

**BY ORDER OF THE COMMANDER
59TH MEDICAL WING**

59TH MEDICAL WING INSTRUCTION 33-301

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Information Management*



MAIL DISTRIBUTION CENTER

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(Lt Col William Fecke)

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This instruction implements Air Force Policy Directive 33-3, *Information Management*. This instruction establishes policies and procedures required for the execution of the Official Mailing System within the 59th Medical Wing Mail Distribution Center (59 MDSS/SGSBIM). The Mail Distribution Center is also referred to as an Activity Distribution Office, and it provides administrative management requirements for all activities to include distribution of all official first through fourth class mail, distribution, and accountable mail addressed to the 59th Medical Wing (MDW). This publication applies to all personnel assigned, attached, or under contract to the 59 MDW, except the 359th Medical Group. This instruction does not apply to the Air National Guard or Air Force Reserve. Refer recommended changes and questions about this publication to the Office of Primary Responsibility using the AF Form 847, *Recommendation for Change of Publication*. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with Air Force Manual 33-363, *Management of Records*, and disposed of in accordance with the Air Force Records Information Management System Records Disposition Schedule located on the AF Portal available at <https://www.my.af.mil/afrims/afrims/afrims/rims.cfm>.

SUMMARY OF CHANGES

Updated office symbols; incorporated use of the Consolidated Hospital Personnel System for locating personnel; added the global address listing as an alternate source for locating personnel.

1. Responsibilities. The Mail Distribution Center, 59 MDSS/SGSBIM, serves as an Activity Distribution Office for the 802d Communications Squadron Official Mail Center (802 CS/SCOKA). Located in room BC35, the Activity Distribution Office serves as the collection

and delivery point for all official administrative communication generated by and for the 59 MDW. Access to the Activity Distribution Office is restricted to assigned personnel. All transactions are accomplished via the customer service window.

1.1. Activity Distribution Clerks will distribute at the squadron level and designated flight offices; all incoming mail, distribution, and accountable mail addressed to the 59 MDW.

1.2. Personnel assigned to the 59 MDW will ensure all outgoing mail is official and addressed in accordance with United States Postal Service *Domestic Mailing Manual* and Department of Defense (DoD) Manual 4525.8, *DoD Official Mail Manual*. Dazzle, a postage software tool, should be used to create address labels for all outgoing mail.

1.3. Assigned personnel will ensure their office symbol and phone number are current by updating the Wilford Hall Ambulatory Surgical Center (WHASC) Consolidated Hospital Personnel System (CHPS) Personnel Locator upon initial assignment and immediately following any office move.

2. Procedures.

2.1. Activity Distribution Clerks will post all incoming mail via distribution boxes assigned to each unit. Posting of mail will be accomplished daily by 1200 hours excluding weekends and holidays.

2.2. Every squadron, group office, and the wing office will appoint a point of contact (POC) for mail pick-up on AF Form 4332, *Accountable Communications Receipt Authorization*. Appointed individuals must sign the document and have a SECRET or higher security clearance. The POC must pick up mail for their assigned section by close of business (COB) daily with the exception of weekends and holidays.

2.3. All incoming packages and accountable mail, to include commercial shipping companies, will be logged in daily upon receipt. Activity distribution clerks will generate a telephone call and E-mail to the addressee or squadron POC and instruct them to pick up the package/accountable mail by COB on the day of delivery. Distribution clerks will notify unit superintendents of all registered and express mail that had not been picked up by action officers.

2.3.1. Activity distribution clerks will make all attempts to locate the addressee on the package/accountable mail. If they are unable to locate the addressee, the package/accountable mail will be set aside for possible inquiry by the addressee. If no inquiry is made and all resources have been exhausted to locate the addressee, the package/accountable mail will be returned to sender by the 15th calendar day after initial delivery.

2.3.2. Undeliverable packages/accountable mail that consumes a large amount of space may be returned within 5 duty days.

2.4. Activity distribution clerks will make every attempt to locate addressees for delivery of all 1st through 4th class mail. The primary source for locating personnel will be CHPS Personnel Locator, available on all WHASC computer desktops, and the alternate source will be electronic mail via the global address listing.

2.4.1. Mail received from outside the Air Force (for example, professional journals/newsletters and magazines) addressed to 59 MDW personnel who are no longer

assigned and/or cannot be located will be forwarded to the person currently assigned in the addressee's position. If that individual finds the mail delivery of no value, they are to notify mailers to remove their office from their mailing list.

2.4.2. Mail returned to the distribution center from organizations within the 59 MDW citing an incorrect address or addressee no longer assigned will be returned to sender and/or disposed of appropriately.

2.5. Distribution Clerks will not open improperly addressed mail delivered by commercial shipping companies. Commercial shipping companies do not accept packages being returned to sender after they have been opened.

3. Unofficial and Personal Mail.

3.1. Personnel assigned to the 59 MDW must not use their official activity address to receive or send personal mail on a continual basis.

3.1.1. Personnel who receive unofficial and/or personal mail will be notified in writing once to notify their correspondents of their personal mailing address. Continued delivery of unofficial mail will be returned to sender thereafter.

3.1.2. Personnel who send out unofficial and/or personal mail will be notified in writing of the infraction. Subsequent offenses will result in a notification being sent to the unit commander.

3.2. Inbound personnel to the 59 MDW must use the General Postal Delivery address on Lackland Air Force Base.

4. DELETED

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Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

AFPD 33-3, *Information Management*, 28 March 2006

DoD Manual 4525.8, *DoD Official Mail Manual*, 26 December 2001

United States Postal Service *Domestic Mailing Manual*, 9 October 2008

Adopted Forms

AF Form 4332, *Accountable Communications Receipt Authorization*

AF Form 847, *Recommendation for Change of Publication*

Abbreviations and Acronyms

CHPS—Consolidated Hospital Personnel System

COB—Close of Business

DoD—Department of Defense

MDW—Medical Wing

POC—Point of Contact

WHASC—Wilford Hall Ambulatory Surgical Center

WHMC—Wilford Hall Medical Center