

NAVAL SUPPLY SYSTEMS COMMAND FLEET LOGISTICS NORFOLK NAVAL DISTRICT WASHINGTON POSTAL DIVISION



Customer Service Guide

26 January 2022

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From: Director of Postal Operations, DON-NCR

To: Official Mail Managers, Mailroom Supervisors of Department of the Navy and
Postal Customers provided Postal Services through NAVSUP Fleet Logistics Center Norfolk, Naval
District Washington Postal Division

Subj: CUSTOMER SERVICE AND MAIL SECURITY GUIDE FOR
NAVSUP FLCN NDW CUSTOMERS

Ref: (a) DOD Postal Manual, DOD 4525.6-M
(b) DOD Official Mail Manual, DOD 4525.8-M
(c) DON Postal Instructions, OPNAVINST 5112.6E
(d) Military Postal Service (MPS) DOD Instruction 4525.09
(e) Naval Supply Systems Command Security Manual, NAVSUPINST 5530.1E
(f) Navy Official Mail Management Program, OPNAVINST 5218.7D
(f) USPS Domestic Mail Manual (DMM)
(g) USPS International Mail Manual (IMM)

Encl: (1) FedEx Tracking Instructions

1. Purpose. To disseminate official mail preparation procedures via NAVSUP FLCN NDW Postal Division Customer Service and Mail Security guides for postal customers of the Department of the Navy (DON), in the National Capital Region (NCR).
2. Action. Addressees should ensure a thorough knowledge of and compliance with this Customer Service and Mail Security Guide, references (a) through (g), and other applicable portions of postal publications and directives issued by competent authority by all personnel associated with the administration and operation of the DON postal service in the NCR.
3. Summary of Revision. This Service Guide contains major paragraph modifications, which are designed to provide guidance in performing specific tasks and to provide ease in locating specific items and should be completely reviewed.
4. Change Recommendations. Send recommended changes to this instruction to: Director of Postal Operations, DON-NCR, NAVSUP FLCN NDW, 2822 Doherty Drive SW Suite 1000, Joint Base Anacostia Bolling DC 20373-5899. When a particular change is of an urgent nature, an advanced change will be published by flyer, email or message and incorporated in the next printed change.

David J. Smart

DAVID J. SMART

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INTRODUCTION

NAVSUP FLEET LOGISTICS CENTER NORFOLK **NAVAL DISTRICT WASHINGTON POSTAL DIVISION**

In mid-year 1985, by Congressional mandate of the House Committee on Appropriations of the 96th Congress, the Department of the Navy established the Naval Supply Systems Command (NAVSUP) Fleet Logistics Center Norfolk (FLCN) Naval District Washington (NDW) Postal Division as the centralized official mail control and metering site for all Naval activities in the Washington, DC metropolitan area. The NAVSUP FLCN NDW Postal Division has the capability to provide service within 200 miles, which includes the District of Columbia, Maryland and Northern Virginia. In total, the NAVSUP FLCN NDW Postal Division provides postal and mail services to 241 reimbursable and non-reimbursable commands and activities. Overall the FLCN Supply Management Department (SMD) Naval District Washington (NDW) Postal Division's practices have resulted in many benchmarks (postage by phone, rate shopping, customer surveys) for Department of Defense (DOD) Consolidated Mail Facilities and helped the DOD to move postal technology into the 21st century. We continue to educate our customers as well as streamline our processes in order to meet our goal of guarantee delivery of all mail into the U.S. Postal Service on the same date that we pick up the mail and/or deliver that mail the next business day. This practice has earned us the 2002 General Services Administration (GSA) Mail Center Excellence Award. We are tasked to provide a variety of postal functions consisting of mail collection, automated/manual sorting, computerized metering, manifesting, stamped paper, intra-area mail, incoming personal mail for Joint Base Anacostia Bolling residents and mail data collection used for mail management and time transit measurements. In addition, the NAVSUP FLCN NDW Postal Division provides other official supplemental postal services on a reimbursable basis for other DOD/federal agency customers. We are anxious to help reduce other DOD/federal agency mail-related costs and encourage them to contact us for an appointment. The related postal services have reduced or improved mail-handling procedures within our organization as well as many of our customer organizations. We bench marked ourselves, through streamlining work processes and inviting our customers, vendors and other federal agencies to become involved in this undertaking. Systematically, we met with every one of our associates and established partnerships to determine where we could all benefit in today's changing times. We have also created a people reward system for our employees as well as those employees of organizations that have helped our endeavors work even better. There is also a renewal system in place to allow all of the new processes to be rejuvenated at any time, towards adjusting to the mailing industry as it evolves.



GENERAL INFORMATION

The primary responsibilities of The NAVSUP FLCN NDW Postal Division is to provide guidance and instructions in implementing the Navy Official Mail Cost Control Program (NOMCCP) with emphasis on classes, contents, special and supplemental services, security, accountability and delivery requirements of mail being shipped at the most economical cost.

Per reference (f), individuals handling Official Mail must be designated by their command/activity/organization as a mail orderly and have in their possession a DD Form 285 while performing mail handling duties. Per reference (d), each command/activity/organization is required to have an Official Mail Manager (OMM) appointed on command letterhead. An OMM must complete OMM training within 4 months of designation. A copy of the designation letter and OMM Training certificate must be provided to the NAVSUP FLCN NDW Postal Division or the local supporting Official Mail Center (OMC) within the allotted period or services may be revoked. OMM Training certification can be obtained by completing the NAVEDTRA Official Mail Management training course or OMM training offered on NKO. All OMM's are required to be E-6/GS-9 or above. Commands OMM's and mail orderlies must conduct annual refresher training and sign the OPNAV 5112/1, Offenses Against the Mail Statement, during refresher training. Updated copies of these documents will be submitted to the NAVSUP FLCN NDW Postal Division or the local supporting OMC.

NAVSUP FLCN NDW Postal Division Locations

NAVSUP FLCN NDW POSTAL DIVISION

2822 DOHERTY DRIVE SW STE 1000
JOINT BASE ANACOSTIA BOLLING DC 20373-5899

Accountable/Special Handling Mail	202-685-0909
Customer Service	202-433-2767/3771
Postal Inspector/Advisor	202-685-0905/433-0990
Postal Operations Specialist_Budget/Finance Office	202-685-0903
Postal Supervisor	202-685-0904/0907
Postal Supplies	202-685-0908
Supervisory Postal Operations Specialist	202-685-0902
Director of Postal Operations	202-685-0901

OFFICIAL MAIL CENTER PATUXENT RIVER

47179 VAUGHN RD SUITE 100
PATUXENT RIVER MD 20670-1614

Mail Supervisor	DSN 757	301-757-5115
Postal Operations Specialist	DSN 342	301-342-2622

OFFICIAL MAIL CENTER DAHLGREN

6200 TISDALE RD STE 111
DAHLGREN VA 22448-5114

Mail Supervisor	DSN 249	540- 653-7813
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Customer Service 540-653-7031

OFFICIAL MAIL CENTER INDIAN HEAD

3926 STRAUSS AVE STE 101
INDIAN HEAD MD 20640-5006

Customer Service DSN 354 301-744-4305/4144

BLANCHARD BARRACKS POSTAL SERVICE CENTER

268 LUKE AVENUE
JOINT BASE ANACOSTIA BOLLING DC 20032

Customer Service DSN 202-404-8222

OFFICIAL MAIL CENTER ANNAPOLIS

15 BENNION ROAD
BLDG 15NS
ANNAPOLIS MD 21402

Mail Supervisor DSN 281 410-293-1590

Customer Service 410-293-1571

MAIL PREPERATION AND ACCEPTANCE

1. **Addressing Outgoing Mail.** Official Mail must be prepared and handled in accordance with DoD Official Mail Manual 4525.8M and OPNAVINST 5218.7(series). Mail properly addressed will be sorted into one of the following categories: Consolidated, Intra-Area or Metered Mail. Incorrect and incomplete addresses are the greatest cause of delay or non-delivery of mail. Address all official material/mail as though it will be dispatched through the USPS in accordance with DoD Official Mail Manual 4525.8M and OPNAVINST 5218.7 (series). Customer service representatives and/or command OMMs must screen each piece of mail for accuracy. Mail not properly addressed will be returned to sender with a letter stating the reason for return. Navy official mail will be addressed as follows:

- b. Typewritten or machine printed upper case only.
 - 1. Rubber stamps are not authorized.
 - 2. Script, italic or other specialized prints must not be used.
- c. Addresses are limited to five lines, as follows:
 - 1. Line 1 –Title of official in charge
 - 2. Line 2 - ATTN – office code – etc.
 - 3. Line 3 - Name of command/activity
 - 4. Line 4 - Number and street name or post office box (5) Line
 - 5. 5 - City, state and zip code
- d. Each line should contain no more than 47 characters (including spaces).
- e. No punctuation, except the hyphen in the zip+4 code will be used.
- f. No additional information will appear below the city, state and zip code line. See Sample Address Format on page 8 for a proper address example.
- g. The originator of each piece of official mail will place their return address, including the full zip+4 in the upper left corner of the envelope or mail label. All mail will have the statement “official business” typed or preprinted directly below the last line of the return address. For Navy commands the statement “Department of the Navy must appear above the return address. Rubber stamps may not be used for return addresses. In accordance with DOD 4525.6M, Chapter 3 paragraph C3.7.3. Rubber stamps frequently create unreadable addresses and shall not be used for either return or delivery addresses.
- h. The use of pre-addressed envelopes containing a return address other than a command serviced by the official mail facility will not be accepted for processing. A mailing label containing all required return address information of the command presenting the mail must be placed over the pre-printed return address or a new envelope prepared.
- i. Material not prepared in the proper format will be returned to originator.
- j. Material not having a return address will be opened in order to identify the originator and returned if possible. No material without a return address will have postage affixed and dispatched.
- k. Items received with addresses that do not validate in the USPS Address Management System will be returned to originator.

SAMPLE ADDRESS FORMAT

DEPARTMENT OF THE NAVY ATTN POSTAL ADVISOR REGIONAL NAVY MAIL CENTER NORFOLK 9225 THIRD AVENUE NORFOLK VA 23511-2324 OFFICIAL BUSINESS	POSTAGE
COMMANDING OFFICER ATTN SUPPLY OFFICER USS NEVERSAIL DDG 201 FPO AE 09577-1111	

Under no circumstances will masking or Scotch tape be used to seal parcels. Ensure the weight of the contents is distributed evenly throughout package. Remove old markings, labels, and barcodes. Use the correct size envelopes. Seal all envelope flaps. Metal tabs and brass clips must be covered. Letter-size envelopes shall be used whenever possible for letter mail. Envelopes may contain up to six sheets.

MAIL CLASSIFICATIONS

1. Mail will be processed by the least expensive means available according to its contents in accordance with Navy Official Mail Cost Control Program (NOMCCP). Mail classifications are as follows:

- a. First Class - 13 ounces or less
- b. Priority - Over 13 ounces not to exceed 70 pounds
- c. Package Service - over 16 ounces not to exceed 70 pounds
- d. Media/ Library - 16 ounces not to exceed 70 pounds

2. **Size Limits**

United States Postal Service: 70 pounds and 130 inches (length + girth)

United Parcel Service: 70 pounds and 130 inches (length + girth)

Federal Express: (length + girth) 70 pounds and 150 inches

NAVSUP FLCN NDW Postal Division reserves the right to refuse mail not properly prepared IAW USPS, DoD and OPNAV instructions.

3. **Official Mail:** Command Official Mail is mail pertaining solely to the business of the United States Government and bears the name, rank, duty title, office symbol, or is addressed by title. This mail will only be delivered to those personnel designated to receive mail for the organization the item is addressed. Commanding

Officers, Executive Officers or Department Managers of DOD and Federal Agencies served by the NAVSUP FLCN NDW Postal Division will provide designation information per guidance in the OPNAVINST 5218.7D, Navy official Mail Management Program.

4. **First Class Mail:** Can be any mailed matter up to 13 ounces. If your first class mail is not letter size, make sure to mark it “First Class”, otherwise it will be mailed at the lowest rate. First class mail is generally delivered within 1 to 3 days, however these service objectives are not guaranteed.
5. **Priority Mail:** Used when the speed of express mail is not needed, but administrative mail management handling is desired (i.e. time sensitive, billing related correspondence etc) of those items over 13 ounces. Priority mail offers faster delivery at a less expensive rate. Priority mail is first class mail over 13 ounces and not exceeding 70 pounds and up to 108 inches in length and girth combined. Do not utilize Priority Mail for mail weighing 13 oz or less due to this weight is required to be sent as First Class Mail.
6. **Periodicals:** (Formerly Second class) includes magazines or newspapers mailed at a higher rate than Presorted Standard Mail. Foreign periodicals are treated as first class. Contact the NAVSUP FLCN NDW Postal Division for your command’s requirement.
7. **Presorted Standard Mail:** (Previously Bulk Rate) includes circulars, booklets, merchandise, photographs, catalogs, newsletters, and printed matter. Each piece must be less than 16 ounces. Anything heavier must be mailed as Parcel Post Mail or Priority Mail. In order to utilize Presorted Standard Mail a mailing must consist of 200 pieces or more of identical size and weight items and/or 50 lbs. Contact the NAVSUP FLCN NDW Postal Division for your command’s special needs.
8. **Parcel Post Mail:** (Previously Fourth Class/Standard (B)) include packages or parcels that are not required to be sent as First Class mail logistic material and merchandise. In order to utilize Parcel Post Mail a mailing must consist of 70 pounds or less with a maximum length plus girth that does not exceed 130 inches.
9. **Bound Printed Matter:** includes any permanently bound printed material such as advertising, promotional material, directory material, and editorial material. In order to utilize Bound Printed Matter Mail a mailing must consist of 15 pounds or less and contains advertising material.
10. **Media Mail:** includes materials such as books, printed music, videotapes (recorded), CD-ROMs (recorded), computer-readable, media (recorded), and printed educational charts. In order to utilize Media Mail a mailing must consist of 70 pounds or less with no advertising.
11. **Library Mail:** includes books, consisting wholly of reading matter, scholarly bibliography, or reading matter with incidental blank spaces for notations and containing no advertising, except for incidental announcements of books, printed music, whether in bound of sheet form, bound volumes of academic theses, whether in typewritten or duplicated form, periodicals, whether bound or unbound, sound recordings, other library materials in printed, duplicated, or photographic form of unpublished manuscripts, museum materials, specimens, collections, teaching aids, printed matter, and interests of museums and herbariums. In order to utilize Library Mail a mailing must consist of mail sent between schools, colleges, universities, public libraries, museums, and herbariums and nonprofit religious, educational, scientific, philanthropic (charitable), agricultural, labor, veterans, or fraternal organization or association.
12. **Consolidated Mail:** The NAVSUP FLCN NDW Postal Division consolidates mail to many different locations and ZIP codes throughout CONUS, FPOs and APOs. Consolidated mail is a reliable way to ship administrative and operational communications between commands, and processed as priority mail. It remains intact while in transit and reduces the number of times the contents are sorted. It reduces cost because postage is

paid on the total weight of the single consolidated container and its contents. Under the postage rate structure, the first pound is the most expensive. As weight increases, the cost per pound decreases. The cost and weight of the container and any package material must be considered in the mailing cost.

PERSONAL MAIL

1. **Delivery:** Military Personnel living in Bachelor Enlisted Quarters (BEQs) are authorized to utilize a Postal Service Center (PSC) receptacle. PSC Box receptacles are located throughout the National Capital Region and assigned only to service members not afforded free mail delivery by the USPS at their quarter's address. Personnel living on the local economy shall have mail delivered to their residences.
2. **Stamps** are available at any US Post Office finance unit.
3. **USPS Collection Boxes** are located throughout NCR. Use of collection boxes is only authorized for personal mail weighing less than 16 ounces with correct postage and not authorized for official outgoing mail.

PREPARING AND DISPATCHING UNCLASSIFIED MAIL

1. **Mail Cut-off Time:** Check with you local supporting Official Mail Center to find out the mail cut off times. Page 5 and 6 of this guide list contact information for the NAVSUP FLCN NDW Postal Official Mail Centers in the region.

2. **Before Mail is Release or Accepted:** Personal recognition suffices when delivering non-accountable mail directly to patrons known by the military postal clerk, postal clerk, mail clerk, or mail orderly for personal mail. If the addressee is unknown, or when delivering accountable mail, compare the name on the patron's

Identification (ID) card with the name of the addressee on the article. When Unit Mail Clerks or mail orderlies pick up, receive or deliver official mail, they must have in their possession a DD Form 285, "Appointment of Military Postal Clerk, Unit Mail Clerk or Mail Orderly," to verify the person is eligible to receive or deliver the mail.

3. **Who Prepares Mail for Dispatch?** Each activity is responsible for ensuring their mail is properly prepared for dispatch through the NAVSUP FLCN NDW Postal Division. If you need to use an "Attention" line, type this on the option line above the delivery address, then type the street address, route or box number on the next line and the geographical location (city, state, and ZIP+4). Use APO/FPO on the last line in place of the city and state for overseas bases. All official mail delivery and return addresses will be limited to five lines. The USPS automated equipment reads the address from the bottom line up. If your address lines are not in this particular order, it must be hand processed, which will delay delivery.

4. **Containers Used for Mailing:** Envelopes must be of a standard size to avoid surcharges from the USPS. They must be only slightly **larger than** the material you're mailing. Place correspondence of six pages or less in letter size envelopes. Avoid using envelopes larger than 12" x 16". Have flaps not exceeding 3-7/8" so automatic mailing or metering machines can process them without jamming. Letter size envelopes should **not** exceed 1/4" in thickness after stuffing and sealing them. Letter size window envelopes used for dispatching mail will not be used with an address label. Do not use envelopes with clasps, staples, strings, buttons, or similar securing devices. No item may be packaged so that its contents could harm workers, equipment, or other mail. The following criteria and restrictions apply to envelopes:

- a. **TYPE** both recipient address and return address.
- b. Do not print or stamp markings, slogan, or designs supporting an activity or its program. This restriction also applies to mailing labels, post cards, and self-mailers.

5. **Selecting the Type of Postal Service Required:** The type of postal service used determines the speed, security, and control of the mailing. Always choose the most economical mail service that will deliver your mail in the required time and provide the security and accountability required.

6. **Special Postal Services:** Limit special postal services use to when directed by law, DOD requirements, service directives, or when mission essential. Follow these guidelines: If the mail needs additional security, only use registered mail, since it alone gets special handling and is traceable. **DO NOT** use special mail services just to get a record of mailing or delivery or to trace communication sent between two activities, unless DOD or your service directives authorize it.

- a. **Registered Mail:** This is the most secure means of dispatching mail via USPS channels. Articles being sent Registered mail must meet the following criteria:

- (1) All edges, flaps and seams must be firmly sealed with paper tape that will absorb ink Impressions. No padded envelopes.
- (2) No cellophane window envelopes.
- (3) Affix Label 200 (Registered Mail Label) at the top of the article between return address and upper right corner where postage is applied.



b. **Certified Mail:** Certified Mail may be used for:

- (1) Letters to establishments being declared “off limits.”
- (2) Adverse enlisted and officers efficiency reports and other similar actions.
- (3) Controlled test material.
- (4) Instructional material marked “For Faculty Use Only.”
- (5) Items requiring shipment by Priority Mail when the certified fee is less than the fee for other services that provide proof of delivery.
- (6) Equal employment opportunity case material mailed to complainants and their representatives.
- (7) Reduction-in-force notices sent to civilian employees on authorized absence.
- (8) Final decisions of a contracting officer issued under the dispute clause of a Government contract.
- (9) Show cause or cure notices issued under the default clause of a Government contract.
- (10) Claims and litigation proceedings documents.
- (11) Any other communication for which receipts are essential to create or preserve rights granted to the United States under a Government contract.
- (12) Debarment letters.
- (13) Summons and subpoenas.
- (14) Adverse personnel actions for military and civilian personnel.
- (15) Letters of revocation or suspension of installation driving privileges.
- (16) Dishonored checks (not applicable to non-appropriated fund instrumentalities).

(17) The following legal matters:

- (a) Records of trial for all Special and General Courts Martial.
- (b) Decisions of the courts of military review.
- (c) Officer elimination cases
- (d) Any other communication, receipt of which is essential to create or preserve the rights granted to the U.S. Government in connection with criminal proceedings.

(18) Other communications and parcels that by law, DOD directive, or OPNAVINST must be certified.



c. **Return Receipt:** Returned receipts may be used only:

- (1) When proof of delivery of official mail to a non-government address is required. If proof of delivery to another government agency is required, an internal receipt (OPNAV 5511/10 RECORD OF RECEIPT) shall be utilized and the addressee shall be instructed to acknowledge receipt of the mailing by completing the form and returning it immediately.
- (2) When required by law, regulation or the rules of another government agency with which the Navy must comply.
- (3) Return Receipts will be prepared by the originator for letter mail. All information on the receipt will be typed; not hand written. The return address will be the command's complete mailing address, including zip+4. Return receipts will not be used on material that will be dispatched via a consolidated mail shipment or delivered via inter-area distribution system.
- (4) Return Receipts are only allowed to non-government agencies, civilian firms, corporations, and private individuals when proof of delivery is required by law or regulation.
- (5) Mailings that require a Return Receipt will utilize the NAVSUP FLCN Expedited/ Special services/ Tracking Service Request Form (Example (1) to request this service. Return Receipts will be provided electronically upon delivery by USPS so it is important that a valid email address is provided on the request form. Customers will mark the corresponding block on the request form for shipments that require Certified services along with Return Receipt. Shipper will annotate in the shipping notes if Return Receipt is required for shipments combined with any other service.

d. **Expedited Mail:** Overnight/next day service for extremely time sensitive material is available via FEDEX, UPS or USPS. Use of overnight/next day service is limited to that material which meets one of the following criteria:

- (1) Mission failure probable.
- (2) Significant monetary penalty by Navy will occur.
- (3) Missing movement/transportation will occur.
- (4) Extreme adverse effects to operations/personnel.
- (5) Compelling circumstances in preparation occurred.
- (6) Request not received in time to meet due date.

Expedited Mail services **shall not be used:**

- (1) To respond to directed actions or requests for information unless using it is the only way to meet a short suspense. In the event of a short suspense, call the one who established the suspense and request an extension.
- (2) For the purpose of correcting administrative oversights such as a late suspense when adequate time existed.
- (3) On days before weekends or holidays unless the sender has verified someone will be available to accept it and work on it during the weekend or holiday.

HELPFUL MAILING TIPS

1. Always select the best and most logical type of mailing container.
2. Fold six or fewer pages to fit into smaller envelopes. Sending lightweight items in oversized envelopes or flats requires a surcharge in addition to the normal postage fee.
3. Use an envelope that is only slightly larger than the material being mailed.
4. Do not use wrapping paper for unclassified mail (boxes) unless the box is heavily marked. Experience often shows such wrappers are torn in handling and the address/return address of the parcel is lost. If wrapping paper is absolutely necessary always put your return and delivery address on the inside box itself before wrapping it. Ensure all other addresses are removed if reusing a container that has prior use.
5. Marking requirements for the outside of parcels includes a mandatory provision that containers marked “DO NOT BEND” must have stiffeners to protect the contents. Also, inappropriate information such as order numbers, which can be confused with ZIP codes, are not permitted adjacent to or immediately under the last line of the address. The optical reader scans addresses from the bottom up. Therefore, the ZIP code area must be clear of all other markings so as not to confuse the machine.
6. Pressure sensitive filament-reinforcement tape will be used for closing and reinforcing containers. Masking tape and cellophane tape can never be used in closing or reinforcing packages but may be used to augment adhesive closures on envelopes or to cover staples on bags.
7. Mailing tubes are discouraged. Their use is to be limited to those instances when no other mailing container will satisfy a particular mailing requirement. As a precautionary measure, do not use labels on gloss type or oily surface tubes. Write addresses on the tube itself in case the label peels off.
8. All mail must be endorsed with the class of mail desired except for letter size envelopes. The customer must indicate the class of service required above the address between the return address and/or below the postage area corner of the container.
9. Consolidate accountable items when sent to the same destination, thereby saving registration and certification fees and extra postage (mailing costs).
10. Official mail is authorized only for material relating exclusively to the business of the Government.
11. Use complete and correct addresses. Continental United States (CONUS) mail must contain unit designation, Command or activity name, office symbol or code, street address to include room or suite number (when applicable), city, state, and ZIP+4 code. Mail destined for overseas will include a unit designation/ ship name, office symbol, UNIT#, box number (if assigned), and a correct APO/FPO number and ZIP+4 code. In some cases, unit numbers will be used as the +4 digit code in the zip as indicated:
 - a. Except for FPO ships, 5 and 9 digit mobile zip assignments will be turned on for deployments from home station and turned off at the end of deployments. Military customers should use a local mailing address when not deployed.
 - b. The range of mobile zip+4 unique assignments available will be limited to a smaller available range and will be in serial order where possible.

c. If a unique mobile zip+4 is assigned to a unit, the sender must include the correct zip+4 or the piece will be returned as insufficiently addressed.

COMMANDER
U S NAVAL FORCES SOUTHERN
PSC 813 BOX 2
FPO AA 34099-6004

d. Never use a geographical address such as “Okinawa, Japan” on overseas mail unless going to a civilian address as international mail. Never send business mail pertaining to the exclusive business to the U.S. Government, confidential or secret to an international address. International mail should be international correspondence. When in doubt check with your Command Security Manager.

12. Know what kind of mail service you want. All letter size mail must be sent First Class and does not require that “First Class” be shown on the envelope.

PREPARATION OF ACCOUNTABLE MAIL FOR DISPATCH

FEDERAL EXPRESS.

1. Federal Express (FedEx) is established for small packages, letters, and flat mail for cost effective and highspeed mail service that generally guarantees delivery to most major locations between the continental United States, Alaska, Hawaii, the Commonwealth of Puerto Rico and U.S. territories.
2. FedEx may be used in addition to USPS Registered and Express mail for transmitting Secret and Confidential material throughout Department of Defense (DOD) and Defense Industry. This method of transmission is authorized for shipments within and between the 50 states, the District of Columbia, and the Commonwealth of Puerto Rico when it is the most effective means to accomplish a mission within security, time, cost and accountability constraints.
3. FedEx mail will not be used for:
 - a. Transmitting items within the NCR or within a 75 mile radius (with the exception of death gratuities).
 - b. **The purpose of correcting administrative oversights, such as mailing a late response to a suspense date, when adequate time existed.**
 - c. Transmitting items on the day before a weekend or holiday, unless the mailing is mission essential and must be accomplished within specified time, security or accountability constraints and the sender can verify that someone will be available to accept it and work on it during the weekend or holiday.
 - d. Transmitting mail items, including Secret and Confidential material, from, to or between FPO, APO (AA, AE, AP) or P.O. Box addresses or to overseas locations. A complete street address or building number for mailings address to a military installation must be used.
4. The procedures for sending FedEx are as indicated:
 - a. The originating activity (sender) will:
 - (1) Prepare a DOD official business mailing label and place it on the FedEx envelope as shown Figure (1). Note that the return and delivery addresses on the Navy mailing label must be professionally printed or typewritten in the address areas of mailing labels. Handwritten or rubber stamp addresses are not permitted.
 - (2) Seal the FedEx envelope.
 - (3) Use example (1) NAVSUP FLCN Expedited/Special Services/Tracking Service Request Form to record the sender's name and address, the sender's identification mail code, requested service and destination. Example (1) is the only authorized document required for transmitting FedEx items and cannot be altered. Forms may be reproduced locally by photocopying the blank form found towards the end of this customer service guide or an electronic copy can be requested from your local Official Mail Center.
 - (4) Prepare example (1) in duplicate (one original and one copy). List the total number of pieces and initial in the lower left-hand space of both copies. Both copies will be presented to the receiving NAVSUP FLCN NDW Postal Division postal clerk with the items to be mailed. The receiving NAVSUP FLCN NDW Postal Division Postal Clerk will:
 - a. Verify the number of pieces to be mailed.

- b. Upon acceptance of the items to be mailed, sign and record the time/date of receipt on the duplicate copy of example (1).
 - c. Return the duplicate copy to the originating activity so that they may maintain it as a record of the transaction. **Note: once the piece is processed an email will be generated and sent to the email address(es) provided on example (1).**
 - d. Deliver the original copy of example (1) and the pieces to be mailed to the NAVSUP FLCN NDW Postal Division accountable mail clerk.
5. FedEx envelopes can be obtained from the NAVSUP FLCN NDW Postal Division.
6. See Enclosure 1 for instructions on how to track your FedEx shipments.



Figure (1)

EXPEDITED / SPECIAL SERVICES / TRACKING SERVICE REQUEST

****MUST BE TYPED****

Activity: _____
(Command / Department)

Date: _____

Address: _____
(If applicable, list 9 Digit Zip Code of Mailing Command)

Account: _____

SUBJECT: EXPEDITED / SPECIAL SERVICES / TRACKING SERVICES REQUEST

REFERENCE: DOD 4525.8M (DOD OFFICIAL MAIL MANUAL)

1. Check **ONLY** one of the **UNDERLINED** services needed and provide requested justification.

☐

OVERNIGHT DELIVERY (Mark one of the following reasons to justify):

☐

MISSION FAILURE probable.

☐

Significant monetary penalty by the Agency will occur.

☐

Missing movement / transportation will occur.

☐

EXTREME ADVERSE effects to operations / personnel will occur.

☐

Compelling circumstances in preparation occurred.

☐

Request not received in time to meet due date.

☐

USPS CERTIFIED MAIL (ONLY) (Provide reason and reference): _____

☐

USPS CERTIFIED MAIL WITH RETURN RECEIPT *(ELECTRONIC)*

☐

TRACKING SERVICE (USPS, UPS, FEDEX) Rated for most cost effective Service.

2. **Shipping Address:**

A. ATTENTION LINE (If applicable): _____

B. COMMAND / COMPANY: _____

C. ADDRESS LINE 1: _____

D. ADDRESS LINE 2 (If applicable): _____

E. CITY / STATE / ZIP CODE: _____

F. PROVINCE (If applicable): _____

G. COUNTRY (If other than US): _____

H. TELEPHONE #: _____

3. Shipping Notes: _____

****Any notes you need added to show up on your notification email****

4. I certify that this article does not contain any HAZMAT or any other non-mailable items.

NAME (Printed): _____

Sign (Pen or digital): _____

EMAIL ADDRESSES to receive tracking information (Enter a maximum of two please):

•

•

NAVSUP FLCN Form 5111-1 (Rev. 12 / 21)

Example (1)

CERTIFIED MAIL

1. Certified Mail provides receipt of mailing to the sender and record of delivery at the post office where it is mailed. A return receipt to provide you with proof of delivery is an additional fee and is not used from Navy to Navy. Certified is available for first class mail and Priority only. No insurance coverage is provided. It is dispatched, handled and treated in transit as ordinary mail. If lost, it cannot be traced or expeditiously recovered. Use it only within the US domestic and military postal system when law, DOD or directives require it. For items requiring certified mail service, utilize the NAVSUP FLCN Expedited/ Special services/ Tracking Service Request Form (Example (1)). The correctly formatted label is a controlled item and only obtainable through the NAVSUP FLCN NDW Postal Division and its Official Mail Canthers. These labels WILL NOT be given in bulk to cutomers.



Figure (4)



Figure (5)

REGISTERED MAIL

1. Registered mail is the most secure service option offered by the Postal Service. It incorporates a system of receipts to monitor mail movement from the point of acceptance to delivery. Return receipts and restricted delivery services are available for additional fees. Mail is registered for security not indemnity.

2. When a customer brings Registered Mail to an Official Mail Center aboard an installation, USPS Form 3877 (Example 2) **MUST** be completed in its entirety and utilized to record each registered article number (Figure 6) and destination. This form is prepared in duplicate for USPS Registered Mail (one original and one copy). The original shall be obtained with the recorded Registered Mail article(s) by the Official Mail Center (OMC) clerk. The OMC clerk will sign and place the date and time of acceptance on both the original and copy of the PS Form 3877. The original PS Form 3877 shall be kept with the customers accountable mail receipt files for a period of 2 years and one date.



Figure (6)

USPS Registered Label 200

Name and Address of Sender		Check type of mail or service:		Affix Stamp Here (If issued as a certificate of mailing or for additional copies of this bill)		Seal 35089282										
Article Number		Addressee (Name, Street, City, State, & ZIP Code™)		Postage	Fee	Handling Charge	Actual Value if Registered	Insured Value	Due Sender if COD	ASR Fee	ASRD Fee	DC Fee	SC Fee	SH Fee	RD Fee	RR Fee
1. 7701 4579 9290 0022 0515	CO MCAS, ATTN NAVAL AIR REWORKS, 1312 TARAWA DR, CHERRY POINT NC 28533-5054	☐ Adult Signature Required ☐ Certified Mail ☐ COD ☐ Delivery Confirmation ☐ Express Mail ☐ Insured	☐ Adult Signature Restricted Delivery ☐ Recorded Delivery (International) ☐ Registered ☐ Return Receipt for Merchandise ☐ Signature Confirmation													
2. 7701 4579 9290 0022 0512	DFAS, NAVAL AIR STATION NORTH ISLAND, 3309 JONES AVE, SAN DIEGO CA 92135-5188															
3. 7701 4579 9290 0022 0529	LANGDON RESEARCH CORP, 1010 CLEAR STREET SE, NEW CASTLE PA 16102-5423															
4. 7701 4579 9290 0022 0536	FLEET AIR SVC 91A NAS, 2302 CHAPPIE JAMES AVE, NORTON AFB, LOS ANGELES CA 92409-5102															
5. 7701 4579 9290 0022 0543	RESOURCES FOR RADIO COMMUNICATION SYSTEM, 599 BAY BLVD SW STE 32, GRAND RAPIDS MI 49555-0001															
6. 7701 4579 9290 0022 0560	ROCKWELL INTERNATIONAL, ATTN SPRING WORKS DIV, 102 NORTH ROUND STREET, NEW CASTLE PA 16101-1103															
7.																
8.																
Total Number of Pieces Listed by Sender Cindy Fox 11Jul12		Total Number of Pieces Received at Post Office		Postmaster, Per (Name of receiving employee)												

PS Form 3877, June 2011 (Page 1 of 2)

Complete by Typewriter, Ink, or Ball Point Pen

See Privacy Act Statement on Reverse

Example (2)

USPS PRIORITY MAIL EXPRESS

1. USPS Form-Label 11-B (Example 3) is used for the shipment of Express mail, “Next Day Service” and “Post Office to Addressee” respectively. Since there is a very restricted usage of Official Express mail, it is monitored daily at the NAVSUP FLCN NDW Postal Division mail facilities. USPS Priority Express Mail is recorded and transmitted follow the same dispatching procedures as FedEx using Example (1).

Note: FedEx Overnight is also an option for next day service. NAVSUP FLCN NDW Postal Division will determine the most cost effective option (USPS Express or FedEx Next Day) when calculating cost to ensure customers mission requirement is met while minimizing cost to the DoD. Because of this, customers DO NOT affix the label 11B to the shipments. Customer MUST utilize the NAVSUP FLCN Expedited/ Special services/ Tracking Service Request Form (Example (1) when requesting Priority Express Services. If there is a specific regulation requiring the use of Priority Express it must be noted on the form or NDW Postal Division will utilize the most cost efficient means to meet the request.

CUSTOMER USE ONLY				 PRIORITY ★ MAIL ★ EXPRESS™			
FROM: (PLEASE PRINT) PHONE (703) 555-5555 CHIEF OF NAVAL OPERATIONS 2000 NAVY WAY WASHINGTON DC 20350-2000 OFFICIAL BUSINESS							
PAYMENT BY ACCOUNT (If applicable) USPS® Corporate Acct. No. Federal Agency Acct. No. or Postal Service™ Acct. No.							
DELIVERY OPTIONS (Customer Use Only) ☐ SIGNATURE REQUIRED Note: The mailer must check the "Signature Required" box if the mailer: 1) Requires the addressee's signature; OR 2) Purchases additional insurance; OR 3) Purchases COD service; OR 4) Purchases Return Receipt service. If the box is not checked, the Postal Service will leave the item in the addressee's mail receptacle or other secure location without attempting to obtain the addressee's signature on delivery. Delivery Options ☐ No Saturday Delivery (delivered next business day) ☐ Sunday/Holiday Delivery Required (additional fee, where available*) ☐ 10:30 AM Delivery Required (additional fee, where available*) *Refer to USPS.com® or local Post Office™ for availability.				ORIGIN (POSTAL SERVICE USE ONLY) ☐ 1-Day ☐ 2-Day ☐ Military ☐ DPO PD ZIP Code Scheduled Delivery Date (MM/DD/YY) Postage \$ Date Accepted (MM/DD/YY) Scheduled Delivery Time ☐ 10:30 AM ☐ 3:00 PM ☐ 12 NOON Insurance Fee COD Fee \$ \$ Time Accepted 10:30 AM Delivery Fee Return Receipt Fee Live Animal Transportation Fee ☐ AM ☐ PM \$ \$ \$ Weight ☐ Flat Rate Sunday/Holiday Premium Fee Total Postage & Fees lbs. ozs. \$ \$ Acceptance Employee Initials \$			
TO: (PLEASE PRINT) PHONE (501) 555-5555 MR MTIZ Q SLADOVAR SR 18282 DANSVILLE DR LONSDALE AR ZIP + 4® (U.S. ADDRESSES ONLY) 7 2 0 0 8 3 4 5 6				DELIVERY (POSTAL SERVICE USE ONLY) Delivery Attempt (MM/DD/YY) Time ☐ AM ☐ PM Employee Signature Delivery Attempt (MM/DD/YY) Time ☐ AM ☐ PM Employee Signature			
■ For pickup or USPS Tracking™, visit USPS.com or call 800-222-1811. ■ \$100.00 Insurance Included.				LABEL 11-B, JANUARY 2014 PSN 7590-02-000-9996 1-ORIGIN POST OFFICE COPY			

Example (3)

PREPARATION OF OFFICIAL OUTGOING U.S. MAIL, INTERNATIONAL MAIL AND INTRA-AREA MAIL FOR DISPATCH

1. In order to attain potential mail cost saving techniques, as well as to expedite the handling and transmission of official mail within the Navy Official Mail System, various methods are designed and required. These procedures will also provide rapid transmission and security for intra-area and Navy's Official Outgoing Mail (NonAccountable) for activities located in the NCR.
2. Special requirements for administrative, bulk mailings and distribution of 200 pieces or more, business reply mail etc. per mailing must be coordinated through the respective Activity or Installation Official Mail Manager by contacting the Postal Operations Branch. Customers must coordinate and adhere to current U.S. Postal Service (USPS) requirements for packaging different types of mailing articles (i.e. CD Diskettes, jiffy bags, annual mailings etc.). Refer to "Packaging for Mailing", USPS Publication 2 before attempting preparation. The NAVSUP FLCN NDW Postal Division will gladly assist to provide your organization the necessary assistance as required.
 - a. In accordance with Department of Defense Instruction 5330.03, "**The Defense Logistics Agency (DLA) Document Services** shall serve as the DoD single manager for printing and high speed-high volume duplicating. This includes both the operation of DoD in-house facilities and the procurement of these services from outside the Department of Defense. As the preferred provider of document conversion and/or automation services (all of which is hereafter referred to collectively as "document services") in the Department of Defense ..."Therefore, the command and/or activity Administration Officer also may contact DLA Document Services directly to coordinate such mailings.
3. All official mail address formats must be compatible with USPS automation requirements and must include both a complete official return address and the receiver's address. Official letter mail in large volume addressed to areas located outside the NCR or locations not served by the NAVSUP FLCN NDW Postal Division are placed in USPS letter mail trays. All letters must be faced in the same direction. Face international mail the same and set on the side of the regular outgoing mail letter tray.
4. Official letter and flat mail addressed to locations served by the NAVSUP FLCN NDW Postal Division must be placed in a separate mail tub. Letters and flats must be tie-bounded. **U.S. Government Messenger (Guard Mail) Envelopes may not be used to send correspondence to commands or other installations, within and or outside the NCR through the Navy official mail service NAVSUP FLCN NDW Postal Division.**

USEFUL WEB SITES

www.fedex.com - Federal Express

www.ups.com - United Parcel Service

www.secnnav.navy.mil/doni/manuals-opnav.aspx - Navy Directives and Standard Navy Distribution Listing (SNDL)

<http://www.dtic.mil/whs/directives> - Department of Defense Publications and Department of Defense Forms Program

www.usps.com - USPS Home Page

<http://pe.usps.gov/> - U.S. Postal Service Publications

USPS PUBLICATIONS

The following publications are available from your local Postal Business Centers or if you have Internet access, point your browser to: <http://www.usps.com/ncsc/locators/find-pbc.html>

Doc #	Title	Agency
DMM	Domestic Mail Manual	USPS
Handbook DM 701	Procedures for Mailer Applications	USPS
IMM	International Mail Manual	USPS
Notice 107	Some Things Were Never Meant to Be Mailed	USPS
Pub 2 *	Packaging for Mailing	USPS
Pub 8	Address Change Service	USPS
Pub 25	Designing Business Letter Mail	USPS
Pub 28 *	Postal Addressing Standards	USPS
Pub 32	Glossary of Postal Terms	USPS
Pub 40	Address Information Systems Products and Services	USPS
Pub 49	Preparing Standard Mail (A)	USPS
Pub 51	International Postal Rates and Fees	USPS
Pub 63	Designing Flat Mail	USPS
Pub 91	Tracking Technical Guide	USPS
Pub 95	Quick Service Guide	USPS
Pub 201	Consumers Guide to Postal Services and Products	USPS
Pub 221	Addressing for Success	USPS
Pub 542	Understanding the Private Express Statutes	USPS
Pub 821	Postal Explorer User Guide	USPS

Glossary

Accountable container: Any pouch, envelope, box or other wrapper containing administrative communications requiring receipts.

Accountable Mail: USPS numbered insured, certified, express, merchandise return receipt, or registered mail.

APO: Army/Air Force Post Office

Bulk Mailing: Allows you to present large quantities of mail to a particular post office for mailing at lower rates.

Business Reply Mail (BRM): A service that enables mailers to receive First-Class Mail back from customers by paying postage only on the mail actually returned to them from their customers.

Consolidated Shipment Container: Any DOD owned bag, envelope, box, or pouch that will hold two or more pieces of mail.

Courier: A private delivery company or an individual that works for such a company.

Department of Defense Overseas Intra-Theater Mail (DODOIM): Mail used between two official addresses on base or in the theater.

First Class: See Classifications. These types of material must be sent First Class (or priority if more than thirteen ounces.)

- Any mailable material that the mailer wants sealed against postal inspection, or sealed in such a way that it cannot be inspected without damage to its contents.
- Multiple copies of material (produced by carbon, automated typewriter, or computer printer, printed or reproduced) having the nature of individual pieces of correspondence (such as a letter with several addresses).
- Single copies of handwritten or typewritten material.

Flat: A piece of First or Standard Class Mail too large to be distributed in a regular letter case.

FMC: Fleet Mail Center

FPO: Navy/Marine Corps Fleet Post Office

Incoming mail means mail coming into the agency delivered by an outside source (vendor or agency).

Internal Mail (Intra-Agency Mail): Mail that is not metered, and is transmitted within an agency by that same agency's mail center

Internal Mail: Mail transmitted within an agency by that agency's mail center staff, including worldwide distribution, and is not processed for delivery by the U.S. Postal Service or any private company.

International Mail: Mail addressed to a civilian address in another country, non-military post office (MPO) address.

Letter: A message directed to a specific person or address and recorded in or on a tangible object. A message consists of any information or intelligence which is recorded on tangible objects such as paper in sheet and card form, or magnetic media.

Letter-size Mail: Mail which is at least 3-1/2" x 5" x 0.0007" (thick) and not larger than 6" x 11-1/2" x 1/4" (thick). To qualify, an item must be legally mailable in size, weight, and content.

Mail Directory Service: Mail that cannot be delivered as addressed due to incomplete or incorrect address and must be processed by each command's mail clerk/orderly.

Mail Preparation: Those processes involved in preparing mail for dispatch in such a way that it meets U.S. Postal Service requirements. These processes include, but are not limited to: sorting, barcoding, banding, air control tagging (ACT), designing mail pieces, and palletizing. Messenger means an agency employee who delivers agency mail.

Metered Mail: A piece of mail on which the amount of postage has been either imprinted with postage by a postage meter or to which a postage meter tape has been applied.

Military Ordinary Mail (MOM): Also known as OFFICIAL MAIL. Any item belonging to or exclusively pertains to the business of the U.S. Government. MOM mail is posted at periodical requester publication rate, or Standard (A or B) postal rates, which much have faster than Sealift transportation service to, from and between overseas points, but does not require premium priority service. It is moved by service transportation in the US and by air on overseas portions of its trip. Delivery time to any MPO may be as fast as Priority Mail and rarely exceeds 21 days.

MPO: Military Post Office

Outgoing Mail: Mail generated from within an agency facility that is addressed for delivery outside that facility; i.e., within or outside the agency, and is processed for delivery by the U.S. Postal Service or a private company.

PSC: Postal Service Center.

Special Services: Those services for fees other than postage; e.g. certified, insured, merchandise return service, business reply mail, registered mail, certificates of mailing and returned receipts

Standard Mail: See Mail Classifications

USPS: United States Postal Service

Zip +4 Code: A dash (-) plus a four-digit code assigned by the USPS as an add-on to the normal five-digit zip code. Use of this add-on is mandatory for all government agencies.

Zip Code: A five digit numerical code used by the USPS to expedite distribution and to route mail. The use of a zip code on all official mail is mandatory.

MAIL IRREGULARITY REPORT

NAVSUP FLCN NDW POSTAL DIVISION
2822 DOHERTY DRIVE SW SUITE 1000
JOINT BASE ANACOSTIA BOLLING DC 20373-5899

TO: OFFICIAL MAIL MANAGER OR MAILROOM SUPERVISOR

DATE: _____

LOCATION: _____

THE ENCLOSED MAIL ITEM(S) CANNOT BE DELIVERED FOR THE FOLLOWING REASONS:

1. ☐ MAIL RECEIVED IMPROPERLY ADDRESSED OR LABELED. PLEASE RESUBMIT WITH THE APPROPRIATE CORRECT ADDRESS, ZIP CODE, NUMBER AND STREET NAME, AND PROPERLY LABELED.
2. ☐ MAIL RECEIVED ADDRESSED FOR PROCESS VIA THE U.S. POSTAL SERVICE WITHOUT THE PROPER PERMIT IMPRINT INDICIA, CUSTOM LABELS, MAIL ENDORSEMENT, OR INCORRECT OFFICIAL INSCRIPTIONS. PLEASE RESUBMIT WITH THE PROPER PERMIT IMPRINT INDICIA, MAIL ENDORSEMENT, CUSTOM LABEL ATTACHED AND/OR CORRECT OFFICIAL INSCRIPTIONS.
3. ☐ MAIL RECEIVED IMPROPERLY PACKAGED FOR PROCESS THROUGH THE U.S. POSTAL SERVICE. PLEASE RESUBMIT WITH THE PROPER PACKAGING APPLIED.
4. ☐ MAIL RECEIVED AS UNSEALED MATERIAL/ENVELOPS. WE CANNOT DELIVER ANY OPEN OR UNSEALED MAIL. PLEASE RESUBMIT AFTER PROPERLY SEALING THE MAIL OR PLACING IN AN APPROPRIATE CONTAINER.
5. ☐ MAIL RECEIVED WITHOUT PROPER MAIL ENVELOPE OR OTHER TYPE OF POSTAL ENVELOPE. PLEASE RESUBMIT IN AN APPROPRIATE OFFICIAL MAIL OR POSTAL TYPE ENVELOPE WITH THE CORRECT ADDRESS, CITY, STATE AND ZIP CODE .
6. ☐ OTHER REASON(S): _____

JOHN A. GVOZD
SUPERVISORY POSTAL OPERATIONS SPECIALIST
DEPARTMENT OF THE NAVY, NATIONAL CAPITAL REGION

IF YOU HAVE ANY FURTHER QUESTIONS, PLEASE DIRECT ALL INQUIRES TO:

(SIGNATURE)
POSTAL SUPERVISOR

MAIL PROCESSING BRANCH

TEL: (202) 433-3771

Sample OMM Appointment Letter

DEPARTMENT OF THE NAVY COMMAND'S OFFICIAL ADDRESS

Code/SER
Date

From: Officer In-Charge, Supply Management Department
To: (Mr./Mrs./Miss/Rank/Pay Grade) Name (First, M. I. Last), and Branch of Service
(i.e. USN; if Military Personnel) (APPOINTED PERSON)

Subj: APPOINTMENT AS OFFICIAL MAIL MANAGER

Ref: (a) DOD Official Mail Management Instruction, DODI 4525.9
(b) DOD Official Mail Manual, DOD 4525.8M
(c) Navy Official Mail Management Instructions, OPNAVINST 5218.7D

1. As required by references (a) and (b), you are hereby designated as Official Mail Manager (OMM) for the Supply Management Department, 1013 O Street SE Suite 212, Washington Navy Yard DC 20374-5014

2. You are directed to fulfill the requirement of reference (a) and (b) by establishing a Command Official Mail Management Program (COMMP), ensuring that mailing practices are those that are most advantageous and cost effective for the Navy.

3. The Official mailing address for this command and telephones, where Mr./Mrs./Miss/Rank and Last Name can be contacted, are as indicated below:

SUPPLY MANAGEMENT DEPARTMENT
1013 O STREET SE SUITE 212
WASHINGTON NAVY YARD DC 20374-5014

PHONE (202) 433-5555
AUTOVON 249-5555
FAX (202) 433-5560
E-MAIL john.marine@navy.mil

4. This appointment is effective on this date, and supersedes all other designated OMM's appointment of this organization.

COMMANDER'S NAME/SIGNATURE

Copy to:
DirPostOpns, NAVSUP FLCN NDW Postal Division (Code 415.7)

PAGE INTENTIONALLY LEFT BLANK

NAVAL SUPPLY SYSTEMS COMMAND FLEET LOGISTICS NORFOLK DET NAVAL DISTRICT WASHINGTON POSTAL DIVISION 415.7



MAIL SECURITY GUIDE

JANUARY 2022

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This Mail Center Security Guide is put together as a means to assist you in the establishment and maintenance of a strong Mail Center Security Plan and Business Recovery Plan for your mail center.

Topics discussed in this Mail Security guide include;

- Business Recovery Planning
- Mail Center Security Plan Guidelines
- Bombs by Mail Informational Sheet

- Physical Security Requirements
- Useful Websites

Mail Center Security has always been important, the events of 2001 has required that all of us take a closer look. Biological, chemical, and bomb threats make the mail center a critical link in protecting federal employees. Managers can create a secure atmosphere by recognizing these threats and putting tools in place to assist in mitigating these threats.

Federal Management Regulation (FMR), 41 CFR, Ch. 102-192.175 (7-1-11 Edition) Mail Management, states agencies must have a written mail security plan at the agency level. In addition, each facility where one or more full time personnel process mail, regardless of the facility's mail volume must have a written mail security plan.

A strong Mail Center Security Plan, supplemented with regular training, rehearsals, and reviews, will help instill a culture that emphasizes the importance of good security. Involving all members of the team - managers, employees, contractors, security managers, and union representatives -- during development is critical to the security plan's success.

Having a Business Recovery Plan, and ensuring employees are familiar with this plan provides answers in advance to employees and managers so they will know what to expect when faced with a security crisis.

1. Business Recovery Planning. In accordance with DOD Official Mail Manual, DOD 4525.8-M, each mail center shall have a business recovery plan and update it annually.
 - a. This business recovery plan shall discuss actions to be taken when there is an emergency that affects the availability of personnel, equipment, supplies or facilities.
 - b. Business recovery plans should address how to respond to an emergency situation.
 - c. Additional details of the Business Recovery Plan are available DOD Official Mail Manual, DOD 4525.8-M
2. Mail Center Security Plan. GSA Interagency Mail Policy Council (IMPC) has published the basic requirements of Agency Mail Center Security Plans that are required, at the very least, to be included in every federal mail center manager's Mail Center Plan. The scope and level of detail each mail security plan should be commensurate with the size and responsibilities of each facility. Small facilities may provide a standardized plan used in similar location. Large facilities must develop a plan that is more specific to the threats and risks at your locations. Status of security plans should be reported annually via chain of Command to agency headquarters.

Required Topics to Incorporate (GSA) Detailed guidance, not provided in this Mail Security Guide, is available through GSA's web site; www.gsa.gov/mailpolicy.

- Risk Analysis
- Employee Safety
- Operating Procedures
- Plan to provide a visible mail screening operation

- Training, testing, and Rehearsal plan
- Managing threats
- Communications Plan
- Occupant Emergency Plan (OEP)
- Continuity of Operations Planning (COOP)
- Annual Reviews

a. Risk Analysis. Effective security planning requires that a comprehensive risk assessment be conducted for your Mail Center. This threat assessment should include a security assessment and a risk analysis. Together, they lead to a determination of the level of security required for each specific mail center. Sources available to assist you in the assessment are listed below;

- GSA – Communications Policy Offices Mail Center Security Plan (www.gsa.gov)
- Individual agency security service (e.g., Diplomatic Security Service)
- Appropriate host authority (e.g., Building Security, Base Security)
- Mail Center Security, United States Postal Inspection Service
(www.usps.com/cpim/ftp/pubs/pub166.pdf)
- Workplace Risk Pyramid, OSHA (www.osha.gov/dep/anthrax/matrix/index.html)

b. Operating Procedures. All decisions regarding mail center operating procedures must be based on the risk assessment. Operating procedures should be made known and available to all employees at the mail center.

(1) Inbound Mail Procedures. Wherever possible, the inbound mail operation should be separate from the rest of the mail center. Mail should be isolated when it first arrives for visual inspections and x-ray (where available). A plan to provide a visible mail screening operations must be included.

(2) Handling Accountable Mail. Ensure that a closed-loop manifest system is established for all accountable letters and packages. Standard Delivery Order implementation is required to ensure security and accountability safeguards are met.

(3) Loss Prevention and Cost Avoidance. Establish and implement processes that prevent loss and misuse of funds and equipment in your Mail Center.

(4) Physical Security. Having processes in place for Physical Security of your Mail Center will deter theft and encourage safe mail handling practices within your Mail Center. Physical security should also address the safety of the mail center employees.

(5) Daily Opening and Closing Procedures. Detailed procedures for opening and closing the mail center provide a device to support security and safety processes within your mail center.

c. Training. Preparing your mail center and your employees to handle a threat is an obligation that must be met each and every day. Education, awareness, testing and rehearsal are essential to you Mail Center Security Plan.

d. Managing Threats. Employees of the Mail Center must be properly trained on how to recognize and

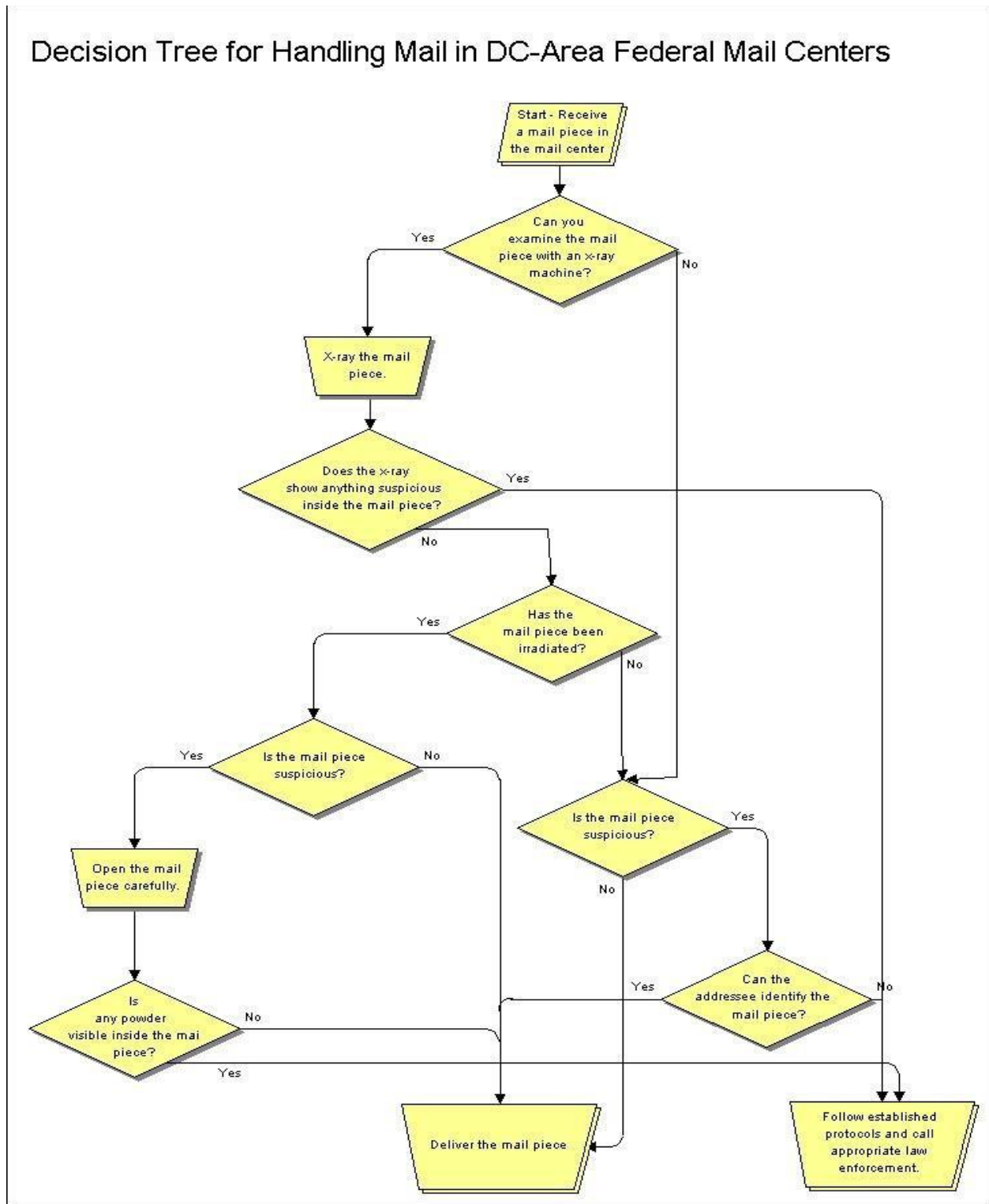
respond to suspicious packages. Providing ongoing training and posting of information better prepares employees to react more efficiently to a suspicious letter or package that has been received.

e. Occupant Emergency Plan (OEP). A set of procedures to protect life and property in response to an emergency situation, an OEP, is required. An OEP is a short-term emergency response plan that establishes response procedures in particular facilities during an emergency. Evacuation plans, contact information, and building/occupant information are the elements of an OEP.

f. Continuity of Operations Plan (COOP). The COOP deals with maintaining essential work once the safety of your personnel has been assured. The actual steps that are included in the COOP plan to keep incoming and outgoing mail flowing, in the event of an emergency, depend upon the degree to which mail is deemed essential.

g. Annual Plan Review. Once a year or if there are changes, all aspects of your security plan should be reviewed and updated as necessary.

3. Decision Tree for Handling Mail in DC –Area Federal Mail Center



4. Bombs by Mail. The likelihood of your ever receiving a bomb in the mail is remote. Unfortunately, a small number of explosive devices have been mailed over the years resulting in death, injury and destruction of property.

What can you do to help prevent a mail bomb disaster? First, consider whether you or your organization could be a possible target. Motives for mail bombs often are revenge, extortion, terrorism, or business disputes.

Keep in mind that a bomb can be enclosed in either a parcel or an envelope, and its outward appearance is limited only by the imagination of the sender. However, mail bombs have exhibited some unique characteristics, which may assist you in identifying suspect mailing. To apply these factors, it is important to know the type of mail normally received by your organization.

- Mail bombs may bear restricted endorsements such as "Personal" or "Private." This factor is important when the addressee does not normally receive personal mail at the office.
- The addressee's name and/or title may be inaccurate.
- Mail bombs may reflect distorted handwriting or the name and address may be prepared with homemade labels or cut-and-paste lettering.
- Mail bombs may have protruding wires, aluminum foil, or oil stains visible and may emit a peculiar odor.
- Mail bombs may have an excessive amount of postage stamps affixed.
- Letter type bombs may feel rigid, or appear uneven or lopsided.
- Parcel bombs may be unprofessionally wrapped with several combinations of tape used to secure the package and may be endorsed "Fragile-Handle with Care" or "Rush-Do Not Delay." Parcel bombs may have an irregular shape, soft spots, or bulges.
- Parcel bombs may make a buzzing or ticking noise or a sloshing sound.
- Pressure or resistance may be noted when removing contents from an envelope or parcel

If you are suspicious of a mail piece and are unable to verify the contents with the addressee or sender, refer to the "*Decision Tree for Handling Mail in DC –Area Federal Mail Center*" on the previous page of this guide.

If you have any reason to believe a letter or parcel is suspicious, do not take a chance or worry about possible embarrassment if the item turns out to be innocent.

Instead, contact the appropriate first responder for suspicious mail packages and wait for professional assistance.

5. Letter and Package Bomb Indicators

SUSPICIOUS MAIL OR PACKAGES

Protect yourself, your business, and your mailroom.

If you receive a suspicious letter or package:

- Stop. Don't handle.
- Isolate it immediately.
- Don't open, smell, or taste.
- Activate your emergency plan. Notify a supervisor.

Restrictive markings.

No return address.

Misspelled words. Badly typed or written.

Unknown powder or suspicious substance.

Possibly mailed from a foreign country. Excessive postage.

PERSONAL!

CHIEF EXECUTIVE OFFICER

222 N. HARVE ST.

PHILADELPHIA

Operations Manager
122 M St.
Saville, MO

DO NOT X RAY TAPE ENCLOSED

Operations Manager
5032 D 1ST
Anapolis, MD

Protruding wires.

Lopsided or uneven.

Rigid or bulky.

Incorrect title or addressed to title only.

Strange odor.

Oily stains, discolorations, crystallization on wrapper.

Excessive tape.

If you suspect the mail or package contains a bomb (explosive), or radiological, biological, or chemical threat:

- Isolate area immediately
- Call 911
- Wash your hands with soap and water

To order this poster, call 1-800-332-0317.

Poster 84
September 2005
PSN 7504-01-000-7097

FBI Advisory

If you receive a suspicious letter or package

What should you do?

- 1** Handle with care
Don't shake or bump
- 2** Isolate and look
for indicators
- 3** Don't Open, Smell
or Taste
- 4** Treat it as Suspect!
Call 911



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

For a Bomb

Evacuate Immediately
Call 911 (Police)
Contact local FBI

For Radiological

Limit Exposure - Don't Handle
Distance (Evacuate area)
Shield yourself from object
Call 911 (Police)
Contact local FBI

For Biological or Chemical

Isolate - Don't Handle
Call 911 (Police)
Wash your hands with soap and warm water
Contact local FBI



Police Department _____

Fire Department _____

Local FBI Office _____

(Ask for the Duty Agent, Special Agent Bomb Technician, or Weapons of Mass Destruction Coordinator)

7. Chemical, Biological or Radiologic Threats. Procedures have been developed and refined, by GSA and other authorities, for mail centers to follow in the event of a suspicious letter or package. All hazards must be considered when assessing and reacting to any suspicious or threat situation. The first responder should assess for the presence of radiological threats, explosive devices, dangerous chemicals, or biological threats. Many different threats can be sent through the mail. If determined that a possible threat is immediate, a swift crisis level response is required.

a. **Chemical**. A toxic gas or liquid is used to contaminate people or the environment. Prevalent symptoms are tightness in the chest, difficulty breathing, blurred vision, stinging of the eyes, or loss of coordination.

b. **Biological**. Any biological material capable of causing;

- Death, disease, or other biological malfunction in a human, an animal, a plant, or another living organism:
- Deterioration of food, water, equipment, supplies or material of any kind; ▪ Harmful alteration of the environment.

c. **Radiological**. Dirty bombs are regular explosives that have been combined with either radiation-causing material or chemical weapons. Although most information about dirty bombs refers to radiation, chemical agents may also be used.

	BIOLOGICAL	CHEMICAL
Release Site of Weapon	Difficult to identify, possible time delay in defining area of attack unless overt	Quickly discovered, possible to cordon off contaminated attack area(s)
Manifestation of Symptoms	Delayed, usually days to weeks after an attack (except toxins)	Rapid onset, usually minutes to hours after an attack
Distribution of Affected Patients	Widely and rapidly spread; contagious versus non-contagious	Downwind area near point of release
Signatures	Typically no characteristic signatures immediately after an attack	Easily observed (colored residue, dead foliage, pungent odor, dead insects or animal life)
Medical Countermeasures	Antimicrobial treatments, vaccines or immunoglobulin's for some agents	Chemical antidotes for some agents
Casualty Management & Contamination	Patient isolation and/or quarantine crucial if communicable disease is involved	After decon, no further need of protective measures or risk of further contamination

c. The most important thing to remember when dealing with a letter bomb, biological or chemical agent threat is: *don't panic*. Rash actions can lead to even more harmful consequences. Biological agents, for example, can spread more rapidly when improperly handled.

The United States Postal Inspection Service uses the acronym “SAFE”:

- Safety comes first.
- Assess the situation before taking action.
- Focus your efforts on the hazard, avoiding contact and access.
- Evaluate the situation and notify authorities.

d. If you receive or open a letter that claims to have contaminated you with anthrax or some other chemical and there is no substance in the letter or envelope. Or, if you receive or open a letter that claims to have contaminated you with anthrax or some other chemical and there is a substance in the letter or envelope, take the following steps;

Suspicious package response

- DO NOT PANIC, remain calm.
- Do not open the letter.
- Do not shake or empty the contents of any suspicious envelope or package.
- Do not carry the package or envelope, show it to others or allow others to examine it.
- Put the package or envelope down on a stable surface; do not sniff, touch, taste, or look closely at it or at any contents which may have spilled.
- Alert others in the area about the suspicious package or envelope.
- Ask a supervisor or designated mail center worker to confirm that the letter or package is suspicious. Recommend use of “Decision Tree for Handling Mail in DC-Area Federal Mail Center”, when in doubt of appropriate action.
- The supervisor should attempt to resolve the identification by contacting the addressee or the sender as indicated on the suspicious package’s return address.
- Notify first responders or security.
- Leave the area, close any doors and take actions to prevent others from entering the area.
- If possible, shut off the ventilation system.
- WASH your hands with soap and cold water to prevent spreading potentially infectious material to face or skin.
- Prepare a list of all people who were in the room or area when the suspicious package or letter was recognized and a list of personnel they may have handled the letter package. This will aid law enforcement officials in their follow-up investigations.

8. Mail Center Operations Security

- a. GENERAL. Outgoing and internal mail preparation procedures shall be integrated to ensure optimum use of personnel and equipment.
- b. QUALIFICATIONS OF MAIL CENTER EMPLOYEES:
 1. Possess a high degree of honesty and be trustworthy.
 2. No conviction for crimes involving theft, fraud, illegal drugs, sexual assault or battery.
 3. No previous removal for cause from work in a postal facility or other mail activity.

4. No physical restrictions prohibiting duty involving prolonged standing, walking, or lifting weights up to and including the maximum weight for a mail piece.
5. Possess a valid civilian driver's license when duties require driving.
6. Must have an Interim Secret clearance or be eligible for a Secret clearance based on having a favorable National Agency Check with Local Agency and Credit Check (NACLC) or Access National Agency Check with Written Inquiries (ANACI) on file.

c. USE OF TEMPORARY EMPLOYEES

Temporary employees such as summer hires may be used in a limited role. Because these employees normally do not have a security clearance they cannot handle accountable items (including overnight shipments) or open First-Class or Priority Mail. They must work under the physical supervision of a full-time mail center employee at all times.

d. MAIL CENTER MANAGERS

Mail Center Managers will establish and conduct a program to train all mail center employees to perform all mail center functions and to maintain their proficiency in those functions. This includes annual security training to all personnel who process mail. Your local security department can assist in providing or arranging for the required training.

e. UNIT MAIL CLERKS/MAIL ORDERLIES

Unit mail clerks or mail orderlies who receive mail from a mail center must meet the requirements and be properly designated per references. Foreign nationals may be appointed as unit mail clerks or mail orderlies provided all requirements of references are fulfilled. However, foreign nationals cannot receipt for or handle official registered mail.

f. ACCOUNTABLE MAIL

1. Is considered numbered, insured, registered, and certified. Private carrier items will be treated as accountable when received through a mail center/room.
2. Registered mail and Private Carrier items will be handled as classified. Classified material is authorized to be sent via registered mail and by private carrier.
3. Accountable, official mail will be treated as classified material. Only properly cleared personnel can receive, transport or hand carry accountable mail. Mail centers/rooms will have on file command letters designating personnel who are authorized to pick-up accountable mail for their command. This letter must be verified by the command security manager.
4. Accountable mail must be kept separate from non-accountable mail. Mail centers/rooms that accept, receive and store registered mail shall designate a secure area or have a separate registry section and the registered mail must be secured in a GSA approved security container if possible.
5. Mail centers/rooms will be designated as restricted areas and only authorized personnel will be granted access.
6. Mail centers/rooms will be secured during non-working hours or the absence of authorized personnel. Physical security requirements for the security of material/mail are contained in references (d) and (bc).

7. Open access distribution bins are prohibited.
8. Receipt and distribution of material/mail will be made to only properly designated and cleared personnel.
9. A continuous chain of receipts must be maintained for all accountable mail.

g. MAIL SECURITY

1. Mail handling areas and all receptacles for accountable mail shall be locked when responsible individuals are not physically present.
2. Official registered mail stored overnight will be stored in an approved GSA security container within the Registry Section, if possible. Secure oversize pieces in the registry cage.
3. Structural requirements for mail centers that store official registered mail overnight are as follows:
 - a. Doors shall be provided with suitable locks and door hinges shall be mounted inside to prevent their removal from the outside.
 - b. Windows easily accessible from the outside shall be barred. Other windows shall be covered with heavy wire mesh.
 - c. Walls will be extended from true floor to true ceiling. Ceilings shall be constructed of material that prevents forcible entry.
 - d. Receptacles, when used, shall be installed to prevent access to other receptacles or access from a customer service window.
 - e. Access shall be limited to those personnel conducting official business at the facility including designated mail clerks, mail orderlies, unit mail clerks postal clerks, officers, enlisted members and civilians on official inspections and visits. Maintenance personnel and work details shall be allowed access only when escorted or under constant surveillance by mail center employees.
 - f. Combinations of containers used to store registered mail shall be changed annually when there is a change of the clerk responsible for the container and when an actual or suspected compromise occurs. Combinations will be secured in an SF 700.

h. TRANSPORTING MAIL

1. A closed-body vehicle equipped with lockable doors shall be used to transport official mail to-and-from mail service areas. Official mail being transported in other than a closed-body vehicle shall be accompanied by a guard who will ride in the truck body with the mail or the guard will be positioned to maintain visual contact with the mail at all times. Official mail will always be protected from the elements. When transporting official mail, there will be no personal stops.

2. Privately owned vehicles may not be used to transport mail.
3. Loading docks at mail centers/rooms are only for authorized vehicles.

i. DESIGNATION OF MAIL Clerks/ Orderlies

1. All mail handling personnel will be properly designated on a DD Form 285 issued by the command postal officer/ Official Mail Manager.
2. The Official Mail Manager and the Assistant Official Mail Manager (OMM/AOMM) will be designated in writing by the commanding officer or designated representative.
3. Mail clerks, unit mail clerks, and mail orderlies, will be designated, in writing, by the commanding officer or their designated representative utilizing OPNAV Form 5112/1, "Offenses Against The Mail And Mail Orderly Designation Form (Notice And Acknowledgement)."
4. Each designated mail orderly/clerk will be issued a DD Form 285. The DD Form 285 will be signed by the designating official.
5. The DD Form 285 will be in the mail orderly's/clerk's possession when performing duties involved with pick-up/delivery of mail.
6. All command mail orderlies/clerks will attend mail orderly training before being designated.

8. Mail Center Security Checklist

In addition to the basic requirements of Mail Center Security plans, this checklist was developed by GSA to assist federal agencies in developing and determining the requirements for their security plans. This tool is provided to assist Official Mail Managers (OMM) with the preparation of their security plans

a. Inbound Mail Procedures

Yes No

- • Written Policies and Procedures are available on how incoming mail is processed.
- • All mail is x-rayed before it comes into the mail center.
- • Incoming mail is isolated in an area where it can be inspected.
- • Delivery personnel have limited access to the mail center and are received at a controlled area outside the mail center where possible.
- • Letters/packages for senior Agency officials are given extra attention and inspected closely.

- • A system is in place for accountable letters and packages (i.e. certified mail, UPS, FedEx, etc). Delivery is verified and only complete shipments are accepted.
- • Accountable mail is signed for (whenever possession changes) and is never left at an unoccupied desk or mailbox.
- • Incoming personal mail is not handled by the mail center (unless the exemption for your agency applies).

b. Security Training

Yes No

- • Basic security procedures have been developed and training has been provided.
- • Employees have been trained on how to recognize and handle suspicious packages/letters.
- • Procedures are posted on how to recognize suspicious packages/letters and staff trained.
- • Employees have been trained on the proper use of personal protection equipment, if it is being used.
- • Employees are trained on the Occupant Emergency (Contingency) Plan and are regularly tested.
- • Training is regularly provided by the Facility Mail Managers through seminars, conference calls, and/or web based training.
- • Official Mail Managers are aware of training available through other sources such as the General Services Administration and the U. S. Postal Service.
- • Mail centers rehearse various evacuation plans and/or scenarios.

c. Physical Security

Yes No

- • The mail center is an enclosed room with defined points of entry or a defined space that is used only for processing mail.
- • Access to the mail center is limited to those employees who work in the mail center, or who have immediate need for access.
- • Employees wear photo identification at all times.

- • Visitors to the mail center sign a log and are escorted at all times.

(1) Checklist for opening the mail center includes:

Yes No

- • A check of all locks/entrances.
- • Visitors log.
- • Verification of contents of safes/vaults.

(2) Checklist for closing the mail center includes:

Yes No

- • File the visitors log.
- • Secure all mail.
- • Log out of all safes/vaults.
- • Check all locks/entrances.

(3) Checklist for miscellaneous physical security:

Yes No

- • Employee parking is separated from the loading dock area (where possible).
- • Contract delivery services are screened and or x-rayed (where possible).
- • Unnecessary stops by delivery vehicles are eliminated.
- • Procedures are established for handling unexplained packages.
- • The Mail Supervisor keeps in regular contact with the Building Security Manager.

d. Mail Is Transported In a Safe Manner

Yes No

- • Authorized receptacles for US mail are clearly labeled.
- • High value items are secured overnight.

- • Labels are securely fastened to mail items.
- • Labels and cartons do not identify valuable contents.
- • Containers and sacks are used when possible.
- • Outgoing mail is sealed shortly after the most valuable item is placed inside.
- • Sender or addressee can identify the value of the contents.
- • Lost and rifled mail are reported to the postal service.
- • Parcels prepared to withstand transit.
- • Outgoing mail delivered to postal custody inside the facility.
- • Unnecessary stops by delivery vehicles are eliminated.
- • X-raying of mail occurs where appropriate.

e. Security Assessment

Yes No

- • Alternatives for processing mail have been identified in the event of a mail center or building being closed.
- • Annual inspections of the mail center are done with building operations and security personnel focusing on potential vulnerabilities.
- • A written contingency plan for continuing mail operations has been developed in the event that the mail center or building is closed.
- • Important mail has been identified and mechanisms established for its delivery in case of a shutdown.
- • Regular safety drills are conducted for mail center staff.
- • A written emergency evacuation plan has been developed and employees have been trained on the applicable protocols.

- • Precautions have been taken to ensure the safety and well being of mail center staff.
- • safety/Security training for mail center staff is provided on a regular basis.
- • Mail/facility managers participate regularly in building security committees.
- • Written procedures are in place to handle suspicious mail.
- • Only authorized individuals have access to the mail center.
- • Mechanisms are in place to ensure against theft, miss use or destruction of equipment within the mail center.

e. Communication

Yes No

- • The Staff Element Official Mail Managers keeps in contact with facility center management through regularly scheduled meetings.
- • Regular meetings are held with appropriate agency personnel concerning mail safety and all personnel are advised of outcomes/new procedures.
- • Mail center management is involved in developing and implementing security plans.
- • A call tree has been established and is continually updated for mail center managers and employees that include: Names, addresses, work phone numbers, home phone numbers, beeper numbers, and cellular phone numbers.

(1) A communications plan has been developed for use during an emergency

Yes No

- • All available information is communicated in a timely manner.
- • Everyone is sending the same message.
- • All facts have been confirmed with competent authorities.
- • Designated officials also have designated backups.

- • Local union officials are involved.
- • Messages are crafted so that all personnel can easily understand the information.
- • Every effort is made to communicate the existing level of risk, and what actions are being taken.

Employee Safety

Yes No

- • Personal protection equipment is available for all mail center personnel and employees who have been trained on the proper use of equipment and safety gear; a log entry is made when each employee has completed training.
- • Signs are posted in the mail center listing whom to call in the event of emergencies such as fire, theft, suspicious packages, etc.
- • Daily procedures have been established for cleaning the area and equipment used to process inbound mail.
- • Staff is instructed to wash hands frequently, especially before eating.
- • Employees are instructed to make supervisors aware of unknown persons in the mail center.
- • Evacuation procedures are established and staff routinely trained in the event of a potential threat. Practice, train and rehearse!
- • Provide a separate and secure area for personal items (e.g. coats, and purses).

g. Loss Prevention and Cost Avoidance

Yes No

- • Have a check and balance system in place to validate procedures for all forms of postage – meters, stamps and permits.
- • Ensure regular inventory counts are logged properly.
- • Regular audits should be performed for inventory as well.
- • Bills from other carriers (e.g., FedEx, UPS) should be reviewed regularly to guard against unauthorized use and to ensure that appropriate refunds are collected.

- • Personnel should be screened before employment (if appropriate, background checks could be performed).
- • Only authorized employees should be assigned to accept mail.
- • Review and ensure that the designed physical layout of your mail center serves as a tool in helping to prevent loss.
- • Contact your serving Official Mail Center to report mail losses. h.

Contractors

- (1) Consider addressing the following in the contract; the specifics will depend on the scope of the contract:

Yes No

- • The contractor should provide copies of all written procedures on how mail is handled.
- • Develop a performance work statement that defines the Federal Mail Center requirements in terms of the objective and measurable outputs.
- • Identify security steps the contractor will take to provide the best possible security, including hiring practices and employee screening checks.
- • Evaluate what technology the contractor will deploy to process your mail.
Request presentations on electronic manifests for inbound mail, Coding Address Accuracy System (CASS) certification, etc.
- • Conduct on-site audits to ensure that you are being charged correctly and receiving the appropriate discounts, if you are using a contract service to prepare and presort your mail.
- • Conduct periodic reviews separate from the contract process.
- • Do an impromptu tour to see that the procedures are being followed; confirm that the mail is being processed and that performance standards are being met.

i. Occupant Emergency Plan

Yes No

- • Are procedures established for handling serious illness, injury, or mechanical entrapment.

- • Have all occupants been told how to get first aid/CPR fast?
- • Are floor plans and occupant information readily available for use by police, fire, bomb search squads, and other emergency personnel?
- • Do occupants know what to do if an emergency is announced?
- • Are evacuation procedures established and are employees familiar with the procedures?
- • Have special procedures been established for evacuation of the handicapped?
- • Have drills and training been adequate to ensure a workable emergency plan?

Are emergency telephone numbers displayed and/or published where they are

- • readily available?
- • Are they reviewed and updated frequently?
- • Did an advisory committee of appropriate officials (Building Manager, Federal Protective Service, Security Force or Security Protection Official, etc) assist in developing the plan for you mail center?

j. Continuity of Operations Planning (COOP)

Yes No

- • Has an alternate facility been planned for incoming and/or outgoing mail?
- • Are employees aware of a line of succession and delegation of authorities in the event of an emergency?
- • Provide for personnel accountability throughout the duration of the emergency?
- • Establish reliable processes and procedures to acquire resources necessary to continue essential functions and sustain operations for up to 30 days?
- • Have documents been identified and prioritized as critical, important or routine?
- • Have standards been developed and procedures identified that enable your organization to process all critical documents during an emergency? (Plan the steps needed to begin

processing the documents and mail designated as important, and then those designated as standard).

- • Has a plan been developed to work with the USPS and all other carriers as to what to do with the mail for alternate operations?
- • Has your facility created a “fly-away kit” for the center and then designate a key official and one or more alternates to pick up the kit in an emergency?

9. Useful Websites

- Bureau of Alcohol, Tobacco and Firearms (BATF) – <http://www.atf.gov/>
- Centers for Disease Control (CDC) - <http://www.cdc.gov/>
- Council on Foreign Relations – www.cfr.org
- Dept. of Army Pamphlet 25-52, Mail Facility Security and Handling Suspicious Mail – <https://apps.dtic.mil/sti/pdfs/ADA402734.pdf>
- Department of Homeland Security – <http://www.dhs.gov/index.shtm>
- Federal Bureau of Investigation (FBI) – <http://www.fbi.gov/>
- Federal Emergency Management Agency (FEMA) – <http://www.fema.gov/>
- Federal Protective Service –
http://www.dhs.gov/xabout/structure/gc_1253889058003.shtm
- General Services Administration (GSA) Mail Management Policy –
<https://www.gsa.gov/policy-regulations/policy/mail-management-policy-overview>
- Office of Personnel Management - <http://www.opm.gov/>
- U.S. Department of Labor (DOL), Occupational Safety and Health Administration (OSHA) - <http://www.osha.gov/>
- US Postal Service (USPS) – <http://www.usps.com/>
- USPS Suspicious Mail Alert Poster (downloadable) -
<https://about.usps.com/posters/pos84.pdf>
- USPS Postal Inspection Service – <https://postalinspectors.uspis.gov/>
- USPS Publication 166 “Guide to Mail Security”
<https://about.usps.com/publications/pub166.pdf>