devices	Y	Y	N	601.11.10	47	601.11.10	Only if sent between authorized parties.
	Odor-Producing Materials	Food, non-toxic inks and dyes, paper	N	N	N	601.11.8	45	601.11.8	Not considered hazardous material.
	Controlled Substances	Narcotics	N*	N*	N	601.11.11	48	601.11.11	Generally, both the mailers and the addressee must meet special conditions.
	Drugs	Prescription, non-prescription medicines	Y	Y	Y	601.11.11	48	601.11.11	No content markings on outside of mail piece permitted. ICL restrictions/prohibition apply for international mail. Must meet state and federal laws.
	Drug Paraphernalia	Illegal drugs, pipes	N	N	N	601.11.12	481.3	601.11.12	See Controlled Substance Act for more information on drug paraphernalia.
	Battery-Powered Devices	Toys, clocks (operated by household-use-type battery)	Y	Y	Y	601.11.17	348	601.11.17	Batteries must be removed. Battery must be permitted by DMM 601.
	Sharp Instruments	Knives, razors, switchblades	Y	Y	Y	601.11.5	44	601.11.5	Only if sent between authorized parties. International mail subject to ICL restrictions/prohibitions.
<b>Perishable Matter - Animals</b>									
	Bees	Honey bees (Queen bees)	Y (Queens only)	Y	Y (Queens only)	601.9.3.8	526.2	601.9.3.8	Must be free of disease. Each Queen may be accompanied by up to eight attendant honeybees.
	Adult Birds acceptable	Geese, turkeys, guinea fowl, doves, pigeons, pheasants, partridges, quail, ducks, chickens, swans	Y	Y	N	601.9.3.4	526.4	601.9.3.4	Approved packaging required. Express Mail® only. Each bird must weigh 6 oz. or more.
	Adult Birds unacceptable	All other types of birds not listed above, such as canaries, parakeets, parrots	N	N	N	601.9.3.6	526.4	None	Prohibited.
	Day-old Poultry	Chicks, ducks, geese, quail, partridges, pheasants (April through August), turkeys	Y	Y	N	601.9.3.2	526.3	601.9.3.2	Day-old poultry vaccinated with Newcastle disease (live virus) is nonmailable.
	Dead Animals	Dried parts of game birds or fish	Y	Y	N*	601.9.4	526.7	601.9.4	Includes hides and furs. International mail subject to ICL restrictions/prohibitions. If dry ice is used, see DMM 601.
	Live, cold blooded	Goldfish, crickets, worms	Y	Y	N	601.9.3.3	526.6	601.9.3.3	Some exceptions.
	Reptiles	Snakes, turtles	N	N	N	601.8.5	525.3	601.8.5	See Pub 52.
	Live, warm blooded	Hamsters, mice, cats, rabbits, dogs, guinea pigs, or rats	N	N	N	601.9.3.6	525.2	601.9.3.6	Some adult birds permitted in domestic mail. See DMM.
	Scorpions (live)	Scorpions	N	Y	N	601.9.3.10	526.5	601.9.3.10	Only for medical research or manufacture of antivenom.
<b>Perishable Matter - Food</b>									
	Meats and Meat products	Fresh meat & fish or frozen fish, steaks	Y	Y	N*	601.9.1	55	601.9.1	International mail subject to ICL restrictions/prohibitions. If dry ice is used, see DMM 601.
	Fresh Foods	Fruits, vegetables	Y	Y	N*	601.9.1	53	601.9.1	International mail subject to ICL restrictions/prohibitions. If dry ice is used, see DMM 601.
	Plants	Trees, citrus, cactus	Y	Y	N*	601.9.6	56	601.9.6	International mail subject to ICL restrictions/prohibitions. USDA regulations/prohibitions apply.

DMM® Mailing Standards of the United States Postal Service® Domestic Mail Manual ICL Individual country listings in International Mail Manual (IMM)  
Y\* Specimens only with prior HQ permission per IMM and Pub 52, Hazardous, Restricted and Perishable Mail

Y\*\* Only with prior written permission per IMM and Pub 52  
N\* Except as permitted by mailing rules  
For more information about manually receiving and technical information, provide customer with telephone number for their local business (not entry unit or base) then call 1-800-ASK-USPS.







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## Keep the Mail Safe

For everyone's protection, use this guide when dealing with hazardous, restricted, and perishable materials.

Hazard Class	Type	Common Examples	Domestic		International	Domestic Mail		Maximum Amount Permitted in Mail	Additional Information
			Air	Surface		DMM	Pub 52		
<b>Hazard Class 1 Explosives</b>									
	Explosives	Fireworks, dynamite, grenades, small arms ammunition	N	N	N	601.10.11	341.21	601.10.11	All explosives are prohibited except as specified in DMM 601.10.
<b>Hazard Class 2 Gases (Under Pressure)</b>									
	Flammable	Hairspray (in aerosol can)	N	Y	N	601.10.12	342.2b	601.10.12	ORM-D only.
		Propane, camp stove fuel	N	Y	N	601.10.12	342.22c	601.10.12	ORM-D only.
	Non-Flammable	Spray paint (in aerosol can)	N	Y	N	601.10.12	342.22f	601.10.12	ORM-D only.
		Fire extinguishers	Y	Y	N	601.10.12	342.22d	601.10.12	Fire extinguishers containing methyl bromide prohibited.
Toxic	Nitrogen, compressed air	Y	Y	N	601.10.12	342.2b	601.10.12	ORM-D only.	
	Ammonia, chlorine, carbon monoxide	N	N	N	601.10.12	342.21	601.10.12	All toxic gases are prohibited.	
<b>Hazard Class 3 Flammable and Combustible Liquids</b>									
	Flammable Liquids (Flashpoint not more than 141°F)	Acetone, rubbing alcohol, witch hazel	N	Y	N	601.10.13	343.21	601.10.13	ORM-D only (dependent on flashpoint).
		Gasoline and items containing gasoline or gasoline fumes	N	N	N	601.10.13	343.23b	None	Gasoline and items containing gasoline or gasoline fumes are always prohibited.
	Combustible Liquids (Flashpoint above 141°F and below 200°F)	Paint, paint-related materials	N	Y	N	601.10.13	343.26	601.10.13	ORM-D only (dependent on flashpoint).
		Cigarette lighters (flammable liquid)	N	Y	N	601.10.13	343.25	601.10.13	Pre-approval from PCSC required as per DMM.
Dangerous When Wet	Diesel fuel, kerosene	Y	Y	N	601.10.13	343.24e	601.10.13	ORM-D only. Flashpoint must be greater than 141° F.	
	Waxes & polishes	Y	Y	N	601.10.13	343.24	601.10.13	ORM-D only (dependent on flashpoint).	
Adhesives & cements	Adhesives & cements	Y	Y	N	601.10.13	343.24g	601.10.13	ORM-D only (dependent on flashpoint).	
	<b>Hazard Class 4 Flammable Solids</b>								
	Flammable Matches	Book matches	N	Y	N	601.10.14	344.3b	601.10.14	Must be properly packaged.
	Flammable Matches	Strike anywhere matches	N	N	N	601.10.14	344.21	None	Prohibited
	Spontaneously Combustible	Iron oxide	N	Y	N	601.10.14	344.1b	601.10.14	ORM-D only.
	Dangerous When Wet	Aluminum powder, calcium, lithium, sodium	N	Y	N	601.10.14	344.1c	601.10.14	ORM-D only.
<b>Hazard Class 5 Oxidizing Substances, Organic Peroxides</b>									
	Oxidizers/Organic Peroxides	Ammonium nitrate, fertilizer, swimming pool chemicals	Y	Y	N	601.10.15	345.22a	601.10.15	ORM-D only - Friction tops unacceptable.
		Hydrogen peroxide (less than 20% solution)	Y	Y	N	601.10.15	345.22b	601.10.15	No restrictions up to 8%. Solution strength up to 20% is acceptable, if ORM-D only.
<b>Hazard Class 6 Toxic Substances</b>									
	Poisons	Tear gas (except those containing oleoresin capsicum)	N	N	N	601.10.16	346.221b	601.10.16	All irritants are prohibited.
		Flea collars, cyanide, pesticides & herbicides	N*	N	N	601.10.16	346.211	601.10.16	Must check specific materials in Appendix A of Pub 52. ORM-D only.
	<b>Infectious Substances</b>								
	Noninfectious Specimens	Blood, urine, saliva, stool	Y	Y	Y*	601.10.17	346.2	601.10.17	Must be properly packaged.
	Biological & Medical Materials	Used sharps, medical devices	Y	Y	Y*	601.10.17	346.2	601.10.17	Items must be properly packaged for mailing; some require approval before mailing.
<b>Hazard Class 7 Radioactive Material</b>									
	Radioactive Materials	Devices containing radioactive materials	N	Y	Y**	601.10.18	347	601.10.18	Items must be properly packaged. International mail requires approval before mailing.
<b>Hazard Class 8 Corrosives</b>									
	Liquid and Solid	Batteries with liquid electrolyte, hydrochloric acid	N	N	N	601.10.19	348.21a	601.10.19	Nonspillable batteries may be permitted per DMM 601.
		Mercury, mercury-containing items (thermometer, etc.)	N	N	N	601.10.19	Appendix A	601.10.19	Mercury and items containing mercury are always prohibited.
<b>Hazard Class 9 Miscellaneous Hazardous Materials</b>									
	Miscellaneous	Dry ice	Y	Y	N	601.10.20.4	349.23	601.10.20.4	5 lbs. maximum for air (surface may exceed 5 lbs.) (Proper forms/warning labels required for air only.)
		Magnetized materials	Y	Y	Y	601.10.21	349.24	601.10.21	Depends on magnetic strength.

Y\* Specimens only and with prior HQ permission per IMM and Pub 52.  
Hazardous, Restricted, and Perishable Mail.  
Form 128, January 2005  
PSN 7503-10-000-002

Y\*\* Only with prior written permission per IMM and Pub 52.  
N\* Except as permitted by mailing rules



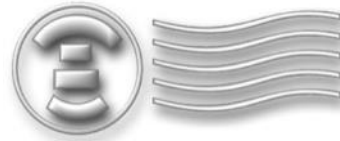
# CERTIFICATE OF COMPLETION

THIS CERTIFICATE CERTIFIES THAT

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HAS SUCCESSFULLY COMPLETED  
The NAVSUP FLC Jacksonville  
Mailroom Security Training

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DATE

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SIGNATURE