

**BY ORDER OF THE  
SECRETARY OF THE AIR FORCE**

**DODM4525.8\_AFMAN 33-306**



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**AIR EDUCATION AND TRAINING COMMAND  
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**DOD OFFICIAL MAIL MANUAL**

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**(AETC) This supplement implements and extends the guidance of Department of Defense Manual 4525.8, Air Force Manual 33-306, DOD Official Mail Manual, 12 October 2006.** This supplement applies to all AETC units and tenants organizations. It does not apply to Air National Guard and Air Force Reserve Command units. Subordinate units may supplement this instruction with prior approval through Enterprise Information Management Branch (HQ AETC/A6OC). Submit suggested improvements to this supplement on AF Form 847, *Recommendation for Change of Publication*. Send AF Form 847 to HQ AETC/A6OC, 61 Main Circle, Suite 2, Randolph AFB TX 78150-4545. (AFI 11-215, *USAF Flight Manuals Program (FMP)*, prescribes AF Form 847. Refer to that publication for guidance on completing the form.)

**(AETC)** Ensure all records created as a result of processes prescribed in this publication are maintained in accordance with AFMAN 37-123, *Management of Records*, and are disposed of in accordance with the Air Force Records Disposition Schedule (RDS) located at [https://afrims.amc.af.mil/rds\\_series.cfm](https://afrims.amc.af.mil/rds_series.cfm).

### ***SUMMARY OF CHANGES***

This change incorporates interim change (IC) 2007-01 and changes the publication number from DODM4525.8\_AFMAN 33-143 to DODM 4525.8\_AFMAN 33-306.

The Air Force adopts Department of Defense (DoD) 4525.8-M, *DoD Official Mail Manual*, and supplements it where necessary. The Manual is documented word-for-word in regular text, without editorial review. Air Force supplementary material is printed in bold text and indicated by “(Added)(AF).”

This manual applies to all Air Force Reserve and Air National Guard units. Commands may not change the basic procedures in this manual. Send recommended changes or comments to Headquarters Air Force Communications Agency (HQ AFCA/EASD), 203 W. Losey St, Room 1100, Scott AFB IL 62225-5222, through appropriate channels, using AF Form 847, *Recommendation for Change of Publication*, with an information copy to the Secretary of the Air Force (SAF/XCIF), 1800 Air Force Pentagon, Washington DC 20330-1800. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with Air Force Manual (AFMAN) 37-123, *Management of Records*, (will become AFMAN 33-363) and disposed of in accordance with Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS) located at [https://afrims.amc.af.mil/rds\\_series.cfm](https://afrims.amc.af.mil/rds_series.cfm).

(AETC) This supplement is substantially revised and must be completely reviewed. This revision removes all information concerning postal charges and expenditures; deletes AETC Form 209, *Accountable Communications Receipt Authorization*; and requires the use of AF Form 4332, *Accountable Communications Receipt Authorization* (paragraph C7.3.1.4).

## FOREWORD

This Manual is issued under the authority of DoD Instruction 4525.8. It prescribes uniform procedures and responsibilities for administering DoD official mail. This Manual updates procedures and responsibilities for DoD official mail.

DoD 4525.8-M, "DoD Official Mail Manual," July 1987, is hereby canceled.

The provisions of this Manual apply to the Office of the Secretary of Defense, the Military Departments, the Chairman of the Joint Chiefs of Staff, the combatant Commands, the Office of the Inspector General of the Department of Defense, the Defense Agencies, the DoD Held Activities and all other organizational entities within the Department of Defense (hereafter referred to collectively as "the DoD Components") and their Non-Appropriated Fund Activities. The term "Military Services," as used herein, refers to the Army, the Navy, the Air Force, and the Marine Corps.

This Manual is effective immediately and is mandatory for use by all the DoD Components. The Heads of the DoD Components may issue supplementary instructions only when necessary to provide for unique requirements within their respective Components. All supplementary instructions shall be approved by the Executive Director, Military Postal Service Agency (MPSA), before publication. Two copies of any supplementary instructions shall be provided to the MPSA when they are published.

Forward recommended changes to this Manual through channels to:

DoD Official Mail Manager  
Military Postal Service Agency  
2461 Eisenhower Avenue Suite 814  
Alexandria, VA 22331-0006

Copies of this Manual may be obtained at <http://www.dtic.mil/whs/directives>. All Department of Defense and Standard Forms prescribed for use, in this manual, are available on the Internet under Defense Link Publications. The U.S. Postal Service publications and forms prescribed for use, in this manual, are available on the Internet under <http://www.usps.com> or from the local post office.

Record responsibility for this publication is assigned to the Executive Director, Military Postal Service Agency.

REFERENCES

- (a) DoD Instruction 4525.8, "DoD Official Mail Management"
- (b) Sections 401, 404, 601-606 of title 39, United States Code
- (c) Sections 1693-1699 of title 18, United States Code
- (d) Title 39, Code of Federal Regulations, Sections 310 and 320
- (e) DoD 8910.1-M, "DoD Procedures for Management of Information Requirements," June 30, 1998
- (f) United States Postal Service (USPS) Domestic Mail Manual, current edition
- (g) DoD Directive 1015.6, "Funding of Morale, Welfare, and Recreation Programs," August 3, 1984
- (h) Section 1044 of title 10, United States Code
- (i) Comptroller General of the United States Decision B-249061, May 17, 1993
- (j) DoD 7000.14-R, Volume 11A, "Reimbursable Operations, Policy and Procedures," March 1, 1997
- (k) USPS International Mail Manual (IMM), current edition
- (l) Section 726 of title 40, United States Code
- (m) Comptroller General of the United States Decision, 58 Comptroller General 14 (1978)
- (n) DoD 5200.1-R, "DoD Information Security Program Regulation," January 14, 1997
- (o) USPS Publication 25, "Designing Letter and Reply Mail," current edition
- (p) DoD 5400.7-R, "DoD Freedom of Information Act Program," September 4, 1998
- (q) Article 27 of the Vienna Convention on Diplomatic Privileges and Immunities
- (r) USPS Publication 28, "Postal Addressing Standard," current edition
- (s) (Added)(AF) DoDD 5200.1, *DoD Information Security Program*, December 13, 1996**
- (t) (Added)(AF) DoDD 5220.22, *National Industrial Security Program*, September 27, 2004**
- (u) (Added)(AF) DoD 4525.8-M, *DoD Official Mail Manual*, December 26, 2001**
- (v) (Added)(AF) AFPD 24-5, *Transportation and Storing Personal Property*, 1 October 1996**
- (w) (Added)(AF) AFPD 31-4, *Information Security*, 1 September 1998**
- (x) (Added)(AF) AFI 31-401, *Information Security Program Management*, 1 November 2005**
- (y) (Added)(AF) AFI 31-601, *Industrial Security Program Management*, 29 June 2005**
- (z) (Added)(AF) AFMAN 23-110, Volume 1, *Basic Air Force Supply Procedures***
- (aa) (Added)(AF) AFMAN 24-204(I), *Preparing Hazardous Materials for Military Air Shipments*, 1 July 2006**
- (bb) (Added)(AF) AFMAN 37-123, *Management of Records*, 31 August 1994 (will become AFMAN 33-363)**

(cc) (Added)(AF) AFRIM RDS, [https://afrims.amc.af.mil/rds\\_series.cfm](https://afrims.amc.af.mil/rds_series.cfm)

(dd) (Added)(AF) AS006, AA00, *Organizational Equipment (Multipurpose-Used in More than One Functional Area)*

(dd) (Added)(AF) AS006 ABOO, *Administrative Equipment*

(ee) (Added)(AF) AS006 EOOO, *Air Post Offices, Aerial Mail Terminals/Postal Service Centers*

## DL1. DEFINITIONS

DL1.1.1. Activity. Any DoD organization such as headquarters, Agency, depot, or unit.

DL1.1.2. Ancillary Service. Forwarding, return, or address correction service included within a mail class. Depending on the mail class, these services are performed at a charge or at no additional charge, if and when the service is actually rendered.

DL1.1.3. Appropriated Fund Postage. Postage paid for with funds appropriated by the United States Congress. The postage may be prepaid or penalty postage.

DL1.1.4. Black Box Payments. Payments pertaining to classified projects.

DL1.1.5. Business Reply Mail. Specially printed postcards, envelopes, cartons, and labels that may be mailed without postage prepayment. Postage and fees are collected when the mail is delivered back to the original sender. This domestic service enables authorized mailers to receive First-Class Mail, without prepaid postage, back from customers by paying the postage and a fee on receipt of the mail pieces. (Compare with courtesy reply mail, International Business Reply Service, and meter reply mail.)

DL1.1.6. Certificate of Mailing. A supplemental mail service that provides a receipt prepared by the mailer as proof of mailing.

DL1.1.7. Certified Mail. A special service that provides the sender with a receipt at the time of mailing; a record of delivery is kept at the post office of address. This type of mail must be sent at the regular First-Class Mail or Priority Mail rate. It is dispatched and handled in transit as ordinary mail. There are additional fees for return receipt. (Compare with registered mail and Delivery Confirmation.) A record is not kept at the post office where it is mailed. If lost, it cannot be traced.

DL1.1.8. Commercial Enterprise Publication. DoD installations' or activities' Public Affairs office normally keep personnel informed about what is happening through installation or activity newspapers. In some cases, the printing and distribution of these newspapers has been contracted out to commercial enterprises. The latter sell advertising in the paper to cover the printing and distribution costs.

DL1.1.9. Consolidated Mail. Two or more pieces of mail placed in one container for direct mailing to one addressee, one installation, or more than one installation served by the same mail center.

DL1.1.10. Container. A bag, envelope, box, pouch, or similar items, which will hold two or more pieces of mail.

**DL1.1.10.1. (Added)(AF) Any pouch, envelope, box, or other wrapper containing administrative communications. Refer to containers requiring receipts as accountable containers.**

DL1.1.11. Distribution Case. The USPS' term for a group of boxes used to sort mail by addressee. "Pigeon hole" is another name frequently used for these boxes.

DL1.1.12. Endorsement. A marking on a mail piece that shows handling instructions, a special service, or a request for an ancillary service.

DL1.1.13. Express Mail. A mail class that provides expedited USPS overnight delivery service for mailable matter (up to 70 pounds), subject to certain standards. It is available in five basic domestic service offerings: Same Day Airport Service, Custom Designed Service, Post Office to Addressee Service, Post Office to Post Office Service, and Military Service. In addition, Express Mail International Service is available for foreign destinations. Express Mail is a USPS trademark.

DL1.1.14. First-Class Mail. A mail class that includes all matter wholly or partly in handwriting or typewriting, all actual and personal correspondence, all bills and statements of account, and all matter sealed or otherwise closed against inspection. First-Class Mail comprises three subclasses: Post Cards and Stamped Cards, Letters and Sealed Parcels, and Priority Mail. Any mailable matter may be sent as First-Class Mail. First-Class Mail is a USPS trademark. (NOTE: Its use is mandatory for all matter wholly or partly in handwriting or typewriting, all actual and personal correspondence, all bills and statements of account. These items are covered by the Private Express Statutes.)

DL1.1.15. Flat. The general term for flat-size mail, so called because the large mail is sorted without bending it so it remains flat.

DL1.1.16. Flat-Size Mail. A mail piece that exceeds one of the dimensions for letter-size mail (11-1/2 inches long, 6-1/8 inches high, 1/4 inch thick) but does not exceed the maximum dimension for this mail processing category (15 inches long, 12 inches high, 3/4 inch thick). The dimensions are slightly different for automation rate eligibility. It may be unwrapped, paper-wrapped, sleeve-wrapped, or enveloped.

DL1.1.17. Indicia. An imprinted designation on a mail piece that denotes postage payment (for example, a permit imprint in place of a postage stamp or a meter stamp).

DL1.1.18. Insured Mail. A special service to customers who pay a fee in advance to obtain payment in the event that the mail is lost, rifled, or damaged (see also: collect on delivery, Express Mail, and registered mail.) (NOTE: Insured mail is available only on Standard Mail, or mail containing Standard Mail matter sent at the First-Class or Priority Mail rates. It provides a receipt to the sender and a record of delivery at the post office of delivery is kept for numbered insured but not minimum fee insured items. A record is not kept at the post office where mailed.) Express mail is automatically insured for \$500.00.

DL1.1.19. International Mail. Mail originating in one country and destinating in another. It is classified as Postal Union Mail (that is, letters and cards (LC) and other articles (AO), postal parcels, and Express Mail International Service). (NOTE: Mail to and from MPOs is considered domestic mail, not international mail, as long as the return address is an MPO or domestic address and the delivery address does not include the name of a foreign city and country.)

DL1.1.20. Letter-Size Mail. A mail processing category of mail pieces, including cards, not exceeding any of the dimensions for letter-size mail (that is, 11-1/2 inches long, 6-1/8 inches high, 1/4 inch thick). (NOTE: It must be at least 5 inches long, 3 1/2 inches high, and 0.007 inches thick.)

DL1.1.21. Library Rate. A Standard Mail subclass for items on loan from or exchanged between academic institutions, public libraries, museums, and other authorized organizations. (NOTE: This is a Congressionally subsidized rate. It is not authorized for use by DoD activities.)

DL1.1.22. Marking. Specifically, a notation on a mail piece that shows mail class or rate. In general, any notation or endorsement.

DL1.1.23. Merchandise Return Service. A special service whereby an authorized company provides a customer with a special mailing tag or label to return a shipment without postage prepayment. The company pays the return postage. (Compare with business reply mail.)

DL1.1.24. Metered Postage. Postage printed by a mechanical or electronic imprinter directly onto the mail piece or onto gummed tape or labels affixed to the mail piece. It may be used on all mail classes except Periodicals.

DL1.1.25. Military Ordinary Mail. Official mail sent by the Department of Defense, posted at Periodicals requester publication rate, Standard Mail, or Parcel Services postage rates, which must have faster than sealift transportation service to, from, and between overseas points, but does not require premium Priority service. It is moved by surface transportation in the United States and by air on overseas portions of its trip. It provides cheaper postage than Priority Mail. Delivery time to any MPO may be almost as fast as Priority Mail and rarely exceeds 21 days.

DL1.1.26. Military Post Office. A branch of a designated USPS civilian post office, which falls under the jurisdiction of the postmaster of either New York or San Francisco. It is operated by the Department of Defense to serve military personnel overseas or aboard ships where the USPS does not operate and a military situation requires the service. It may be either an Army Post Office (APO) that serves the Army or Air Force or a Fleet Post Office (FPO) that serves the Coast Guard, Navy, or Marine Corps.

DL1.1.27. Mixed Classes of Mail. Two or more classes of mail combined into one enclosure. Postage for the entire weight is charged at the higher class rate.

DL1.1.28. Nonconveyable. Any item to be shipped via diplomatic pouch that weighs over 40 pounds, or exceeds 62 inches in length and girth combined, or whose longest dimension exceeds 24 inches.

DL1.1.29. Nonstandard Mail. First-Class mail weighing 1 ounce or less and Standard Mail weighing 2 ounces or less requires payment of a surcharge if it does not have a standard aspect ratio of between 1.3 and 2.5. The standard aspect ratio is determined by dividing the length by the height. The surcharge is also applicable if it exceeds any of the following: height - 6 1/8 inches; length - 11 1/2 inches; thickness - 1/4 inch.

DL1.1.30. Official Mail. Official matter mailed as penalty mail or with postage and fees prepaid.

DL1.1.31. Official Matter. Any item belonging to or exclusively pertaining to the business of the U.S. Government.

DL1.1.32. Parcel Air Lift Mail. Special postal service for parcels and Periodicals rate publications mailed to military personnel overseas. It is not authorized for use on official mail.

DL1.1.33. Penalty Postage. Penalty postage is paid for after mailing versus prepaid postage that is paid for when obtained. Forms of penalty postage are: penalty metered indicia, penalty permit indicia, penalty mail stamps, penalty business reply and merchandise return indicia.

DL1.1.34. Periodicals. Magazines, journals, newspapers, digests, briefs, bulletins, summaries, and similar items published on a recurring basis.

DL1.1.35. Periodicals Rate. The class of mail for printed periodical publications including newspapers and requester publications.

DL1.1.36. Permit. Mail with imprinted indicia instead of a stamp or postage meter imprint showing postage paid by the sender.

DL1.1.37. Postage Stamp. Includes both prepaid postage stamps sold by post offices and penalty mail stamps.

DL1.1.38. Post Office. A post office operated by the USPS or an MPO.

DL1.1.39. Prepaid Postage. All forms of postage except penalty postage.

DL1.1.40. Priority Mail. First-Class Mail weighing more than 13 ounces.

DL1.1.41. Private Express Statutes. A group of Federal statutes giving the USPS the exclusive right, with certain exceptions, to carry letters for others. They are based on the provision in the U.S. Constitution authorizing Congress to "establish Post Offices and post roads." (See 39 U.S. 401, 404, 601-606; 18 U.S. C. 1693-1699; and 39 CFR Part 310 and 320 (references (b) through (d)).)

DL1.1.42. Registered Mail. The most secure service the USPS offers. It incorporates a system of receipts to monitor mail movement from the point of acceptance to delivery.

DL1.1.43. Requester Publications Rate. A part of the Periodicals rate structure used for periodicals with at least 24 pages, issued regularly four or more times a year, circulated free or mainly free, and containing at least 25 percent nonadvertising.

DL1.1.44. Required Delivery Date. The date by which mail must reach its addressee.

DL1.1.45. Restricted Delivery. A service by which a mailer may direct delivery only to the addressee or to an agent of the addressee specifically authorized in writing by the addressee to receive his or her mail.

DL1.1.46. Return Receipt. A postal service available only on registered, certified, or numbered insured mail. USPS Domestic Return Receipt (PS Form 3811) shows to whom and when mail is delivered and is used only when the mailer must have proof of delivery or date of delivery.

DL1.1.47. Secondary Delivery Unit Designator. Secondary delivery unit designators are words such as apartment, suite, floor, room, unit, stop, and department. These words shall be followed by a number. They normally are placed on the same line as the street address. The secondary designator may be placed on the line above the street address if the line is too long when both are shown on the same line.

DL1.1.48. Self-Mailer. Any mail piece (except parcels) that does not have an outer cover, wrapping, or envelope in addition to the paper or material on which the majority of the printing, drawing, or writing being transmitted is placed. Examples are: postcards, or a number of sheets, folded or unfolded, not necessarily of the same material.

**DL1.1.48.1 (Added)(AF) Printed mail circulars, periodicals, newsletters, etc., with the return address and postal endorsements printed on the back or cover. Printing on self-mailers must be done according to postal regulations. Official Mail must be postmarked. Some self-mailers, such as magazines, may be sent unsealed. If sealing is required, use gummed tabs or tape; do not staple. Staples can damage mail-processing equipment, injure postal workers, or damage personal protective equipment.**

DL1.1.49. Small Volume Mailer. An activity with outgoing mail volume that is too small to justify the cost of leasing and using any type of postage meter.

DL1.1.50. Space Available Mail. A special postal service for parcels and publications mailed to military personnel overseas. It is not authorized for use on official mail.

DL1.1.51. Standard Mail. Standard Mail matter that weighs less than 16 ounces. It comprises the subclasses of Regular Standard Mail, Nonprofit Standard Mail, Enhanced Carrier Route Standard Mail, Nonprofit Enhanced Carrier Route Standard Mail, and Single-Piece. These subclasses include: circulars, printed matter, pamphlets, catalogs, newsletters, direct mail, and merchandise. (NOTE: The Department of Defense is not authorized to use the Nonprofit Standard Mail and Nonprofit Enhanced Carrier Route Standard Mail rates; they are Congressionally subsidized.)

DL1.1.52. Parcel Services. Usually items that weigh 16 ounces or more. It comprises four subclasses: Bound Printed Matter, Library Mail, Parcel Post, and Media Mail. (NOTE: The Department of Defense is not authorized to use the Library Mail rate; it is a Congressionally subsidized rate.)

DL1.1.53. Surcharges. Fees charged in addition to the normal postage on nonstandard mail.

DL1.1.54. (Added)(AF) Accountable Communications. Communication for which accountability must be maintained under DoD 5200.1-R, *Information Security Program*, AFI 31-401, *Information Security Program Management*, and this manual. The term includes classified material and unclassified communications that because of their nature and sensitivity must be handled and processed in a controlled environment. Items received from small package carriers (FedEx, UPS, etc.) must be treated as accountable communications. Refer to all other communications as regular communications.

DL1.1.55. (Added)(AF) Accountable Mail. US Postal Service numbered insured, certified, express, registered mail or signature confirmation.

DL1.1.56. (Added)(AF) Activity Distribution Office (ADO). An office designated in a unit, major staff office, headquarters, or tenant organization as the exchange point between the Official Mail Center (OMC) and action offices within the organization, for incoming and outgoing administrative communications. The ADO receives and dispatches administrative communications to action offices within the organization. (This guidance is not applicable to Air National Guard units.)

DL1.1.57. (Added)(AF) Each ADO commander, staff agency chief, deputy, executive officer, or ADO director will appoint individuals, in writing, to receipt and dispatch communications at each ADO. There are no grade or rank requirements at the ADO-level. The appointment letter will contain name, grade, and security clearance. The appointment official is responsible to ensure the applicable security manager verifies security clearances. (This guidance is not applicable to Air National Guard units.)

DL1.1.58. (Added)(AF) Action Office. The office that receives or responds to an administrative communication.

DL1.1.59. (Added)(AF) Administrative Communications. Any form of written correspondence, accountable or regular (letters, memoranda, plans, orders, messages, etc.) relating to the business of the U.S. Government, going from one office to another. Includes quasi-official items that are part of the religious, morale, or welfare program of the installation when commanders authorize them to be distributed through the OMC. Also includes communications from official activities addressed to assigned personnel at their duty address and distributed through the OMC.

DL1.1.60. (Added) AF) Air Force Official Mail Expenditures. Charges for communications sent via USPS or GSA-approved small package carriers; also includes USPS postage charges for address correction, business reply mail, USPS Express Mail, merchandise return service, contractor reimbursements, permit fees, imprint permit mailings, postage due, requester publication rates-second-class, small package carriers; and other miscellaneous costs associated with Air Force official mail operations. OMC report to major commands (MAJCOM) via web based program.

DL1.1.61. (Added)(AF) Automated Clearing House. A method of transferring funds between banks via the Federal Reserve System.

DL1.1.62. (Added)(AF) Centralized Account Processing System. Postage payment system designed to make payment for all classes of mail easier and more cost-effective for the business mailer. It

provides electronic options as customer alternatives to presenting checks and cash in person at each mailing Post Office.

**DL1.1.63. (Added)(AF) Consolidated Shipments.** Multiple mail items, including small parcels, dispatched between OMCs, in a single envelope, pouch, or other container. Postage on consolidated shipments is for the total weight of the container at a significant saving.

**DL1.1.64. (Added)(AF) Distribution Scheme.** A list of military units and other base activities showing how these units receive their mail from an OMC or ADO. It also identifies units authorized to deal directly with the serving post office or small-parcel service.

**DL1.1.65. (Added)(AF) Document Security.** The section of an OMC that processes accountable and non-accountable containers that may contain classified communications. People must secure the document control area and limit access to it at all times.

**DL1.1.66. (Added)(AF) Electronic Funds Transfer.** The transfer of funds between accounts using an electronic terminal, telephone, computer, or magnetic tape and that does not use checks or other paper.

**DL1.1.67. (Added)(AF) Intra-base and Intra-theater Distribution.** The exchange of communication within a base (through the OMC) or overseas theater.

**DL1.1.68. (Added)(AF) Mail.** A postal term. To qualify as mail, an item must:

(a) (Added)(AF) Be legally mailable in size, weight, and content.

(b) (Added)(AF) Show that postage or private carrier fees have or will be paid. Postage includes stamps, meter imprint, and permit imprint.

(c) (Added)(AF) Be accepted into the domestic, military, or GSA-approved private carriers system or international postal system, or deposited into an authorized receptacle.

(d) (Added)(AF) Note: USPS mailed material remains mail until delivered to the addressee, his or her agent, or the USPS returns it to the sender.

**DL1.1.69. (Added)(AF) Mobile Distribution Vehicle (MDV).** A 3/4 or 1 ton metro van (or other similar vehicle), with sorting racks and other equipment capable of en route sorting and delivery of administrative communication containers.

**DL1.1.70. (Added)(AF) Official Mail Center.** The main official mail location (or facility) on an installation responsible for metering, postage, consulation, distribution, and tracking administrative communications and packages.

**DL1.1.71. (Added)(AF) Zip Code.** A nine-digit numeric code the U.S. Postal Service uses to expedite distribution and to route mail. Zip Codes on official mail are mandatory.

AL1. ABBREVIATIONS AND ACRONYMS

AL1.1.1.	ADO	Activity Distribution Office
AL1.1.2.	AMS	(USPS') Address Management System
AL1.1.3.	ANMCS	Anticipated Not Mission Capable Supply
AL1.1.4.	AOMM	Assistant Official Mail Manager
AL1.1.5.	APO	Army or Air Force Post Office
AL1.1.6.	BRM	Business Reply Mail
AL1.1.7.	CASS	Coding Accuracy Support System
AL1.1.8.	CONUS	Continental United States
AL1.1.9.	DCS	Defense Courier Service
AL1.1.10.	DMM	Domestic Mail Manual
AL1.1.11.	DoD	Department of Defense
AL1.1.12.	DoDIM	Department of Defense Intratheater Mail
AL1.1.13.	DoS	Department of State
AL1.1.14.	DPMD	Diplomatic Pouch and Mail Division
AL1.1.15.	DPS	Diplomatic Pouch Service
AL1.1.16.	FPO	Fleet Post Office
AL1.1.17.	GSA	General Services Administration
AL1.1.18.	IMM	International Mail Manual
AL1.1.19.	JUMPS	Joint Uniform Military Pay System
AL1.1.20.	MACOM	Major Air Force or Army Command; Navy Level 1 Command
AL1.1.21.	MCM	Mail Center Manager
AL1.1.22.	MOM	Military Ordinary Mail
AL1.1.23.	MPS	Military Postal Service
AL1.1.24.	MPO	Military Post Office (APO or FPO)
AL1.1.25.	MPSA	Military Postal Service Agency
AL1.1.26.	MRS	Merchandise Return Service
AL1.1.27.	MWR	Morale, Welfare, and Recreation
AL1.1.28.	NAFI	Nonappropriated Fund Instrumentality
AL1.1.29.	OMC	Official Mail Center
AL1.1.30.	OMCM	Official Mail Center Manager

AL1.1.31. OMP	Official Mail Program
AL1.1.32. OMM	Official Mail Manager
AL1.1.33. NMCS	Not Mission Capable Supply
AL1.1.34. PS	Postal Service
AL1.1.35. RDD	Required Delivery Date
AL1.1.36. STE	Suite
AL1.1.37. TA	Trust Account
AL1.1.38. UPS	United Parcel Service
AL1.1.39. USPS	United States Postal Service
AL1.1.40. ZIP	Zone Improvement Plan
<b>AL1.1.41. (Added)(AF) ACH</b>	<b>Automated Clearing House</b>
<b>AL1.1.42. (Added)(AF) AO</b>	<b>Action Office</b>
<b>AL1.1.43. (Added)(AF) AFOSI</b>	<b>Air Force Office of Special Investigations</b>
<b>AL1.1.44. (Added)(AF) ANG</b>	<b>Air National Guard</b>
<b>AL1.1.45. (Added)(AF) AS</b>	<b>Allowance Standard</b>
<b>AL1.1.46. (Added)(AF) CAPS</b>	<b>Centralized Account Processing System</b>
<b>AL1.1.47. (Added)(AF) COPE</b>	<b>Custodian of Postal Effects</b>
<b>AL1.1.48. (Added)(AF) DBA</b>	<b>Doing Business As</b>
<b>AL1.1.49. (Added)(AF) E-mail</b>	<b>Electronic Mail</b>
<b>AL1.1.50. (Added)(AF) EFT</b>	<b>Electronic Funds Transfer</b>
<b>AL1.1.51. (Added)(AF) FAS</b>	<b>Functional Address Symbol</b>
<b>AL1.1.52. (Added)(AF) FOA</b>	<b>Field Operating Agency</b>
<b>AL1.1.53. (Added)(AF) IDS</b>	<b>Intra/Inter Theater Delivery Service</b>
<b>AL1.1.54. (Added)(AF) MAJCOM</b>	<b>Major Command</b>
<b>AL1.1.55. (Added)(AF) MDV</b>	<b>Mobile Distribution Vehicle</b>
<b>AL1.1.56 (Added)(AF) PSC</b>	<b>Postal Service Center</b>
<b>AL1.1.57. (Added)(AF) TDY</b>	<b>Temporary Duty</b>
<b>AL1.1.58. (Added)(AF) TMO</b>	<b>Transportation Management Office</b>
<b>AL1.1.59. (Added)(AF) UMR</b>	<b>Unit Mail Room</b>
<b>AL1.1.60. (Added)(AF) WSP</b>	<b>Weapon Systems Pouch</b>
AL1.1.61. (Added-AETC) AFRS	Air Force Recruiting Service
AL1.1.62. (Added-AETC) BPA	Blanket Purchase Authorization

AL1.1.63. **(Added-AETC)** FOIA

Freedom of Information Act

AL1.1.64. **(Added-AETC)** RDS

Records Disposition Schedule

AL1.1.65. **(Added-AETC)** TMF

Traffic Management Function

## C1. CHAPTER 1

### MAIL PIECE PREPARATION

#### C1.1. GENERAL

This Chapter is designed to assist anyone who creates a mail piece or prepares one for mailing. It provides cost-effective policies and procedures for preparing items to be shipped via the United States Postal Service (USPS) and provides references to technical postal knowledge when needed. Topics include mail piece design, restrictions on the use of postage paid for with appropriated funds, cost reduction tips, carrier selection, selecting the proper mail class, special mail services, required postal markings, Express Mail, reply mail methods, drop-shipments, international mail, nonprofit and subsidized postage rates, reporting misuse of appropriated fund postage, forms of postage, mailing lists, return and delivery addresses, ZIP+4 Codes and barcodes, envelopes and packaging. All questions not answered by this Chapter are to be referred to the local official mail manager.

#### C1.2. MAIL PIECE DESIGN

Several things affect the design of a mail piece and must be considered before preparing the artwork and doing the printing. They include the form of outgoing postage, how postage will be paid on items the recipients are to return, postage discount requirements, and type of special service (e.g., registry). Contact the local official mail manager to make sure the selected form of postage is applicable and the necessary permits and postage funds are available before designing and printing mail pieces or address labels. Contact the USPS' Account Representative or the Mail Piece Design Specialist at the Postal Business Service Center for design assistance when needed.

#### C1.3. RESTRICTIONS ON USE OF APPROPRIATED FUND POSTAGE

Appropriated funds may be used to pay the postage for official mail relating solely to the business of the United States Government. Thus, appropriated funds may be used:

C1.3.1. By the Army National Guard and Air National Guard only for mailings pertaining to Federal Government matters.

C1.3.2. By an activity or activity commander for inviting non-DoD dignitaries to attend official social functions held in behalf of a DoD Component or sponsored in the name of a DoD Component. The official status of the function shall be clearly stated or readily apparent in the invitation. For example, an installation commander is authorized to use appropriated fund postage to invite community officials to an installation open house.

**C1.3.2.1. (Added)(AF) Example of an activity authorized function; graduation invitations from Professional Military Education facilities to commanders and first sergeants, etc.**

C1.3.3. By retired members of a DoD Component for merchandise return or business reply items furnished to them by a DoD activity.

C1.3.4. For mailing change-of-address cards only for changes of address resulting from carrying out written military orders. A copy of the orders must be presented with the cards.

C1.3.5. For mailing bulk shipments of daily, weekly, housing and similar bulletins to supported installations and activities only. Less costly methods of shipment must be considered and used when feasible.

**C1.3.5.1. (Added)(AF) Distribute this type of official information through the OMC when possible. The OMC, however, will not deliver such things to base housing areas. Sponsoring activities may**

**do this if authorized by the installation commander. Under no circumstances will they place any matter in residents' mailboxes. Base bulletins, electronic mail (E-mail) listings, base papers, etc., should be used as much as possible to distribute housing area type information.**

C1.3.6. By contractors as follows:

C1.3.6.1. Contracts or purchase orders requiring DoD Components to pay the postage and fees shall require the use of mail classes and special postal services that will be at the lowest possible cost to DoD consistent with required delivery date (RDD), security, accountability, and USPS requirements.

**C1.3.6.1.1. (Added)(AF) In general, only Government Printing Office printing contractors doing Air Force jobs should use Air Force postage and mailing permits. Other contractors should prepay the postage and be reimbursed under their contract.**

C1.3.6.2. Envelopes and labels used by a contractor shall bear the preprinted return address of the furnishing DoD activity and not that of a private person, concern, organization, or contractor.

C1.3.6.3. When authorized, the appropriate type of special service shall be preprinted on the envelope or label in the manner required by USPS. Contractors shall not add markings for these services.

C1.3.6.4. A DoD permit may be used for large mailings if USPS mailing requirements are met. Contractor use of permits must be approved by the DoD Component. Applications shall be submitted per Domestic Mail Manual (DMM) (reference (f)) P040 for prepaid postage.

C1.3.6.5. Postage meters may be used when approved by the DoD Component. The meters shall be licensed to and under the control of the DoD Component concerned.

C1.3.6.6. When the use of a permit or postage meter is not practical, contractors shall prepay the postage and fees and be reimbursed by including such costs as a separate item on the invoice.

C1.3.7. For DoD Component authorized periodicals as follows:

C1.3.7.1. Distribution mandated by DoD Component regulations or directives.

C1.3.7.2. Individual copies to higher headquarters in the chain of command and other public affairs offices for administrative purposes.

C1.3.7.3. Copies in bulk to subordinate units for distribution to the units' members. Other, less expensive transportation methods shall be used if they can provide the same or faster delivery time than mail.

C1.3.7.4. A copy to a private person, firm, or organization in response to a specific, written, unsolicited request only if the periodical contains no advertising. The request shall be kept on file in the editor's office as long as the periodical continues to be mailed in response to that request. The mailing list shall be limited to the minimum consistent with the needs and best interests of the command and shall not include members of the audience the publication is designed to reach.

C1.3.7.5. Copies to other Government Agencies and libraries, hospitals, or schools to promote the overall command public affairs program.

C1.3.7.6. Copies of State-level Army National Guard and Air National Guard and U.S. Army Reserve Command command-level periodicals containing no advertising to the home address of individual members. These copies shall be mailed at the Standard Mail rate or appropriate Periodicals rate. The mailing of lower command-level periodicals is not authorized.

**C1.3.7.6.1. (Added)(AF) Air National Guard (ANG) command-level is defined as wing-level. Training letters and schedules are not considered periodicals.**

C1.3.7.7. Commercial enterprise publications may be mailed only in accordance with paragraphs C1.3.7.1., C1.3.7.2., and as bulk shipments to deployed units when that is the most cost-effective way to ship them. Postage on such shipments must be applied by the DoD activity, not the commercial enterprise publisher.

C1.3.8. By commanders per DoD Directive 1015.6 (reference (g)) to discharge their morale, welfare, and recreation (MWR) mission with the following restrictions:

C1.3.8.1. Appropriated fund postage may be used to mail a consolidated packet containing information regarding the existence of all available MWR activities to personnel eligible to use them; however, the packet shall neither contain information on revenue producing items or events nor violate other parts of this Manual. A revenue-producing item or event is one where the recipient or participant pays for all or part of the cost of the service or goods received. The category of the organization providing the goods or service is immaterial.

C1.3.8.2. Appropriated fund postage shall not be used to mail personal correspondence. Individuals converting appropriated funds to their personal use, or the use of another person, may be charged under 18 U.S. Code 641 (reference (c)). The "or the use of another" applies to personnel making or authorizing policy. When this Manual was written, Section 641 read as follows: "Whoever embezzles, steals, purloins, or knowingly converts to his use or the use of another, or without authority, sells, conveys or disposes of any record, voucher, money, or thing of value of the United States or of any Department or Agency thereof, or any property made or being made under contract for the United States or any Department or Agency thereof; or whoever receives, conceals, or retains the same with intent to convert it to his use or gain, knowing it to have been embezzled, stolen, purloined or converted -- shall be fined under this title or imprisoned not more than ten years, or both; but if the value of such property does not exceed the sum of \$1000, he shall be fined under this title or imprisoned not more than one year, or both. The word 'value' means face, par, or market value, or cost price, either wholesale or retail, whichever is greater."

C1.3.9. By prisoners in a non-pay status for personal mail per DoD Component directives.

C1.3.10. Official announcements of official retirement, promotion, award, change-of-command, and ship commissioning or decommissioning ceremonies. The location and time of a directly related reception may be noted if it does not result in any increase in cost to the Government, and the notation does not include advertisement for or endorsement of any enterprise.

C1.3.11. Items associated with tax filing programs established by DoD Components under 10 U.S.C. 1044 (reference (h)).

C1.3.12. Information that would otherwise be unofficial may be included in official command publications such as daily, weekly, housing, and family support group-type bulletins/newsletters when the local commander determines its dissemination will contribute to morale or esprit de corps. Such information may be included only if it is not otherwise prohibited by this manual, it does not exceed 20 percent of the printed space used for the official information, there will be no increase in cost to the Government, and it does not include personal wanted/for sale advertisements.

C1.3.13. The consolidation of personnel offices and other functions has created the necessity to mail many transactions that were previously handled in person. The following, and similar items, may be mailed using appropriated fund postage.

C1.3.13.1. Military/civilian retirement packages.

C1.3.13.2. Items sent to various enlisted promotion boards and officer selection boards after the command sent the initial package.

C1.3.13.3. Individual requests for microfiche copies of their military and civilian personnel file.

C1.3.13.4. Changes to an individual's Thrift Savings Plan account and Government-sponsored life/health insurance policy.

C1.3.13.5. Requests by military personnel that they be added to the housing list at their next duty station.

C1.3.13.6. Paperwork relating to Do-It-Yourself (DITY) moves and personal property damage claims resulting from permanent change of station (PCS) moves.

#### C1.4. UNAUTHORIZED USES OF APPROPRIATED FUND POSTAGE

Appropriated funds may be used only for official mail relating solely to the business of the United States Government. Thus appropriated funds may not be used to pay postage for:

C1.4.1. Or in support of, Nonappropriated Fund Instrumentalities (NAFI) or their functions. NAFIs exist for the purpose of providing support where appropriated funds are not available or are not adequate. Official mail centers may apply postage to mail of NAFIs of the Department of Defense providing the NAFI pays the USPS for the postage. Unless specifically otherwise authorized by the local commander, the NAFI must deposit the cost of the postage directly into the USPS-owned trust account specified by the official mail center.

C1.4.2. Material not covered by the Private Express Statutes and delivered by a method other than the USPS, such as FEDEX, UPS, AIRBORNE and other private carriers. The appropriate postage shall be applied to items covered by the Private Express Statutes, before turning them over to a private carrier for delivery. (See DL1.1.41. above for a list of the Private Express Statutes and exemptions/suspensions.)

C1.4.3. Non-mailable items, such as items that are undersized and oversized, overweight, or explosive. Obtain information about items that are not mailable from the local post office. Also, contact private carriers to determine if they can accept items that are prohibited in the U.S. Mail.

##### **C1.4.3.1. (Added)(AF) Official Mail Centers should refer organizations to their Traffic Management Office (TMO) for items not authorized shipment via U.S. Mail.**

C1.4.4. Postcards, unless the cards are DoD or DoD Component-approved forms.

C1.4.5. Information sent by DoD Components about non-mandatory events. Use the official mail center, the installation bulletin or newspaper, or other methods to distribute this type of information.

C1.4.6. Invitations to social functions to satisfy personal social obligations, even if they are the result of an official position. For example, Christmas parties and receptions hosted by senior commanders are not official business. Appropriated fund postage shall not be used to mail invitations to these functions.

C1.4.7. Personal congratulatory letters from one individual to another in a private capacity. This does not prohibit the use of appropriated fund postage by heads of staff agencies or commanders to fulfill their official morale and esprit de corps obligations to members of their organization or persons in their areas of technical responsibility. For example, sending congratulatory letters to people selected for advanced schooling, promotions, and letters of condolence are authorized.

C1.4.8. Resumes and completed employment applications. Comptroller General of the United States Decision B-249061, May 17, 1993 (reference (i)), defines personal expenses as expenses "...necessary to qualify [an] employee for his or her job..." The submission of a job application is a personal expense as it is the first qualifier in attaining any job.

C1.4.9. Personal mail, holiday and birthday greetings, unofficial retirement announcements, and similar material. However, activities may use appropriated fund postage for holiday greetings when international diplomacy dictates.

**C1.4.9.1. (Added)(AF) The Comptroller General has determined the cost of holiday cards and the postage to mail them are personal expenses of the officer who authorizes their use, even when the agency's name rather than the officer's name appears on the card (Comp Gen B-247563.4, 11 Dec 96).**

**C1.4.9.2. (Added)(AF) Care packages and similar items are not official matters that are related exclusively to U.S. Government business. Care packages are considered personal mail and cannot be mailed using appropriated funds. Units and agencies overseas cannot send personal support items through Intra/Inter Theater Delivery Service (IDS).**

C1.4.10. Correspondence from international commands such as North Atlantic Treaty Organization official correspondence. This mail normally must be prepaid in the country in which it is posted. When appropriated fund postage is provided, the administrative agent assigned by DoD Instruction 7000.14-R, Vol 11A (reference (j)) is responsible for procuring and monitoring its use.

C1.4.11. Correspondence of foreign military personnel. Foreign military personnel who are required by regulations of their own government to file reports or otherwise correspond with their embassy or government shall do so at their expense. However, appropriated fund postage may be used if the parent U.S. Government activity determines the correspondence is official mail relating solely to the business of the U.S. Government.

C1.4.12. Mail posted in foreign post offices shall bear the postage of the country where it is mailed unless there is a bilateral agreement that has special procedures for accepting DoD mail with U.S. postage.

C1.4.13. Anything mailed by vendors or concessionaires or their employees. This does not preclude use authorized by paragraph C1.3.3., above.

C1.4.14. Fund or other types of charity drives not officially endorsed by the Department of Defense or the DoD Component concerned.

C1.4.15. Unofficial biographies and unit histories.

C1.4.16. Dependent school year books, Navy Cruise Books, and other unofficial items such as announcement cards, thank you cards, memory albums, and biographies.

C1.4.17. Announcements and attendance responses related to DoD Component branch anniversary parties and similar events.

C1.4.18. Mailings by or for private associations, such as unit associations, wives clubs, Boy Scouts, Association of the United States Army, and the Air Force Association.

C1.4.19. Mailing matter donated by individuals for donation to other individuals or charitable organizations.

**C1.4.19.1. (Added)(AF) Intra/Inter Theater Delivery Service cannot be used to send donated matter.**

C1.4.20. Social events related to the reassignment or resignation of individuals not in command positions.

C1.4.21. RSVP items. The rate of return on these items is too low to justify the expense of pre-paying the postage on each item.

C1.4.22. Mailing costs associated with payment of Government travel credit card billings. Travelers are automatically reimbursed for these costs in the part of the per diem that covers incidental expenses.

(NOTE: Refer people with questions about this to [www.dtic.mil/perdiem/](http://www.dtic.mil/perdiem/) and advise them to search on "card billings.")

C1.4.23. All other matters not related solely to the business of the Department of Defense.

**C1.4.23.1. (Added)(AF) Official mail is for matters that are exclusively U.S. Government business. Official mail channels must not be used to send or forward personal items.**

**C1.4.23.2. (Added)(AF) Appropriated funds cannot be used for movement of issued/purchased personal gear in a temporary duty (TDY) status. Personnel are required to maintain and carry their equipment with them.**

C1.4.24. Use the decision diagram at Figure C1.F1. to determine if appropriated fund postage may be used in cases not covered by this Manual.

#### C1.5. COST REDUCTION TIPS

**C1.5.1. (Added)(AF) Any organization/agency wishing to routinely enter items into the official mail system should coordinate with the local OMM to ensure the specifics and intent of this paragraph are reviewed and complied with prior to acceptance at the official mail center. Refer organizations that wish to enter items into the MPS to unified command or MAJCOM guidance pertaining to Intra-theater Delivery Service.**

C1.5.1. Ask the following about all mailings:

C1.5.1.1. What will happen if the item is not mailed?

C1.5.1.2. What will happen if the item is mailed less frequently?

C1.5.1.3. Do all the addressees need to receive the item?

C1.5.1.4. Can some other less expensive means of transporting the message or item be used? (For example: telephone call, electronic data transfer, the Internet or Web, E-mail, freight, small parcel carrier.)

C1.5.1.5. Can it be combined or transported with something else?

C1.5.1.6. Is it being mailed at the lowest postal rate legally possible that meets the required delivery date (RDD) and security requirements?

C1.5.1.7. Can postage costs be reduced by reducing weight or size? Consider microform or CD-ROM alternatives for mailing publications and other items. Reduce weight by printing on both sides of paper, selecting the lightest weight paper, and using all available printing space.

C1.5.1.8. Can postage costs be reduced by changing preparation methods?

C1.5.2. Use standard, letter-size envelopes whenever possible to minimize postage surcharges for size or weight and faster delivery. Use large envelopes only when folding the contents will damage them or the volume is too great for letter-size envelopes.

C1.5.3. Limit use of merchandise return, business reply mail, and special services such as registered, certified, and insured.

C1.5.4. Limit use of Express Mail per section C1.10., below.

C1.5.5. Prepare items so they qualify for postage discounts when economically feasible.

C1.5.6. Use post cards whenever possible. The postage on a post card is significantly less than a letter. DMM C100.2 (reference (f)) specifies post card dimensions and thickness.

C1.5.7. Annually review recurring mailings for continued necessity.

C1.5.8. Update mailing lists as changes occur.

C1.5.9. Consolidate mailings to common addresses. Prepare according to the DMM C100.1.3. and C600.1.2.

**C1.5.9.1. (Added)(AF) Use consolidated mail when you collect several items of the same class during specified periods, (usually 1 or 2 days) that are going to the same addressee or several activities on the same installation. You can consolidate mail in USPS 2-day priority envelopes or boxes (preferred method), larger envelopes (flats) or boxes. Select a container best suited to hold the volume of mail you are consolidating. Place everything going into OMC for consolidation in a container. Avoid under or overfilling containers. Do not place parcels that might damage other mail in the consolidated container. Note the types of consolidated direct shipments:**

**C1.5.9.2. (Added)(AF) Administrative Pouch. A container for items meeting those minimum requirements in paragraph C3.1. Unclassified material may go in an Optional Form (OF) 65B, *US Government Messenger Envelope*. You may containerize CONFIDENTIAL and SECRET material together. List only the SECRET material on the DD Form 2825, *Internal Receipt*. Register containers with SECRET material. Do not use DoD or USPS pouches as outside containers to consolidate registered mail. Use administrative pouches when there is enough mail for one location to justify consolidation.**

**C1.5.9.3. (Added)(AF) Logistics Pouch. Combine high-priority supply items into one shipment because it is cost-effective and gets better transit time. This is especially true for shipments to an APO. In the continental United States (CONUS), the TMO must select the route, rate, and mode to meet user requirements at the least overall cost.**

C1.5.9.3. (AETC) The official mail center (OMC) will coordinate with the local traffic management function (TMF) to obtain rate schedules for all commercial freight carriers servicing the installation to ensure that non-first class matter is transported by the most economical means. Internet access meets this requirement; however, an alternate means of obtaining the information is necessary should internet access be interrupted. Refer customers with bulk shipments to the TMF to determine the most economical carrier and (or) mode.

**C1.5.9.4. (Added)(AF) Weapons Systems Pouch (WSP). WSP service is for high-priority (MICAP-999) logistics items sent from air logistics centers to APOs. AF Form 607, *Weapons Systems Pouch Tag*, or AF Form 351, *Weapons Systems Pouch (WSP) Label*, identifies these pouches as requiring high-priority handling in the MPS. The USPS does not recognize WSPs, so do not use the**

**tags or labels for domestic mail. Offices that receive WSPs must coordinate prompt pickup with their servicing mail facility.**

C1.5.10. Require adequate printing time to allow economical mail service.

C1.5.11. Be sure that contracts for printing and distribution contain specifications for using the most economical mailing services consistent with the priority of the case.

C1.5.12. Use computer output formats that make maximum use of available print space to reduce the weight of mailings.

C1.5.13. Use drop-shipments for zone-rated mail when cost effective.

C1.5.14. When possible, use FAX instead of mail for documents three pages in length or less. Mail documents addressed to multiple addressees when the labor to fax them is greater than preparing them for mailing. Mail copies of documents that are faxed only when an original signature is required for legal reasons.

#### C1.6. SELECTING A CARRIER

**C1.6.1a. (Added)(AF) USPS is the only carrier authorized for Official Mail Transportation paid by appropriated funds in overseas areas. Organizations should be directed to the local TMO for other alternatives.**

C1.6.1. "Letters," as defined by the Private Express Statutes, and those items listed in DMM G011.4, shall be transported via USPS unless they are covered by an exemption. (See DL1.1.41. for a list of the Private Express Statutes and exemptions/suspensions.)

C1.6.2. All items not required to be shipped through the USPS (see paragraph C1.6.1., above) shall be shipped by the most cost-effective carrier meeting the RDD and security requirements. In addition to carriers' fees, consideration must be given to how much it costs to prepare the item for shipment via the various carriers and whether or not the carrier delivers the item directly to the addressee but charges for it.

C1.6.3. When mailed, official matter shall move at the lowest postage and fees cost to meet the RDD, security, accountability, and Private Express Statutes requirements.

C1.6.4. Use of USPS services shall be coordinated with local USPS account representatives, USPS Business Service Centers, or military post office (MPO).

#### C1.7. SELECTING CLASS OF MAIL

The "Domestic Mail Classification Selection Table, "Table C1.T1., shall be used as a guide in selecting the correct mail class. The DMM (reference (f)) and International Mail Manual (IMM) (reference (k)) provide specific guidance for types of items that may be mailed under each class of mail.

#### C1.8. SELECTING SPECIAL MAIL SERVICES

The Government Losses in Shipment Act (40 U.S.C. 726) (reference (l)) and the Government's general self-insurance policy prohibit Federal Agencies from using registered and insured mail for the sole or primary purpose of obtaining postal indemnity. Claims shall not be made against the USPS for indemnity on items lost or damaged in the mail. However, Comptroller General of the United States Decision, 58 Comptroller General 14 (1978), (reference (m)) allows the Government to use registered or numbered insured mail to obtain the "special" services they offer such as added protection or proof of delivery. Limit the use of the special services to when law or DoD Regulation requires them or when mission essential. Items listed below as authorized for a special service may be sent without the special service or

by a less costly special service. However, a more costly special service shall not be used. (Example: An item authorized certified service shall not be sent by registered mail.) Internal receipts shall be used instead of PS Form 3811, "Return Receipt," or other special services whenever possible. The Heads of the DoD Components are authorized to approve the use of these services on an exception basis. This authority may not be delegated lower than installation or equivalent activity official mail manager (OMM). The following are DoD-wide authorized uses:

C1.8.1. Registered. See the DMM S911 (reference (f)) for preparation, fees, etc. Official mail is registered for security, not indemnity. The full value must be declared on registered articles and the appropriate registration fee paid. Do not estimate a value for classified and other items not having intrinsic value. In these cases, pay the minimum registry fee. Waybills, invoices, etc., shall be placed inside the package, not attached to the outside. Registered may be used for:

**C1.8.1.1. (Added)(AF) The ADO will seal registered mail with mucilage, glue or paper tape; never plastic or masking tape. The envelope's material must be able to absorb the ink from the date stamp applied at the OMC. See DMM 503 for specific guidance.**

C1.8.1.1. Criminal investigation evidence.

C1.8.1.2. Cash, original vouchers (disbursing and collecting), and voided or canceled checks.

C1.8.1.3. One-of-a-kind, irreplaceable, sensitive, controlled, rare, or pilferable items and items having a replacement cost in excess of \$5,000. Such items was 20,000 include but are not limited to calibration equipment, supply items, historical matter (including film), library materials, original manuscripts and camera-ready mechanicals and art work.

C1.8.1.4. Mailable shipments of Government-owned firearms.

**C1.8.1.4.1. (Added)(AF) Individuals or organizations wishing to mail official government-owned firearms should be directed to the local TMO for guidance. In most cases, the TMO will be the originator of any firearms mailed through the official mail system.**

C1.8.1.5. Commercial transportation tickets, boarding passes, and Air Mobility Command authorizations when personal delivery or pickup is not possible.

C1.8.1.6. Classified documents as required by DoD 5200.1-R (reference (n)) and DoD Component directives.

C1.8.1.7. Accountable forms when addressed to military post office's (MPOs).

C1.8.1.8. Environmental samples.

C1.8.1.9. Notification of radiation exposure.

C1.8.1.10. Mailing former evidence to its owner.

C1.8.1.11. Mobilization preassignment orders to international addresses where this service is authorized.

C1.8.1.12. Deceased personnel's personal effects having intrinsic value being sent to the next of kin. The value of the items must be declared. This is necessary for reimbursement in the event of loss or damage. Indemnity paid for loss or damage of personal effects shall be forwarded to the next of kin.

C1.8.1.13. Other communications and parcels that by law, DoD Directive, or DoD Component directive must be registered.

**C1.8.1.13.1. (Added)(AF) Limit special postal services to instances when law, DoD, or Air Force instructions require them, 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. Internal receipts for First-Class mail satisfy most receipt and security requirements of unclassified administrative communications. OPRs who write Headquarters Air Force directives that specify use of special mail services must coordinate their draft directives with SAF/XCIF before publication. MAJCOMs, field operating agencies (FOA), and direct reporting units will coordinate for their commands. Do not use special mail services just to get a record of mailing or delivery, or to trace communications sent between two Air Force activities, unless a DoD or Air Force directive authorizes it.**

**C1.8.1.14. (Added)(AF) Registered mail. Registration of official mail gives it more security in transmission, and provides a chain of receipts from the time of acceptance to final delivery. Registered mail receives the most protection given to U.S. mail, and has a low loss rate. The extra control over registered mail may delay it, causing longer transit times than First Class or Priority mail.**

**C1.8.1.14.1. (Added)(AF) The serving postal facility (USPS or APO) issues registry labels to the OMC. The OMC uses one of these numbers on each registered item. The OMC may issue a block of registry labels to activity distribution offices that frequently send registered mail. Large volume mailers requiring registered service should prepare containers complete with labels they get from the OMC. They should use container numbers instead of registered mail label numbers on consolidated accountable mail.**

**C1.8.1.14.2. (Added)(AF) The OMC obtains a receipt for registered mail on AF Form 627, *Application for Registration or Certification of Official Mail*, or PS Form 3877, *Firm Mailing Book for Accountable Mail*, from the post office at the point of mailing.**

**(Added) (AF) Note: The accepting postal facility places date stamp imprints across seams, flaps or tape strips to make it easy to spot tampering.**

**C1.8.1.14.3. (Added)(AF) In the Air Force, the following items may also be registered:**

**C1.8.1.14.3.1. (Added)(AF) SECRET material.**

**C1.8.1.14.3.2. (Added)(AF) CONFIDENTIAL material sent out of the CONUS, Alaska, Hawaii, Puerto Rico, and U.S. possessions and trust territories.**

**C1.8.1.14.3.3. (Added)(AF) NATO Confidential information (see AFRPD 31-4, *Information Security* [formerly DoD 5200.R/AFR 205-43]).**

**C1.8.1.14.3.4. (Added)(AF) Air Force Office of Special Investigations (AFOSI) counterintelligence information; and AFOSI technical services equipment, including items such as badges or credentials.**

**C1.8.1.14.3.5. (Added)(AF) Accountable forms when addressed to overseas MPOs, when additional safeguards are necessary.**

**C1.8.1.14.3.6. (Added)(AF) Logistics mailings when they require protection in transit, like accountable assets equipment to overseas destinations (AFMAN 23-110, Volume 1, Part 1, *USAF Supply Manual, Basic Air Force Supply Procedures*).**

**C1.8.1.14.3.7. (Added)(AF) Aircraft accident reports and formal aircraft incident reports, to provide security and prevent unauthorized disclosure of these reports while out of Air Force control.**

**C1.8.1.14.3.8. (Added)(AF) Records of trial by courts-martial.**

**C1.8.1.14.3.9. (Added)(AF) Examples of cases in which to use a return receipt on registered mail include:**

**C1.8.1.14.3.9.1. (Added)(AF) Claims and litigation proceedings documents. As an alternate choice, use certified mail with a return receipt when possible.**

**C1.8.1.14.3.9.2. (Added)(AF) Personal effects of intrinsic value of deceased personnel sent to the next of kin.**

C1.8.1.14.3.10. **(Added-AETC)** Freedom of Information Act (FOIA) material, only when it appears necessary to have proof of dispatch or receipt of FOIA correspondence.

C1.8.2. Certified. See DMM S912 for definition, preparation, fees, etc. Certified may be used for:

**C1.8.2a. (Added)(AF) Certified mail does not have widespread application within the Air Force. Certified service provides a receipt of mailing, and a record of delivery for First-Class mail. It provides no indemnity. Use it only within the U.S. domestic and military postal system and only when law, DoD, or Air Force directives require it. Consider Delivery Confirmation versus Certified Mail to save appropriated funds.**

C1.8.2.1. Letters to establishments being declared "off limits."

C1.8.2.2. Adverse enlisted and officer efficiency reports and other similar actions.

C1.8.2.3. Controlled test material.

C1.8.2.4. Instructional material marked "For Faculty Use Only."

C1.8.2.5. Items requiring shipment by Priority Mail when the certified fee is less than the fee for other services that provide proof of delivery.

C1.8.2.6. Equal employment opportunity case material mailed to complainants and their representatives.

C1.8.2.7. Reduction-in-force notices sent to civilian employees on authorized absence.

C1.8.2.8. Final decisions of a contracting officer issued under the dispute clause of a Government contract.

C1.8.2.9. Show cause or cure notices issued under the default clause of a Government contract.

C1.8.2.10. Claims and litigation proceedings documents.

C1.8.2.11. Any other communication for which receipts are essential to create or preserve rights granted to the United States under a Government contract.

C1.8.2.12. Debarment letters.

C1.8.2.13. Delayed entry packets.

C1.8.2.14. Summonses and subpoenas.

C1.8.2.15. Adverse personnel actions for military and civilian personnel.

C1.8.2.16. Illegally held identification cards.

C1.8.2.17. Traffic or driving violations.

C1.8.2.18. Letters of revocation or suspension of installation driving privileges.

C1.8.2.19. Dishonored checks (not applicable to non-appropriated fund Instrumentalities).

C1.8.2.20. Questionnaires to injured persons.

C1.8.2.21. The following legal matters:

C1.8.2.21.1. Records of trial for all Special and General Courts Martial.

C1.8.2.21.2. Decisions of the courts of military review.

C1.8.2.21.3. Officer elimination cases.

C1.8.2.21.4. 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.

C1.8.2.22. Other communications and parcels that by law, DoD Directive, or DoD Component directive must be certified.

**C1.8.2.23. (Added)(AF) Additional authorized uses of certified mail are:**

**C1.8.2.23.1. (Added)(AF) CONFIDENTIAL information to or from DoD contractors (DoDD 5200.1; AFI 31-401; DoDD5220.22, *National Industrial Security Program*; and AFI 31-601, *Industrial Security Program Management*).**

**C1.8.2.23.2. (Added)(AF) Sensitive medical records or test results.**

**C1.8.2.23.3. (Added)(AF) Transmittal of identification cards to persons who are unable to pick them up in-person, and letters to retrieve identification cards that are no longer valid.**

**C1.8.2.23.4. (Added)(AF) Final Notice on Expiration of Nontemporary Storage Accounts (AFPD 24-5, *Transporting and Storing Personal Property*).**

**C1.8.2.23.5. (Added)(AF) Defense Activity for Nontraditional Education Support test material.**

**C1.8.2.23.6. (Added)(AF) Notification to obligated reservists of failure to complete required training.**

**C1.8.2.23.7. (Added)(AF) Notices to spouses when members elect less than 100 percent Survivor Benefit Plan.**

**C1.8.2.24. (Added)(AF) Examples of the authorized use of certified mail, return receipt with restricted delivery, are:**

**C1.8.2.24.1. (Added)(AF) Transmittal of Court of Military Review decision and other military justice documents.**

**C1.8.2.24.2. (Added)(AF) Notice to obligated reservists for failing to participate in unit training.**

**C1.8.2.24.3. (Added)(AF) Debarment or Revocation/Suspension Letter notices to individuals not permitted access to a base, or to some activities on the base for failing to comply with Air Force standards. Applies only when the notice goes to non-active duty personnel or when it is not possible to make sure these personnel receive the correspondence. In overseas areas, use registered mail, with return receipt, to send such mail to people with an international address.**

C1.8.3. Unnumbered insured mail is delivered as ordinary mail and shall not be used. No exceptions shall be granted.

C1.8.4. Numbered insured mail may be used only:

C1.8.4.1. For accountability reasons when proof of delivery is required for valuable administrative or logistical equipment, supplies, and printed matter.

C1.8.4.2. To return borrowed library and similar items when required by the non-DoD lender.

C1.8.5. Proof of Delivery. A PS Form 3811, "Return Receipt," or DD Form 2825, "Internal Receipt," may be used for proof of delivery. See Figure C1.F2., and paragraphs C1.8.5.1. and C1.8.5.2., below.

C1.8.5.1. DD Form 2825 shall normally be used between DoD activities instead of PS Form 3811. When DD Form 2825 is used, the addressee shall immediately verify the contents are all there, sign the original copy, and return the original copy to the sender. The sending activity shall take follow up action to determine if the item was received if the DD Form 2825 is not returned within 14 workdays from the date of dispatch (unless the normal two-way transit time is longer). (NOTE: Delivery Confirmation may be more cost-effective where it is available.)

**C1.8.5.1.1 (Added)(AF) Certificate of Mailing. PS Form 3817, *Certificate of Mailing*, gives proof of mailing. Air Force, and other organizations using the OMC, must not use this service. If an organization needs proof that it mailed an item, it should use DD Form 2825 and keep a log or other internal record.**

C1.8.5.2. PS Forms 3811:

C1.8.5.2.1. PS Forms 3811 show the date and to whom the item was delivered and the actual delivery address if it is different from the address used by the sender. PS Form 3811 may also be used to restrict an article's delivery to the addressee (or his or her agent) when proof is necessary that the addressee personally received the item. A PS Form 3811 may be used only on Express Mail, numbered insured, registered, and certified mail when the use of DD Form 2825 is not appropriate. PS Form 3811 shall not be used on articles enclosed in consolidated containers unless the postage and special service fee are prepaid on the item they are on.

**C1.8.5.2.1.1. (Added)(AF) Do not use return receipts on items sent between Air Force activities, as USPS charges for them. Instead, use DD Form 2825, or AF Form 74, *Communications Status Notice/Request*, or an internal receipt.**

C1.8.5.2.2. See DMM R900 (reference (f)) for fees and DMM S911 (reference (f)) for preparation requirements. Since most of these items are delivered, it is much less expensive to pay the larger charge for PS Form 3811-A, "Request for Return Receipt (After Mailing)," on the few items not delivered than to pay for a PS Form 3811 on every item mailed. Extensive use of PS Forms 3811-A indicates a system problem needing correction.

**C1.8.5.2.2.1 (Added)(AF) Return Receipts. Do not use return receipts on items sent between Air Force activities as USPS charges for them. Instead, use AF Form 74, or an internal receipt. A PS Form 3811 provides a mailer proof of delivery. It can be used on numbered insured, registered, and certified mail. A return receipt may be used to restrict an article's delivery to the addressee (or his or her agent) when proof of addressee receipt is needed.**

**C1.8.5.2.2.2. (Added)(AF) Examples of the authorized use of certified mail, with return receipt, are:**

**C1.8.5.2.2.2.1. (Added)(AF) Casualty assistance and notification.**

**C1.8.5.2.2.2.2. (Added)(AF) Personal effects of no intrinsic value of deceased personnel sent to next of kin.**

**C1.8.5.2.2.2.3. (Added) (AF) Report of survey.**

**C1.8.5.2.2.2.4. (Added)(AF) Notice of indebtedness to U.S. Government.**

**C1.8.5.2.2.2.5. (Added)(AF) Letter of transmittal and orders for extended active duty to reserve personnel.**

**C1.8.5.2.2.2.6. (Added)(AF) Adverse action from the civilian personnel office.**

**C1.8.5.2.2.2.7. (Added)(AF) Notices to spouses when members elect less than 100 percent Survivor Benefit.**

**C1.8.5.2.2.2.8. (Added)(AF) Contracting documents requiring proof of delivery.**

C1.8.5.3. PS Form 3804, "Return Receipt for Merchandise," is available only for merchandise sent at certain rates of postage. PS Form 3804 is less expensive than using PS Form 3811 and the insured, registered, or certified service, which must be used with it. However, a receipt is obtained every time this service is used. Filing such receipts is labor intensive and costly. See DMM R900 (reference (f)) for fees and Section S900 (reference (f)) for preparation requirements.

#### C1.9. MARKINGS

All mail, except letter-size First-Class Mail, shall be marked to show the mail class. Items mailed as Priority Mail must have either USPS Label 106 (Priority Mail Strip), Label 106-A (Priority Mail (tape)), Label 107 (Priority Mail Sticker), or Label 107-R (Priority Mail Sticker) attached. (See "Domestic Mail Classes, Endorsements, and Levels of Service Table" (Table C1.T2.). For International Mail, see section C1.13.) The markings shall be worded and placed as required by the DMM (reference (f)) and IMM (reference (k)) Official mail centers shall either return to the originator all mail, except letter-size First-Class Mail, that is not marked with a mail class or contact the originator to determine the contents so the appropriate mail class may be selected.

C1.9.1. The class of mail endorsements (Priority, Standard, Special Standard, etc.) are placed about one-fourth of an inch below the postage meter imprint or postage stamp. They should be 1/4 to 1/2 inch high.

C1.9.2. Place markings for special services (registered, certified, etc.) above the address and to the right of the return address. See DMM S911 (reference (f)).

**C1.9.2.1. (Added)(AF) Overseas ADOs are not required to endorse class of service for flats or parcels addressed to intra/inter-theater or CONUS pouch locations.**

**C1.9.3. (Added)(AF) Label parcels containing dangerous, radioactive, or magnetic matter according to AFMAN 24-204(I), *Preparing Hazardous Materials for Military Air Shipments*. Don't mail such parcels to, from, or between overseas areas.**

#### C1.10. EXPRESS MAIL

C1.10.1. Express Mail and the overnight services offered by other carriers shall not be used:

C1.10.1.1. 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. Extensions should be granted when possible.

C1.10.1.2. For the purpose of correcting administrative oversights such as a late suspense when adequate time existed.

C1.10.1.3. 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. This does not apply to activities having an MPO return address when Express Mail is the most cost-effective way to accomplish a mission within time, security and accountability requirements.

C1.10.2. Installation OMMs or their equivalents are authorized to approve the use of overnight services.

C1.10.3. Selection of Carrier

C1.10.3.1. Express Mail shall be used only when the contents are covered by the Private Express Statutes or addressed to an MPO address or post office box address.

C1.10.3.2. The General Services Administration's (GSA) contract carrier shall be used when the contract carrier can deliver the item in the required delivery time and at the contract price without violating the Private Express Statutes. The contract carrier shall not be used for items addressed to MPO addresses.

C1.10.3.3. Other overnight carriers may be used only when the GSA contract carrier can not deliver the item on time or at the contract price.

C1.10.4. Postage on Express Mail shall be paid by using postage meter imprints, postage stamps, or by placing an Express Mail Corporate Account number in the customer number block on the Express Mail label. These accounts are only authorized at the user level. MACOM-wide or DoD Component-wide accounts defeat the decentralized budgeting and payment of postage policy and are not authorized.

C1.10.5. Every piece of incoming Express Mail shall be examined to see if it meets delivery time guarantees. When it does not, send the mailer a copy of the addressee's copy of the Express Mail label and remind the mailer to request a refund. The mailer shall submit PS Form 3533, "Application and Voucher for Refund of Postage and Fees," when Express Mail items are not available when promised. PS Form 3533 is available from post offices. Establish local procedures to control refunds.

**C1.10.5.1. (Added)(AF) For computing delivery times, Express Mail is considered delivered when it reaches the MPO or OMC. Official mail centers will create form letters to send to mailers with a copy of the addressee copy of the Express Mail label and remind the mailer to request a refund when items do not meet delivery time guarantees. The mailer shall submit PS Form 3533 when Express Mail items are not delivered within standards. OMMs should establish a system to track the delivery of Express Mail Military Service items sent using OM funds via the USPS web site and submit PS Form 3533 when Express Mail items are not available when promised. Coordinate with local resource advisor to determine the refund check format. Send refund checks to the unit resource advisor using a hand receipt.**

C1.10.6. Express Mail service is not available to and from all MPOs. Contact the local post office for availability information.

**C1.10.6.1. (Added)(AF) Express Mail is not available between MPOs.**

C1.10.7. Many Post Offices do not deliver to the addressee at DoD addresses, even when that service has been paid for. When that is true, use another carrier or Post Office to Post Office Service instead of the more costly Post Office to Addressee Service. Check with the addressee in advance to determine the best and most cost-efficient service to select.

**C1.10.7.1. (Added)(AF) OMMs must refer outgoing Express Mail, except such mail containing classified materials or addressed to MPOs, to the TMO for determination of the most cost-efficient**

**carrier. USPS is the only carrier available for Express Mail shipments to MPOs. Since USPS Express Mail may contain classified material, it must be processed by the OMC on DD Form 2825.**

C1.10.7.1. (AETC) Confidential and secret documents and equipment may be shipped via any of the approved DoD blanket purchase authorization (BPA) small package express carriers if time constraints do not allow the use of US Postal Service registered mail. Use DD Form 2825, *Internal Receipt*, and AETC Form 444, *Request for Express/Next Day Air Mail Service*, for this purpose. (DD Form 2825 is prescribed by DODM 4525.8\_AFMAN 33-306, *DOD Official Mail Manual*. Refer to that publication for guidance on completing the form.) Properly wrap and conceal identities on controlled and classified items according to applicable governance. Do **not** identify the sensitive nature to the carrier. Tender shipments to the small package carrier for next day delivery to a US military destination or approved contractor facility. Private residences, hotels, motels, and postal boxes are **not** authorized delivery addresses. Do **not** allow the carrier to maintain custody of the shipment over weekends or holidays. Shipments must **not** be hazardous and must be within the carrier's established weight and size restrictions. Shipper will **not**, under any circumstances, release the carrier from obtaining a delivery signature from the consignee. Official mail managers (OMM) will work with the local TMFs to establish local procedures. Handle and safeguard all small package express shipments as classified information until the actual classification is determined; use the mailing address of the activity distribution office (ADO). For additional guidance, see DOD 4500.9-R, *Defense Transportation Regulation*, Part II, *Cargo Movement*, Chapter 205, Paragraph T.

**C1.10.8. (Added)(AF) Use of Express Mail. Express Mail service exceeds the delivery needs of most mailers. Use Express mail applying these guidelines:**

**C1.10.8.1. (Added)(AF) Logistics Material. You can use Express Mail for logistics shipments identified as MICAP or movement precedence 999. You can send these and only these categories as Express Mail without further justification.**

**C1.10.8.2. (Added)(AF) Administrative Material. You can use Express Mail for administrative material (correspondence, documents, data tapes, etc.) only when the addressee's mission prevents an extension to allow First-Class or Priority mail use.**

**C1.10.8.3. (Added)(AF) USPS Express Mail may be used in addition to registered mail for the movement of SECRET material when it is the most cost-effective way to meet a program requirement within time, security, and accountability constraints. This method is authorized for shipments through USPS within and between the U.S. and its territories. DO NOT USE THIS SERVICE TO SEND CLASSIFIED TO, FROM, OR BETWEEN APO, FPO, OR FOREIGN ADDRESSEES. DO NOT EXECUTE THE "WAIVER OF SIGNATURE AND INDEMNITY" ON THE USPS EXPRESS MAIL LABEL 11-B UNDER ANY CIRCUMSTANCES. Base OMMs will establish and publicize procedures for handling Express Mail within their area of responsibility in an expeditious manner, keeping in mind that any express mail package could contain SECRET material. Follow prescribed guidelines for maintaining appropriate accountability for SECRET material according to AFI 31-401. Obtain a receipt or signature from addressee for all incoming Express Mail shipments.**

C1.10.8.3. (AETC) Incoming Express Mail may be delivered directly to the servicing ADO.

**C1.10.8.3.1. (Added-AETC) Base OMM will establish internal approval procedures for ADOs who receive Express Mail directly from the servicing USPS. Base OMM establish a daily cutoff time for base activities to use this service for outgoing material. DD Form 2825 and AETC Form 444 will**

accompany each outgoing package. Document security personnel will turn Express Mail over to the OMC for postage metering. File AETC Form 444 with the postal report as a supporting document.

**C1.10.8.3.2. (Added-AETC) Recruiting squadrons will use the most cost effective Express Mail service available. Headquarters Air Force Recruiting Service (HQ AFRS) will identify the carrier. Squadrons have the authority to research and implement the use of a less expensive service if it becomes available. Coordinate any overnight mail carrier changes with HQ AFRS before implementation. Each recruiting squadron is responsible for establishing internal approval procedures on the use of Express Mail.**

**C1.10.8.3.3. (Added-AETC) AETC Form 444 is available as a means to document justification for using Express Mail. Report the cost of express mailings on the semiannual postal expenditure report.**

**C1.10.8.4. (Added-AETC) The following types of documents are authorized to use Express Mail:**

**C1.10.8.4.1. (Added-AETC) Legal documents when specific time limits are established by regulations, statutes, courts, or non-Air Force government agencies.**

**C1.10.8.4.2. (Added-AETC) Promotion recommendation forms and officer and enlisted performance reports that must meet command evaluation boards.**

**C1.10.9. (Added)(AF) Express Mail service is not available for intra-theater use. Also, USPS considers Express Mail delivered when the local MPO receives it.**

**C1.10.10. (Added)(AF) The Chief of Electronic Communications will decide whether or not ADOs sign DD Forms 2825 for incoming Express Mail.**

#### **C1.11. REPLY MAIL METHODS**

##### **C1.11.1. Courtesy Reply Mail**

C1.11.1.1. Courtesy reply mail consists of an envelope, card, or label bearing the correct preprinted delivery address, bar code, and Facing Identification Mark (FIM). The one placing the item in the mail provides the return address and postage.

**C1.11.1.1.1. (Added)(AF) Courtesy reply mail should only be used when the use of E-mail surveys and questionnaires will not accomplish the same effect.**

C1.11.1.2. Courtesy reply ensures use of the correct address.

C1.11.1.3. Some suggested uses:

C1.11.1.3.1. Many DoD activities have small, subordinate offices. Courtesy reply mail items provide a convenient method for the subordinate office to communicate with the main office. Items having preprinted addresses and bar codes also move through the mail faster.

C1.11.1.3.2. Return of surveys and questionnaires.

C1.11.1.3.3. Return of correspondence course-related items.

C1.11.1.3.4. Internal receipts.

**C1.11.2. Pre-metered and Pre-stamped Reply Mail shall:**

C1.11.2.1. Be placed only on items for a known requirement. For example: If a mailing of 500 pieces is going to be made, place postage only on 500 pieces.

C1.11.2.2. Be addressed to a DoD activity.

C1.11.2.3. Be used only when all of the following conditions are met:

C1.11.2.3.1. A reply is requested on official business from an activity or individual outside the U.S. Government who is not required by law to reply.

C1.11.2.3.2. The receipt of the reply is in the best interest of the U.S. Government.

C1.11.2.3.3. The cost is less than business reply mail or merchandise return service. Paragraph C1.11.3.1.7., below, explains how to calculate it.

C1.11.2.4. Not be used for fund or other types of charity drives officially endorsed by the Department of Defense or the DoD Component concerned.

C1.11.2.5. Pre-metered reply mail shall be prepared per the DMM P030.1.5 (reference (f)).

C1.11.3. Merchandise Return and Business Reply Mail

C1.11.3.1. Merchandise return service (MRS) and business reply mail (BRM) shall:

C1.11.3.1.1. Be addressed to a DoD activity.

C1.11.3.1.2. Be used only when a reply is requested on official business from an activity or individual outside the U.S. Government who is not required by law to reply and when the receipt of the reply is in the best interest of the U.S. Government.

C1.11.3.1.3. Not be used to receive responses from DoD activities or personnel except retired personnel, Reservists not assigned to a unit, or when the activity OMM determines this is the most cost-effective method to return correspondence course materials. DoD activities can return these items at their own expense through their official mail center and save the U.S. Government the applicable accounting fee. These items should be placed in consolidated mail whenever possible.

C1.11.3.1.4. Not be used for fund or other types of charity drives officially endorsed by the Department of Defense or the DoD Component concerned.

C1.11.3.1.5. Shall be used only when it will likely be less expensive than providing pre-metered or pre-stamped postage or when the DMM P030.1.5 (reference (f)) does not allow use of pre-metered postage. The information given below can be used to determine whether or not to establish a permit or an account and whether or not to use BRM on a mailing even after a permit or permit/account has been established.

C1.11.3.1.6. The cost for each method must be calculated to determine which method is less expensive for a particular mailing. The outcome is affected by the number of reply pieces sent out, the percentage of reply pieces expected back, the postage per piece returned, the amount of the permit or permit/account fee, whether the permit or permit/account fee has already been paid, and the amount of the accounting fee per item returned.

C1.11.3.1.7. Compute the costs by using the formulas in this paragraph.

C1.11.3.1.7.1. The symbols used in the formulas are defined as follows:

A = Expected percentage of return for the mailing

D = Total cost for pre-metered or pre-stamped return postage.

F = Flat fee for permit or permit/account.

I = Accounting fee per piece returned.

P1 = Postage cost per piece sent out.

P2 = Postage cost per piece returned.

R = Cost reduction created by using BRM/MRS.

S = Number of reply pieces to be mailed out.

T = Estimated total dollar cost for BRM/MRS.

C1.11.3.1.7.2. Compute the pre-metered or pre-stamped dollar cost by using the formula  $D = P1 * S$ . (NOTE: Enter the average cost if the postage is zone rated.)

C1.11.3.1.7.3. The estimated total dollar cost for BRM/MRS is computed using the formula  $T = (((A/100) * S) * (P2 + I)) + F$ . (NOTE: Enter a zero if the permit/account fee has already been paid.)

C1.11.3.1.7.4. The amount of cost reduction created by using BRM/MRS is calculated using the formula  $R = D - T$ .

#### EXAMPLE:

The following are given:

Anticipated percentage of return for the mailing: emsp; A = 80%

BRM permit fee and accounting fee: F = \$400

Accounting fee per piece returned: I = \$0.08

Postage cost per piece sent: P1 = \$0.33

Postage cost per piece returned: P2 = \$0.33

Number of reply pieces to be mailed out: S = 5,000

Using the formula in C1.11.3.7.2., above, the pre-metered or pre-stamped cost is \$1,650.00.

Using the formula in C1.11.3.7.3., above, the estimated total cost for BRM/MRS is \$2,040.00.

Using the formula in C1.11.3.7.4., above, the cost reduction by using BRM/MRS is -\$390.00. (In this example, the cost to use BRM/MRS is \$390.00 more than pre-metered or pre-stamped postage.) (NOTE: If the \$400.00 BRM permit fee and accounting fee were previously paid for some other mailing, the cost to use BRM on this mailing is \$10.00 less than the pre-metered or pre-stamped cost.)

#### C1.11.3.2. BRM:

C1.11.3.2.1. Is charged at the First-Class or Priority Mail rate plus a per-piece accounting fee.

C1.11.3.2.2. The Qualified Business Reply Mail Rate shall be used whenever possible (see DMM R100 (reference (f)) for more information.).

C1.11.3.2.3. Shall be prepared per the DMM S922.4 through S922.6 (reference (f)).

C1.11.3.2.4. The card format shall be used when possible.

C1.11.3.2.5. Art work for BRM pieces shall be coordinated with the post office to insure proper format prior to printing.

**C1.11.3.2.5.1. (Added)(AF) Use BRM when it is to the Air Force's advantage. For instance:**

**C1.11.3.2.5.1.1. (Added)(AF) When there will be a low return rate and the mailing will likely be cheaper than providing pre-metered postage.**

**C1.11.3.2.5.1.2. (Added)(AF) When there will be a low return rate but the mailer wishes to induce a greater response rate from non-DoD personnel and activities in the interest of the Air Force by providing free postage.**

**C1.11.3.2.6. (Added)(AF) Don't use BRM if your location historically receives very few BRM mailings.**

C1.11.3.3. MRS:

C1.11.3.3.1. Shall not be used until USPS assigns a permit number.

C1.11.3.3.2. Is charged at the appropriate Priority or Standard Mail rate plus a per-piece accounting fee.

C1.11.3.3.3. Shall be prepared per DMM S923.5 (reference (f)).

#### C1.12. DROP-SHIPMENT

Under a drop-shipment, the mailer enters the items into the USPS at the delivering post office rather than the mailer's post office. The mailer provides and pays for the transportation to move the items to the delivering post office and applies local zone postage. The transportation cost plus local zone postage can be less expensive than postage from the mailer to the addressee on zone-rated mail. The instructions for drop-shipments are found in various DMM sections. All drop-shipments of items addressed to MPOs shall be entered into the mail stream at a USPS operated facility, not a postal facility operated by the military. Such drop-shipments may be made to USPS facilities in the appropriate military post office gateway cities (New York, Miami, and San Francisco).

#### C1.13. INTERNATIONAL MAIL

C1.13.1. Postal Union mail: All official correspondence (letters and cards) may be sent as airmail. Packages containing official matter may be sent as airmail if the urgency in delivery justifies the costly airmail letter rates.

C1.13.2. Parcel post shall be sent only as surface mail.

C1.13.3. Special delivery may be used only for delivery in countries where special delivery is the only reliable means of ensuring prompt delivery.

C1.13.4. Consult the IMM (reference (k)) or local post office for applicable postage, customs tags, special services, and restrictions before preparation for mailing.

#### C1.14. NONPROFIT AND SUBSIDIZED RATES

The Department of Defense is not authorized to send mail at nonprofit or subsidized rates (i.e., special bulk Standard rates, Library rates, and the following Periodicals rates; in country, special nonprofit classroom, science of agriculture, limited circulation, and limited circulation science of agriculture).

#### C1.15. REPORTING MISUSE OF APPROPRIATED FUND POSTAGE

Unauthorized use of appropriated fund postage shall be:

C1.15.1. Reported to the commanders of the individuals involved for appropriate investigation.

C1.15.2. Reviewed to determine any appropriate reimbursement of postage and fees. Legal or administrative action shall be taken to obtain reimbursement when appropriate.

## C1.16. FORMS OF POSTAGE

Some forms of postage affect how a mail piece is designed. Before designing and printing mail pieces or address labels, contact the local official mail manager to make sure the selected form of postage is applicable and that necessary permits and postage funds are available. The various forms of postage and their general applicability follow:

### C1.16.1. Permit

C1.16.1.1. Permit mailings shall be used, when cost effective, on large volume mailings of identical size and weight. Contact your official mail manager prior to preparing any camera-ready copy or doing any printing. Permit formats and instructions are in DMM P040 (reference(f)) for prepaid postage.

C1.16.1.2. Permit mail entered in the USPS on behalf of a DoD activity by a contractor shall bear the DoD activity's return address, not the contractors'.

C1.16.1.3. USPS requires advance notice on all permit mailings. Postage and fees are recorded on the USPS forms presented with the mailing.

C1.16.1.4. Manifest postage systems use a permit and are applicable where large volumes of parcels and letters are mailed. They need not be of a uniform size and weight. A computer is required. Contact your local USPS account representative or Business Service Center for details.

C1.16.1.5. Permit mailings are not authorized at MPOs.

### C1.16.2. Metered Postage

C1.16.2.1. Metered postage shall be used to the maximum extent possible on mail that cannot be sent under a permit.

C1.16.2.2. Requests for permission to use logos and slogans on ad plates in postage meters shall be prepared and submitted according to DoD Component directive applying to logos and slogans.

C1.16.2.3. Chapter 2 sets forth procedures for controlling and safeguarding postage meters.

### C1.16.3. PC Postage and Postage Stamps

C1.16.3.1. Postage stamps or PC Postage shall be used by activities that do not generate enough mail to justify the leasing or purchasing of metering equipment and on items not qualifying for permit postage or pre-metered postage.

C1.16.3.2. Chapter 2 sets forth procedures for ordering, controlling, and safeguarding these items.

C1.16.4. BRM and MRS. These forms of postage have special design requirements. Contact your official mail manager prior to preparing any camera-ready copy or doing any printing. BRM formats and instructions are in DMM S922 (reference (f)) for prepaid postage. MRS formats and instructions are in DMM S923 (reference (f)) for prepaid postage.

C1.16.5. DoD Official Intratheater Mail (DoDIM). Items mailed from one MPO to another MPO in the same theater shall have "DoD Official Intratheater Mail" or "DoDIM" typewritten, rubber stamped, or mechanically printed in the area where the postage and fees for special services normally would be placed on U.S. Mail. It can be used on all classes of mail. It will be treated and processed within the Military Postal Service as if postage and fees had been paid on it. Claims may be made and will be processed in accordance with normal procedures up to the point of making payments. Payments shall not be made for lost or damaged items or refunds of postage. Tell the claimants whether the item was signed out by the

delivering MPO and who signed for it. In the case of registered mail, claimants shall be told where and when it was last signed for.

**C1.16.5.1. (Added)(AF) DoD Official Intratheater Mail (DoDOIM) includes delivery between many APO AE and AP ZIP Codes. DoDOIM mail must not enter the USPS system. Consult MAJ-COM develop pouching and routing instructions for unauthorized locations. Official items addressed to a personal lockbox must bear either the DoDOIM endorsement. Any agency dispatching a mass mailing of 20 or more pieces will sort the mailing by APO ZIP Code and numerically by personal lockbox number.**

**C1.16.5.2. (Added)(AF) Items sent using DoDOIM will be treated and processed the same as if appropriated funds postage had been applied. The rules and restrictions of paragraph C1.3 and C1.4 apply.**

**C1.16.5.3. (Added)(AF) USPS Claims are not authorized; however, locations may use PS Form 1510, *Mail Loss and Rifling Report*, to conduct tracer action of DoDOIM items.**

C1.16.6. Postage Due Penalty Mail.

DoD activities may be authorized to use Postage Due Penalty Mail under conditions specified in Chapter 2. Authorizations to use "Free Mail" (for personal mail) do not apply to Postage Due Penalty Mail. Postage Due Penalty Mail shall be prepared per the DMM E060.5.7 (reference (f)). Postage Due Penalty Mail SHALL NOT BE USED to notify next of kin of casualties.

#### C1.17. MAILING LISTS

C1.17.1. Update addresses in mailing lists as changes become known, and at least annually, to remove addressees no longer needing the material being mailed, to minimize delivery delays, and to avoid undeliverable mail that wastes postage and printing costs.

C1.17.2. Effective July 1, 2002, all DoD-provided addresses and address lists shall be matched against appropriate USPS Address Management System files using Coding Accuracy Support System (CASS) software. Addresses that do not match shall be corrected or removed prior to delivering the address or list to the requestor. USPS Account representatives and Postal Business Service Centers can provide more information on how to have addresses and lists matched.

**C1.17.2.1. (Added)(AF) Only USPS Coding Accuracy Support System certified mailing list will be used.**

#### C1.18. RETURN AND DELIVERY ADDRESSES

Incorrect and unreadable addresses are the same as no address. They waste postage and delay the ultimate delivery of the item being shipped. The item being shipped may neither be delivered nor returned to the sender when both the return and delivery addresses are incorrect, unreadable, or missing. See Chapter 3 for information on the assignment, format, printing, and uses of addresses within the Department of Defense.

#### C1.19. ENVELOPES AND PACKAGING

C1.19.1. General

C1.19.1.1. All matter shall be packaged and marked in accordance with the requirements of the DMM C010 (reference (f)). See DMM C020 (reference (f)) for information on the shipment of perishables, haz-

ardous materials, restricted matter and non-mailable articles and substances. If in doubt, consult the local post office, account representative, or Postal Business Service Center.

C1.19.1.2. Envelopes, mailing tubes, and other containers shall:

C1.19.1.2.1. Be only slightly larger than the material being mailed to minimize movement within the envelope or container. The more the contents can move, the greater the chances for damage to the contents or containers.

C1.19.1.2.2. Large enough for adequate cushioning on all sides of fragile contents.

C1.19.1.2.3. Bear only those logos, markings, slogans, or designs supporting an activity or its program authorized in accordance with DoD Component directives covering such items and the DMM P030.4.13 (reference (f)). When authorized, these items shall be placed and printed in a manner that does not interfere with automated mail processing.

C1.19.1.3. Does the envelope or address label:

C1.19.1.3.1. Contain complete delivery and return addresses with ZIP+4 Codes?

C1.19.1.3.2. Have the proper mail classification endorsement and appropriate special service marking been correctly placed on the mail piece or address label?

C1.19.2. Letters and Flats

C1.19.2.1. All self-mailers shall be coordinated with the OMM and USPS Business Service Center to make sure the DMM (reference (f)) requirements for automated mail processing are met. Improperly prepared self-mailers catch on automated mail processing equipment resulting in damage to the self-mailer, other mail, and the equipment.

**C.1.19.2.1.1 (Added)(AF) Clasps, strings, staples, buttons, or protrusions that might impede or damage the mail or mail processing equipment are prohibited. Mailings should be sealed with tape or adhesive.**

C1.19.2.2. Envelopes

C1.19.2.2.1. Uses:

C1.19.2.2.1.1. Letter-size envelopes can hold six sheets of paper and shall be used whenever possible. Letter-size envelopes are defined in the DL1.1.20.

C1.19.2.2.1.2. Envelopes printed with airmail (red and white candy striped) markings shall be used only for international mail. These envelopes should be purchased only by activities frequently using large amounts of international airmail.

C1.19.2.2.1.3. Flat-size envelopes are defined in the DL1.1.16. Use flats only when:

C1.19.2.2.1.3.1. The envelope and its contents weigh more than one ounce when First-Class or Standard Mail is used. A surcharge must be paid on such items weighing one ounce or less.

C1.19.2.2.1.3.2. The contents will be damaged by folding.

C1.19.2.2.1.3.3. The thickness of the contents and envelope would exceed 1/4 inch if folded and placed in a letter-size envelope.

C1.19.2.2.1.4. Those activities with a recurring need for First-Class flats should use envelopes with a green diamond border. Limit their use to items authorized First-Class service. USPS employees recognize the green diamond border as First-Class Mail and treat it accordingly.

C1.19.2.2.2. Specifications:

C1.19.2.2.2.1. White envelope material shall be selected when that choice is available. When white material is not available, the lightest shade available shall be used. See U.S. Postal Service Publication 25, "Designing Letter and Reply Mail," (reference (o)) for additional requirements.

C1.19.2.2.2.2. Use only black or dark blue ink for printing on envelopes. The ink shall not be fluorescent or phosphorescent. See U.S. Postal Service Publication 25 (reference (o)) for additional requirements.

C1.19.2.2.2.3. Most automatic sealing or metering machines cannot seal envelope flaps extending more than 3 inches from the fold and flaps on the ends of envelopes. V-shaped flaps work best. Purchase only envelopes the machine can seal.

C1.19.2.2.2.4. Envelopes with clasps, staples, strings, buttons, or similar securing devices shall not be used as they frequently jam automated mail processing equipment, injure employees, or damage other mail.

C1.19.2.2.2.5. Windows in envelopes shall be placed so the longest dimension of the window is parallel to the longest dimension of the envelope. (Windows placed so the longest dimension of the window is parallel to the shortest dimension of the envelope automatically result in a nonstandard mail piece and a surcharge must be paid. Nonstandard is defined in DL1.1.29.) Items placed in window envelopes shall be prepared so that only the address is visible through the window and shall be large enough so they do not move around in the envelope. See USPS Publication 25 (reference (o)) for additional requirements concerning opacity of the inserts and relationship of the address to the window.

C1.19.3. Parcels

C1.19.3.1. Use mailing tubes only when no other container will protect the item being mailed. Mailing tubes are heavy, hard to handle, and expensive to buy and mail.

C1.19.3.2. Is the carton or shipping container:

C1.19.3.2.1. Inexpensive and light weight?

C1.19.3.2.2. In good, sturdy condition without tears or holes?

C1.19.3.2.3. Strength, as indicated by the manufacturer's seal, suitable for the weight of the item to be shipped?

C1.19.3.2.4. Are the contents adequately cushioned with light-weight material so they do not move when the carton is shaken?

C1.19.3.2.5. Is the package properly closed with pressure sensitive, filament-reinforced tape? Do not use cellophane or masking tape.

C1.19.3.2.6. Not wrapped with brown paper or anything else? (Doing so is labor intensive and the wrappings are frequently damaged or destroyed during automated mail processing.)

C1.19.3.3. Are shipboard boxes packed in a sturdier outer container?

C1.19.3.4. Is the address label:

C1.19.3.4.1. Placed on the top of the package?

C1.19.3.4.2. Easily readable from a distance of 30inches?

C1.19.3.5. Does the address label:

C1.19.3.5.1. Contain complete delivery and return addresses with ZIP+4 Codes?

C1.19.3.5.2. Have the proper mail classification endorsement and appropriate special service marking in the correct place?

C1.19.3.5.3. Have the delivery point barcoded when authorized by section C3.9.?

#### C1.20. ACCOUNTABLE AND OTHER IMPORTANT ITEMS

C1.20.1. This includes classified material and other items whose distribution needs to be controlled.

C1.20.1.1. The transfer of these items directly between offices of the same activity is encouraged. When that is not cost effective, or the items are for external activities, the items may be transferred through the official mail center (OMC).

C1.20.1.2. Classified items shall be controlled, marked, packaged, and shipped as required by DoD 5200.1-R (reference(n)).

C1.20.2. Items being transferred through the OMC shall be placed in sealed containers (envelopes, boxes, sacks, etc).

C1.20.3. The originator of the shipment shall prepare and affix to each item a Postal Service (PS) PS Label 200-A or 200-B (Registered Mail), PS Form 3800 (Receipt for Certified Mail), or PS Form 3813-P (Receipt for Insured Mail, Domestic or International). PS Form 3811 (Return Receipt) shall not be used on these items as the required fee is not paid and they cannot be traced.

**C1.20.3.1. (Added)(AF) Container numbers help control accountable communications while in Air Force channels. When consolidating items using Air Force container numbers, it avoids paying the USPS registered or certified mail fees on every accountable communication piece. When an Air Force container number with a DD Form 2825 and proper USPS forms are used, a container can be traced from the dispatching activity, through the OMC, into the USPS accountable mail (registered or certified) system, to the receiving OMC, and on to the addressee.**

**C1.20.3.2. (Added)(AF) Each activity action or distribution office that processes accountable containers to other activities, either on-base or off-base, will apply the appropriate container numbers on containers and DD Form 2825. Example: SCSL-04-003 (office symbol-last two digits of calendar year-number containers starting with 001.) Place this alphanumeric designation on the left-hand side of the container, beneath the return address. ADOs will develop a log or other tracking system for container numbers to avoid duplicating numbers.**

**C1.20.3.3. (Added)(AF) ADOs will follow the Domestic Mail Manual, instructions when marking correspondence for special services. Specifically, place all markings for special services above the address and to the right of the return address. This requirement applies to endorsements for registered, insured, certified, restricted delivery, and return receipt requested.**

**C1.20.3.4. (Added)(AF) The OMC may issue applicable PS forms or labels (registered, certified, etc.) to ADOs that frequently use them. ADOs will use container numbers, not form or label numbers, of items eligible for consolidated mailings. If items are not eligible for consolidated mailings, form or label numbers may be used instead of container numbers on DD Forms 2825.**

C1.20.3.5. (Added-AETC) Use AF IMT 627, *Application for Registration or Certification of Official Mail*, to transfer accountable mail to the USPS. The OMC will insert the unit’s container number on AF IMT 627. The number corresponds to the registered or certified number in the “Registered or Certified Number” block of the IMT. (AF IMT 627 is prescribed by DODM 4525.8\_AFMAN 33-306, *DOD Official Mail Manual*. Refer to that publication for guidance on completing the form.)

Figure C1.F1. Appropriated Fund Postage Use Decision Tree

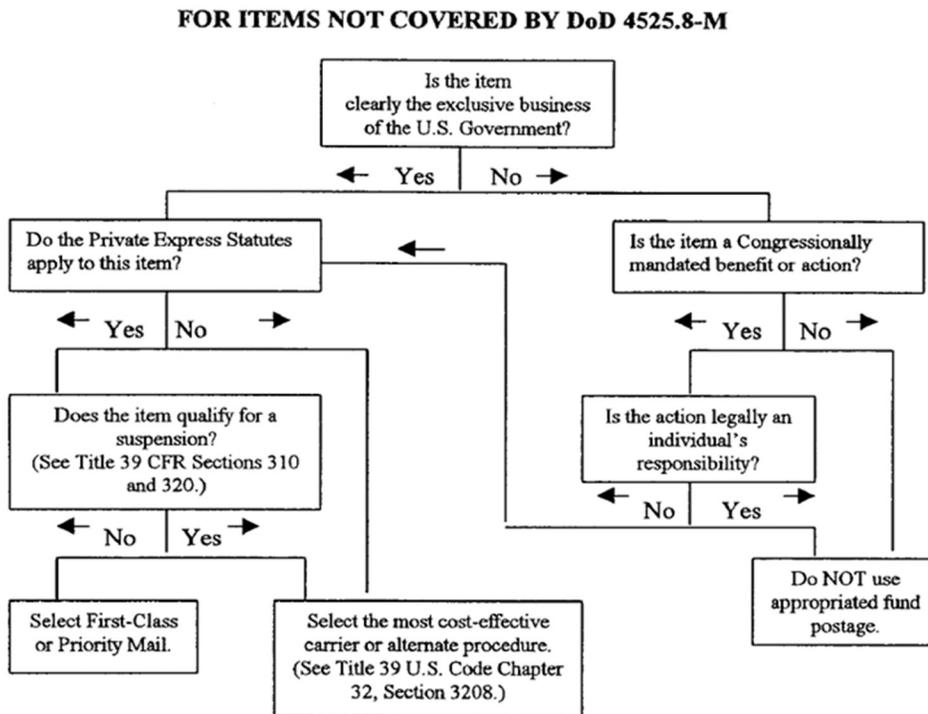


Figure C1.F2. DD Form 2825

INTERNAL RECEIPT (Envelope, Packages, Boxes, Crates, etc.)			1. CARRIER'S NUMBER	2. DISPATCH NUMBER
3. TO			4. FROM	
5. DISPATCHED BY			6. DATE (YYYYMMDD)	7. TIME
a. NAME (Last, First, Middle Initial)		b. GRADE	c. OFFICE SYMBOL	
ITEM	8. CONTAINER NUMBER(S)	9. SPECIAL SERVICE	ITEM	8. CONTAINER NUMBER(S)
				9. SPECIAL SERVICE
(1)			(11)	
(2)			(12)	
(3)			(13)	
(4)			(14)	
(5)			(15)	
(6)			(16)	
(7)			(17)	
(8)			(18)	
(9)			(19)	
(10)			(20)	
10. RECEIVED BY				
a. NAME (Last, First, Middle Initial)		b. OFFICE SYMBOL	c. SIGNATURE	d. DATE (YYYYMMDD)
				e. TIME
11. RECEIVED BY				
a. NAME (Last, First, Middle Initial)		b. OFFICE SYMBOL	c. SIGNATURE	d. DATE (YYYYMMDD)
				e. TIME
12. RECEIVED BY				
a. NAME (Last, First, Middle Initial)		b. OFFICE SYMBOL	c. SIGNATURE	d. DATE (YYYYMMDD)
				e. TIME
INSTRUCTIONS				
ITEM	FOR LOCAL DELIVERY (Not through USPS or other carrier)	FOR DELIVERY THROUGH USPS OR OTHER CARRIER		
1	Leave blank.	Mailing OMC enters carrier's registry, certified, serial number, etc.		
2	For local use (optional).			
3	Enter address of receiving action office or ADO.	Enter address of OMC.		
4	Enter your address and functional address symbol.			
5	Enter name, grade and office symbol of person dispatching the containers.			
6 and 7	Enter current date and time.			
8	Enter item's container number. List more than one container number if the items are going to the same action office, ADO, or OMC.			
9	Originating action office enters the type of special service required.	OMC enters type of special service used.		
10 - 12	Completed by authorized recipient(s).			

Table C1.T1. Domestic Mail Classification Selection Table

RULE	A If matter is	B And is mailed	C Then it
1	Letter mail and other First-Class matter weighing 13 ounces or less	Within CONUS; to, from, or between MPOs,	Shall be sent First-Class or Express Mail (see note 1).
2	Letter mail and other First-Class matter, consolidated mailings, or Joint Uniform Military Pay System (JUMPS) pouches weighing over 13 ounces		Shall be sent Priority or Express Mail (see note 1).
3	High priority logistics shipments, such as not mission capable supply (NMCS) and anticipated not mission capable supply (ANMCS)		Maybe sent Priority, First-Class, or Express Mail.
4	DoD transportation Priority 1 shipments		Maybe sent Priority or First-Class (see note 2).
5	DoD transportation Priority 2 and 3 shipments		Shall be sent Standard Mail, Parcel Services or Standard Mail MOM or Parcel Services MCM (see note 3).
6	Non-MILSTRIP parcels (for example unaccompanied baggage, reference documents or equipment for inspection or assistance teams, etc.)	Within CONUS and speed is needed to meet RDD,	Maybe sent First-Class if 13 ounces or less; or Priority if over 13 ounces (see note 2).
7	Non-MILSTRIP parcels	to, from, or between MPOs and speed is needed to meet RDD,	Maybe sent First-Class, Priority, Standard Mail MOM or Parcel Services MCM.
8	All other non-MILSTRIP matter not covered by rules 6 and 7 above	Within CONUS; to, from, or between MPOs,	Shall be sent Standard Mail or Parcel Services.
9	Bulk distribution of classified, accountable, critical to flying or marine safety; communications systems publications; immediate action regulations or directives, or emergency publications or forms requisitions (see notes 4 and 5)	Within CONUS,	Maybe sent First-Class or Priority (see note 5).
10	Bulk distribution of publications (including regulations, manuals, directives, and instructions) and blank forms not covered in rule 11	Within CONUS; to, from, or between MPOs,	Shall be sent freight, Standard Mail, Standard Mail Bulk Rate, or Media Mail.

## C2. CHAPTER 2

### MAIL CENTER OPERATIONS

#### C2.1. PURPOSE

This Chapter sets forth the policies and procedures for the operation of official mail centers. It includes planning, mail processing, employees, postage procurement, security, dealings with the post office, consolidated mail, postage meters, postage stamps, emergency disposition of postage stamps and meters, postage due penalty mail, change of address, contracting out, personal and unsolicited mail.

#### C2.2. PLANNING

**C2.2a. (Added)(AF) Postmasters and OMMs will ensure all requirements of this paragraph are addressed in overall OMC/MPO plans.**

C2.2.1. Five-Year Plan. Each mail center shall have a 5-year plan that includes a vision statement regarding what the official mail center will look like and what functions it will perform each year for the following 5 years. The plan shall include a cost-effective investment strategy that supports the activity's mission, reduces manual processing, replaces worn-out equipment, helps maintain the mail center's customer satisfaction, improves operational efficiencies, and reaps postage discounts. It shall be updated annually.

C2.2.2. Business Recovery Plan. Each mail center shall have a business recovery plan and update it annually. A copy of the plan shall be stored outside the building housing the mail center (e.g., the installation's emergency operation center). As a minimum, the plan shall discuss actions to be taken when some or all employees are absent, part or all of the mail center is unusable, some or all of the equipment is defective or destroyed, necessary utilities are not available, and carriers or vendors are unable to provide supplies or services when needed. Also, include things such as emergency meeting locations for employees; alternate mail center locations and equipment; emergency evacuation procedures; procedures for handling terrorist threats; emergency employee recall procedures; and procedures for notifying emergency services such as fire, police, and medical. All employees shall be familiar with the plan.

C2.2.3. Operation, Contingency, Exercise, and Similar Plans. These plans shall include provisions for adequate personnel, postage, equipment, and vehicles for official mail center operations in the area involved. The official mail centers shall support all DoD activities in their area regardless of the DoD Component to whom the activity belongs.

C2.2.4. Security Plan. Each mail center shall have a security plan that incorporates appropriate information from this Chapter, Chapter 4, and other appropriate information. The security plan shall be coordinated with local security officials.

#### C2.3. MAIL CENTER OPERATIONS

C2.3.1. Centralized Processing. Outgoing and internal mail preparation procedures and processing shall be integrated across DoD activity and DoD Component lines to ensure optimum use of personnel, equipment, and postage cost reduction practices such as consolidated mailings, discounts, permit mailings, and drop-shipments when the volume of mail is adequate to make them cost-effective. The use of vendors to prepare mail for postage discounts is authorized when cost-effective. Maximum cooperation with other Federal Agencies is encouraged.

C2.3.2. Incoming Mail:

C2.3.2.1. Carriers should deliver incoming items to the addressee or the addressees' offices unless access is denied for security reasons. United States Postal Service (USPS) mail deliveries are made as agreed to in the DoD/USPS Agreement and agreements with local postal officials.

C2.3.2.2. Incoming mail the USPS has sorted to delivery point sequence shall be delivered as sorted. Do not go through the mail to check for mis-sorted mail prior to delivery.

C2.3.3. Distribution cases in official mail centers shall be labeled with the street addresses and, when appropriate, the secondary designators. This is not applicable to deployed units.

C2.3.4. Secure undelivered certified, registered, and Express Mail; items shipped through the General Services Administration's overnight contract carrier; items bearing DoD accountable container numbers; and similar items in a container approved for storing Secret material.

#### C2.3.5. Customer Information

C2.3.5.1. Operation schedules. Official mail centers (OMCs) shall provide their customers hours the OMC operates, distribution trip schedules, close-out time for outgoing mail, etc.

C2.3.5.2. Addresses served. OMCs shall:

C2.3.5.2.1. Give customers a list of installations/organizations to which consolidated mail is sent.

C2.3.5.2.2. Send a list of the addresses they serve to activities sending them consolidated mail.

**C2.3.5.2.3. (Added)(AF) Provide annual ADO training. Where OMCs are contracted, the OMM or quality assurance evaluator will ensure they or the contractor conducts training.**

C2.3.5.3. The above should be available on local area networks.

C2.3.5.4. Contact the official mail manager (OMM) at receiving activities every 6 months to make sure the address for the consolidated mailing is still correct.

C2.3.6. Processing Accountable Items. OMCs shall treat anything they must sign for from the originator or a carrier as an accountable item and obtain a receipt for it.

C2.3.6.1. Use automated tracking systems to control accountable mail and other important items whenever cost-effective. An automated tracking system eliminates hand-written logs and reliance on paper files for tracking or proof of delivery. It can automatically sort items by route and delivery stop. It can then generate delivery manifests that sequence the mail for delivery and provide a place for the recipients to sign. This significantly reduces processing time and provides legible, easy-to-read records. Instant searches and look-ups are possible. The available information can provide data for charge-back to expense codes and productivity analysis of mail clerks. Carrier delivery times, delivery commitments not met, and refund information can be easily obtained. Most systems include a report writer able to produce just about any desired report.

**C2.3.6.1.1. (Added)(AF) If an automated tracking system is used, the delivery clerk scans the accountable items into the scanner system and prints two copies of the manifest for each ADO. The clerk leaves a suspense copy at the Documents Section of the OMC. On the run, the clerk delivers items and the manifest to the ADO, who verifies and signs for items on the hand held scanner. The delivery information will be downloaded into the database once the clerk returns. After the last run, the database for that day will be verified to ensure every item was delivered or returned to the OMC.**

C2.3.6.2. Incoming and Internal Items

C2.3.6.2.1. Check each item by its registered, insured, certified, Express Mail, or carrier's number to make sure everything is present before signing for it. Sign PS Forms 3811 and return them to the USPS (see paragraph C2.10.4.4. for exceptions).

C2.3.6.2.2. Prepare a separate PS Form 3883 (Firm Delivery Receipt for Accountable and Bulk Delivery Mail), or electronic equivalent, in triplicate for each office to which accountable items are to be delivered. (PS Form 3883 is a three-part form.) When receiving the items, the delivering courier signs Part 2 - Office, and leaves it with the official mail center's accountable mail clerk. The courier obtains a signature from the receiving office on Part 1 - Delivery and Part 3 - Customer. The courier gives Part 3 to the office receiving the items. The courier returns Part 1 to the official mail center's accountable mail clerk and receives Part 2.

**C2.3.6.2.2.1. (Added)(AF) On PS Form 3883, the "Received By" block for the unit mail clerk's name and signature has been omitted. To capture the data, modify the form as follows when required: At the bottom (below the "Delivered By" block), line out "PS Form 3849 Barcode Number" and below it enter "Rec'd By." After "Rec'd By," UMC will print their name and write their signature.**

C2.3.6.3. Outgoing accountable items shall be consolidated when possible and cost-effective. Items bearing PS Label 200-A (Registered Mail), PS Form 3800 (certified mail label), and Postal Service (PS) Form 3813-P (U.S. Mail Insured) may be placed in consolidated containers. Postage and fees are not required on each individual item, only the consolidated container.

C2.3.6.3.1. The consolidated container must be registered if it contains an item with PS Label 200-A.

C2.3.6.3.2. If the consolidated container does not contain an item with PS Label 200-A, it must be certified if it contains an item with PS Form 3800.

C2.3.6.3.3. If the consolidated container does not contain an item with PS Label 200-A or PS Form 3800, it must be insured if it contains an item with PS Form 3813-P.

C2.3.6.3.4. Inquiries on the individual items in a consolidated mailing must be sent to the receiving mail center, not the USPS because the USPS will have no record of these items.

C2.3.6.3.5. PS Form 3811 (Return Receipt) is not authorized on the individual items in a consolidated mailing (see paragraph C2.10.4.4.).

C2.3.6.3.6. Consolidated containers containing items with PS Label 200-A, PS Form 3800, or PS Form 3813-P shall also contain a PS Form 3854 (Manifold Registry Dispatch Book) or an automated tracking system-generated manifest showing these items.

C2.3.6.3.7. The originating OMC shall use PS Form 3877 if three or more consolidated containers or other items are mailed at the same time.

C2.3.6.3.8. When a consolidated container is received, the receiving OMC and/or activity shall:

C2.3.6.3.8.1. Verify the contents against the enclosed PS Form 3845 or manifest and notify the originating OMC if all the listed items are not present.

C2.3.6.3.8.2. List the items on PS Form 3883 (Firm Delivery Receipt for Accountable and Bulk Delivery Mail), PS Form 3849 (Delivery Notice/Reminder/Receipt), or an automated tracking system generated receipt and obtain a signature.

**C2.3.6.3.8.2.1. (Added)(AF) OMCs will use PS Form 3883 for delivery of all accountable mail, or automated tracking system generated receipts. PS Forms 3849 are not used at OMCs.**

#### C2.4. EMPLOYEES

C2.4.1. Employee Qualifications. Mail center employees must:

C2.4.1.1. Possess a high degree of honesty and be trustworthy.

C2.4.1.2. Never have been convicted of crimes involving theft.

C2.4.1.3. Not have been previously removed for cause from work in a postal, mail, or other communications activity.

C2.4.1.4. Not have physical restrictions prohibiting duty involving prolonged standing, walking, or lifting weights up to and including the maximum weight for a mail piece.

C2.4.1.5. Possess a valid civilian driver's license when duties may require driving.

C2.4.1.6. Have an Interim Secret clearance or be eligible for a Secret clearance based on having a favorable Entrance National Agency Check (ENTNAC) or National Agency Check (NAC) on file.

C2.4.2. Temporary Hires. Temporary employees such as summer student hires may be used in a limited role. These employees normally do not have a security clearance; therefore, they shall not handle accountable items (including overnight shipments) or open regular First-Class or Priority Mail. They must work under the physical supervision of a regular mail center employee at all times.

C2.4.3. Employee Training. Mail center managers shall establish and carry out a program to train all mail center employees to perform all mail center functions and to maintain their proficiency in those functions.

#### C2.5. ENVIRONMENT

A mail center having a pleasant, business-like appearance helps create a happy work environment, good morale, and quality work. The following contribute to the desired environment:

C2.5.1. Adequate ventilation, heating, and cooling are essential for good health and moral as well as quality work.

C2.5.2. Nicely decorated walls and ceilings help employee morale and production.

C2.5.3. Well-lighted mail processing areas reduce eye fatigue and improve work quality.

C2.5.4. Use cushion mats in areas where employees must stand for prolonged periods of time. When possible, arrange for employees to be seated while working. It reduces foot and leg problems and need not decrease production.

C2.5.5. A clean mail processing area free of excess supplies, equipment, clothing, and other matter looks better and reduces the chances for loss, misplacement, and theft of mail.

C2.5.6. Proper kinds and quantities of equipment and supplies are essential. Mechanize and automate procedures whenever cost-effective.

C2.5.7. Clean and properly maintained equipment works and looks better. Operators can clean most equipment and perform many minor adjustments. Consult the equipment operator's manual or service representative for information and instructions.

C2.5.8. Every week, look at the materials stored in the mail center to make sure they are neatly stored and the quantity on hand is neither excessive nor inadequate for current needs. Is the mail center clean? Is all equipment functional and needed? How long has equipment been inoperable and why?

## C2.6. POSTAGE AND FEES COMPUTATION

C2.6.1. Domestic mails' postage and fees shall be computed according to the Domestic Mail Manual (DMM) (reference (f)) and changes announced in the USPS Postal Bulletin. USPS Poster 123-L or 123-S (Postal Rates and Fees) provides the information in convenient, easy-to-use form. USPS Poster 123L or 123S must be used with the Postal Zone Chart for the post office where the item will be mailed.

**C2.6.1.1. (Added)(AF) Official material delivered by OMC on-base as administrative communications. Do not put U.S. postage on material not entering the USPS system. Do not apply postage on items delivered to individuals through the postal service center (PSC).**

**C2.6.1.2. (Added)(AF) Do not commingle official mail stamps with USPS stamp stock and keep official mail funds separate from stamp stock.**

C2.6.2. International mails' postage and fees shall be computed according to the International Mail Manual (IMM) (reference (k)) and changes announced in the USPS Postal Bulletin.

**C2.6.2.1. (Added)(AF) Official Mail is subject to postage payment requirements, weight and size limits, customs form requirements, and general conditions for mailing that otherwise apply to the class and category of the international mail being sent (IMM). The OMC will ensure the mailing requirement for each country is met before accepting official mail. Retain customs forms for 30 days when applicable.**

C2.6.3. Electronic scales, when properly programmed, may be used to meet the requirements of paragraphs C2.6.1. and C2.6.2.

C2.6.4. "DoD Official Intratheater Mail" shall be legibly entered in the area where the postage normally would be placed on items mailed from one military post office (MPO) to another MPO in the same theater.

**C2.6.4.1. (Added)(AF) DoDOIM includes delivery between many APO AE and AP ZIP Codes. DoDOIM mail must not enter the USPS system. Consult MAJCOM develop pouching and routing instructions for unauthorized locations. Any agency dispatching a mass mailing of 20 or more pieces will sort the mailing by APO ZIP Code and numerically by personal lockbox number. DoDOIM will be treated and processed the same as if appropriated funds postage had been applied. The rules and restrictions of paragraph C1.3 and C1.4 apply.**

C2.6.5. The weight of PS Form 3811, "Domestic Return Receipt," shall not be included when calculating the amount of postage required. See the DMM, Section S915 (reference (f)).

## C2.7. POSTAGE PROCUREMENT

C2.7.1. All DoD activities shall use only prepaid postage.

C2.7.1.1. Postage shall be paid for on receipt. Do not ask postmasters or MPOs to advance postage pending receipt of funds. Any USPS or MPO employee advancing postage is personally liable for the amount of postage advanced and may be disciplined for doing so.

C2.7.1.2. Pay for all purchases by using either a credit card or an electronic funds transfer (EFT). The chart, PAYMENT METHODS ACCEPTED BY THE U.S. POSTAL SERVICE FOR COMMERCIAL (PREPAID) POSTAGE, at Figure C2.F1. explains what may be purchased with each payment option.

C2.7.1.2.1. A Centralized Account Processing System (CAPS) or commercial meter, remotely set (CMRS) trust account shall be used for all transactions possible.

C2.7.1.2.2. The General Service Administration (GSA) Smart Pay credit cards shall be used for all transactions for which the USPS accepts them. Exception: Use the CAPS or CMRS trust account instead of a GSA Smart Pay card when there is a choice.

C2.7.1.2.3. Trust accounts at local post offices may be used only when one of the preceding methods cannot be used.

**C2.7.1.2.4. (Added)(AF) The Air Force discontinued use of USPS penalty mail instruments--stamps, meters, permit imprint mail, second-class, and reply mail. All Air Force activities must use regular postage stamps, commercial meters, or other means available to the private sector mailers to transact USPS business.**

**C2.7.1.2.5. (Added)(AF) Designated official mail clerks shall purchase official mail stamps using SF 1034, *Public Voucher for Purchases and Services Other than Personal*, if procuring through automated clearing house (ACH) or AF Form 9, *Request for Purchase*, from their local contracting office. This form will be used to obtain cash or check to purchase stamps from the local post office.**

**C2.7.1.2.6. (Added)(AF) Contingency operations and exercise plans shall provide for the initial postage requirements; follow-on procurement of additional postage; equipment, personnel, and facilities for processing of official and internal mail; and the transportation of internal mail within the affected area. Contingency OMCs may serve all DoD activities, regardless of their DoD component, on a non-reimbursable basis during the deployment phase of a contingency. Upon sustainment, host agencies should coordinate reimbursement procedures according to this manual.**

**(Added)(AF) (Note: Official mail centers at MPOs operate using prepaid metered postage, postage stamps, or PC-based postage. Official mail centers or supported units will not take official mail items to military post offices to apply postage and pay with Government purchase cards to circumvent the requirement to use prepaid postage.)**

C2.7.1.3. Deposits into trust accounts shall normally be via an overnight Automated Clearing House (ACH) transaction. Fedwire transactions are much more expensive and shall be used only in an emergency.

**C2.7.1.3.1. (Added)(AF) Contingency/deployed operations must establish an official mail account through their local contracting office or ACH disbursing agent.**

C2.7.2. Electronic funds transfer (EFT) Transactions. The USPS offers both debit and credit type ACH transactions. Currently, the Department of Defense is limited to using ACH credit transactions to trust accounts (TA) in USPS-owned bank accounts. A separate SF 1034 (PUBLIC VOUCHER FOR PURCHASES AND SERVICES OTHER THAN PERSONAL) is required for each USPS facility. A separate SF 1034 is also required for each type of transaction. These procedures are not applicable to penalty postage or payments to military post offices. The required DUNNS Numbers and CAGE Codes for the appropriate USPS offices are listed in the CCR Registration List, United States Postal Service at Figure C2.F2.

C2.7.2.1. Deposits to the Computerized Meter Resetting System (CMRS). The SF 1034 must contain the following information.

C2.7.2.1.1. Enter the following in the PAYEE'S NAME AND ADDRESS block:

DUNNS            CAGE            ACH CCD+/CTX  
 US Postal Service (Meter Vendor Name)  
 National Lock Box Program Manager  
 475 L'Enfant Plaza, SW  
 Washington DC 20260-5130

**C2.7.2.1.1a. (Added)(AF) These instructions must be followed exactly as indicated or deposits will be delayed.**

C2.7.2.1.2. Enter the following in the ARTICLES OR SERVICES block:

Mail services for (your activity's name)

LEAVE A BLANK LINE

CMRS Account Number: xxxxxxxxxx (Note: Use number assigned by vendor)

LEAVE A BLANK LINE

GOV TO GOV. PAY IMMEDIATELY.

LEAVE A BLANK LINE

Other: (This line is optional. List any information necessary for your activity, like 3rd Quarter Fiscal Year 2000)

**C2.7.2.1.2a. (Added)(AF) The following Duns and Cage Codes are the only ones authorized to use for processing CMRS transactions. When preparing the SF Form 1034 requesting funds to be placed in your CMRS accounts, please do not use the physical address in the Payee's Name and Address Block. You only need to place the DUNS, Cage Code and the Doing Business As (DBA) information. In cases where the DBA line is blank you will use the legal name as shown below:**

**(HASLER)**

**DUNS:            077631943    DUNS PLUS4:            CAGE/NCAGE    Code: 1YZB5**

**Legal Business Name: UNITED STATES POSTAL SERVICE**

**Doing Business As (DBA): US POSTAL SERVICE (HASLER POSTAGE)**

**Division Name:                    Division Number Company URL:**

**Physical Street Address 1: 2825 LONE OAK PKWY**

**Physical Street Address 2:**

**Physical City: SAINT PAUL    Physical State: MN**

**Physical Zip/Postal Code: 55121-9610**

**Physical Country: USA**

**(POSTALIA)****DUNS: 152761701 DUNS PLUS4 CAGE/NCAGE Code: 1ZDA3****Legal Business Name: UNITED STATES POSTAL SERVICE****Doing Business As (DBA): US POSTAL SERVICE (FRANCO-TYP/POSTALIA POSTAGE)****Division Name: Division Number Company URL:****Physical Street Address 1: 2825 LONE OAK PKWY****Physical Street Address 2:****Physical City: SAINT PAUL Physical State: MN Physical Zip/Postal Code: 55121-9610****Physical Country: USA****(NEOPOST)****DUNS: 627469570 DUNS PLUS4: CAGE/NCAGE Code: 1ZCP2****Legal Business Name: UNITED STATES POSTAL SERVICE****Doing Business As (DBA): US POSTAL SERVICE (NEOPOST POSTAGE)****Division Name: Division Number Company URL:****Physical Street Address 1: 2825 LONE OAK PKWY.****Physical Street Address 2:****Physical City: SAINT PAUL Physical State: MN Physical Zip/Postal Code: 55121-9610****Physical Country: USA****(PITNEY BOWES)****DUNS: 627875818 DUNS PLUS4: CAGE/NCAGE Code: 1ZC88****Legal Business Name: UNITED STATES POSTAL SERVICE****Doing Business As (DBA): US POSTAL SERVICE (PITNEY BOWES POSTAGE)****Division Name: Division Number Company URL:****Physical Street Address 1: 2825 LONE OAK PKWY****Physical Street Address 2:****Physical City: SAINT PAUL Physical State: MN Physical Zip/Postal Code: 55121-9610****Physical Country: USA**

**(Note: OMCs in possession of Pitney Bowes meter equipment have an option to have funds sent directly to the Pitney Bowes bank in lieu of the USPS National Lockbox Program. If you desire to utilize this facility, you must ensure that the following DUNS and Cage Codes are used.)**

**(PITNEY BOWES BANK)**

**DUNS: 021212332 DUNS PLUS4: CAGE/NCAGE Code: 1SXZ3**

**Legal Business Name: THE PITNEY BOWES BANK INC >**

**Doing Business As (DBA):**

**Division Name: Division Number Company URL:**

**Physical Street Address 1: 1245 BRICKYARD RD STE 250**

**Physical Street Address 2:**

**Physical City: SALT LAKE CITY Physical State: UT Physical Zip/Postal Code: 84106-6427**

**Physical Country: USA**

**(Note: There are no changes for organizations using Centralized Account Processing System (CAPS) accounts. The following DUNS and Cage Codes will be utilized.)**

**(CAPS)**

**DUNS: 003261245 DUNS PLUS4: 0005 GE/NCAGE Code: 1RD41**

**Legal Business Name: UNITED STATES POSTAL SERVICE**

**Doing Business As (DBA):**

**Division Name: CAPS Division Number Company URL:**

**Physical Street Address 1: 475 LENFANT PLAZA SW RM 8122**

**Physical Street Address 2:**

**Physical City: WASHINGTON Physical State: DC Physical Zip/Postal Code: 20260-5130**

**Physical Country: USA**

C2.7.2.2. Deposits to Centralized Account Processing System (CAPS). The SF 1034 must contain the following information:

C2.7.2.2.1. Enter the following in the PAYEE'S NAME AND ADDRESS block:

DUNS 00-326-1245+0005 CAGE 1RD41 ACH CCD  
USPS CAPS Service Center  
2700 Campus Drive  
San Mateo, CA 94497-9223

C2.7.2.2.2. Enter the following in the ARTICLES OR SERVICES block:

For mail services to (your activity's name on CAPS)

LEAVE A BLANK LINE

CAPS Account Number: CTASXXXXX (Note: Use CTAS and 5 digit number--NO spaces)

LEAVE A BLANK LINE

GOV TO GOV. PAY IMMEDIATELY.

LEAVE A BLANK LINE

Other: (This line is optional. List any information necessary for your activity, like 3rd Quarter Fiscal Year 2000)

C2.7.2.3. Recurring Payments and Deposits to local Post Offices. This includes permit fees and permit postage not payable via CAPS, deposits to trust accounts such as Permit Imprint (PI), Postage Due (PD), Business Reply Mail (BRM) and Merchandise Return Service (MRS), Express Mail Corporate Account (EMCA), and Periodicals Requestor Rate (PRR). Local post offices do not have bank accounts. Therefore, the ACH transaction must be made to a bank account belonging to the USPS District to which the local post office belongs. Obtain the USPS District's name and current address from the post office. The SF 1034 must contain the following information.

C2.7.2.3.1. Enter the following in the PAYEE'S NAME AND ADDRESS block:

DUNNS            CAGE            ACH CCD+/CTX  
 USPS (District Office Name)  
 Street Address  
 City, State, Zip+4 Code

C2.7.2.3.1. Enter the following in the ARTICLES OR SERVICES block:

For mail services to (your activity's name  
 USPS' facility's name where Account is held (Only one facility per SF 1034)  
 (Street Address)  
 (City, State, ZIP+4 Code)  
 1234 BRM 123456

NOTE: This line consists of three fields separated by a space. The left field contains the USPS facility 4-digit Standard Field Account Number (SFA) of the post office that is to receive the money. The center field contains one of the types of transaction abbreviations from paragraph C2.7.2.3. (Note: ONLY one transaction type per SF 1034.) The right field contains the trust account number. A sample line follows:

LEAVE A BLANK LINE

GOV TO GOV. PAY IMMEDIATELY.

LEAVE A BLANK LINE

Other: (This line is optional. List any information necessary for your activity, like 3rd Quarter Fiscal Year 2000)

C2.7.2.4. Deposits to Stamps-by-Phone Trust Accounts. The SF 1034 must contain the following information.

C2.7.2.4.1. Enter the following in the PAYEE'S NAME AND ADDRESS block:

DUNNS 88-396-9412 CAGE Code: 1Q588 ACH CCD+/CTX  
USPS Stamp Fulfillment Services  
8300 NE Underground Drive Pillar 210  
Kansas City, MO 64144-0001

C2.7.2.4.2. Enter the following in the ARTICLES OR SERVICES block:

For mail services to (your activity's name)

LEAVE A BLANK LINE

Stamps-by-Phone Account Number: xxxxxx

LEAVE A BLANK LINE

GOV TO GOV. PAY IMMEDIATELY.

LEAVE A BLANK LINE

Other: (This line is optional. List any information necessary for your activity, like 3rd Quarter Fiscal Year 2000)

C2.7.2.5. When applying for a permit, send a copy of the USPS Corporate Treasurer's letter (Figure C2.F3.) to the post office along with your permit application. After receiving the permit number and the post office's Standard Field Account (FSA) number from the post office, pay the permit fee and postage by following the instructions in paragraph C2.7.2.3. (NOTE: If your activity has a USPS CAPS account and the post office has the USPS' computerized Permit System, immediately ask the CAPS Service Center to link the permit to your CAPS account. When the CAPS account is established and linked to the permit, deposit the money for postage in your CAPS account instead of a trust account at the post office. Deposit the money for postage by following the instructions in paragraph C2.7.2.2. The initial permit fee must be paid to the local post office. It cannot be paid out of the CAPS account.)

C2.7.3. Standard Form 3881 (ACH VENDOR/MISCELLANEOUS PAYMENT ENROLLMENT FORM) is not required.

C2.7.4. Verify receipt of the deposit by using the procedures provided by the USPS or your vendor. Your vendor will also provide written verification of the deposit's date and amount.

C2.7.5. Monthly, the OMM or OMCM shall reconcile the balance in all TAs.

**C2.7.5.1. (Added)(AF) The OMM will maintain a log to record monthly balance reconciliations of Stamps by Phone accounts.**

## C2.8. SECURITY

C2.8.1. Know the employees. Do not hire anyone to handle your postage without first determining his or her background.

C2.8.2. Secure the mail center against access by unauthorized persons. Keep it locked up whenever possible, especially when no one is on duty.

C2.8.3. Limit mail center access to mail center employees. All others must be escorted. Consider having a sign-in sheet for persons entering and leaving the mail center, including times of arrival and departure.

**C2.8.3.1. (Added)(AF) All visitors will be signed in and out of the facility using AF Form 1109, *Visitor Register Log*.**

C2.8.4. Keep accountable items separate from other items. Document each transfer of accountable items by requiring the receiving party to sign for custody. Automate this process when cost-effective.

C2.8.5. If funds are handled as part of the mail center operation, establish adequate controls to fix individual responsibility for any losses that may occur. Do not keep postage stamps in an unlocked drawer.

**C2.8.5.1. (Added)(AF) Maintain maximum security of official mail stamp stock and funds at all times.**

C2.8.6. Keep the postage meter locked when not in use. Check outgoing metered mail at least weekly to determine if the correct postage is being applied and only official business items receive postage.

**C2.8.6.1. (Added)(AF) For contingency locations. Audit official mail account once a month and/or during change of official mail clerks.**

C2.8.7. Establish procedures to account for valuable items that were mailed, but for some reason were returned.

C2.8.8. On parcels, place postage so it overlaps the upper right corner of the address label or tag. This is a deterrent to theft by "overlabeling," a technique to divert the parcel to a name and address controlled by the thief.

C2.8.9. Vary times and routes of travel between post office and mail center if currency or other valuable mail is regularly sent or received. Check periodically to determine if mail messengers are making unauthorized stops or are leaving mail unattended in unlocked vehicles.

C2.8.10. Employees suspected of stealing shall be removed from duties pertaining to mail until the matter has been investigated.

C2.8.11. Restrict dock parking to authorized vehicles.

## C2.9. DEALINGS WITH THE POST OFFICE

C2.9.1. Cooperation and good relations with your post office's representatives are essential.

C2.9.1.1. Contact your post office representatives frequently. If you do not need their assistance, find some reason to visit or call them occasionally so they will know who you are when you do need their assistance. Do not hesitate to ask for their advice or assistance, especially when designing forms or a large mailing. The more familiar they are with your operation the better they can help you get the most per postal dollar.

C2.9.1.2. The postmasters and the head of postal facilities on DoD installations provide a service that is vital to the successful accomplishment of the installations' missions and the morale and welfare of all personnel living and working on the installations. Installation commanders are encourage to invite their postmaster and the head of the postal facility located on the installation to attend social functions and at least once a quarter t o attend a staff meeting.

C2.9.2. Appeal disagreements with the local post office rulings or interpretations of the DMM (reference (f))through the USPS chain of command. Forward through the DoD chain of command requests to change USPS policy (local post offices have no authority to change USPS policy).

**C2.9.2.1. (Added)(AF) Coordinate local issues with the Postmaster and customer account representative. Advise the MAJCOM OMM of unresolved or over-reaching issues. Contact local USPS District officials if issues cannot be resolved locally. MAJCOM OMMs contact SAF/XCIFO when necessary for DoD and HQ USPS involvement.**

C2.9.3. When asked to modernize a retail store, the local post office representatives may say they do not have the necessary resources. The necessary resources are controlled at the USPS District level or higher. Find out who controls the resources and then sell them on your request.

#### C2.9.4. USPS Delivery Policy

C2.9.4.1. There are three basic types of residential delivery: door-to-door (most expensive), curbside, and cluster box (least expensive).

C2.9.4.2. Postmasters are not allowed to change the type of delivery for existing residential areas without the landowners' permission. Consider the installation commander to be the landowner. All new residential developments receive only curbside or cluster box type delivery. NOTE: When existing buildings are demolished and replaced with new structures the area is considered to be a new residential area. When buildings are vacated, remodeled inside, and re-occupied the area is entitled to the same type of delivery it had previously.

C2.9.4.3. Installation commanders shall not agree to USPS' request for changes to a lesser expensive type of delivery without negotiating for delivery to unaccompanied personnel and business addresses.

#### C2.10. CONSOLIDATED MAIL REWORDED

C2.10.1. General. Consolidated mailings shall be made when they are cost-effective. Consolidated mailings are a reliable way to ship administrative and operational communications and logistical items between headquarters, depots, contractors, installations, and operational units. They remain intact while in transit and reduce the number of times the contents are sorted. Most importantly, they reduce costs because postage is paid on the total weight of the single consolidated container and its contents, rather than separately on each piece within the container. Under the postage rate structure, the first one or two pounds are 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.

**C2.10.1.1. (Added)(AF) To distribute unclassified correspondence on base, mailers use OF 65B or C, *US Government Messenger Envelopes* (OF 65B, [9 1/2 X 12 inches], or 65C [12 X 16 inches]). Addressee organization and functional address symbol (FAS) must be on every envelope. OFs 65B or 65C may be used at OMCs between locations that receive consolidated pouches if deemed appropriate by the OMC. Lightweight administrative communications (four pages or less) should be placed in letter-size envelopes.**

**C2.10.1.2. (Added)(AF) Use consolidated mail when you collect several items of the same class during specified periods, (usually 1 or 2 days) that are going to the same addressee or several activities on the same installation. You can consolidate mail in USPS 2-day priority envelopes or boxes (preferred method), larger envelopes (flats), boxes, or DoD mailbags. Select a container best suited to hold the volume of mail you are consolidating. Place everything going into OMC for consolidation in a container. Avoid under or overfilling containers. Do not place parcels that might damage other mail in the consolidated container. Note the types of consolidated direct shipments:**

**C2.10.1.3. (Added)(AF) Administrative Pouch. A container used to transmit official correspondence. Unclassified material may go in a OF 65B. You may containerize CONFIDENTIAL and SECRET material together. List only the SECRET material on the DD Form 2825. Register containers with SECRET material. Do not use DoD or USPS pouches as outside containers to consolidate registered mail. Use administrative pouches when there is enough mail for one location to justify consolidation.**

**C2.10.1.4. (Added)(AF) Logistics Pouch.** Combine high-priority supply items into one shipment because it is cost-effective and gets better transit time. This is especially true for shipments to an APO. In the CONUS the TMO must select the route, rate, and mode to meet user requirements at the least overall cost.

**C2.10.1.5. (Added)(AF) Weapons Pouch (WSP).** WSP service is for high-priority (MICAP-999) logistics items sent from air logistics centers to APOs. AF Form 607 or AF Form 351 identifies the pouches as requiring high-priority handling in the MPS. The USPS does not recognize WSPs, so do not use the tags or labels for domestic mail. Offices that receive WSPs must coordinate prompt pickup with their servicing mail facility.

#### C2.10.2. Containers

C2.10.2.1. The proper selection of the container is critical to the success of consolidated mailings. See Chapter 1 and the DMM (reference (f)) for tips on package preparation. USPS-owned Priority Mail and Express Mail envelopes, boxes, and pouches must be used whenever possible. When USPS products are not suitable the products listed below have been successfully used.

C2.10.2.2. Carton, 11 1/4 by 8 3/4 by 4 inches. Stock number 8115-00-861-1574.

C2.10.2.3. Carton, 12 by 10 by 8 inches. Stock number 8115-00-179-0575.

C2.10.2.4. Plastic envelopes, lightweight, heat-sealed.

C2.10.2.5. Shrink-wrap plastic.

C2.10.2.6. Sack, shipping 10 1/2 by 16 inches. Stock number 8105-00-145-0444.

C2.10.2.7. Sack, shipping 14 1/2 by 20 inches. Stock number 8105-00-145-0446.

**C2.10.2.8. (Added)(AF) Letter Size Envelopes.** Letter-size envelopes should not exceed one-fourth of an inch in thickness, after stuffing and sealing them. Letter size envelopes thicker than one-fourth of an inch are nonstandard mail pieces, and must have the word “nonmachineable” stamped or written on the mail piece.

**C2.10.2.9. (Added)(AF) Prohibitions.** Do not use envelopes with clasps, staples, strings, buttons, or similar securing devices.

**C2.10.2.10. (Added)(AF) Criteria and Restrictions.** These criteria and restrictions apply to envelopes:

**C2.10.2.10.1. (Added)(AF) Print only with black or blue ink.**

**C2.10.2.10.2. (Added)(AF) Do not print or stamp markings, slogans, or designs supporting an activity or its program.** This restriction also applies to mailing labels, post cards, and self-mailers. **Note:** The USAF Recruiting Service may print slogans or designs on items they use in direct mail recruiting efforts.

**C2.10.2.11. (Added)(AF) Command Pouch.** This is a consolidated pouch or other suitable container to transmit administrative communications between shipping points on a scheduled basis. You may enclose unclassified items that will go into a command pouch in OF 65B or OF 65C.

**C2.10.2.11.1. (Added)(AF) Register command pouches** if the outside container meets the requirements of the DMM.

**C2.10.2.11.2. (Added)(AF) Send official administrative communications qualifying as First-Class mail (weighing 13 ounces or more) as Priority mail.**

**C2.10.2.11.3. (Added)(AF) Send items generated by the Joint Uniform Military Pay System (JUMPS) as First-Class Mail or Priority Mail.**

**C2.10.2.11.4. (Added)(AF) Do not send non-First-Class mail that does not require expeditious movement in a priority pouch. Consolidate this material in a Fourth-Class pouch, if quantity warrants. (Exception: You may consolidate up to three pounds of non-First-Class mail with five pounds or more of First-Class or Priority mail. In this instance, the cost for the additional three pounds, at Priority rates, is actually less than the cost to mail the additional Third or Fourth-Class material in a separate pouch).**

**C2.10.2.12. (Added)(AF) Monitoring the use of Consolidated Mail. The Chief, Electronic Communications must monitor and encourage the use of consolidated mail. To do this, he or she must:**

**C2.10.2.12.1. (Added)(AF) Manage the command pouch service for the installation. Establish command pouch service to activities that continually receive large quantities of mail from the installation, and advertise command pouch service.**

**C2.10.2.12.1. (AETC) The OMM establishes pouch locations and frequency of dispatch, and informs the ADO.**

**C2.10.2.12.2. (Added)(AF) Coordinate the establishment of command pouch service with receiving installations, and monitor and exchange transit time information.**

**C2.10.2.12.3. (Added)(AF) Ensure consolidated mail is prepared properly, has correct amount of postage, and the correct address.**

**C2.10.2.12.4. (Added)(AF) Report any irregularities in the receipt or dispatch of consolidated mail to the sender.**

**C2.10.2.12.5. (Added)(AF) Ensure addressing of single unconsolidated containers shows the mail going directly to the recipient and not to the receiving OMC. Activity distribution and action offices must also know this requirement.**

**C2.10.2.13. (Added)(AF) Addressing Pouches and Paying Postage:**

**C2.10.2.13.1. (Added)(AF) Use AF Form 232, *Pouch Mailing Tag*, to address pouches and affix postage to large Air Force-owned pouches. You may overprint or rubber stamp the return and delivery addresses on the AF Form 232. After closure, weigh the pouch, compute the postage, and affix the postage meter tape to the AF Form 232. The receiving activity can use the postmark date on the AF Form 232 to determine transit times.**

**C2.10.2.13. (Added)(AF) Frequency of Dispatch. MAJCOM or installation OMMs establish their own dispatch schedule for consolidated mail, based on user requirements, normal transit times, and mail volumes. Make pouch dispatch days, close out times, and transit times known to activity distribution offices. Exceptions may be made for urgent mailings that must go on days when a direct pouch isn't scheduled for a particular location. However, remind mailers that pouch mail usually receives better transit times than individual pieces of mail. Therefore, an item sent outside the pouch may not save time.**

C2.10.2.13. (AETC) HQ AETC/A6OC does not operate a mail distribution center. Consolidated mail for HQ AETC staff should be enclosed in the consolidation for 12 CS/SCQAC, 355 B Street West, Suite 1, Randolph AFB TX 78150-4522.

**C2.10.2.13.1. (Added)(AF) Expediting Command Pouches. Command pouches can be taken to the servicing USPS Airport Mail Facility to expedite onward movement. Coordinate this with the servicing USPS representative.**

#### C2.10.3. Preparation

C2.10.3.1. Package consolidated mail shipments as required by the DMM (reference (f)) for the appropriate class of mail and applicable special services such as registered.

C2.10.3.2. Address Labels. Use USPS Label 228C on Priority Mail consolidated mail shipments. The USPS provides these labels with the to and from address already printed. They are free and can be obtained by calling the USPS at 1-800-610-7833 to set up a customer account. A similar label is available for repetitive Express Mail shipments.

**C2.10.3.2.1. (Added)(AF) AF Form 232 may also be used on consolidated mail shipments. Place postage label on the front of the tag, if possible, to avoid item being returned for postage.**

C2.10.3.3. Non-First-Class Mail may be combined with First-Class Mail only when cost-effective.

C2.10.3.4. Large paper envelopes or cartons may have the address and postage placed on the container or on an address label. If a label is used, the postage meter tape or postage stamps shall overlap the upper right edge of the label. Consolidated Mail or CM shall be placed immediately below the return address. These containers are to be opened and sorted in the addressee's official mail center.

C2.10.3.5. Two or more parcels may be fastened together and mailed as one piece. See the DMM C600.1.2. (reference (f)) for information.

#### C2.10.4. Special Services

C2.10.4.1. When an item requiring a special service such as registered, certified, numbered insured, or Return Receipt for Merchandise is placed in a consolidated mailing the whole mailing shall be registered, certified, numbered insured, or be Return Receipt of Merchandise as appropriate. The appropriate PS Form 200-A, 3800, 3813-P, or 3811 must be placed only on the outside of the consolidated mailing. Reason: The addressee signs for only the PS Form pertaining to the consolidated container, not those on individual items in it. Therefore, USPS can not trace those on the individual items. The dispatching mail center shall prepare and include DD Form 2825 (see Figure C1.F2.) in these shipments.

C2.10.4.2. Items requiring registered service shall not be placed in certified or numbered insured consolidated mailings because they are not signed for each time they change hands. However, certified or numbered insured items may be placed in a registered consolidated mailing when cost-effective.

C2.10.4.3. Items requiring certified service shall not be placed in numbered insured consolidated mailings. These items may contain classified material and numbered insured is not sealed against inspection.

C2.10.4.4. When items with PS Form 3811 attached are placed in a consolidated mailing, the PS Forms 3811 attached to the individual pieces shall be removed and destroyed or returned to the sender. When an official mail center receives a consolidated mailing containing items bearing PS Form 3811, the official mail center shall remove and destroy the PS Forms 3811 attached to the individual pieces. REASON: A fee must be paid for each PS Form 3811. Those fees are not paid when the items are consolidated.

C2.10.5. Dispatch. The OMM shall establish and publish the dispatch schedule for consolidated mailings. It shall be based on user requirements, normal transit times, the recipient's normal business days, and mail volumes. Schedule dispatches so the consolidated mail would normally be delivered on days when the addressee is usually open for business. For example, the normal transit time between A and B is 3 days. Consolidated mail dispatched on Wednesday and Thursday would normally be available for delivery on Saturday and Sunday, days the addressee is usually closed. It would actually be delivered on Monday. These items would still be delivered on Monday if held and dispatched on Friday. And, the cost per pound may be less because the consolidated mail shipment may contain additional items and be heavier. Consolidated mail shipments may be made any time the shipment equals the maximum allowable weight or size for a single mail piece.

**C2.10.5.1. (Added)(AF) Normally, consolidated mail goes to the host base activity OMC serving the installation. Addresses for occasional administrative or logistics pouches are in the Air Force Address Directory at <https://private.afca.af.mil/afdir/>. MAJCOMs, FOAs, and similar activities that receive large quantities of mail may want a separate pouch sent directly to them; coordinate this with the installation or agency OMM. Address consolidated mail as follows:**

**Official Mail Center**  
**(Street Address)**  
**(Base) (State) (ZIP + 4)**  
**(Number) ABG/SCBA**  
**(Street Address)**  
**(Base) (State) (ZIP + 4)**

**C.2.10.5.2. (Added)(AF) OMCs will dispatch command pouches daily.**

C2.10.6. Monitoring. The installation or equivalent OMM shall monitor and encourage the use of consolidated mail. To do this the OMM shall:

C2.10.6.1. Manage the consolidated mail service for the entire installation or equivalent.

C2.10.6.2. Establish consolidated mail service to activities that continually receive large quantities of mail from the installation and advertise the service.

C2.10.6.3. Coordinate the establishment of consolidated mail service with receiving installations/activities and monitor and exchange transit time information.

C2.10.6.4. Make sure consolidated mail is properly prepared, has the correct amount of postage, has the correct address, and contains only items the addressee can deliver.

C2.10.6.5. Report to the sender any irregularities in the preparation or receipt of consolidated mail. Also, the sending OMM shall take action to prevent the irregularities in the future.

## C2.11. POSTAGE METERS

C2.11.1. Only commercial meters, remotely set (CMRS) shall be leased by DoD activities.

**C2.11.1.1. (Added)(AF) Postage meters cannot be owned; they must be leased. Unless otherwise specified in a host-tenant agreement, the installation OMM budgets for the lease of official postage meters for the installation. Mailing machines are Air Force-owned equipment listed on a unit's supply account. Owning activities must budget for maintenance and replacement of mailing machines, as well as scales and related supporting equipment.**

## C2.11.2. License

**C2.11.2.1. (Added)(AF) The OMM is responsible for meters and associated equipment used to prepare official mail for dispatch. The Air Force owns all associated equipment, which must be on the activity's supply account.**

C2.11.2.1. Postage meter licenses are required and are obtained by submitting PS Form 3601-A, "Application or Update for a License to Lease and Use Postage Meters," per instructions in the DMM P030.2 (reference (f)). The DMM, P030.2.6 (reference (f)), contains responsibilities of the license holder.

NOTE: Applicants planning to use a commercial postage meter at an MPO shall follow the instructions contained in the AGREEMENT CONCERNING COMMERCIAL POSTAGE METER USE AT MILITARY POST OFFICE ADDRESSES at Appendix 1. Contact the MPO if further assistance is needed.

**C2.11.2.1.1. (Added)(AF) Meter License. The manufacturer should not release the meter until a license is actually obtained from the local post office. The license cannot be transferred to a meter registered at another post office; however, the same license may be used when a meter is removed from operation and replaced with another at the same location. It doesn't matter if the meters come from two different manufacturers. The model number of the new meter and mailing machine must be marked on the license. When a meter is removed from service and not replaced, cancel the license with the local post office.**

C2.11.2.2. Licenses shall be canceled when no longer needed.

C2.11.2.3. Notify the licensing post office whenever the name, address, or telephone number on a PS Form 3601-A changes.

## C2.11.3. Setting, Payments, and Refunds

C2.11.3.1. Meters shall be immediately checked in service upon receipt and out of service when defective, no longer needed, or the licensee moves to a different post office. (NOTE: All AE and AA MPOs are branches of the New York City Post Office and all AP MPOs are branches of the San Francisco Post Office.) See the DMM, section P030.2.8 (reference (f)) and Appendix 1 for instructions. Establish procedures to make sure refunds are received and properly accounted for on postage remaining on defective or no longer needed meters when they are checked out of service. (NOTE: Under certain conditions, the post office is unable to determine how much money is left on a defective meter when it is checked out of service. In this case, a refund is made after the meter is inspected at the manufacturer's facility.)

**C2.11.3.1.1. (Added)(AF) Contact your MAJCOM official mail manager for current guidance prior to returning meters. Coordinate the return with the vendor and your local resource advisor to determine the correct format for refund checks from vendors to ensure refunds are returned to applicable base funds, if appropriate.**

C2.11.3.2. Each meter shall be reset each quarter for the estimated amount of postage to be used on that meter during the quarter. Reset the meter for a zero amount of postage if additional postage is not needed. When commercial meters, remotely set, are set at least every 90 days they need not be taken to the post office for physical inspection. Backup meters should have only the minimum amount of postage needed to prevent work stoppages.

**C2.11.3.2.1. (Added)(AF) The Custodian of Postal Effects (COPE) or OMM will be responsible for setting meters. Additionally a folder should be maintained for each individual meter head containing PS Form 3601-A; PS Form 3602-A, *Daily Record of Meter Register Readings* (or spreadsheet**

with the same information); and PS Form 3610, *Record of Postage Meter Settings*, a log showing monthly verification of the TA and other applicable information for that meter.

C2.11.3.3. When a meter is set or reset, the OMM shall verify the meter was actually set for the desired amount of postage.

**C2.11.3.3.1. (Added)(AF) Meter Setting and Accounting System:**

**C2.11.3.3.2. (Added)(AF) Only a USPS representative can reset a meter.**

**C2.11.3.3.3. (Added)(AF) At overseas locations, the APO chief is the representative of the USPS. The APO Chief, Official Mail Manager (or COPE), will perform functions for official mail postage meters in accordance with the USPS DMM, Section 144 and the DoD Postal Manual.**

**C2.11.3.3.4. (Added)(AF) When setting the meter, the USPS representative prepares a PS Form 3603 in triplicate. The USPS keeps two copies of the PS Form 3603 and gives the meter holder the original for file. This form shows meter and license numbers, identifies the installation and unit using the meter, and the ascending and descending register readings shown on the meter before and after setting the meter. The USPS representative and the meter holder must verify these entries.**

**C2.11.3.3.5. (Added)(AF) The USPS keeps a PS Form 3610 for each official postage meter licensed at the post office.**

**C2.11.3.3.6. (Added)(AF) When withdrawing a meter from service, the responsible Air Force activity must ensure the servicing USPS facility provides proper credit for postage remaining on the descending register. Transfer postage to a replacement meter only when the license is also being transferred. Coordinate with your local resource advisor to determine the correct format for refund checks to ensure refunds are returned to applicable base funds.**

**C2.11.3.4. (Added)(AF) Accounting Responsibilities:**

**C2.11.3.4.1. (Added)(AF) Postal Flight Commanders, Postmasters and Official Mail Managers overseas are responsible for mailing machines, meters, and associated equipment used in preparing official mail for dispatch. The Air Force owns or leases associated equipment and all owned equipment must be on the information management or using activity's supply account. The Allowance Standard (AS) 006ABOO authorizes mailing machines and metering equipment. Additional official mail center equipment can be found in AS 006AAOO, *Organizational Equipment (Multipurpose – Used In More Than One Functional Area)*, & 006E000.**

**C2.11.3.4.2. (Added)(AF) Individuals operating metering equipment must provide proper care and protection for the equipment. To do this, a meter operator must:**

**C2.11.3.4.2.1. (Added)(AF) Allow no one except USPS or MPO officials to break the seal placed on a postage meter. Breaking or tampering with this seal is a postal offense.**

**C2.11.3.4.2.2. (Added)(AF) Ensure the machine is locked and the key is removed whenever the meter is not under surveillance by an authorized operator.**

**C2.11.3.4.2.3. (Added)(AF) Ensure unauthorized personnel do not use the metering equipment and the equipment only processes official mail.**

**C2.11.3.4.2.4. (Added)(AF) Keep areas under the equipment free of dirt and filth, and check for mail that may have slipped underneath.**

C2.11.4. Daily Record of Meter Register Readings

**C2.11.4a. (Added)(AF) USPS or MPO officials will provide a PS Form 3602-A booklet at the first meter setting and replace it when it is full. Dispose of it according to the AFRIMS RDS, available at [https://afirms.amc.af.mil/rds\\_series.cfm](https://afirms.amc.af.mil/rds_series.cfm).**

**C2.11.4b. (Added) (AF) PS Form 3602-A is obsolete, but may be used until supplies are exhausted.**

C2.11.4.1. PS Form 3602-A, "Daily Record of Meter Register Readings," shall be maintained for each meter. Licensees using metering systems that record these readings electronically may use system-generated printed records of the preceding 12 months of meter activity as a substitute for manual entry of daily ascending and descending readings on Form 3602-A. See the DMM P030.2.6 (reference (f)).

**C2.11.4.1.1. (Added)(AF) PS Form 3602-A is obsolete, but may be used until supplies are exhausted. In lieu of the form, use a spreadsheet to record the same information. This information is essential for obtaining proper refunds if the meter breaks and the amount of postage remaining cannot be determined from the meter.**

C2.11.4.2. When the meter is set, or reset, add the amounts appearing in the ascending and descending registers before the meter is used. The resulting sum becomes a control number. At the close of business each day these two registers shall be added together. If their sum is not the same as the control number, the meter may have malfunctioned. The serving vendor shall be contacted before the meter is used again.

**C2.11.4.2.1. (Added)(AF) OMCs must coordinate with the Base Commander on projected base closures to ensure proper account increases or decreases.**

C2.11.4.3. To determine the amount of postage used on any given day, subtract the descending register reading for the day from the descending register reading for the previous day.

C2.11.4.4. The post office keeps a PS Form 3610, "Record of Postage, Meter Setting," for each postage meter licensed at the post office. The post office records the amount of the postage added to the meter on this form. Even though PS Form 3610 is for internal USPS use the license holders may review them. NOTE: PS Form 3610 will not show settings on remotely set meters.

**C2.11.4.4.1. (Added)(AF) Maintain copies of PS Form 3610 with individual meter files.**

C2.11.5. Spoiled or Incorrect Meter Postage

C2.11.5.1. Requests for refunds shall be submitted when authorized. DMM, section P014.3 (reference (f)) explains the conditions and procedures to be followed.

**C2.11.5.1.1. (Added)(AF) Coordinate with your local resource advisor to determine the correct format for refund checks to ensure refunds are returned to applicable base funds.**

C2.11.5.2. Equipment malfunctions causing spoiled meter postage shall be immediately reported to the manufacturers representative.

C2.11.5.3. OMMs shall ensure that spoiled meter postage is minimal and properly accounted for.

**C2.11.5.3.1. (Added)(AF) Do not trace over or otherwise attempt to correct meter imprints (postage cost, meter number, APO, or date).**

C2.11.6. Metered Mail Preparation

C2.11.6.1. The meter imprint acts as a postmark and allows mail to skip the canceling process so be sure it is bright and clear, has the correct date, and florescent ink is used.

C2.11.6.2. All addresses must face the same way, and five or more pieces of metered mail must be bundled with rubber bands or paper straps. Large volumes of metered mail shall be placed in the appropriate size tray or flat container. Trays and similar items are usually provided free of charge by USPS and shall not be used for other purposes.

#### C2.11.7. Postage Management Systems (when available)

C2.11.7.1. Postage management systems are a useful tool for managing metered postage and for charging the postage back to the user. They record various types of data about metered mail such as the amount of postage, date, mail class, and mail volume by user, function, or task.

C2.11.7.1. When postage management systems are not available, OMCs should develop spreadsheets locally to track mail costs by users for reimbursement.

**C2.11.7.1.1. (Added)(AF) OMCs must track official mail expenditures for all contingency/deployed units to provide calculated cost figures to their finance office or resource advisor to initiate reimbursement actions. Submit expenditure status once a month or as needed.**

C2.11.7.2. The record of postage used shall be analyzed by the OMM at regular intervals (weekly for most installations and activities). Information in the analysis shall be used to identify large volume mailers and users of large amounts of certain classes of mail or special postal services. Their mailings shall be periodically analyzed to see if the items can be shipped more economically by other means.

**C2.11.7.2.1. (Added)(AF) The OMM large volume mailers should be referred to paragraph C1.5. to assist in eliminating unnecessary mailings.**

#### C2.11.8. Meter Security

##### C2.11.8.1. Meters

C2.11.8.1.1. Remove the meter and place it in a locked safe, file cabinet, or in a locked room overnight and any other time the operator is temporarily absent and adequate surveillance cannot be maintained to prevent unauthorized use of the meter. Exceptions: Meters requiring a code or password for operation need not be removed during temporary absences of the operator. Meters that lock in place on mailing machines need not be removed from the mailing machine at night as long as the mailing machine is in a secured area.

**C2.11.8.1.1.1. (Added)(AF) Meters that lock in-place on mailing machines must be locked and the key removed and secured.**

C2.11.8.1.2. Immediately report the loss, theft, and recovery of a lost or stolen meter to the local post office, the equipment vender, and through command channels to DoD Official Mail Manager, Military Postal Service Agency, 2461 Eisenhower Ave, STE 812, Alexandria, VA 22331-0006 or [DoDom@hqda.army.mil](mailto:DoDom@hqda.army.mil). Reports shall include the meter make, model, and serial number; the date, location, and details of the loss, theft, or recovery; and a copy of the police report when applicable.

##### C2.11.8.2. Meter Keys and Combinations

C2.11.8.2.1. The Department of Defense (except MPOs) is not authorized to have a copy of the key or any other device or code necessary to open and/or reset the meter. Any activity receiving such keys or devices shall immediately give them to the post office responsible for the meter.

C2.11.8.2.2. The OMCM shall:

C2.11.8.2.2.1. Turn over these duties to the OMM or assistant official mail manager (AOMM) when the OMCM is absent or is a meter operator.

C2.11.8.2.2.2. Keep extra keys and current meter combinations Modified in secure envelopes. The meter operator and the OMCM shall sign on the seal of the envelopes to validate the security of the keys/combinations. The envelopes shall be stored in a secure, locked receptacle. The OMM or AOMM shall sign the envelopes when the meter operator and the OMCM is the same person.

C2.11.8.2.2.2. Extra keys and current meter combination envelopes will be receipted for and stored by the OMM, postmaster or COPE in a secure locked container or drawer.

C2.11.8.2.2.3. Maintain a meter key/combo log to account for all keys and or combinations on hand, in use, or issued, and who has each key or combination. It shall show the dates an operator received the key or combination and the date the key was returned or the combination was changed.

C2.11.8.2.2.4. Limit the number of people having a key or combination to those who have need to use them.

C2.11.8.2.2.5. Change the meter's combination or obtain meter keys from a meter operator when the meter operator permanently stops being a meter operator or when the meter operator will be temporarily absent 1 week or longer.

## C2.12. POSTAGE STAMPS AND PC POSTAGE

C2.12.1. Who May Use. Postage stamps and PC Postage are intended for use by small volume mailers throughout the Department of Defense with outgoing mail volume too low to justify postage meters and for special projects such as "Black Box Payments." Activities without a backup metering system may maintain no more than a 10-day emergency supply of postage stamps or PC Postage to be used only when metering equipment is not operational. Postage stamps and PC Postage shall be centralized and closely controlled by the activity OMM. The advantages of permit and consolidated mailings must be maintained.

**C2.12.1.1. (Added)(AF) Those locations using less than \$2,000 per quarter should use postage stamps for official mailings. Any location may use PC Postage; however, there are monthly costs associated. The location is responsible for procurement, budgeting and payment of associated costs.**

**C2.12.1.1.1. (Added)(AF) Deployed locations should not maintain more than a 90-day stamp stock. Initial procurement should not exceed \$500 depending on projected use, size of contingency operation, and amount of units served.**

C2.12.2. Purchasing. Only deployable units, activities without a backup metering system and those small volume mailers that have been authorized by their installation may purchase postage stamps or PC postage. OMMs shall verify quantities of postage received. Prepaid postage stamps may be purchased from the local post office, by mail through the Stamps By Mail program or through the Stamps By Phone program. Contact your USPS account representative or Postal Business Center for details. (NOTE: PC postage may be used only when payment for postage is made directly to the USPS and not to a vendor who then pays the USPS.)

**C2.12.2.1. (Added)(AF) The commander must approve the purchase of host nation stamps. The OMC will establish control procedures for requisitioning, issuing, controlling, auditing and inventorying the host nation postage. Specific locations (e.g., Germany) are not authorized to purchase**

**host nation postage with operations and maintenance funds to send official First-Class mail to locations throughout the country.**

**C2.12.2.2. (Added)(AF) Air Force activities may not purchase penalty mail stamps or envelopes. Postage stamps must be purchased at local USPS post offices or MPOs using cash or check.**

C2.12.3. Postage Stamp Security. All personnel are responsible for preventing the theft, misuse, waste, or loss of postage stamps, stamped envelopes, and postal cards. The inventory shall be centralized and closely controlled by the activity OMM. It shall be secured in locked containers (safes, file cabinets, desk drawers, etc.) or a locked room.

#### C2.13. EMERGENCY DISPOSITION OF POSTAGE STAMPS, METERS, AND PC POSTAGE DEVICES

C2.13.1. If conditions permit, follow normal procedures for checking a meter out of service and returning the meter to USPS, or the MPO, or the manufacturer (as appropriate).

C2.13.2. If capture or loss of meters or PC Postage devices is imminent, record make, model, and serial number and destroy them if possible. Report destruction, capture, or loss per the instructions in paragraph C2.11.8.1.2. of this Manual.

C2.13.3. When use of postage stamps is no longer possible, transfer existing inventory to another location for safe keeping or use. Destroy postage stamps when capture is imminent.

**C2.13.3.1. (Added)(AF) Contingency/deployed units must coordinate with the MAJCOM OMM for disposition of official mail accounts, residual stamp stock, and funds.**

#### C2.14. POSTAGE DUE PENALTY MAIL

Postage Due Penalty Mail was created by the USPS so DoD activities engaged in hostile operations or operating under arduous conditions can send official matter through the USPS when postage is not available. The postage is collected from the addressee.

**C2.14a. (Added)(AF) Postage due penalty mail may be used by military units engaged in hostile operations during the first 30-days of hostilities. Such use must be according to section 137.5 of the USPS DMM and DoD 4525.8-M. Postage due penalty mail will be paid by the addressee upon receipt. Payment for postage due penalty mail may be made by cash, check, stamps, or meter strips. Postage due penalty mail used by military units engaged in hostile operations will not be refused by the addressee.**

C2.14.1. Postage Due Penalty Mail shall be prepared per the DMM E0605.7 (reference (f)).

C2.14.2. The lack of adequate funding is not a valid reason for its use.

C2.14.3. Postage due penalty mail SHALL NOT BE USED to notify next of kin of casualties, to send items to addressees outside the Department of Defense, or to international mail addresses.

C2.14.4. DoD addressees shall pay the postage due when the item is delivered. Only postage stamps, postage meter strips, or cash are acceptable.

C2.14.5. Theater Commanders-in-Chief may authorize some or all DoD activities in the theater to use Postage Due Penalty Mail for periods not exceeding 120 days. Theater Commanders-in-Chief shall notify the DoD Official Mail Manager that Postage Due Penalty Mail is being used not later than the second business day after use begins. The DoD Official Mail Manager shall notify the USPS General Manager,

Official and International Mail Accounting Division, not later than the third business day after use begins. The policies listed below apply:

C2.14.5.1. The "DoD Official Intra-theater Mail" procedures outlined in paragraph C1.16.5. continue to apply to mail remaining in the same overseas theater. It also applies between adjacent theaters (e.g., United States European Command (EUCOM) and United States Central Command (CENTCOM)) where there is no chance the mail will transit the United States Postal Service domestic system.

C2.14.5.2. For all other mail leaving the theater, continue using postage stamps, PC postage, and postage meters as long as possible before switching to the Postage Due Penalty Mail procedures outlined below.

C2.14.5.2.1. Postage stamps shall be used when official mail centers can no longer use postage meters due to a lack of electricity or equipment failures, or when postal personnel are no longer available to set the meters. (When MPO financial transactions are terminated, postage meters must be checked out of use.)

C2.14.5.2.2. Postage Due Penalty Mail shall be used on mail leaving the theater when postage stamps are not available or cannot be used.

C2.14.5.3. As the situation stabilizes, postage stamps shall replace Postage Due Penalty Mail as soon as possible. The use of postage meters may be resumed as soon as electricity, serviceable equipment, and MPO personnel to process the meters are available.

C2.14.5.4. In the following scenario, M-Day is the day the theater commander-in-chief authorizes the use of postage due penalty mail.

C2.14.5.4.1. At M-Day: Switch to Postage Due Penalty Mail where continued use of postage stamps, PC postage, or postage meters is not practical.

C2.14.5.4.2. At M+30: Users of Postage Due Penalty Mail switch to postage stamps or PC postage and/or postage meters (where practical).

C2.14.5.4.3. At M+60: Those still using Postage Due Penalty Mail introduce postage stamps or make plans to have postage applied to their mail elsewhere in the theater. If these are not practical, continue use of Postage Due Penalty Mail.

C2.14.5.4.4. At M+90: Those still using Postage Due Penalty Mail convert to postage stamps or PC postage and/or postage meters or have postage applied to their mail elsewhere in the theater. If these are not practical, continue use of Postage Due Penalty Mail.

C2.14.5.4.5. At M+120: Postage stamps, PC postage and/or postage meters replace all use of Postage Due Penalty Mail. If that is not possible, advise the DoD Official Mail Manager why it is not possible and provide an estimate as to when replacement of Postage Due Penalty Mail will be feasible. The DoD Official Mail Manager will then notify the USPS.

## C2.15. CHANGE OF ADDRESS

DoD activities shall submit PS Form 3575, "Change of Address Order," when they move. See Chapter 6 for instructions pertaining to unit activations and deactivations.

## C2.16. CONTRACTING-OUT

A contractor, with one exception, may legally perform Official mail center operations. Contractors can not legally carry internal mail qualifying as a "letter" over "post roads" unless such mail bears postage or meets the requirements for one or more of the exemptions to the Private Express Statutes. All public

streets and highways are considered to be "post roads." See "Private Express Statutes" in the DL1.1.41. for a list of applicable statutes and the suspensions thereto.

#### C2.17. PERSONAL AND SOLICITATION MAIL

C2.17.1. Personal Mail. An activity's employees shall not receive personal mail or send outgoing personal mail through an official mail center. Mail bearing an attention line or the addressee's name with a job title is considered to be official and shall be delivered. The three following exceptions apply.

C2.17.1.1. All mail bearing an official Federal Government return address shall be delivered.

C2.17.1.2. Employees may receive personal mail through the official mail center only during the first 120 days after they join the organization. This is to allow time to establish a local residence address.

C2.17.1.3. Discretion should be used in applying this policy to individuals who regularly deal with those outside of the Department of Defense. It is common practice outside of the Department of Defense to address official business matters to an individual by name and the address may or may not include a job title or attention line.

C2.17.2. Solicitation mail is mail (from non-Government sources) addressed to many individuals by name for the purpose of obtaining business, information, or donations. Undeliverable-as-addressed solicitation mail shall be marked "Undeliverable as Addressed" and returned to the post office. Do not attempt to provide a forwarding address.

#### C2.18. MAIL CENTER EQUIPMENT

C2.18.1. Account for all equipment on the property records of the using DoD Component. The postage meter, itself, is leased and cannot be purchased.

**C2.18.1.1. (Added)(AF) OMCs are not authorized to use USPS meter equipment. Acquire meter equipment through private vendors.**

#### C2.18.2. Equipment Operation

C2.18.2.1. The OMM and all personnel involved in mail processing should receive detailed instructions from the vendor when new equipment is installed. During initial use, do not hesitate to call the service representative when questions arise.

C2.18.2.2. Check each scale for accuracy daily before it is used. This shall be accomplished by weighing an object of known weight. Appropriate calibrations shall be made before the scale is used.

**C2.18.2.2.1. (Added)(AF) Ensure either a Precision Measurement Equipment Laboratory or a designated contractor calibrates mechanical or electronic postal scales on site at frequencies specified in the manufacturer's instruction booklet. Consider recalibration if scales are physically relocated within your facility.**

C2.18.2.3. Check each system immediately after updating postage rates to ensure the updated system correctly computes all postage. This can be accomplished by comparing the system's output to the rates printed in the DMM Module R (reference (f)).

#### C2.18.3. Equipment Failure

C2.18.3.1. Do not tamper with the postage meter under any circumstances. It is a postal offense for anyone other than USPS personnel to break or tamper with the seals on postage meters.

C2.18.3.2. Immediately report failures of meters, mailing machines, scales, etc., to the service representative. The service representatives' telephone numbers shall be prominently displayed in the vicinity of that equipment.

#### C2.18.4. Equipment Maintenance

C2.18.4.1. All new equipment is initially covered by a warranty. Maintenance contracts shall be used after the warranty expires.

**C2.18.4.1.1. (Added)(AF) Manage this with annual service contracts or by separate service calls after the expiration of any warranty period. Users must establish and maintain service contracts. When a malfunction occurs in a meter register or a mailing machine, immediately request service from the nearest manufacturer's representative. Under no circumstances will OMC staff tamper with a meter. Only the meter manufacturer may perform meter register maintenance.**

C2.18.4.2. A maintenance log shall be maintained for each piece of equipment in the mail center. The log shall show the date the equipment was initially placed in use and its cost. It shall also show: the date the equipment stopped working properly, the nature of the malfunction, the date and time repairs were requested, the date and time the repair person first arrived, the date and time the repair was completed, a summary of what was done, the cost of the repair, and how long the equipment was out of operation. This information is useful in determining when equipment should be replaced, the quality of repair service, and equipment reliability.

**C2.18.4.2.1. (Added)(AF) Equipment Failure (Mailing Machine Maintenance). Handle this with annual service contracts or by separate service calls after the expiration of any warranty period. Users must establish and maintain service contracts. When a malfunction occurs in a meter register or a mailing machine, immediately request service from the nearest manufacturer's representative. Under no circumstances will anyone tamper with the meter. Only the meter manufacturer may do maintenance to the meter register.**

**C2.18.4.2.2. (Added)(AF) Equipment Placement. The base OMM may relocate existing equipment to a new activity on the same base or to another base to obtain proper use and improve mail processing. Besides the OMC, the OMM can assign metering equipment to any activity that generates large volumes and that has personnel to operate the equipment. However, any time a meter is assigned to another activity it must be checked out of service at the post office serving the transferring activity and checked into service at the post office of the gaining activity. This must be accomplished even if the same post office serves both activities. Do not relocate any meter without prior approval of the base OMM. For tenant units, responsibilities for postal support should be in host-tenant support agreements. In placing equipment, consider:**

**C2.18.4.2.2.1. (Added)(AF) Mail volume.**

**C2.18.4.2.2.2. (Added)(AF) Personnel available to assume the function.**

**C2.18.4.2.2.3. (Added)(AF) Unique operational requirements; e.g., mailing needs after duty hours and on weekends.**

**C2.18.4.2.2.4. (Added)(AF) If the assignment of a meter will expedite the dispatch of mail.**

**C2.18.4.2.2.5. (Added)(AF) Impact on the consolidated mail program.**

**C2.18.4.3. (Added)(AF) Excess Postal Equipment.** MAJCOMs will establish controls for the identification, redistribution, or turn-in of excess postal equipment. If excess equipment cannot be used, ask another MAJCOM if they have a need for it.

C2.18.4.3. (AETC) Identify excess postal equipment to HQ AETC/A6OC. Include type, manufacturer, model number, age, and condition.

Figure C2.F1. Payment Methods for Customers Served by USPS or MPO

TRANSACTION TYPE	PAYMENT METHODS FOR CUSTOMERS SERVED BY	
	USPS POST OFFICES	MILITARY POST OFFICES
Commercial Meters, Remotely Set ( <b>Call meter manufacturer's representative.</b> )	<b>EFT, Check</b>	<b>EFT, Check</b>
Commercial Meters, PO Set	Cash, Check, EFT	Cash, Check
<b>Permit Postage and Fees in CAPS</b> (Call the <b>CAPS Service Center</b> 650-377-1334 for info.)	<b>EFT</b>	<b>Not Applicable</b>
Permit Postage and Fees at PO	Cash, Check, EFT	<b>Not Applicable</b>
<b>Stamps by Phone</b> (Call 816-545-1270 [Kansas City] to start Trust Acct and get order forms.)	<b>Credit Card, EFT</b>	<b>Credit Card, EFT</b>
Postage Stamps, Cards, and Envelopes at PO	<b>Credit Card,</b> Cash, Check	<b>Credit Card (where accepted by MPO),</b> Cash, Check
Stamps by Mail	Check, Money Order	<b>Not Applicable</b>
<b>Personalized (printed return address) Stamped Envelopes</b> (Tel: 800-782-6724)	<b>Credit Card,</b> Check, Money Order	<b>Credit Card, Check, Money Order</b>
<b>PC Postage</b>	Credit Card	Credit Card
<b>Business Reply Mail Postage &amp; Fees in CAPS</b>	EFT	<b>Not Applicable</b>
Business Reply Mail Postage & Fees at PO	Cash, Check, EFT	<b>Not Applicable</b>
Return Service at Post Office	Cash, Check, EFT	<b>Not Applicable</b>
Express Mail Corporate Account at Post Office	Cash, Check, EFT	<b>Not Applicable</b>
PO Box Rental at Post Office	<b>Credit Card,</b> Cash, Check	<b>Not Applicable</b>
Address Correction at PO	Cash, Check, EFT	<b>Not Applicable</b>
<b>Address Element Correction in CAPS</b>	<b>EFT</b>	<b>EFT</b>
Postage Due in CAPS	<b>EFT</b>	<b>Not Applicable</b>
Postage Due at PO	Cash, Check, EFT	<b>Not Applicable</b>
<b>Publications Rate postage &amp; fees in CAPS</b>	EFT	<b>Not Applicable</b>
Publications Rate postage & fees at Post Office	Cash, Check, EFT	<b>Not Applicable</b>
<b>NOTES: Use aforementioned items with bold print NOW.</b> EFTs to local post offices' bank accounts must be manually posted to trust accounts. Discontinue them when another method is available. (MPSA-OMM)		

Figure C2.F2. CCR Registration List

## CCR Registration List (United States Postal Service)

DUNS Number (M)	CAGE Code (M) if foreign	Division Name	Division Number	Street Address(M)	City(M)	State(M)	Zip/Postal Code (M)
<b>www.ccr2000.com</b>							
10-711-6006	1QWS8	Akron	0442	675 Wolf Ledges Pkwy	Akron	OH	44309-9995
09-571-2402	1QVQ4	Alaska (Anchorage)	0995	3720 Barrow St	Anchorage	AK	99599-9995
07-208-5947	1QVN2	Alabama	0350	351 24th Street North	Birmingham	AL	35203-9995
09-693-4260	1QVQ6	Albany	0120	30 Old Karner Rd	Albany	NY	12288-9995
62-654-8838	1QV24	Albuquerque	0870	500 Marquette Ave NW Suite 907	Albuquerque	NM	87102-9995
18-986-2787	1Q4D3	Appalachian	0250	1002 Lee Street East	Charleston	WV	25301-9998
18-115-3776	1QVW8	Arizona (Phoenix)	0852	4949 E VanBuren St Rm 211A	Phoenix	AZ	85026-9995
79-823-5123	1QV38	Arkansas	0720	420 Natural Resources Dr	Little Rock	AR	72205-9995
18-989-4392	1Q951	Atlanta	0300	1605 Boggs Road	Duluth	GA	30026-8600
11-950-3266	1QVR3	Baltimore	0210	900 E Fayette St	Baltimore	MD	21233-9995
18-995-0087	1Q952	Big Sky (Billings)	0590	841 S 26th Street	Billings	MT	59101-9995
04-152-4349	1QVK9	Boston	0020	25 Dorchester Ave	Boston	MA	02205-9995
18-996-0623	1QVX5	Capital	0200	900 Brentwood Rd NE	Washington	DC	20066-7400

## CCR Registration List (United States Postal Service)--Continued

DUNS Number (M)	CAGE Code (M) if foreign	Division Name	Division Number	Street Address(M)	City(M)	State(M)	Zip/Postal Code (M)
<a href="http://www.ccr2000.com">www.ccr2000.com</a>							
87-301-3973	1QV54	Caribbean	0006	585 Ave FD Roosevelt	San Juan	PR	00936-9995
60-446-4789	1Q970	Central Florida	0327	800 Rinehart Road	Mid Florida	FL	32799-8801
17-213-5055	1QWV6	Central Illinois	0604	6801 W 73rd St	Bedford Park	IL	60499-9995
87-882-7856	1QV57	Central New Jersey	0088	21 Kilmer Rd	Edison	NJ	08899-9995
06-313-8254	1RDB6	Central Plains	0680	10707 Pacific Street	Omaha	NE	68124-9501
96-669-1842	1QW22	Chicago	0606	433 W. Harrison St. Ste. 3018	Chicago	IL	60607-9995
13-797-0950	1QVT0	Cincinnati	0450	1591 Dalton St	Cincinnati	OH	45234-9514
02-062-5273	1QVJ3	Cleveland	0440	2200 Orange Ave Room 107	Cleveland	OH	44101-9995
87-688-8140	1QV56	Colorado	0800	7500 E 53rd PL	Denver	CO	80266-9995
02-728-1596	1REJ3	Wyoming	0800	7500 E 53rd Pl	Denver	CO	80266-9995
18-999-2956	1QVX7	Columbus	0430	850 Twin Rivers Dr	Columbus	OH	43216-9995
94-978-0282	1QV75	Connecticut	0060	141 Weston St	Hartford	CT	06101-9995
18-999-3913	1Q954	Dakota	0570	657 2nd Avenue N	Fargo	ND	58102-9998
79-781-7004	1QV37	Dallas	0752	951 W Bethel Rd	Coppell	Tx	75099-9995
03-986-9896	1QVK7	Detroit	0481	1401 W Fort St	Detroit	MI	48233-9995
18-999-4721	1QVX8	Erie	0164	717 State St. Ste. 311	Erie	PA	16515-9995

## CCR Registration List (United States Postal Service)--Continued

DUNS Number (M)	CAGE Code (M) if foreign	Division Name	Division Number	Street Address(M)	City(M)	State(M)	Zip/Postal Code (M)
<a href="http://www.ccr2000.com">www.ccr2000.com</a>							
78-372-5591	1QV32	Fort Worth	0760	4600 Mark IV Parkway	Fort Worth	TX	76161-9995
08-501-0411	1QWA6	Gateway	0630	1720 Market St Room 3031	St Louis	MO	63155-9995
15-293-6795	1QWU6	Greater Indiana	0460	3939 Vincennes Rd	Indianapolis	IN	46298-9995
18-999-5363	1Q955	Greater Michigan	0493	PO Box 999995	Grand Rapids	MI	49599-9997
84-432-0239	1RJK7	Greater South Carolina	0290	PO Box 929995	Columbia	SC	29292-9995
79-771-3138	1Q979	Greensboro	0270	PO Box 27499	Greensboro	NC	27498-9500
60-515-0408	1QWH8	Harrisburg	0170	1425 Crooked Hill Rd	Harrisburg	PA	17107-9995
86-785-0273	1RD02	Hawkeye	0500	PO Box 189995	Des Moines	IO	50322-9995
12-275-9657	1QWD0	Honolulu	0967	3600 Aolele St	Honolulu	HI	96820-3650
09-397-3691	1QWB0	Houston	0770	401 Franklin St	Houston	TX	77201-9998
18-999-7856	1Q956	Kentuckiana	0400	1420 Gardiner Lane	Louisville	KY	40231-9998
83-568-9779	1QWM4	Lancaster	0175	1905 Old Philadelphia Pike	Lancaster	PA	17602-9995
61-827-0219	1QWJ7	Las Vegas	0890	1001 E Sunset Rd	Las Vegas	NV	89199-9995
06-992-7481	1QV96	Long Beach	0907	2300 Redondo Ave	Long Beach	CA	90809-9598
18-999-8573	1REH1	Long Island	0117	PO Box 7500	Hauppauge	NY	11760-9995

## CCR Registration List (United States Postal Service)--Continued

DUNS Number (M)	CAGE Code (M) if foreign	Division Name	Division Number	Street Address(M)	City(M)	State(M)	Zip/Postal Code (M)
<a href="http://www.ccr2000.com">www.ccr2000.com</a>							
18-854-5339	1Q1Y2	Los Angeles	0900	7001 S. Central Ave Room 312	Los Angeles	CA	90052-9998
04-101-6007	1QV36	Louisiana	0700	701 Loyola Ave	New Orleans	LA	70113-9995
92-673-1142	1QWN4	Maine	0040	380 Riverside St	Portland	ME	04103-7040
17-984-0384	1QWF3	Mid America	0640	315 W Pershing Rd Room 536	Kansas City	MO	64108-9995
79-770-9276	1QWL8	Mid Carolinas	0280	2901 South I85 Service Rd	Charlotte	NC	28228-9950
92-697-8255	1QWN5	Middlesex Central	0018	74 Main Street	North Reading	MA	01889-9995
18-999-9480	1Q957	Milwaukee	0530	350 W Saint Paul Ave	Milwaukee	WI	53203-9521
18-999-9779	1QWG1	Mississippi	0390	1461 Lakeover Rd.	Jackson	MS	39205-9998
18-410-3935	1QWF9	New Hampshire	0030	955 Goffs Falls Rd STE 995	Manchester	NH	03103-9995
07-105-1478	1QV99	New York	0100	421 8th Ave Room 3007	New York	NY	10199-9995
60-315-2026	1QWH5	North Florida	0320	PO Box 40005	Jacksonville	FL	32203-0005
06-995-3321	1QV98	Northern Illinois	0600	500 E Fullerton Ave	Carol Stream	IL	60199-9995
12-725-5961	1QWD1	Northern New Jersey	0070	494 Broad St Rm 316	Newark	NJ	07102-9351

## CCR Registration List (United States Postal Service)--Continued

DUNS Number (M)	CAGE Code (M) if foreign	Division Name	Division Number	Street Address(M)	City(M)	State(M)	Zip/Postal Code (M)
<b>www.ccr2000.com</b>							
86-016-4516	1QWM6	Northern Virginia	0220	8409 Lee Highway	Merrifield	VA	22081-9995
18-866-5160	1QWG0	Northland	0553	100 S 1st St Room 411	Minneapolis	MN	55401-9995
07-169-2529	1QWR6	Oakland	0945	1675 7th St	Oakland	CA	94615-9998
93-883-6475	1QW15	Oklahoma	0730	3030 NW Expressway St	Oklahoma City	OK	73198-9995
06-843-5259	1QWR3	Philadelphia	0190	2970 Market St Room 309A	Philadelphia	PA	19104-9995
12-168-0045	1QWT4	Pittsburg	0150	1001 California Ave Room 2389	Pittsburgh	PA	15290-9996
62-216-3772	1QWY1	Portland	0970	715 NW Hoyt St	Portland	OR	97208-8097
16-605-5103	1QWY5	Providence	0028	24 Corliss St	Providence	RI	02904-9995
62-660-2783	1QWY6	Richmond	0230	1801 Brook Rd	Richmond	VA	23232-9995
83-597-0021	1QW07	Rio Grand	0780	1 Post Office Dr	San Antonio	TX	78284-9995
19-000-1979	1QWW4	Royal Oak	0480	600 Minnesota	Troy	MI	48083-9500
55-621-1613	1QWX0	Sacramento	0956	3775 Industrial Blvd	West Sacramento	CA	95799-0050
19-000-2142	1QWW5	Salt Lake	0840	1760 West 2100 South	Salt Lake City	UT	84199-9995
96-542-6364	1QW21	San Diego	0920	11251 Rancho Carmel Dr	San Diego	CA	92199-9995
19-000-2316	1Q958	San Francisco	0940	PO Box 884474	San Francisco	CA	94188-4474
78-727-3333	1QWZ5	San Jose	0950	1750 Lundy Ave	San Jose	CA	95101-9998

## CCR Registration List (United States Postal Service)--Continued

DUNS Number (M)	CAGE Code (M) if foreign	Division Name	Division Number	Street Address(M)	City(M)	State(M)	Zip/Postal Code (M)
<a href="http://www.ccr2000.com">www.ccr2000.com</a>							
61-824-3489	1QWY0	Santa Ana	0926	3101 W Sunflower	Santa Ana	CA	92799-9331
19-000-2456	1Q959	Seattle	0980	415 1st Avenue North	Seattle	WA	98109-4504
19-000-2571	1Q960	South Florida	0330	2200 NW 72nd Avenue	Miami	FL	33152-9511
12-727-4251	1QWT7	South Georgia	0310	451 College St	Macon	GA	31213-9995
80-530-5893	1QXL2	South Jersey	0080	PO Box 9001	Bellmawr	NJ	08099-9998
87-851-0510	1QXM7	Spokane	0990	707 W Main Ave Ste 600	Spokane	WA	99299-9995
80-524-8960	1QXL1	Springfield	0010	1883 Main St	Springfield	MA	01101-9995
06-861-7773	1QW71	Suncoast	0335	2203 N. Lois Ave, Ste 1050	Tampa	FL	33607-7150
19-001-1119	1QXF6	Tennessee	0370	525 Royal Parkway	Nashville	TN	37229-9995
87-932-3418	1QXM8	Triboro	0110	14202 20th Ave	Flushing	NY	11351-9995
83-568-9837	1QXL8	Van Nuys	0913	28201 Franklin Parkway	Santa Clarita	CA	91383-9995
17-640-6759	1QXF2	Westchester	0105	1000 Westchester Ave Room 2-228	White Plains	NY	10610-9995
07-146-9910	1QW73	Western New York	0140	1200 William St	Buffalo	NY	14240-9995
88-396-9412	1Q588	Stamp Fulfilment Office	--	300 NE Underground Drive Pillar 210	Kansas City	MO	64144-0001
00-326-1245+0001	1RDJ7	USPS - Ascom Hasler	--	475 L'Enfant Plaza SW	Washington	DC	20260-5130
00-326-1245+0004	1RD40	USPS - Neopost	--	475 L'Enfant Plaza SW	Washington	DC	20260-5130

## CCR Registration List (United States Postal Service)--Continued

DUNS Number (M)	CAGE Code (M) if foreign	Division Name	Division Number	Street Address(M)	City(M)	State(M)	Zip/Postal Code (M)
<a href="http://www.ccr2000.com">www.ccr2000.com</a>							
00-326-1245+0002	1RD39	USPS - Pitney Bowes	--	475 L'Enfant Plaza SW	Washington	DC	20260-5130
00-326-1245+0010	1RD42	USPS - Postalia	--	475 L'Enfant Plaza SW	Washington	DC	20260-5130
00-326-1245+0005	1RD41	USPS-CAPS	--	475 L'Enfant Plaza SW	Washington	DC	20260-5130

Figure C2.F3. USPS Corporate Treasurer's Letter to Postmaster

Figure C2.F3. USPS Corporate Treasurer's Letter to Postmaster

July 3, 2000

Postmaster:

This is a letter of authorization to you to reserve a commercial permit number and provide your Standard Field Accounting (SFA) number to the Department of Defense (DoD). The permit number must be opened and held for a maximum of 30 days or until payment is received. At the time the permit number is provided to the DoD, you must also provide your USPS facility's complete address, the USPS district in which the facility is located and your Standard Field Accounting (SFA) number.

After the number is reserved, the DoD will initiate an electronic payment (ACH) for the fees. Your district accounting office will receive notification from the bank when an ACH payment is received from DoD. The payment will be identified for your office and your district accounting office will notify you of the payment. After the fees are paid, you may enter the information into the permit system. The permit will subsequently be linked to CAPS (provided the Postmaster has the Permit System and the permit holder has a CAPS account or is applying for one and receives it). The ACH payment will include funds to cover both the permit fee and the postage if the DoD activity does not have a CAPS account or the USPS does not have the computerized permit system.

If you require additional information, you may contact the Payment Technologies office in Corporate Treasury at 202-268-2884 or 202-268-6481.

A handwritten signature in black ink, appearing to read "William P. Taymen, Jr." with a stylized flourish at the end.

William P. Taymen, Jr.  
Acting Vice President  
Treasurer

### C3. CHAPTER 3

#### ADDRESSES

##### C3.1. GENERAL

This Chapter sets forth the policies and procedures for the assignment, format, printing, verifying, and use of addresses within the Department of Defense.

##### C3.2. ADDRESS MANAGEMENT SYSTEM (AMS)

C3.2.1. United States Postal Services' (USPS') AMS Database. The USPS' AMS database contains all deliverable addresses. It is the basis for all bar-coding and automated mail processing. Street addresses with the secondary designators (when applicable) must be included in the AMS database.

##### C3.2.2. USPS' AMS Offices:

C3.2.2.1. Enter city names, street addresses and secondary unit designators into the AMS database. They also assign ZIP+4 Codes and process requests for additional 5-digit ZIP Codes. (NOTE: The only time more than one 5-digit ZIP Code is need on a DoD installation is if more than 9,999 +4 Codes are needed. When this happens, the USPS will automatically assign an additional ZIP Code, if one is available.)

C3.2.2.2. Are responsible for addresses in a particular area. The address and telephone number for the AMS office for a particular location can be found via the USPS' Home Page. The address is "<http://www.usps.com/>." Click on LOCATE. Follow the directions when a new screen appears.

##### C3.3. ASSIGNMENT OF ADDRESSES

All DoD addresses, not just official mail addresses, shall be assigned so they are compatible with the USPS' automated delivery point sequencing.

C3.3.1. Military post office (MPO) addresses shall include the unit, postal service center (PSC), or consolidated mail room (CMR) address and secondary unit designator, as appropriate.

**C3.3.1.1. (Added)(AF) ADOs are not required to endorse class of service for flats or parcels addressed to intra-theater or CONUS pouch locations.**

##### C3.3.2. In areas served by the USPS:

C3.3.2.1. The DoD Installations' names shall be included as city or community names in the AMS database. (NOTE: If the AMS Office is reluctant to include installation names, refer them to Domestic Mail Manual A010.6.3 (reference (f)).) (It states the installation's name must appear in the address.) If the installation shares a ZIP Code with a civilian community, the AMS Office can code the street addresses on the installation so the preferred city or community name for those addresses is the installation's name, not the civilian community's name.)

C3.3.2.2. The DoD installation is responsible for assigning city-style, street addresses on the installation. Contact the local city planning or zoning office if assistance is needed. Some engineering firms also do this type of work.

C3.3.2.2.1. Street addresses shall be assigned and used even though a DoD activity may deliver the mail to the addressee.

C3.3.2.2.2. The sorting and delivery of all mail, including internal, shall be based on the street address and secondary unit designator, and the city, State, ZIP+4 Code.

C3.3.2.2.3. Street addresses assigned by the Department of Defense shall not duplicate addresses found in adjacent civilian communities. The responsible AMS Office will know if the proposed DoD addresses duplicate non-DoD addresses. Once the name of a street has been entered into the AMS database and is being used as a mail address it shall not be changed because it creates unnecessary changes of address.

C3.3.2.2.4. Only geographically locatable civilian-style street address (such as 1234 Telles Avenue) shall be used. EXCEPTION: U.S. Marine Corps deploying units may use either post office box addresses or a street style address. Prior to use, such addresses shall be coordinated with the installation's postal officer, the serving postmaster and AMS office.

C3.3.2.2.5. DoD installations shall not use one street address for the entire installation and then use secondary unit designators such as "Building 123" to designate the delivery addresses on the installation. Doing so precludes the automated sorting of mail to more than one destination in a building.

C3.3.2.2.6. Addresses such as "Building 123 Roberts Street" are not a valid address format and shall not be used.

C3.3.2.2.7. The acronyms PSC and CMR shall be used only in MPO addresses.

### C3.3.2.3. Address Placement

C3.3.2.3.1. Place addresses by the front entrance of the building so they can be seen from the street.

C3.3.2.3.2. Place both the street name and address number on the building if both the building number and the street address number are visible from the street. This same type of sign shall be used on buildings placed diagonally on street corners and on buildings set back from the street so far it is not obvious to which street they belong.

C3.3.2.4. Secondary unit designators, such as suite, room, unit, or stop, etc., followed by a number, shall be used when there is more than one activity, office, or mail receptacle at the same street address.

C3.3.2.4.1. Secondary unit designators shall refer only to locations, activities, or mail receptacles physically located at the street address with which they are used.

C3.3.2.4.2. Secondary unit designators shall be assigned as follows:

C3.3.2.4.2.1. Use only the secondary unit designator names (e.g., suite, room, stop, etc.) listed in USPS Publication 28, "Postal Addressing Standard," (reference (r)). The word "box" shall not be used as a secondary unit designator because it may result in mail being sent to Post Office boxes instead of the intended location.

C3.3.2.4.2.2. In Postnet delivery point barcodes, the last two digits of the secondary unit designator number are placed after the ZIP+4 Code. This allows the USPS' automated sorting equipment to sort the mail in secondary unit designator (or delivery point) sequence.

C3.3.2.4.2.2.1. Since the Postnet barcode does not accept alpha characters, they are not allowed in the number following the secondary unit designator's name. For example, use Suite 123, not Suite ABC.

C3.3.2.4.2.2.2. The USPS' automated equipment cannot sort the mail in delivery sequence if the last two digits of the secondary unit designator are duplicated within a +4 Code. For example, Suites 010, 110, 210, and 310 all end in 10. If they are used with the same +4 Code, the mail for all three will end up inter-mixed in one bundle.

C3.3.2.5. Written requests for adding streets and secondary unit designators (if applicable) must be sent to the AMS Office (see paragraph C3.2.2.2.) responsible for the area where the street addresses are located. That office will enter them and assign the ZIP+4 Codes. The written request should:

C3.3.2.5.1. Ask that the streets and/or secondary unit designators be added to the file and coded in a manner that allows efficient manual sorting and future automated delivery point sequencing to the secondary unit designator level when the later are used.

C3.3.2.5.2. Show a separate listing (including the street address and secondary unit designator range) for each + Code desired. (For example: If two +4 Codes are desired, the first line would read 123 Iolani Street Stops 001 through 060. The next line would read 123 Iolani Street Stops 061 through 120.

C3.3.2.5.2.1. Any number of secondary unit designators can be included in a range as long as the last two digits of the designators are not duplicated. For example, Stops 10 and 110 can not be included in the same range because 10 is the last two digits in both. This limits the number of secondary unit designators per +4 Code to 100.

C3.3.2.5.2.2. Where the secondary unit designators refer to distribution cases or mail receptacles and the cases or receptacles are divided into physically separated groups, one +4 Code should be requested for each group. Additional +4 Codes should be requested if any group has more than 100 secondary unit designators.

C3.3.2.5.3. The request should also indicate:

C3.3.2.5.3.1. Whether the secondary designators are residential or business addresses.

C3.3.2.5.3.2. Whether the secondary designators are vacant or seasonal addresses (used only part of the year). If seasonal, indicate when the addresses are vacant (e.g., May, June, and July).

C3.3.2.5.3.3. The number of families or businesses per secondary designator: (Normally it is one).

C3.3.2.5.3.4. Which days delivery is not provided if the address does not receive delivery six days per week.

C3.3.2.6. City Names

C3.3.2.6.1. A DoD installation's name is the same as a city's name and shall be used as the city name by all activities on the installation (see DMM A010.6.3., reference (f)). Installation names shall not be changed when the installation's status changes after 31 December 2001. Doing so creates unnecessary changes in thousands of address lists within and outside the Department of Defense. Status indicators are words such as annex, Reserve, camp, station, and words that indicate the type of activity on the installation.

C3.3.2.6.2. A Washington, DC address shall be used only by those DoD activities physically located within the District of Columbia and the Pentagon building.

C3.3.2.6.3. DoD activities not covered by the above shall use the name of the city specified by the USPS for their location.

C3.3.3. Only the USPS can deliver items to Post Office Box addresses, normally a fee must be paid to use such addresses, the box holders must go to the post office to pick-up the mail, and there are limitations on mail forwarding when the boxes are closed. Post Office Box addresses may be used only:

C3.3.3.1. For responses to recruiting publicity, surveys, and other purposes where the mailer is unlikely to want to use an overnight service or a carrier other than the USPS.

C3.3.3.2. By DoD activities served by post offices that have only post office box delivery.

C3.3.3.3. By U.S. Marine Corps deploying units. Also, see paragraph C3.3.2.2.4.

C3.3.4. The USPS shall be instructed, in writing, to return to the sender all incoming official and personal mail for non-deploying units/commands without a valid street address beginning 6 months after an installation/activity converts to geographical locatable civilian-style street addresses. After that, any mail received from the USPS without a valid street address shall be stamped "Return to Sender, Insufficient Address" and returned to the USPS.

#### C3.4. USES OF ADDRESSES

C3.4.1. All business cards, organizational sections of telephone directories, letterheads and stationery items, and publicity items shall include the correct street address and secondary unit designator (when appropriate) instead of the building number. When an organization has elements at more than one street address, the street address where the element is located shall be used in the letterhead and addresses for that element.

C3.4.2. All permanent change of station orders and temporary duty orders for more than 14 days at one location shall include the correct address where the individual can receive mail for not more than four months while a permanent address is established. The address provided must match an address in the AMS database. (See section C3.5. for information on how to check the address against the AMS database.) The USPS' Computerized Forwarding System (commonly called CFS) normally requires the old and new addresses to match addresses in the AMS database.

#### C3.5. VERIFYING ADDRESSES

C3.5.1. An increasing number of software programs are becoming available that automatically match addresses against the AMS database when addresses are typed and/or entered into mailing lists and databases. The use of these programs is encouraged.

C3.5.2. ZIP+4 Codes and street addresses can also be verified on the Internet.

C3.5.2.1. Go to the USPS' Home Page at "<http://www.usps.com/>" and click on "Find ZIP+4 Codes."

**C3.5.2.1.1. (Added)(AF) OMMs should encourage ADOs to use this site to verify and confirm ZIP+4 codes for stateside addresses.**

C3.5.2.2. When the ZIP+4 Code Lookup menu appears, follow the prompts on the new screen that appears. (NOTE: Enter the installation's name as the city name. If the address is found, a standardized address and ZIP + Code will be provided.)

C3.5.2.3. There are several reasons why an address may not be found.

C3.5.2.3.1. The street, city, or State names or abbreviations may be spelled wrong. Make the necessary corrections and try again.

C3.5.2.3.2. The street number may not be within the range of valid numbers for that street.

C3.5.2.3.3. The street name and number may not be in the database because it is a new housing development or industrial park that has not been entered into the AMS database. Many college and university addresses are also not listed. Also, if the DoD installation has not converted to street addresses its addresses will not be there.

C3.5.2.3.4. There are three potential causes if the installation has street addresses, and the addresses are not found: the addresses were not entered in the AMS database, the addresses were not associated with the installation's name in the AMS database, or the installation's name is not considered a valid city name in the AMS database. Follow these procedures to identify the cause.

C3.5.2.3.4.1. First, verify whether the installation's name is considered a valid city name. Go back to the ZIP+4 Code Lookup menu and click on "City State/ZIP Code Associations." Enter the installation's name followed by a comma, a space, and the state's name or two-letter abbreviation. (NOTES: Be sure they are spelled correctly. Normally, the installation's name will be spelled out in the database, such as Andrews Air Force Base. Commonly used abbreviated forms, such as Andrews AFB, are also frequently included. One of these versions of the name must be entered to obtain a match.)

C3.5.2.3.4.2. If the installation's name is a valid city name, the ZIP Code(s) assigned to the installation will be provided. In this case, the problem is with the street address. See paragraph C3.5.2.3.3.

C3.5.2.3.4.3. If the installation's name is not a valid city name, enter the installation's ZIP Code instead of the name of the installation and State. The name of the post office to which the ZIP Code is assigned will appear. If the post office on the installation does not have its own postmaster, the installation's name should appear as a community name. If the installation's name does not appear the responsible Address Management Systems Office must change the AMS. See paragraph C3.2.2. for who to contact.

### C3.6. ADDRESS FORMATS

C3.6.1. The use of office symbols and mail codes is discouraged, as they are more difficult to sort mail by than ZIP+4 Codes and plain English text. They are not necessary when appropriate secondary unit designators are included in the delivery address line. USPS Publication 28, "Postal Addressing Standards" contains a list of acceptable secondary address unit designators.

**C3.6.1.1. (Added)(AF) Expanded Explanations. The delivery address for official mail going to CONUS non-pouch locations will be prepared to meet USPS automation requirements. Mailers will use uppercase, spell out the base name, use the standard state abbreviation, no punctuation (except hyphen in the ZIP+4 code), type or print delivery address.**

#### *EXAMPLE:*

<b>Office Name Line (Optional)</b>	<b>ADMIN COMM BRANCH</b>
<b>Attention Line (Optional)</b>	<b>SSGT CRAVEN WILCOX</b>
<b>Organization/Functional Address Symbol (FAS)</b>	<b>55 MSS/IMQA</b>
<b>Street Address, Suite # (or PO Box #)</b>	<b>106 EAST DR STE 2N</b>
<b>Installation Name, State Abbreviation, and Nine-digit ZIP + 4 Code</b>	<b>OFFUTT AFB NE 68113-4013</b>

C3.6.2. Each address line will be limited to a maximum of 40 characters (including spaces) with a maximum of 8 separate words. Addresses shall have a minimum of three lines and not more than five lines arranged in the following order:

C3.6.2.1. Last Line. This line contains the City, State, and ZIP+4 Code. See paragraph C3.3.2.2. for information about city names.

**C3.6.2.1a. (Added)(AF) Delivery addresses lines must be flush on the left hand side to meet USPS automation requirements. Mailers will use uppercase, spell out the base name, use the standard state abbreviation, without punctuation except the hyphen in the ZIP+4 Code.**

XXXXXXXXXXXXXXXXXXXX	Attention line
XXXXXXXXXXXXXXXXXXXX	Optional Line
XXXXXXXXXXXXXXXXXXXX	Name of DoD Activity
Street address, Suite # or PO Box #	Delivery address line
City State ZIP+4 Code	Last line

C3.6.2.2. Delivery Address Line. This line shall consist of a street address, and when appropriate, a secondary unit designator (such as suite (STE) or room (RM)) or a post office box number. (See USPS Publication 28, sections 211, 212, 213, reference (r)). ) A street address consists of the street number and street's name such as 2461 Eisenhower Avenue. (NOTE: Addresses having a post office box address may include a street address. This is called a dual address and requires special treatment. See paragraph C3.6.2.6.)

C3.6.2.3. Name of DoD Activity Line. This line shall consist of the name of the DoD activity.

C3.6.2.4. Optional Line. This line may be used only when the Name of DoD Activity Line and the Attention Line do not adequately identify the addressee.

C3.6.2.5. Attention Line. The attention line contains the name of the office or title of a position (e.g. Supply Officer) that is to receive the item. When known, the action officer's name may be placed at the end of this line. "Commander" may be used only when the name of the appropriate office is unknown.

C3.6.2.6. Dual Addresses. A dual address occurs when both a street address and a PO Box address appear in the address. USPS normally delivers to which ever appears in the delivery line. If both appear in the delivery line the mail will be delivered to the PO Box. See DMM A010.5 (reference (f)).

C3.6.3. The standard address abbreviations specified in USPS Publication 25 (reference (o)) and USPS Publication 28 (reference (r)) shall be used in the last line, the delivery line, and the DoD Activity Name Line. Other variations are not recognized by the USPS' automated equipment. The DoD Activity Name Line may also be spelled as it appears in the USPS' ZIP+4 Files. Most abbreviations found in dictionaries are also acceptable.

C3.6.4. "Resident," "occupant," or similar forms of address shall not be used except on items addressed to Government quarters/housing.

C3.6.5. Return Addresses

C3.6.5.1. Formats

**C3.6.5.1a. (Added)(AF) Centered return addresses are less prone to be read by USPS automated equipment reading as the delivery addresses. Use of nonstandard fonts for the return address serves the same purpose.**

C3.6.5.1.1. Format A. The DoD preferred format for return addresses on all prepaid postage mail. It is mandatory for customs and security reasons on mail addressed to and from MPOs and on international mail.

NAME OF DoD COMPONENT	DEPARTMENT OF THE ARMY
Attention Line	Supply Officer
Name of DoD Activity	30th Engineer Battalion
Delivery Line	1234 Belvoir Blvd
Last Line	Fort Jones, VA xxxxx-xxxx
OFFICIAL BUSINESS	OFFICIAL BUSINESS

C3.6.5.1.2. Format B. Optional on prepaid postage mail when the use of Format A is not required.

Attention Line	Supply Officer
Name of DoD Activity	30th Engineer Battalion
Delivery Line	1234 Belvoir Blvd
Last Line	Fort Jones, VA xxxxx-xxxx

### C3.7. PRINTING ADDRESSES

C3.7.1. Delivery addresses may be hand printed (hand printed, no script) only when no automation or other methods of typing are available. In cases where offices lack the equipment necessary to prepare addresses complying with the USPS requirements for automated mail processing, preprinted address labels for addresses to which items are regularly sent shall be obtained from higher command levels. Hand printed addresses must be legible and easily read. Hand written or mechanically produced script and slanted letters shall not be used in addresses. See DMM C630 (reference (f)) for acceptable fonts and type sizes and additional instructions. Both capital and small letters may be used. Labels may be used for addressing all sizes of mail.

**C3.7.1.1. (Added)(AF) Official Mail Centers will return outgoing mail received from their ADO with return and delivery addresses not meeting USPS automation requirements. A complete return or delivery address must contain the organization/FAS, street address, installation name, state abbreviation, and nine-digit ZIP+4 Code.**

C3.7.2. Return Addresses

C3.7.2.1. Preprinting the return address on envelopes is optional.

C3.7.2.2. Under certain conditions, the USPS' automated equipment may read the return address, think it is the delivery address, barcode it accordingly, and send the piece back to the mailer. Prevent this by using a font and type size not listed as acceptable in DMM C630 (reference (f)).

C3.7.3. Rubber stamps frequently create unreadable addresses and shall not be used for either return or delivery addresses.

**C3.7.3.1. (Added)(AF) Rubber stamps may be used for return addresses, but not for delivery addresses.**

**C3.7.3.2. (Added)(AF) Official Mail Centers will return outgoing mail received from their ADO with return and delivery addresses not meeting USPS automation requirements. A complete return or delivery address as a minimum must contain the organization/FAS, street address, installation name, state abbreviation, and nine-digit ZIP + 4 Code. Official Mail Managers (OMM) may grant exceptions to the above policy on return of mail for delivery addresses that do not meet USPS automation requirements. The exception must be based on a study revealing that the use of ZIP + 4 deliveries addresses for the purpose of presorting outgoing mail for USPS presort discounts is not cost effective because of equipment and manpower cost. When exceptions are granted, OMMs should encourage mailers to type or mechanically print ZIP + 4 addresses on all mail that will be tendered to USPS for delivery. OMMs may not grant exceptions for mail received from ADOs or other activities with return addresses that do not meet USPS automation standards.**

**C3.7.3.3. (Added)(AF) Mail received at Official Mail Centers from USPS or other private carriers with return or delivery addresses that do not meet USPS automated requirements will be delivered to the addressee.**

### C3.8. ADDRESS CHANGES

It is essential that DoD activities keep their addresses up to date. DoD activities shall submit USPS change of address cards when any of the events listed below occur. Also, contact the local USPS account representative or Business Service Center to have appropriate changes made in the AMS database.

C3.8.1. An activity moves.

C3.8.2. An activity ceases to conduct business under its current name (may be renamed, deactivated, or cease to exist).

**C3.8.2.1. (Added)(AF) Official Mail will be returned to sender effective the date of deactivation.**

C3.8.3. A new DoD activity begins conducting business (may be the result of a renaming, activation, or creation).

### C3.9. ZIP CODES AND BARCODES

**C3.9a. (Added)(AF) ADOs are not required to endorse class of service for flats or parcels addressed to intra-theater or CONUS pouch locations.**

C3.9.1. Assignment of new or additional ZIP+4 Codes shall be requested from the responsible Address Management Systems Office. See paragraph C3.5.2.3.4.2. (NOTE: DoD activities that have an MPO return address should contact their MPO to obtain additional +4 Codes.)

C3.9.2. Use of the ZIP+4 Code is mandatory in all return addresses.

C3.9.3. Use of the ZIP+4 Code in delivery addresses is encouraged when known or when determining it is cost-effective.

**C3.9.3.1. (Added)(AF) Include the APO number and ZIP+4 Code add-on on all mail addressed to APO/FPO addresses.**

C3.9.4. The ZIP+4 Code on dual addresses must correspond to the place where USPS delivers the mail. See DMM A010.5 (reference (f)).

C3.9.5. ZIP+4 Codes used on business reply mail (BRM) and merchandise return service (MRS) differ from those used on regular mail. The ZIP+4 Codes, and barcodes, provided by USPS for these purposes shall be used.

C3.9.6. The application of barcodes recognized by the USPS is encouraged when cost-effective. (NOTE: Barcodes created by word processing, database, spreadsheet, and similar computer programs normally do not qualify for postage discounts because the program does not match the addresses against the AMS database nor provide the documentation required by the USPS. Barcodes printed by these programs shall not be put on mail because they may not be correct and the USPS' automated mail processing equipment ignores them.)

C4. CHAPTER 4  
TERRORIST THREATS

C4.1. GENERAL

This Chapter provides information about and guidance on terrorist threats involving mail and place bombs plus biological and chemical agents. All mail center managers shall include instructions on what to do if a threat is received in their mail centers' written operating procedures. All mail center personnel shall be educated on the instructions.

**C4.1.1. (Added)(AF) Mail center managers must ensure personnel understand local reporting procedures to handle threats received or identified within a work center. Personnel should follow instructions of first responders.**

C4.2. MAIL BOMBS

C4.2.1. General. Unfortunately, a small number of mail bombs HAVE been mailed over the years. While most of them are sent through the USPS, they can also be sent through any other carrier. MAIL BOMBS MUST BE TAKEN SERIOUSLY. They can kill and seriously injure. Fortunately, THE LIKELIHOOD OF YOUR EVER RECEIVING A BOMB IN THE MAIL IS VERY REMOTE. Motives for mail bombs are often revenge, extortion, terrorism, or business disputes.

C4.2.2. Mail Bomb Characteristics. Mail bombs can be enclosed in either a letter or a parcel. Its outward appearance is limited only by the imagination of the sender. Mail bombs may, or may not, have one or more of the characteristics listed below. They may even appear to be official mail. Your local police and the nearest Postal Inspector in charge (obtain the address from your post office) can provide more information about mail bombs and what to do when a piece of mail is suspected to be a potential bomb. Most mail bombs are aimed at a specific person and so are designed to explode when opened.

**C4.2.2a. (Added)(AF) MPOs will include the instructions in this chapter in applicable operating instructions and ensure all personnel are properly trained and the training is documented. OMCs will develop an operating instruction covering procedures for detecting and disposing of suspected letter or parcel bombs that may enter the official mail center. Note: Display USPS Poster 26, *Letter and Package Bomb Indicators*, in the mail sorting work area.**

C4.2.2.1. All mail bombs may:

C4.2.2.1.1. Bear restricted endorsements such as "personal" or "private."

C4.2.2.1.2. Have an inaccurate addressee's name and/or title.

C4.2.2.1.3. Have distorted handwriting, or the name and address may be prepared with homemade labels or cut-and-paste lettering.

C4.2.2.1.4. Have protruding wires, aluminum foil, or oil stains visible, and may give off peculiar smells.

C4.2.2.1.5. Have a large number of postage stamps.

C4.2.2.1.6. Feel rigid or appear uneven or lopsided.

C4.2.2.2. Parcel mail bombs may:

C4.2.2.2.1. Appear unprofessionally wrapped with several combinations of tape.

C4.2.2.2.2. Be endorsed "Fragile-handle with care" or "Rush-do not delay."

C4.2.2.2.3. Make a buzzing or ticking noise, or a sloshing sound.

C4.2.3. Bomb Threat Precautions. 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. Take the following actions:

C4.2.3.1. DO NOT OPEN THE ITEM.

C4.2.3.2. ISOLATE THE ITEM AND EVACUATE THE IMMEDIATE AREA.

C4.2.3.3. LEAVE THE ITEM IN AN OPEN AREA WHERE A ROBOT CAN EASILY PICK IT UP AND MOVE IT. C4.2.3.4. DO NOT PUT THE ITEM IN WATER OR A CONFINED SPACE SUCH AS A DESK DRAWER OR A FILING CABINET. If it is placed there and it explodes, pieces of the drawer or cabinet will become flying shrapnel and injure those trying to remove it.

C4.2.3.5. IF POSSIBLE, OPEN WINDOWS IN THE IMMEDIATE AREA TO ASSIST IN VENTING POTENTIALLY EXPLOSIVE GASES.

C4.2.3.6. FIND OUT IF THE ADDRESSEE IS EXPECTING THE LETTER OR PARCEL AND ADVISE THE ADDRESSEE THAT IT MAY CONTAIN A BOMB.

C4.2.3.7. IMMEDIATELY CONTACT YOUR LOCAL POLICE AND POSTAL INSPECTOR FOR PROFESSIONAL ASSISTANCE. (NOTE: At military post office (MPO) locations contact the military police and the MPO.)

#### C4.3. PLACE BOMBS

Place bombs are bombs that are put in place by the bomber.

DO NOT MOVE SUSPICIOUS ITEMS OR ITEMS NEAR THEM. IMMEDIATELY EVACUATE THE AREA AND NOTIFY YOUR SECURITY OFFICE.

C4.3.1. Place bombs may be aimed at anyone near them, or a specific person.

C4.3.2. Place bombs may explode when they are moved, when something else is moved, at a specific time, or by remote control.

C4.3.3. A place bomb may be in a vehicle, a box, a briefcase, a toy, or anything else. The appearance and placement of a place bomb is limited only by the imagination of the bomber. There may or may not be a warning about the bomb from the bomber.

#### C4.4. BIOLOGICAL AND CHEMICAL THREATS

The Center for Disease Control recommends the following actions be taken if your activity receives an Anthrax threat.

**C4.4a. (Added)(AF) Replace with Biological and Chemical Threats. In the event of a suspected biological or chemical threat or attack, immediately contact the local health and security authorities and ask for guidance. Many different biological and chemical agents may be involved in threats. Each of them requires different treatment.”**

C4.4.1. Double bag the letter in zipper-type plastic bags using latex gloves and a particulate (or tuberculosis) mask.

C4.4.2. Notify both local police (military and civilian) and the Federal Bureau of Investigation (they will arrange to collect the letter) of the threat.

C4.4.3. Notify the local, county and State health departments.

C4.4.4. Notify the State emergency manager.

C4.4.5. Ensure all persons who have touched the letter wash their hands with soap and water. Hand washing is sufficient for those who have touched the envelope and letter. Decontamination or prophylaxis is not warranted.

C4.4.6. List all persons who have touched the letter and/or envelope and provide the list to public health authorities.

C4.4.7. Notify the Center for Disease Control Emergency Response at 770-488-7100. Also call them if you have any questions or need more information.

## C5. CHAPTER 5

### DoD DIPLOMATIC POUCH MAIL

#### C5.1. PURPOSE

This Chapter establishes the policies and procedures to be followed by DoD activities using the Department of State (DoS) Diplomatic Pouch Service (DPS).

#### C5.2. GENERAL

C5.2.1. DoD activities may use the diplomatic pouch only if there is no other expedient, cost beneficial, international mail service available. The international mail system and the Military Postal Service (MPS) shall be used when possible. Generally, this means the pouch will be used only for classified material, material too large for postal channels, or to diplomatic posts without MPS support. DoD activities using the pouch shall abide by DoS requirements. The DoS requirements are paraphrased in Appendix 2.

C5.2.2. Empty Pouches. All DoD activities shall immediately return empty pouches to the Diplomatic Pouch and Mail Division (DPMD) or the diplomatic post. DoD activities shall not use diplomatic pouches for any purpose other than as a diplomatic pouch.

C5.2.3. Violations. Employees who violate these DoD or DoS policies shall be subject to loss of pouch privileges and/or disciplinary action.

#### C5.3. PREPARATION OF MAIL

##### C5.3.1. Items from Diplomatic Posts

C5.3.1.1. When the diplomatic post charges for use of the pouch service, the originating DoD Component is responsible for paying those charges for all items it sends through the pouch.

C5.3.1.2. Items originating at diplomatic posts and intended for dispatch into the domestic postal system, including the military post office (MPO) addresses, are turned over to United States Postal Service (USPS) at the DPMD. These items must meet USPS standards and other requirements of this Manual.

C5.3.1.2.1. The originator shall apply the appropriate amount of postage at the full, single piece rate. Use the USPS Zone Chart (Figure C5.F1.) to determine the correct zone for zone-rated postage. When application of postage on official, unclassified, mailable items is not feasible at the diplomatic post send the items to the parent DoD Component for application of postage.

C5.3.1.2.2. The various postal discounts for ZIP+4, pre-bar-coded, presort, and bulk rates require special documentation and shall not be used.

C5.3.1.2.3. USPS special services such as registered, certified, insured, etc., are not available on this mail.

C5.3.1.2.4. All unclassified, non-mailable items (because of size, weight, or content) shall be prepared as required by Department of State (DoS). Tell the addressee the item is being shipped so arrangements can be made to pick up the item on arrival at the DPMD.

##### C5.3.2. Items for Diplomatic Posts

###### C5.3.2.1. Unclassified Items

C5.3.2.1.1. Use the diplomatic pouch only when a military post office address cannot be used.

C5.3.2.1.2. Prepare FOR OFFICIAL USE ONLY items per DoD 5400.7-R (reference (p)).

C5.3.2.1.3. Do NOT use accountable mail (Express Mail, registered, certified, insured). These services end at DoS.

C5.3.2.1.4. Use the address format shown in paragraph AP2.4.3.1.

#### C5.3.2.2. Classified Items

C5.3.2.2.1. Classified items entered into the DPS must be marked "CONFIDENTIAL," "SECRET," or "TOP SECRET," plus any other markings required by DoD 5200.1-R (reference (n)). These are the only DoD classified indicators recognized by DoS. DoS assumes items not bearing one of those indicators are unclassified. Items marked in a way which implies they might be classified or administratively controlled (i.e., "By Courier," "NOFORN," etc.) will not be accepted.

C5.3.2.2.2. All CONFIDENTIAL and SECRET material must be registered in accordance with paragraph C5.4.3.2.3.3.2., below.

C5.3.2.2.3. The following apply to CONFIDENTIAL and SECRET items mailed:

C5.3.2.2.3.1. Use the diplomatic pouch only when a military post office address cannot be used.

C5.3.2.2.3.2. Prepare the outer wrapper according to appropriate security requirements of reference (n). Address it per paragraph AP2.4.3.2.1.

C5.3.2.2.3.3. The inner wrapper shall be addressed per paragraph AP2.4.3.2.2.

C5.3.2.2.3.4. The appropriate security markings and be prepared as required by reference (n).

C5.3.2.3.4. Registry Number. Any item entered into the Diplomatic Pouch Service (DPS) for which the originator wants a receipt signature from DPMD shall be clearly marked "REGISTERED" and shall have a registry number. The registry number shall be preceded by a designation which identifies it as the registry number; i.e., RegNum: 123456. (Registered material received for forwarding is not assigned a number by the forwarding office, but is identified by the originator's registry number.) The registry number shall be typewritten. On envelopes and flats the registry number shall appear in the lower left corner of the envelope or the address label. On parcels and nonconveyables the registry number shall be in the lower left corner of the address label.

(When items are sent to the DPMD via USPS registered mail, the USPS registered mail number on the outer wrapper shall be used as the registry number on the inner wrapper. When items for more than one addressee are consolidated under one USPS registry number, identify each item by adding a different letter after the USPS registry number on the inner wrapper.)

C5.3.3. DoD TOP SECRET material shall be sent via the Defense Courier Service (DCS) to the DoS for delivery by appropriate means. The Defense Courier Service (DCS)-unique two-line address for DoS is:

449321-BA23

DOS SEC OF STATE

Figure C5.F1. U.S. Postal Service Official Zone Chart

U.S. POSTAL SERVICE OFFICIAL ZONE CHART FOR MAIL ORIGINATING FROM ZIP CODES BEGINNING WITH 200 - 205, 209, AND 220 - 223

ZIP CODE PREFIXES ZONE	ZIP CODE PREFIXES ZONE	ZIP CODE PREFIXES ZONE
004 - 005.....3	220 - 227.....1	458 - 497.....4
006 - 009.....7	228 - 241.....2	498 - 509.....5
010 - 011.....4	242 - 243.....3	510 - 511.....6
012.....3	244 - 245.....2	512 - 533.....5
013 - 046.....4	246 - 253.....3	534.....4
047.....5	254.....1	535 - 561.....5
048 - 059.....4	255 - 261.....3	562.....6
060 - 061.....3	262 - 265.....2	563 - 564.....5
062.....4	266.....3	565 - 587.....6
063 - 079.....3	267 - 268.....2	588 - 595.....7
080 - 086.....2	270 - 286.....3	596 - 599.....8
087 - 119.....3	287 - 296.....4	600 - 609.....4
120 - 123.....4	297.....3	610 - 617.....5
124 - 127.....3	298 - 315.....4	618 - 619.....4
128 - 129.....4	316 - 317.....5	620 - 667.....5
130 - 132.....3	318 - 319.....4	668 - 672.....6
133 - 136.....4	320 - 355.....5	673.....5
137 - 142.....3	356 - 359.....4	674 - 693.....6
143.....4	360 - 361.....5	700 - 704.....5
144 - 153.....3	362.....4	705 - 706.....6
154 - 156.....2	363 - 367.....5	707 - 729.....5
157 - 158.....3	368.....4	730 - 742.....6
159.....2	369.....5	743 - 744.....5
160 - 165.....3	370 - 374.....4	745 - 748.....6
166.....2	375.....5	749.....5
167.....3	376 - 379.....4	750 - 784.....6
168.....2	380 - 383.....5	785.....7
169.....3	384 - 385.....4	786 - 787.....6
170 - 176.....2	386 - 397.....5	788.....7
177.....3	399 - 410.....4	789 - 796.....6
178 - 179.....2	411 - 412.....3	797 - 806.....7
180 - 181.....3	413 - 414.....4	807.....6
182.....2	415 - 416.....3	808 - 831.....7
183 - 188.....3	417 - 418.....4	832 - 844.....8
189 - 199.....2	420.....5	845.....7
200 - 214.....1	421 - 436.....4	846 - 864.....8
215.....2	437 - 447.....3	865 - 885.....7
216 - 217.....1	448 - 455.....4	889 - 999.....
218 - 219.....2	456 - 457.....3	

C6. CHAPTER 6MAIL CENTER OPERATIONS - STARTING, ENDING, AND MOVINGC6.1. PURPOSE

This Chapter sets forth guidance on beginning mail service, guidance for activity deactivations and installation closures, guidance for activity or mail center movement or name changes, planning the new mail center, designing the mail center, and establishing the new mail center.

**C6.1.1. (Added)(AF) Contact MAJCOM OMM and postal staff for assistance prior to activating or designing a new mail center.**C6.2. GUIDANCE FOR BEGINNING MAIL SERVICE

This guidance is designed to help smooth the beginning of mail operations when a new activity is created. When a new DoD Component is being created, contact the DoD Official Mail Manager, Military Postal Service Agency, 2461 Eisenhower Ave STE 812, Alexandria, VA 22331-0006 or at [DoDomm@hqda.army.mil](mailto:DoDomm@hqda.army.mil).

C6.2.1. Ask the following questions. Where will the activity be located? When will it begin operations there? Does the building exist or is it being built to the activity's specifications? Will the activity be located on one floor or more than one floor in the new building? Who is designing the new facility? Who is allocating the space? Who is coordinating the move into the facility?

C6.2.2. Designing the new mail center should be a top priority. It is very costly and may be impossible to make changes after the building has been designed and especially so once construction has begun. Contact the facility's designer, the one allocating the space, and the move coordinator to arrange to meet with them regarding the size and design of the new mail center, delivery of mail in the new facility, and the move to the new facility. Guidance on things to consider in designing the new mail center is included in section C6.6.

C6.2.3. What staff element will operate the mail center?

C6.2.4. Find out how to hire mail center employees. The mail center is a vital communications and transportation center for the activity. Since its employees can affect the efficiency of the entire activity, they must be trustworthy. Be sure to check the selected applicants' references, particularly former employers. When properly completed, the guidance on things to consider in designing the new mail center in C6.5. will provide the justification for needed employees as well as the duties and qualification requirements to be included in their position descriptions.

C6.2.5. United States Postal Service (USPS)-related actions:

C6.2.5.1. Coordinating the move with the USPS Account Representative or Postal Business Center is very important. Start it as soon as possible. The post office near the new location will know which Account Representative or Postal Business Center to contact for assistance in establishing postal service for the new location.

C6.2.5.2.1. The date operations are to begin.

C6.2.5.2.2. The street address and suite number (if applicable and known) where mail is to be delivered.

C6.2.5.2.3. The approximate annual dollar value of postage to be used by the organization.

C6.2.5.2.4. Estimated volumes by type of outgoing mail (letters, flats, parcels, Express Mail, and special services such as insured, certified, registered).

C6.2.5.2.5. Estimated volumes by type of incoming mail (letters, flats, parcels, Express Mail, business reply mail, return service, and special services, such as insured, certified, registered).

C6.2.5.3. Things to be considered or asked:

C6.2.5.3.1. What is the correct address for the new location?

C6.2.5.3.2. What post office provides service to the new location?

C6.2.5.3.3. How, when, and where will the organization's mail be picked up and delivered? There can be a problem with accountable mail (registered, insured, certified, and Express Mail) depending on the type of carrier route involved.

C6.2.5.3.4. ZIP Codes and ZIP+4 Codes:

C6.2.5.3.4.1. Are sufficient ZIP+4 Codes available for assignment to the major delivery points within the organization?

C6.2.5.3.4.2. Organizations receiving large quantities of mail are sometimes assigned their own ZIP Code.

C6.2.5.3.4.2.1. If the organization has its own ZIP Code, the entire range of ZIP+4 Codes from 0002 through 9999 is available for assignment to elements of the organization. The ZIP+4 Code of 0001 should not be assigned internally as it is used by the Postal Service as a default. See section C3.3. for additional guidance.

C6.2.5.3.4.2.2. When the organization has its own ZIP Code, the Postal Service normally will not sort to the ZIP+4 Code level. When the organization does not have its own ZIP Code the Postal Service may include the organization's ZIP+4 Codes in the automated mail processing sort plan so the mail arrives at the organization already sorted to the ZIP+4 Code level.

C6.2.5.3.5. How to apply for permits, business reply mail permit, return service permit, and Periodicals rate publications permit (as needed).

C6.2.5.3.6. How to design the front of the mail piece and the address to be used if business reply mail or return service is to be used.

C6.2.5.3.7. How to establish a Centralized Automated Payment Systems account and/or trust accounts at the local post office (when applicable).

C6.2.5.3.8. How to apply for a postage meter license, if applicable.

C6.2.5.3.9. How to order postage stamps by phone.

C6.2.5.3.10. Where are the various types of permit mailings and postage discount mailings accepted?

C6.2.5.3.11. Which of the organization's projected mailings are covered by the Private Express Statutes and thus must go through the USPS unless one of the exemptions applies? Which mailings are covered by exemptions to the Private Express Statutes? (Transportation rates, quality of service, and preparation costs for all carriers should be compared to determine the most cost-effective carrier for items not covered by the Private Express Statutes and for those items covered by an exemption thereto.)

C6.2.5.3.12. How are stamped envelopes and cards, with or without a preprinted return address, purchased?

C6.2.5.3.13. What are the qualification requirements for postage discounts? For what postage discounts may the organization's mail qualify? If it is not cost-effective for the organization to meet the barcode and presort requirements or the volume of mail is insufficient to qualify for discounts, are there any businesses or organizations in the area that can help qualify the mail?

#### C6.2.6. Postage Funds

C6.2.6.1. Make necessary changes in budgeting and resource management to put money at appropriate locations.

C6.2.6.2. Develop and publish procedures on how the official mail manager will obtain funds when needed and how they are to be controlled and accounted for.

C6.2.6.3. Obtain a check or cash for the initial setting of postage on the new commercial meter when it is checked into service.

C6.2.6.4. Establish a policy precluding the carry-over of more than 45 days usage at the end of a fiscal year. This applies to postage stamp inventories, postage on meters, and funds in trust accounts (TAs). Funds in TAs for meter settings should be combined with amounts on postage meters for this purpose.

C6.2.6.5. Establish procedures to gather and report prepaid postage purchase data required by RCS DD-AT&L(SA)1833 (paragraph C2.3.6.). RCS DD-AT&L(SA) 1833, Prepaid Postage Report has been assigned to this information requirement in accordance with DoD 8910.1-M (reference (e)).

#### C6.2.7. Equipment

##### C6.2.7.1. Postage Meters (if used):

C6.2.7.1.1. Apply for a license to operate a "commercial" postage meter at the post office having jurisdiction over the address where the meter will be used.

C6.2.7.1.2. Specify a commercial, remotely set postage meter in the lease. Postage meters must be leased. The USPS does not allow them to be purchased.

C6.2.7.1.3. Determine what postage meter-related equipment will be needed and make arrangements to lease or procure it.

C6.2.7.2. Equipment Placement. See paragraph C6.5.3.3.2.

C6.2.7.3. Equipment Selection. See paragraph C6.5.3.3.3.

### C6.3. GUIDANCE FOR ACTIVITY DEACTIVATIONS AND INSTALLATION

#### CLOSURES

C6.3.1. Advanced preparation is required to ensure all DoD official mail-related funds are recovered and properly disposed of when a DoD activity ceases to exist or an installation is closed.

C6.3.2. When will mail center operations permanently end at the present location? Obtain an approximate date if the final date is unknown.

C6.3.3. Determine the contract expiration date for all equipment leases and other contracts for supplies and services. Will the contracts need to be terminated sooner or extended? Are the quantities provided by the contractor still valid given the amount currently on hand and the mail center's closing date?

C6.3.4. Contact the various contractors, the local post office, and the Postal Business Center and/or Account Representative and inform them of the pending change and ask for assistance.

C6.3.5. Inventory postage on hand and establish limits on additional purchases so minimal amount is on hand when operations cease.

C6.3.6. Notify correspondents of the change. Ask correspondents to delete the organization from their mailing lists. Ask for refunds on unexpired periodical subscriptions. Make sure individuals and DoD activities that move to another location obtain a new address and submit a PS Form 3575, "Change of Address Order," to the old postmaster or military post office (MPO).

**C6.3.6.1. (Added)(AF) Official mail is returned to sender, not forwarded, after a base closure.**

C6.3.7. Remove internal mail drops to make sure they are empty and that mail has not fallen between them and the wall.

C6.3.8. Move mail center furniture to make sure mail has not fallen between it and the wall.

C6.3.9. USPS-Related Matters:

C6.3.9.1. Stop ordering postage far enough in advance so minimal amounts of postage funds and stamps are on hand when operations cease.

C6.3.9.2. Who is responsible for telling the post office in writing when to stop delivering incoming mail? Has it been done?

C6.3.9.3. Has the post office been told in writing what to do with incoming mail after operations stop? Who is responsible for doing it?

C6.3.9.4. Obtain refunds from all trust accounts with the USPS. NOTE: The organization may have trust accounts at more than one post office and also may have a Centralized Automated Payment System (CAPS) Account.

C6.3.9.5. Check postage meters out of service at the post office and obtain refunds for postage remaining on the meters either on the spot or by completing Section F (REFUND) on PS Form 3601-C (Postage Meter Activity Report). The meter manufacturer's representative must be present except when the meter is checked out of service at MPOs.

C6.3.9.6. Has the activity recently checked out of service a defective postage meter but the amount remaining on the meter could not be determined? Has the refund been obtained? If not, what is to happen to it?

C6.3.9.7. What is to be done with the refunds from Postal Service trust accounts and postage on postage meters?

C6.3.9.8. What is to happen to any postage stamps on hand when operations stop?

C6.3.9.9. Have all meter licenses and various permits (at one or more post offices) been canceled in writing?

C6.3.9.10. The names of most DoD installations are listed in the USPS' address management system AMS database as city names. When an installation closes, ask the Postal Service to delete its name and ZIP Code from the database. This is very important for reducing the volume of mail sent to the installation after it closes.

C6.3.10. Equipment and Facility:

C6.3.10.1. Who is responsible for making sure all leased equipment is returned to the owner?

C6.3.10.2. What is to be done with the mail center's furniture, supplies, equipment, and vehicles when operations stop?

C6.3.10.3. Who turns out the mail center lights at the end of operations?

C6.3.10.4. Who receives the keys to the mail center at the end of operations?

C6.3.11. Who is responsible for determining when employment of the various mail center employees will stop and for notifying them?

#### C6.4. GUIDANCE FOR ACTIVITY OR MAIL CENTER MOVEMENT OR NAME CHANGES

C6.4.1. Most of the things needing to be done when an activity or mail center moves are covered in section C6.2. and section C6.3. The following also apply to moves:

C6.4.2. Planning for the Move: Management and employees intuitively understand things will be different in the new facility. So, moves are an excellent time to improve the appearance and efficiency of the mail center. There is less resistance to introducing new policies, procedures, and automated/robotics equipment for mail processing and delivery when the changes are associated with moves. Since these changes may affect the activity's finances as well as the building's design and space allocation, the mail center manager must have a plan and sell it to management. OMMs should also review 5-Year Plans and Business Recover Plans to identify possible appearance and efficiency improvements for the new mail center.

C6.4.3. How will the staff provide service at both the old and new locations at the same time during the move?

#### C6.4.4. USPS-Related Items

C6.4.4.1. If the new location is not served by the same post office, many items in section C6.2. and section C6.3. apply.

C6.4.4.2. If the new location is served by the same post office providing service at the old location:

C6.4.4.2.1. Submit a change of address to the Postmaster.

Depending upon what is in the USPS' AMS database, it may or may not be necessary to submit a change of address if the activity moves to a different location in the same building.

C6.4.4.2.2. When the mail center moves within a building and incoming mail is delivered to the mail center versus a loading dock, provide the new location to the Postmaster. Special instructions telling the carrier how to gain access to the building may also need changing.

C6.4.4.2.3. Change the activity's address on postage meter licenses, trust accounts, the various permits in use, post office box or caller service rental records, Consolidated Automated Payment System accounts.

C6.4.4.2.4. Coordinate any changes required in business reply mail and return service pieces.

C6.4.4.2.5. ZIP Code and ZIP+4 Codes:

C6.4.4.2.5.1. If the activity has its own 5-digit ZIP Code, can it continue to use it at the new location?

C6.4.4.2.5.2. The activity can continue to use existing +4 Codes if the activity has and can continue to use its own 5-digit ZIP Code or is given a new one.

C6.4.4.2.5.3. If the activity does not have its own 5-digit ZIP Code, are the same +4 Codes available at the new location? If not, are sufficient replacements available?

#### C6.4.5. Other Considerations

C6.4.5.1. Submit a change of address to all correspondents and vendors. Do not forget periodical publishers.

C6.4.5.2. Modify contracts and standing delivery orders to show the new locations where maintenance and other services are to be performed or supplies are to be delivered.

C6.4.5.3. Issue instructions on what to do with existing letterhead and other stationery items and on printing new items.

C6.4.5.4. Advise the telephone and utility companies when and where you are moving.

#### C6.5. PLANNING THE NEW MAIL CENTER

C6.5.1. Systematic and comprehensive planning for the new mail center helps make sure the new mail center is efficient. It helps give management confidence that the request for resources is realistic and should be supported. There is no substitute for systematic, comprehensive planning.

C6.5.2. Make a list of all the mail center's functions. Check it twice to make sure it includes everything. Then, ask each mail center employee to check the list and add things they do that are not on the list. Be sure to include overhead functions such as management, vacations, illness, training, etc. This is a good time to question why each function is performed; eliminate those no longer needed; and when possible, combine similar functions. It is also an ideal time to add any new functions the mail center should perform. When a new activity starts, some of the functions to be considered are processing and delivery of incoming mail, processing and delivery of internal mail, applying postage and delivery of outgoing mail, tracking of accountable mail and other controlled items, mail directory service, opening and routing incoming mail, FAX service, charge-back of postage, and other items.

C6.5.3. For each function, create a detailed list of the necessary amount of time; personnel; furniture; equipment; vehicles; supplies; storage; floor space; and lighting, electrical, climate, safety, and security requirements for the function. Attention should be given to using automation and robotics in sorting, tracking, moving, and delivering the mail and **other functions**. **For the employees**, indicate the abilities and capabilities each must have. What equipment is needed?

C6.5.3.1. For incoming and internal mail, consider sortation equipment, delivery equipment, and tracking equipment for accountable mail and other internally controlled items.

C6.5.3.2. For outgoing mail, consider sortation equipment, and how the mail will be delivered to the post office.

C6.5.3.3. Will postage be paid via stamps or meter imprints? If meter imprints are used, a license must be obtained from USPS. Consider the cost to lease the meter and whether to buy or lease associated equipment such as scales, postage charge-back equipment, and a printer. Postage meter ink and meter tape or strips are also required. What city, State, ZIP Code must be in meter postmark die?

C6.5.3.3.1. Supplies and Services. These generally consist of meter tape or strips, ink, ink rollers, maintenance, rate changes (both USPS and other carriers), and meter leases. Meter tape and ink specifications are found in the Domestic Mail Manual (DMM) (reference (f)).

C6.5.3.3.2. Equipment Placement. Consider the following when placing equipment:

C6.5.3.3.2.1. Mail volume.

C6.5.3.3.2.2. Personnel available to assume the function.

C6.5.3.3.2.3. Unique operational requirements, e.g., mailing needs after duty hours and on weekends.

C6.5.3.3.2.4. If the assignment of a meter will expedite the dispatch of mail.

C6.5.3.3.2.5. Impact on a consolidated mail program.

C6.5.3.3.3. Equipment Selection. The type and size of mail pieces and the form of postage used all must be considered when purchasing or leasing equipment. Consider the following when selecting equipment:

C6.5.3.3.3.1. Automated feeders are useful only for large volumes of letter-size and flat-size mail that will go through the equipment.

C6.5.3.3.3.2. A postage tape/strip dispenser is necessary for items too large to go through the equipment.

C6.5.3.3.3.3. Scales:

C6.5.3.3.3.3.1. Obtain only the weighing capacity that is needed as the larger the capacity of a scale the more it costs. A weighing platform with rollers may be useful if the scale will be used in a production line.

C6.5.3.3.3.3.2. Mechanical scales may be less expensive than electronic scales and are useful in locations where only a few items are mailed daily or in locations where wind, movement, or vibrations preclude the use of electronic scales. Mechanical scale operators must know how to use postage rate charts to determine the correct amount of postage for each mail piece.

C6.5.3.3.3.3.3. Electronic scales have many advantages over mechanical scales but normally cost more. Generally, they can not be used in locations that are drafty, that move, or that vibrate. The price of electronic scales depend upon the weighing capacity and the number of features or functions the scale can perform. Do not obtain weighing capacity or features that will not be used.

C6.5.4. Combine the lists into a master chart. Place the longer list (functions or requirements) down the left edge of the chart and the other list across the top. When creating this chart, list similar functions and requirements adjacent to each other. This will make it easier to locate duplicate requirements. The master chart will also point out similar requirements where duplicate resources can be eliminated or additional flexibility gained by having furniture, equipment, etc., that meets all the similar requirements.

C6.5.5. Using the master chart, create a resource list for the new mail center. Under each resource, list the resource's specifications that must be met and the functions the resource satisfies. Double-check the list to make sure all functions and resource specifications are included.

C6.5.6. Make a list of things in the current resources that prevent efficient operations.

C6.5.7. Equipment and Furnishings

C6.5.7.1. Using the resources list created above, make a list of equipment and furnishings needed in the new mail center. Include the functional specifications and electrical and space requirements for each item. Compare this list with the list of existing resources.

C6.5.7.2. Make a list of existing resources to be moved to the new facility and a separate list of items to be purchased or leased for the new facility.

C6.5.7.3. Make a list of items that will not be needed after the move and find out what to do with them.

## C6.6. DESIGNING THE MAIL CENTER

C6.6.1. Some mail center furniture vendors have design kits that are useful in designing a mail center. Some will submit, free of charge, a proposal that includes an efficient mail center design and prices for new furnishings. Ask the vendor to provide references of customers that have accepted their design and purchased their furniture at least 6 months previously. Make arrangements to visit those customers' mail centers and find out what they like and do not like about the design and furnishings provided by the vendor.

C6.6.2. Some things that must be considered include the following: How will the work flow? What are the equipment electrical requirements? Is adequate heating and cooling available? Is the lighting in the proper locations and adequate? Is there access from the mail center to a loading dock? Is there adequate vehicle parking at the loading dock? Is there a lift or some other method that will allow mail carts to be rolled between the loading dock and vehicles having various loading bed heights? Are hallway, door, and aisle widths adequate for mail transport equipment? How will mail be moved between floors in multi-story buildings? Where are the customers who generate and receive large volumes of mail? Is there adequate storage for supplies and equipment? How much mail will be processed? What is the number of primary and secondary mail sorts? Is the mail primarily letters, flats, or parcels? Parcels require much more floor space than letters and flats. Does the volume of accountable mail and other items that must be tracked justify the cost of an automated tracking system? Where will the USPS and other carriers deliver incoming items and how much space is required? On DoD installations, can the mail center be located next to the post office? Improve mail center security by:

C6.6.2.1. Providing lockable storage outside the mail center for employees to store personal belongings rather than bringing them into the mail center.

C6.6.2.2. Designing the facility and locating supervisors so they can see the entire work area.

C6.6.2.3. Blocking customer access to mail processing areas through the use of walls, furniture, counters, half doors, etc.

C6.6.2.4. Providing lockable USPS-approved boxes when customers pick-up their mail from the mail center. Placing the boxes so the customers do not need access to the mail center to get their mail reduces interruptions for the mail center's staff and allows customers to obtain their mail any time. Secure doors on the mail center's side of the boxes provide security for the mail center when the staff is not placing mail in the boxes. (NOTE: Do not use the word "box" in the address; doing so may cause addresses to be changed and the mail to be sent to post office boxes. See USPS Publication 28, "Postal Addressing Standards" (reference (r)), for acceptable substitutes.)

## C6.7. ESTABLISHING THE NEW MAIL CENTER

C6.7.1. Who is responsible for planning and coordinating the movement of existing and the delivery of new furniture, equipment, and supplies to the new facility?

C6.7.2. Who submits requests for contracts/leases? Who issues the contract/lease? How will contracted items or services be paid for?

C6.7.3. What date will operations begin at the new mail center?

C6.7.4. What date must the new mail center facility be ready for occupancy?

C6.7.5. When and how will existing mail center equipment, furniture, and supplies be moved to the new facility? Who will install them?

C6.7.6. When will the new equipment, supplies, and furniture be delivered to the new facility? Who will be there to accept them? Who will install them?

C6.7.7. Will the move necessitate an interruption of service to the customers? If so, for how long? Who will notify the customers and how will they be notified?

**C7. (Added)(AF) CHAPTER 7****OFFICIAL MAIL CENTER (OMC) INFORMATION TRANSFER SYSTEM****C7.1. (Added)(AF) GENERAL**

**C7.1.1. (Added)(AF) Responsibilities and procedures for managing the OMC and Activity Distribution Offices (ADO).**

**C7.2. (Added)(AF) RESPONSIBILITIES**

**C7.2.1. (Added)(AF) SAF/XCIFO establishes basic policy and procedures for managing the OMC.**

**C7.2.2. (Added)(AF) The installation commander must provide facilities, equipment, vehicles, resources, and services for efficient OMC operation, according to Air Force instructions and mission requirements of organizations served.**

**C7.2.3. (Added)(AF) The Air Force designates OMC personnel by virtue of their assignment to OMC duties. Air Force OMC personnel overseas will be appointed as postal clerks on DD Form 2257, *Designation/Termination MPC-FPC-COPE-PFO*, and DD Form 285, *Appointment of Military Postal Clerk, Unit Mail Clerk or Mail Orderly*.**

**C7.3. (Added)(AF) AIR FORCE PROCEDURES**

**C7.3.1. (Added)(AF) Only one OMC operates on each Air Force base. All activities, including tenant organizations, should receive and dispatch administrative communications through this system.**

**C7.3.1.1. (Added)(AF) Military members, government employees, and official organizations must not use USPS collection boxes for depositing official mail on Air Force installations without first processing them, i.e., applying metered postage or postage stamps. Official mail must be sent to the OMC for processing into the USPS system.**

**C7.3.1.2. (Added)(AF) Official mail can be recalled at any time by completing PS Form 1509, *Sender's Application for Recall of Mail*, regardless of the return address. The office recalling the article, not the mailing office, has the responsibility to fill out the PS Form 1509.**

**C7.3.1.3. (Added)(AF) OMC picks up from and delivers to those ADOs designated by the OMM after coordinating the distribution run schedule. Smaller bases may have ADOs pick up and deliver mail at the OMC. Official mail will not be picked up from unmanned/unattended distribution offices. The OMC may leave unclassified and non-accountable mail at temporarily unmanned activity distribution offices. The OMC must not deliver accountable containers to anyone who is not designated in writing by the ADO chief or supervisor. OMC workers must check each person's appointment letter and ID card before allowing individuals to sign for accountable mail.**

**C7.3.1.4. (Added)(AF) The commander, staff agency chief, deputy, executive officer, or ADO director will appoint assigned individuals to receipt and dispatch communications using Figure C7.F1., AF Form 4332, *Accountable Communications Receipt Authorization*. The appointing official is responsible to ensure security clearances are verified by the applicable security manager. Appointment forms should be displayed near the pick-up point at the ADO for easy reference. The OMC will file appointment letters for 2 years after they are superseded.**

**C7.3.1.4. (AETC) OMC personnel are authorized to deliver accountable mail to persons who have at least a Secret eligibility and are identified on AF Form 4332, *Accountable Communications Receipt Authorization*. The Unit Security Manager must verify and sign AF Form 4332. The ADO will ensure a current AF**

Form 4332 is on file with the OMC for designation purposes. The OMC will review forms semiannually in March and September and update form as changes occur. The OMC will file AF Form 4332 for 2 years after they are superseded.

**C7.3.1.5. (Added)(AF) Personnel who handle mail or administrative communications must readily process and transmit these items, and protect them from damage, loss, or theft. Treat information in these items in confidence and do not disclose it to unauthorized persons. Deliver mail or administrative communications that are addressed by name and that are clearly of personal interest only to the addressee, in an unopened state. Examples of this type of communication are items from the consolidated base personnel office or central civilian personnel office addressed by name.**

**C7.3.1.6. (Added)(AF) The OMC acts as the agent for all official on-base activities. As the agent, the OMC completes return receipts when it receives official mail from USPS. All official accountable mail (registered, insured, certified, express mail, etc.) delivered to ADOs will be signed for.**

**C7.3.1.6.1. (Added)(AF) Accountable containers or single-wrapped containers with a security classification must not be left unattended in the OMC, activity distribution or action offices, or in vehicles during or between runs.**

**C7.3.1.6.2. (Added)(AF) Treat containers picked up from ADOs or incoming mail containing the endorsement "DO NOT FORWARD" as ordinary First-Class Mail. If the OMC or ADO is holding this mail at the end of the workday, the ADO will place unprocessed or undelivered First-Class Mail bearing the notice in a classified storage container. There is no requirement to handle it any differently than other First-Class Mail during delivery, pickup, or on the mobile distribution vehicle: Note: This endorsement only applies in CONUS; however there is potential to receive it at overseas locations.**

**C7.3.1.7. (Added)(AF) The OMC main function is to transfer official administrative communications between action offices. The OMC can also deliver communications from official sources (as determined by the return address or official postage), addressed to individuals by name. For on-base communications, official sources should use the OMC to send items to individuals at their duty address.**

**C7.3.1.7.1. (Added)(AF) Usually official sources use the complete official address, including functional address symbol (FAS). Some official sources do not add the FAS in official addresses they maintain on people. You may deliver communications addressed to individuals at their duty unit without a FAS, to the unit for further distribution.**

**C7.3.1.7.2. (Added)(AF) OMC personnel should use every available source to attempt to deliver mail to individuals from official sources. Process other mail as follows:**

**C7.3.1.7.2.1. (Added)(AF) Individuals must not use their official activity address to receive personal mail from unofficial sources except under certain limited circumstances; for example, following a permanent change of station (PCS) move. The OMC should instruct these individuals to immediately notify their correspondents of their personal mailing address. Notify the individual's supervisor if corrective action is not taken. OMCs overseas will deliver personal mail received in official consolidated shipments to the MPO. If the mail shows a name and box number, the MPO places it in receptacles.**

**C7.3.1.7.2.2. (Added)(AF) The OMC will not deliver unofficial mass mailings addressed to individuals at the duty address. Mass mailings are defined as 50 or more pieces of mail received on the**

same day from the same mailer. In this context, unofficial mail is defined as mail addressed to an individual that does not have an official return address from a government agency. Such mail will be returned unopened to sender. ADOs must not destroy it. Exception: Technical and professional publications mailed at the second class rate of postage are deliverable regardless of the number received since the Air Force normally pays for such subscriptions. Additionally, some mail from unofficial sources may be official or quasi-official in nature. Such mail will not usually be received in large numbers.

**C7.3.1.7.2.3. (Added)(AF)** The OMM restricts the delivery of personal mail through the OMC because it delays the processing of official mail and correspondence. On-base personnel and private mailers must understand that the uncontrolled addition of personal mail in the OMC interferes with its basic function; the transfer of official communications between action offices.

**C7.3.1.8. (Added)(AF)** Many sources send mail and administrative communications to the OMC, addressed in a variety of ways. These policies apply to the delivery of the items:

**C7.3.1.8.1. (Added)(AF)** The OMC must attempt to deliver any item sent by a U.S. Government agency, regardless of how addressed, unless there is a valid Postal Service Center (PSC) or unit mail room (UMR) box in the address. You can identify mail from U.S. Government agencies by the return address and the official postage meter imprint, or Congressional Frank (signature and title of an authorized person.) Make every effort to deliver these items to the proper action office or individual of address. Activities that continually receive incorrectly or incompletely addressed mail from the same official source should notify the mailer of the correct official mailing address. Activity personnel can do this with a phone call, E-mail, memorandum, or AF Form 74.

**C7.3.1.8.2. (Added)(AF)** The OMC will deliver mail addressed to an official activity or military unit, or mail that contains a FAS or duty title anywhere in the address. This includes mail that contains the name of an individual in the address. See paragraph C7.3.7.2.2 for the one exception.

**C7.3.1.8.3. (Added)(AF)** The OMC may deliver any item from an Air Force-appropriated fund source to an individual when the delivery by the OMC avoids payment of postage. These items must contain a valid unit and FAS in the address.

**C7.3.1.8.4. (Added)(AF)** You must handle mail addressed to an individual by name on the first line, or mail that contains a valid PSC or UMR box number in the address, as personal mail except as provided above.

**C7.3.1.8.5. (Added)(AF)** Use Table C7.T1. to determine when mail will be delivered through the OMC or PSC.

**C7.3.1.8.6. (Added)(AF)** Examples of properly addressed official mail that OMC may deliver:

**36 CS/SCSP  
UNIT 14009 BOX 320  
APO AP 96543-4001**

**SERVICES SQUADRON, ATTN: MAJ JOHN DOE  
100 SVS/SVF**

UNIT 4905 BOX 280  
APO AE 09459-2580

LT JOHN SMITH  
5TH SUPPORT GROUP  
UNIT 5081 BOX 175  
APO AP 96326-5081

#### **C7.4. (Added)(AF) HOST BASE OFFICIAL MAIL MANAGER RESPONSIBILITIES**

**C7.4.1. The host base Official Mail Manager is directly responsible for the operation of an OMC at the base-level. To do this effectively, the OMM must:**

**C7.4.1.1. (Added)(AF) Develop local instructions to implement higher headquarters policies and procedures to operate the OMC efficiently and ensure the availability of personnel, facilities, and equipment to perform the OMC function. The OMC manager assists the postmaster in the operation of the OMC and the mobile distribution vehicle (MDV). The OMC manager will develop and conduct ongoing training for OMC personnel.**

**C7.4.1.2. (Added)(AF) Provide activities that the OMC supports with a current base information transfer schedule for planning and information purposes, and for meeting customer needs. The schedule should reflect a cut-off time for acceptance and for daily dispatch of accountable, regular, and Express Mail from ADOs. This prevents unprocessed outgoing communications from remaining in the center after the last scheduled run.**

**C7.4.1.3. (Added)(AF) Provide support to unit activity distribution offices and action offices on the base, consistent with local requirements and conditions. Provide training to ADOs on an annual basis, as prescribed in DoD Instruction 4525.8.**

**C7.4.1.4. (Added)(AF) Authorize activities that receive or dispatch large volumes of communications to receive or dispatch directly to and from the OMC. The requirements for appointment are the same as paragraph C7.3.1.4.**

#### **C7.5. (Added)(AF) LOCATION AND OPERATION OF THE OMC**

**C7.5.1. (Added)(AF) When possible, collocate the OMC with the serving postal facility; otherwise, it should be next to, or as close as possible to, that facility. The OMC has to be able to effectively process administrative communications for entry into the military postal system. Operation of the center is as follows:**

**C7.5.1.1. (Added)(AF) Processing Incoming Communications. OMC immediately processes and delivers all administrative communications and sealed containers. When the OMC must open a sealed container to determine the action office, the individuals who opened the container must mark it, "Opened for Routing," and initial or sign it. Limit administrative controls to comply with DoD 5200.1-R and other applicable publications.**

**C7.5.1.2. (Added)(AF) Processing Administrative Communications. Sort items into distribution boxes and identify official communications that require further actions. Handle all sealed containers endorsed "DO NOT FORWARD" as regular administrative communications; however, do not leave them unattended overnight, they must be secured. This applies to the OMC and all ADOs.**

**C7.5.1.3. (Added)(AF) Processing Accountable Containers.**

**C7.5.1.3.1. (Added)(AF) When accountable items are received with incoming mail for processing, the OMC will begin internal tracking and ensure accountable items are signed for when delivered. The OMC will sign return receipts, and return them through USPS channels.**

**C7.5.1.3.2. (Added)(AF) If incoming items are received from other sources, such as another mail clerk or courier, check each item number, registered, insured, certified, express mail, container number, etc., ensure that everything is accounted for against transfer documents. Maintain any documentation, PS Forms 3883, DD Form 2825, Express Mail labels, etc., used to show an unbroken chain of receipts between the OMC and the activity distribution office. Annotate the reverse of PS Form 3883 or DD Form 2825, as appropriate, to indicate further distribution of any CONFIDENTIAL material received in a registered pouch, or consolidated shipment sent to the OMC for further distribution.**

**C7.5.1.3.2. (AETC) Use PS Form 3877, *Firm Mailing Book for Accountable Mail*, and PS Form 3883, *Firm Delivery Receipt for Accountable and Bulk Delivery Mail*, to transfer accountability of mail from the USPS into OMC channels. Staple record copies of DD Form 2825 to AF Form 627, PS Form 3877, and PS Form 3883. (PS Form 3877 and PS Form 3883 are prescribed by DODM 4525.8\_AFMAN 33-306, *DOD Official Mail Manual*. Refer to that publication for guidance on completing the forms.)**

**C7.5.1.3.3. (Added)(AF) Sort accountable containers into distribution boxes, by action or distribution office, for further processing. Open containers if you cannot determine the addressee or determine the distribution office to receive the item. Annotate and initial the enclosed AF Form 310, *Document Receipt and Destruction Certificate*, showing that the container was improperly addressed, and provide the proper address. Internally route or prepare new AF Forms 310, or DD Forms 2825, as required. Place a copy of each form in suspense; insert the AF Form 310 in the container, reseal the container, attach a DD Form 2825 to the container, and enter the container into the distribution system. Do not send accountable containers before verifying the forwarding address. If the forwarding address is in doubt, return to sender.**

**C7.5.1.3.4. (Added)(AF) Remove containers from distribution boxes and prepare DD Form 2825 for each distribution office or action office. List accountable mail by its registered, insured, certified, or express mail number, or Air Force container number. Retain one copy of the DD Form 2825 in the suspense file until a signed DD Form 2825 is returned; then, destroy the suspense copy. PS Forms 3883 may be used for delivery to ADOs; however, if used they must be consistent for all ADO deliveries. Clerks must ensure personnel print their name under signatures when signatures are not legible, for future reference.**

**C7.5.1.3.5. (Added)(AF) Secure undelivered accountable items remaining in the OMC according to the type of material they may contain. Secure official registered and items submitted for registration in a container approved for storage of SECRET material.**

**C7.5.1.4. (Added)(AF) Processing and Dispatching Outgoing Regular Containers. Expediently process outgoing letters, flats, and parcels received from the MDV according to mail routing instructions and other portions of this directive.**

**C7.5.1.5. (Added)(AF) Processing and Dispatching Accountable Containers. When the OMC receives accountable containers from the MDV, separate them into various categories, such as registered, certified, express, pouch, etc. Process as follows:**

**C7.5.1.5.1. (Added)(AF) Check the local container number against the DD Form 2825 to verify that the number on the container matches with the DD Form 2825.**

**C7.5.1.5.2. (Added)(AF) Place the applicable postal service label (registered, certified, etc.) on the container. Consolidate mail whenever feasible.**

**C7.5.1.5.3. (Added)(AF) Record the number and address of registered and certified mail for each item on PS Form 3877. Maintain separate PS Forms 3877 for registered items; other special services may be maintained in the same book. Enter the local container number on the record copy of the PS Form 3877 for cross-reference purposes.**

**C7.5.1.5.4. (Added)(AF) Apply postage to all outside articles and dispatch.**

**C7.5.1.5.5. (Added)(AF) If the OMC is not collocated with or a section assigned to the MPO, deliver the accountable items to the servicing postal facility with proper transfer documentation for dispatch or receipt.**

**C7.5.1.5.6. (Added)(AF) Use these procedures when processing outgoing certified mail or other USPS special services when the OMC has not provided the ADO with USPS special service labels:**

**C7.5.1.5.6.1. (Added)(AF) The mailer will assign a container number and complete DD Form 2825.**

**C7.5.1.5.6.2. (Added)(AF) Verify the container number against the DD Form 2825 and sign to receipt for the container.**

**C7.5.1.5.6.3. (Added)(AF) At the OMC, attach PS Form 3800, *Certified Mail*, or other special service labels to the item. Prepare PS Form 3877 in one copy. Annotate the certified or special service number on the DD Form 2825 for future reference. The receipt portion of the PS Form 3800 or other special service label may be disposed of or attached to the applicable PS Form 3877, consistently.**

**C7.5.1.5.6.4. (Added)(AF) The OMC will postmark the PS Form 3877, and maintain with other records.**

**C7.5.1.5.7. (Added)(AF) Maintain DD Form 2825 according to AFI 37-123, and dispose of it according to the AFRIMS RDS located at [https://afrims.amc.af.mil/rds\\_series.cfm](https://afrims.amc.af.mil/rds_series.cfm).**

**C7.5.1.5.8. (Added)(AF) Command Pouch Service. OMC provides activity distribution offices and action offices with a list of bases and organizations it services with direct pouches. Distribution offices must mark such mail "Pouch" and separate it from other on/off-base communications.**

**C7.5.1.5.9. (Added)(AF) Overseas OMCs are responsible for coordinating with the MPO to obtain postal-related equipment and supplies, such as USPS forms, mail bags, plastic bag inserts, and slide labels. The OMC will ensure information about preparing slide labels, mail routing, and rate changes is correct. Use plastic inserts in all mail bags prepared for transport via air.**

**C7.5.1.5.10. (Added)(AF) Telephone the ADO if the OMC receives Express Mail after the normal distribution run. The ADO decides whether to pick up the item from the OMC or wait until the next scheduled run. The OMC will annotate on the envelope itself or the DD Form 2825 (if used) the person contacted, time contacted and delivery instructions provided. The OMC will not deliver Express Mail on a separate distribution run or stop.**

**C7.5.1.5.11. (Added)(AF) USPS-owned equipment such as scales, IRT equipment and meter bases are not authorized for use in OMCs.**

**C7.5.1.5.12. (Added)(AF) Use plastic inserts in all mailbags prepared for transport via air.**

**C7.6. (Added)(AF) MOBILE DISTRIBUTION VEHICLE (MDV) SERVICES**

**C7.6.1. OMCs at larger bases may provide MDV service. The MDV provides these services during normal duty hours.**

**C7.6.1.1. (Added)(AF) Exchange communications between distribution offices.**

**C7.6.1.2. (Added)(AF) The delivery and pickup of regular and accountable communications on a scheduled basis. The OMC will not handle TOP SECRET communications.**

**C7.6.1.3. (Added)(AF) The delivery and pickup of small parcels. Recipients of large bulk shipments should pick up directly from the OMC (paragraph C7.4.4.).**

**C7.6.1.4. (Added)(AF) The routine sorting and processing of intra-base distribution.**

**C7.6.1.5. (Added)(AF) Nonaccountable mail may be left in a locked MDV during distribution runs and while parked outside the OMC. Accountable mail must not be left unattended.**

**C7.6.1.6. (Added)(AF) The OMC courier will coordinate delivery with the ADO for delivery of a heavy or oversized parcel to an ADO located upstairs in a building without elevators. The ADO should help the courier deliver the parcel upstairs or instruct the courier where to put the parcel on the ground floor.**

**C7.6.1.7. (Added)(AF) The OMM will coordinate with the Defense Courier Service pickup and delivery point and announce procedures in the local supplement to this manual, if required.**

**C7.6.1.8. (Added-AETC) Floors must have a nonskid surface or other safety device as recommended by the local safety office. Each mobile distribution vehicle (MDV) will either display a magnetic type sign stating "CAUTION--FREQUENT STOPS" or have a rotating flashing yellow beacon installed on the top of the MDV.**

**C7.6.1.9. (Added-AETC) Remove all accountable mail and administrative communication from the MDV at the end of the duty day.**



TABLE C7.T1 (ADDED)(AF) HANDLING MAIL.

A		B	C	D	E
R U L E	If address shows person's name	personal box number	organization	office symbol or duty title	then deliver through
1	Yes	Yes	Yes	Yes	MPO
2	Yes	Yes	Yes	No	MPO
3	Yes	Yes	No	No	MPO
4	Yes	No	No	No	MPO (See Note)
5	Yes	No	Yes	No	MPO
6	Yes	No	Yes	Yes	OMC
7	No	No	Yes	Yes	OMC

(Added)(AF) Note: Directorize and deliver, if possible. Check with base locator, military personnel flight, and civilian personnel office. If still undeliverable, do not forward mail to OMC. Return to sender marked "INSUFFICIENT ADDRESS."

**C8. (Added)(AF) CHAPTER 8**  
**ACTIVITY DISTRIBUTION OFFICES**

**C8.1. (Added)(AF) ACTIVITY DISTRIBUTION OFFICES (ADO)**

**C8.1.1. (Added)(AF) The ADO is the link between the action office and the OMC. The ADO is the point where the OMC collects and delivers administrative communications to and from the offices the activity distribution office services. When volumes warrant, the OMM may authorize activity distribution offices to go directly to the OMC for receiving and dispatching administrative communications, including parcels (see paragraph C7.4.4.). ADOs are also authorized to receive administrative communications and parcels directly from private carriers, but ADOs may not dispatch items directly to private carriers--they must go through the OMC. Agencies or units operate their own distribution office to meet their needs.**

**C8.1.1. (AETC) ADOs should be the focal point for the OMC and private carrier deliveries. Additionally, the suite and room number for each ADO should be the same. The term "RM" (room) may also be used in the address element to designate actual locations in a building.**

**C8.1.1.1. (Added)(AF) The commander, staff agency chief, deputy, executive officer, or ADO director will appoint assigned individuals to receipt and dispatch communications using Figure C7.F1, AF Form 4332. Requirements are listed in paragraph C7.3.4. Registered mail may only be dispatched and received by individuals who are US Citizens with a SECRET or higher clearance. If individuals appointed do not have a security clearance, they may receipt for all accountable mail except Registered. OMC workers will verify ADO authorizations by reviewing appointment letters and ID card prior to signing over accountable material.**

**C8.1.1.2. (Added)(AF) Any person employed by activities such as military banking facilities, AAFES, or DoD Dependent Schools, may be designated to receive registered mail addressed to that activity. The activity manager or appropriate liaison officer will designate authorized signers according to paragraph C7.3.4. Note: Presume official registered mail addressed to these activities does not contain classified material. However, if any doubt exists about the contents of any item, only an appropriately cleared liaison officer for that activity can receipt for the registered item.**

**C8.2. (Added)(AF) RESPONSIBILITIES OF ACTIVITY DISTRIBUTION OFFICES**

**C8.2.1. (Added)(AF) Personnel on duty in distribution offices perform these functions:**

**C8.2.1.1. (Added)(AF) Review outgoing communications to ensure:**

**C8.2.1.1.1. (Added)(AF) Mailers use Standard Forms 65-B or 65-C (holey joes) to send unclassified communications through on-base distribution and to those locations that receive a direct pouch from the OMC. Lightweight administrative communications (four pages or less) should be placed in letter-size envelopes.**

**C8.2.1.1.2. (Added)(AF) Mailers package and address communications correctly and securely attach DD Form 2825 to accountable items.**

**C8.2.1.1.3. (Added)(AF) Parcels clearly display essential mailing elements including class of service, FAS, ZIP+4 Code, etc.**

**C8.2.1.1.4. (Added)(AF) Parcels do not exceed size and weight limits.**

**C8.2.1.1.5. (Added)(AF) Outgoing communications are sorted according to instructions. This includes separating communications eligible for pouch service and clearly marking it “Pouch.” If two or more pieces are going to the same location, on the same day, consolidate all pieces in the same container.**

**C8.2.1.2. (Added)(AF) Deliver or arrange for delivery of, all administrative communications and parcels to action offices. They must secure sealed containers that remain in the distribution office after the close of business that are endorsed “DO NOT FORWARD.”**

**C8.2.1.3. (Added)(AF) Provide referral service for improperly addressed incoming administrative communications, including those sent to individuals in a unit without a FAS.**

**C8.2.1.4. (Added)(AF) Furnish action officers (AO) with OMC distribution schedules. This will help eliminate the need for action office personnel to perform messenger service, except for the occasional priority delivery that OMC cannot handle.**

**C8.2.1.5. (Added)(AF) Instruct AOs who request official or duty-related information from outside the Air Force to use a complete organizational address and FAS. Review material received from outside the Air Force to individuals no longer assigned. AOs will distribute materials to persons currently assigned who can use it. If the mail is of no value, they will notify mailers to remove their office from their mailing list. Instruct mailers to mark official mail destined to go out of the USPS Domestic Mail System with the annotation “International Mail.”**

**C8.2.1.6. (Added)(AF) ADO personnel accept items into the mail system only from authorized users. ADOs will not accept or dispatch mail from personnel not in their organization (persons unknown to them).**

**C8.2.1.7. (Added)(AF) Official mail will not be picked up from unmanned/unattended distribution offices.**

### **C8.3. (Added)(AF) DELIVERY OF INCOMING MAIL**

**C8.3.1. Establish procedures to open and deliver incoming mail to action offices. Comply with paragraph C7.3.5. for mail addressed to assigned personnel by name. If ADOs wish to establish procedures for centralized opening of items, it is at their discretion.**

### **C8.4. (Added)(AF) LOCATION OF ACTIVITY DISTRIBUTION OFFICES**

**C8.4.1. (Added)(AF) Delivery points should be limited to a single delivery point on the entry level floor of each building whenever possible, and constantly monitored to minimize exposure to potential explosive, biological and chemical hazards. ADOs are responsible for the internal distribution of items within their facility. ADOs should be on the entry-level floor in multi-story buildings without elevators.**

### **C8.5. (Added)(AF) OFFICE EQUIPMENT AND DESIGN**

**C8.5.1. (Added)(AF) The space provided and the arrangement of a distribution office must allow step-by-step processing. The volumes and types of communications the OMC receives and processes dictate the equipment. Large distribution offices may require equipment similar to the OMC, while small distribution offices may only require “In” and “Out” baskets. The ADO is responsible for procuring and maintaining all equipment.**

### **C8.6. (Added)(AF) ACTIVITY ACTION OFFICES**

**C8.6.1. (Added)(AF) Prepares administrative communications and containers for release to the servicing distribution office of the OMC, to include:**

**C8.6.1.1. (Added)(AF) Classification and special service requests.**

**C8.6.1.2. (Added)(AF) Addressing to the office that takes action on the subject.**

**C8.6.1.3. (Added)(AF) Preparing receipts according to DoD 5200.1-R and AFI 31-401.**

**C8.6.1.4. (Added)(AF) Processing administrative communications and containers received from distribution offices or the OMC.**

**C8.6.2. (Added)(AF) Official mail for people not assigned to the base (such as sponsor packages) is addressed to their current duty address, not home address. This enables OMC to consolidate mail and reduce postage costs. If absolutely necessary, send such mail to the leave address.**

**C8.6.3. (Added)(AF) Routine official messages for assigned personnel should be E-mailed whenever feasible. If E-mail is unworkable, send messages through the OMC. Address items to the person's duty address in the format shown in the basic directive. Items allowed routing via OMC include: overdue library book notices, eyeglass pickup notices, and medical and dental appointment slips (for dependents also), and other official material or information collected and delivered without using postage funds. No special services are authorized.**

**C8.6.4. (Added)(AF) Ensure personnel whose responsibilities include opening official mail know they can only release sealed inner envelopes with SECRET or CONFIDENTIAL to individuals with the proper clearance.**

**C8.7. (Added)(AF) PREPARING ADMINISTRATIVE COMMUNICATIONS FOR DISPATCH**

**C8.7.1. (Added)(AF) ADOs will develop a log or other tracking systems for accountable container numbers to avoid duplicating numbers as prescribed by paragraph C1.20.3.1.**

**C8.7.1.1. (Added)(AF) Table C8.T1. explains how to prepare administrative communications for on- and off-base dispatch. The OMM may authorize activity distribution offices or action offices that routinely handle large volumes of accountable communications to use PS Form 3877. All sealed containers endorsed "DO NOT FORWARD" must remain in action offices at the close of business in a classified storage container. Inspect unsealed containers to determine the classification of their contents and protect them accordingly.**

**C8.8. (Added)(AF) PREPARING AND USING DD FORM 2825, INTERNAL RECEIPT**

**C8.8.1. (Added)(AF) Enclose DD Form 2825 in all consolidated shipments, accomplish DD Form 2825 in enough copies to maintain suspense and/or record copies. DD Form 2825 has spaces to record signatures for changes of custody. Use it to record the exchange of sealed accountable containers between the dispatching activity, the OMC, and the addressee. The OMC must sign for accountable containers when accepting them from the dispatching activity distribution office, and must obtain a signature when delivering accountable containers to the addressee. Note: Receipts within the OMC are optional. There is no requirement for OMC personnel to receipt for accountable containers they exchange between themselves.**

**C8.8.1.1. (Added)(AF) Securely attach DD Form 2825 to the container. When the same DD Form 2825 lists several containers, bundle these containers securely or consolidate them and attach the DD Form 2825 to the top container.**

**C8.8.1.2. (Added)(AF) Ensure the office or person having custody of accountable containers gets a signature from the recipient on the top copy and files it.**

**C8.8.1.3. (Added)(AF) File and dispose of DD Form 2825 according to the AFRIMS RDS. The form will be filed with PS Forms 3877 and other Postal Service related forms.**

**C8.9. (Added-AETC) Prescribed Forms:**

AETC Form 444, *Request for Express/Next Day Air Mail Service*

**C8.10. (Added-AETC) Adopted Forms (or IMTs):**

DD Form 2825, *Internal Receipt*

AF IMT 627, *Application for Registration or Certification of Official Mail*

AF Form 847, *Recommendation for Change of Publication*

AF Form 4332, *Accountable Communications Receipt Authorization*

PS Form 3877, *Firm Mailing Book for Accountable Mail*

PS Form 3883, *Firm Delivery Receipt for Accountable and Bulk Delivery Mail*

**TABLE C8.T1. (Added)(AF) HOW TO PREPARE ADMINISTRATIVE COMMUNICATIONS FOR DISPATCH.**

R U L E	A	B	C	D	E	F	G
		If an administrative communication is sent	and the classification is	then document receipts are	item must be packaged in	Controlled in transit by (Note 1)	
					DD Form 2825 and container number	First-Class Mail (Note 2)	Registered Mail
1	On the installation, through the official mail information transfer system	Unclassified (Note 3)	not required	SF Form 65 or other container			
2		CONFIDENTIAL requiring a receipt	prepared as specified in DoD 5200.1R/AFI 31-401 and enclosed in a container	a single opaque container with the classification marked on both sides of the container			
3		SECRET or NATO CONFIDENTIAL or SECRET (Note 4)				X	
4	Off the installation, including items sent as consolidated mail through US Postal Service (USPS) or Military Postal Service	Unclassified	not required	single-sealed container			

R U L E	A	B	C	D	E	F	G
		If an administrative communication is sent	and the classification is	then document receipts are	item must be packaged in	Controlled in transit by (Note 1)	
					DD Form 2825 and container number	First-Class Mail (Note 2)	Registered Mail
5	Off the installation, including items sent as consolidated mail through USPS and both sending and receiving agencies are within US boundaries (see Note 5 and 6)	CONFIDENTIAL requiring a receipt	prepared as specified in DoD 5200.1R/AFI 31-401 and enclosed in a container	an opaque inner and outer container, mark both sides of inner container with classification	X	X	
6		CONFIDENTIAL addressed to a DoD contractor					and certified mail
7		SECRET or NATO CONFIDENTIAL or SECRET (Note 4)					
8	Off the installation, including items sent as consolidated mail through USPS and either the sending or receiving agency is not within US boundaries (see Notes 5 and 6)	CONFIDENTIAL	not required		X		X
9		SECRET	required				
10		CONFIDENTIAL with or without a receipt	not required				

**Notes:**

1. Note that parcels containing CONFIDENTIAL matter mailed within CONUS have the First-Class/Priority marking and the "Do Not Forward" endorsement.
2. Transmit classified working papers the same as other material of the same classification.
3. Only authorized subregistries and control points may dispatch or receive NATO classified material.
4. Don't use pouches of any kind as outside containers for registered mail.
5. Note that Air Force or DoD pouches may contain CONFIDENTIAL material when mailed within US boundaries. The mailer must double wrap the contents and the shipping label or tag must indicate First-Class/Priority mail and the "Do Not Forward" endorsement.
6. When consolidating CONFIDENTIAL and SECRET material, only the SECRET material needs to be on the DD Form 2825.

AP1. APPENDIX 1  
AGREEMENT  
CONCERNING COMMERCIAL POSTAGE METER USE  
AT MILITARY POST OFFICE ADDRESSES

(Amendment 1 is Incorporated)

PART I - INTRODUCTION

This agreement between the United States Postal Service and the Department of Defense (as a customer of the United States Postal Service) provides for the use of commercial postage meters by Department of Defense activities served by military post offices (APO/FPOs).

PART II - GENERAL PROVISIONS

1. Except as specifically provided otherwise by this Agreement, all regulations pertaining to the leasing, licensing, servicing, inspections, and use of postage meters (Section P030 of the Domestic Mail Manual) shall apply to commercial postage meters leased by the Department of Defense for use at locations served by a military post office.
2. The term "post office," as used in the Domestic Mail Manual and elsewhere, shall be understood to include military post offices.
3. All Department of Defense mail bearing a commercial postage meter imprint and originating in an area served by a military post office shall be deposited only in authorized depositories for the United States Mails.
4. Either party to this Agreement may terminate the Agreement by providing 30 days prior written notice to the other party, stating the reasons for the decision to terminate. The United States Postal Service may terminate this Agreement if revenue cannot be protected. Specific instances of cause for termination may be the failure of the Department of Defense to maintain control of meter locations, to ensure inspection as provided by the terms of this agreement, and/or the failure of a manufacturer to inspect as provided by the terms of this agreement and/or repair meters and maintain the required documentation.
5. Each party will designate a representative for the purpose of coordinating the Agreement. The initial designee of the United States Postal Service is the Manager, Mailing Systems Development, 475 L'Enfant Plaza SW, Washington, DC 20260-6807. The initial designee of the Department of Defense is the Department of Defense Official Mail Manager, Military Postal Service Agency, Alexandria, VA 22331-0006.
6. Only those activities authorized by both the Postal Service and the DoD representative listed above may use commercial postage meters.

### PART III - PROCEDURES FOR OBTAINING AND USING POSTAGE METERS

#### 1. Lease and Manufacturer Inspection

a. The Department of Defense activities shall lease postage meters only from Postal Service authorized meter manufacturers in the United States. When obtained, the meters must be set to show no postage on the meter.

#### b. Inspection

i. "Inaccessible Meter" is any meter leased by the Department of Defense that is likely to be inaccessible to the manufacturer for a substantial period of time, and that has been identified in writing by the Department of Defense and the manufacturer as inaccessible. A meter may be inaccessible for no more than 2 years, at which time it must be checked out of service or presented to the manufacturer for inspection. The Official Mail Manager of the Department of Defense activity leasing the meter shall send written notice to the licensing post office in III.4. within 30 days of the commencement of the period of inaccessibility of a postage meter. Should a meter identified under this paragraph as inaccessible become accessible, the Official Mail Manager of the Department of Defense activity leasing the meter shall promptly notify the licensing post office in III.4. of such change.

ii. Under this agreement, the Department of Defense shall make any inaccessible meter available for manufacturer inspection at the first available opportunity if more than twelve months have elapsed since the last inspection.

iii. Under this agreement, any postage meter that is not identified as inaccessible in III.1.b.i. may only be leased for, or transferred to, locations where the manufacturer can inspect the meter each twelve months. Any requests for exceptions will be submitted in writing through the Department of Defense Official Mail Manager to the Manager, Mailing Systems Development, 475 L'Enfant Plaza SW, Washington, DC 20260-6807. Exceptions shall be considered on a case-by-case basis.

#### 2. MPO Custodian of Postal Effects shall:

a. Maintain records as required by the DMM for each meter leased and licensed under the terms of this Agreement.

b. Ensure that meters are set as specified in Section P030 of the Domestic Mail Manual and shall provide appropriate instructions to designated military postal service personnel.

c. Maintain a listing of all commercial postage meters leased to the Department of Defense activities served.

d. Provide to the appropriate gateway postmaster a quarterly report of the location and serial number of each meter along with copies of the USPS Form 3610 for these meters.

#### 3. Transportation of Postage Meters

a. The manufacturer will notify, in writing, the activity, the MPO, and the appropriate gateway postmaster when the meter is shipped. Manufacturers shall ship the meters, by registered mail, to the Custodian of Postal Effects at the MPO where the meters are to be set. Upon receipt of a meter the Custodian of Postal Effects shall notify the intended user that the meter has arrived and retain the meter until the intended user complies with licensing and other requirements.

b. When a meter is checked out of service the Custodian of Postal Effects shall immediately return it to the manufacturer by USPS official registered mail.

4. Licensing of Postage Meters. Department of Defense activities shall submit PS Form 3601-A (Application or Update for a License to Lease and Use Postage Meters) as follows:

a. Activities having an APO/FPO AA and AE address:

U.S. Postal Service  
Office of Mail Requirements  
ATTN: Meter Section  
Room 3220, JAF Building  
New York, New York 10199-9651

b. Activities having an APO/FPO AP address:

U.S. Postal Service  
Office of Mail Requirements  
ATTN: Meter Section  
1300 Evans Ave, Room 303  
San Francisco, CA 94188-9651

c. Upon receipt of the issued license, the activity will furnish a copy of the license and the covering purchase order to the manufacturer who will provide the meter.

5. Transfer of Meters

a. Meters may be transferred to another location (military post office) under the same license only if they are to be used by the same unit for which the license was issued. The unit shall notify by letter the appropriate gateway postmaster, both the gaining and losing military post offices, and the meter manufacturer prior to moving the meter.

b. Meters may not be transferred between licensees.

6. Repairs to Postage Meters. All repairs will be performed by the manufacturer's meter repair facilities in the United States. This does not apply to meter bases and other related equipment.

7. Reporting the destruction, loss, theft, capture, or misplacement of meters. The Department of Defense will immediately report any such occurrences to the appropriate gateway postmaster (who will in turn notify the Inspector-in-Charge) and the manufacturer's local representative and United States headquarters.

8. Checking Meters In and Out of Service

a. Checking meters into service. Meters shall be checked into service at the military post office authorized to set them. The meter will be sent by registered mail from the manufacturer to the appropriate MPO for the initial setting of the meter and delivery to the leasing activity.

b. Checking meters out of service. When the use of a meter is terminated for any reason, including replacement, the meter shall immediately be checked out of service at the appropriate military post office and immediately thereafter the Custodian of Postal Effects shall return it to its manufacturer in the United States by USPS official registered mail.

9. Payment for Postage. All postage set on commercial meters by military post offices shall be paid for via cash or check presented at the time the postage meter is set.

10. Advance Deposit Trust Accounts. The use of advance deposit trust accounts is not authorized at military post offices.

11. The United States Postal Service is not responsible for providing any equipment necessary to operate the meters.

SIGNED  
S. Hamel  
General Manager  
Customer & Field Support Division  
United States Postal Service

SIGNED  
William G. Meehan  
Exec Dir, MPSA  
Military Postal Service Agency  
2 August 89

## AP2. APPENDIX 2

### DIPLOMATIC POUCH MAIL

#### AP2.1. PURPOSE

This Appendix paraphrases DoS policies and procedures to be followed when using the Department of State (DoS) Diplomatic Pouch Service (DPS). The policies and procedures in this Appendix agreed with DoS requirements when they were written. DoS may change their requirements at any time. If that happens, follow DoS policies and procedures even though they may conflict with this Appendix.

#### AP2.2. GENERAL

AP2.2.1. Diplomatic pouches are intended to transport items, for the official use of the diplomatic mission, across international frontiers without procedural delay and without inspection by foreign government officials. These are the basic tenets of Article 27 of the Vienna Convention on Diplomatic Privileges and Immunities (reference (q)) and of international law and practices as they regard diplomatic pouches. The great majority of diplomatic pouches are dispatched unaccompanied; observance of their diplomatic status is entrusted to the good faith of foreign officials.

AP2.2.1.1. Diplomatic pouches are not marked in any way except as diplomatic correspondence. The pouch itself must in no way provide clues as to the nature of its contents by displaying notice labels or organizational symbols. It is an anonymous container. Pouches containing classified items are prepared and documented in the same manner as pouches containing unclassified items but they are dispatched accompanied by a diplomatic courier or other authorized U.S. Government employee. Whether the pouch is dispatched accompanied or unaccompanied, its only purpose is to protect diplomatic and national security information. It is not intended to protect items of great monetary value or to function as an express mail service.

AP2.2.1.2. Pouch contents, regardless of their nature or classification, shall not be disclosed or discussed with any person except U.S. Government employees with the proper classification and a need to know. Under no circumstances may they be disclosed to or discussed with foreign officials. See paragraph C5.3.2. for additional instructions.

AP2.2.1.3. There are no limits on pouch size or weight for official items except those imposed by host governments (contact DPM or diplomatic post for latest information) and the capacity of the mode of transport. See section AP2.4. for information on size and weight limitations for various addresses used to get items into the diplomatic pouches.

#### AP2.3. CONTROL OF POUCHES AND POUCH CONTENTS

AP2.3.1. Pouch Communications. Communications concerning material to be dispatched by pouch shall be classified as follows:

AP2.3.1.1. Electronic Inspection. All forms of electronic inspection, including X-ray and metal detectors.

AP2.3.1.2. Physical Inspection. Mail suspected of containing items prohibited for pouch transmission may be opened for inspection by Pouch Control Officers. Unclassified items may be opened without consent of sender or addressee. Classified items may be opened only in the presence of and with the consent

of the sender or addressee. If consent is refused, the item will not be accepted for pouch transmission or returned to the sender when received in an incoming pouch.

#### AP2.4. PREPARATION OF MAIL

AP2.4.1. Size and Weight Considerations. Items weighing over 40 pounds, or exceeding 62 inches in length and girth combined, or whose longest dimension exceeds 24 inches cannot be shipped in standard diplomatic pouches and are called nonconveyable.

AP2.4.1.1. If the item is not for official business and exceeds the weight or size limits, do NOT ship it.

AP2.4.1.2. If the item going to a diplomatic post is unclassified, official business and exceeds the weight or size limits, call the DoS Unclassified Pouch Branch [(703) 661-6300] for special preparation and delivery instruction.

AP2.4.1.3. If the item going to a diplomatic post is unclassified and exceeds the weight or size limit, call the DoS Classified Pouch Branch [(703) 922-3070 or (703) 922-2696] for special preparation and delivery instructions.

#### AP2.4.2. Items from Diplomatic Posts

AP2.4.2.1. All items originating at diplomatic posts shall be prepared and presented as required herein and by the diplomatic post.

AP2.4.2.2. All unclassified, non-mailable items (because of size, weight, or content) shall be prepared as required by DoS. Originators shall advise the addressee the item is being shipped so arrangements can be made to pick up the item on arrival the DPM.

#### AP2.4.3. Items for Diplomatic Posts

AP2.4.3.1. Use the following address format for unclassified items:

(Name of persons or organization)  
(Diplomatic post name)  
Department of State  
Washington, DC 20521-xxxx\*

See the chart in AP2.F1. for the appropriate ZIP+4 Code. The use of the correct ZIP+4 Code ensures speediest mail processing.

AP2.4.3.2. Use the following address formats for classified items.

AP2.4.3.2.1. Address the outer wrapper as follows:

Branch Chief  
Diplomatic Pouch and Mail, SA-8  
Department of State  
Washington, DC 20522-0801

AP2.4.3.2.2. Address the inner wrapper as follows:

NAME OF ADDRESSEE  
TITLE and/or AGENCY OF ADDRESSEE  
NAME OF OVERSEAS MISSION

DEPARTMENT OF STATE  
WASHINGTON, DC 20521-nnnn\*

\*See the chart in Figure AP2.F1. for appropriate ZIP+4 Code.

AP2.4.3.3. Deliver to Room B528, Main State Building, all classified items not mailed. The entrance is via truck ramp into the building on 21 Street, between C and D streets.

Figure AP2.F1. ZIP+4 Codes for Unclassified Mail and Inner Wrapper on Classified DoD Diplomatic Pouch Mail

Abidjan .....	2010	Bissau .....	2080
Abu Dhabi.....	6010	Blantyre.....	2290
Accra .....	2020	Bogota .....	3030
Adana .....	5020	Bombay.....	6240
Addis Ababa.....	2030	Bonn .....	7400
Alexandria.....	6090	Bordeaux.....	5580
Algiers .....	6030	Brasilia.....	7500
Alma Ata.....	7030	Bratislava .....	5840
Amman .....	6050	Brazzaville.....	2090
Amsterdam.....	5780	Bremen.....	5150
Ankara .....	7000	Bridgetown .....	3120
Antananarivo.....	2040	Brisbane .....	4130
Antigua .....	3010	Brussels USNATO (M).....	5230
Antwerp.....	5240	Brussels (EMB).....	7600
Apia .....	4400	Bucharest .....	5260
Ashgabat.....	7070	Budapest .....	5270
Asuncion.....	3020	Buenos Aires .....	3130
Athens.....	7100	Bujumbura.....	2100
Auckland.....	4370	Bukavu.....	2240
Baghdad.....	6060	Cairo .....	7700
Baku .....	7050	Calcutta.....	6250
Bamako.....	2050	Calgary.....	5490
Bandar Seri Begawan.....	4020	Canberra.....	7800
Bangkok .....	7200	Cape Town.....	2480
Bangui .....	2060	Caracas .....	3140
Banjul .....	2070	Casablanca .....	6280
Barcelona.....	5400	Cebu .....	4230
Barranquilla.....	3040	Chengdu.....	4080
Beijing .....	7300	Chiang Mai.....	4040
Beirut.....	6070	Chisinau .....	7080
Belfast.....	5360	Ciudad Juarez.....	3270
Belgrade.....	5070	Colombo .....	6100
Belize.....	3050	Conakry .....	2110
Berlin, GDR (EMB).....	5090	Copenhagen .....	5280
Berlin, FRG (Mission)5100		Cotonou.....	2120
Bern.....	5110	Curacao.....	3160
Bilbao .....	5410	Dacca.....	6120
Bishkek.....	7040	Dakar .....	2130

Damascus.....	6110	Dublin.....	5290
Dar es Salaam.....	2140	Durban.....	2490
Dhahran.....	6310	Dushanbe.....	7090
Djibouti.....	2150	Dusseldorf.....	5160
Doha.....	6130	Edinburgh.....	5370
Douala.....	2530	Florence.....	5670
Dubai.....	6020	Frankfurt.....	7900
Freetown.....	2160	Kampala.....	2190
Fukuoka.....	4310	Karachi.....	6150
Gaborone.....	2170	Katmandu.....	6190
Geneva.....	5120	Khartoum.....	2200
Genoa.....	5680	Kigali.....	2210
Georgetown.....	3170	Kingston.....	3210
Goteborg.....	5760	Kinshasa.....	2220
Grenada.....	3180	Kolonia.....	4120
Guadalajara.....	3280	Koror.....	4260
Guangzhou.....	4090	Krakow.....	5140
Guatemala City.....	3190	Kuala Lumpur.....	4210
Guayaquil.....	3430	Kuwait.....	6200
Hague (The).....	5770	Lagos.....	8300
Halifax.....	5500	Lahore.....	6160
Hamburg.....	5180	La Paz.....	3220
Hamilton.....	5300	Leningrad.....	5440
Harar.....	2180	Libreville.....	2270
Havana.....	3200	Lilongwe.....	2280
Helsinki.....	5310	Lima.....	3230
Hermosillo.....	3290	Lisbon.....	5320
Hong Kong.....	8000	Ljubljana.....	7140
Honiara.....	4390	Lome.....	2300
Islamabad.....	8100	London.....	8400
Istanbul.....	5030	Lubumbashi.....	2230
Izmir.....	5040	Lusaka.....	2310
Jakarta.....	8200	Luxembourg.....	5380
Jedda.....	6320	Lyon.....	5590
Jerusalem.....	6350	Madras.....	6260
Johannesburg.....	2500	Madrid.....	8500
Kabul.....	6180	Majuro.....	4380
Kaduna.....	2260	Malabo.....	2320

Managua .....	3240	Mexico City.....	8700
Manama .....	6210	Milan.....	5690
Manila.....	8600	Minsk.....	7010
Maputo .....	2330	Mogadishu .....	2360
Maracaibo .....	3150	Mombasa.....	2400
Marseille .....	5600	Monrovia .....	8800
Martinique .....	3250	Monterrey .....	3330
Maseru.....	2340	Montevideo .....	3360
Matamoros.....	3300	Montreal .....	5510
Mazatlan .....	3310	Moroni.....	2380
Mbabane .....	2350	Moscow.....	5430
Medan.....	4190	Munich.....	5190
Melbourne.....	4140	Muscat .....	6220
Merida .....	3320	Naha .....	4320
Nairobi.....	8900	Port-au-Prince.....	3400
Naples.....	5700	Port Louis .....	2450
Nassau .....	3370	Port Moresby .....	4240
Ndjamena.....	2410	Port of Spain .....	3410
New Delhi.....	9000	Porto Alegre.....	3070
Niamey.....	2420	Poznan.....	5050
Nice .....	5610	Prague.....	5630
Nicosia.....	5450	Praia.....	2460
Nouakchott .....	2430	Pretoria .....	9300
Nuevo Laredo .....	3340	Pusan .....	4270
Oporto .....	5330	Quebec.....	5520
Oran.....	6040	Quito.....	3420
Osaka-Kobe .....	4330	Rabat.....	9400
Oslo .....	5460	Rangoon.....	4250
Ottawa .....	5480	Recife.....	3080
Ouagadougou.....	2440	Reykjavik .....	5640
Palermo.....	5710	Riga .....	4520
Panama .....	9100	Rio de Janerio .....	3090
Paramaribo.....	3390	Riyadh.....	6300
Paris.....	9200	Rome .....	9500
Perth.....	4160	Rotterdam .....	5790
Peshawar.....	6170	Salvador de Bahia.....	3100
Phnom Penh.....	4540	Salzburg .....	5830
Ponta Delgada.....	5340	Sanaa .....	6330

San Jose.....	3440	Vancouver.....	5540
San Salvador.....	3450	Vatican City.....	5660
Santiago.....	3460	Victoria.....	2510
Santo Domingo.....	3470	Vienna.....	9900
Sao Paulo.....	3110	Vientiane.....	4350
Sapporo.....	4340	Vilnius.....	4530
Seoul.....	9600	Warsaw.....	5010
Seville.....	5420	Wellington.....	4360
Shanghai.....	4100	Windhoek.....	2540
Shenyang.....	4110	Winnipeg.....	5550
Singapore.....	4280	Yaonde.....	2520
Sofia.....	5740	Yerevan.....	7020
Songkhla.....	4050	Zagreb.....	5080
St. George's.....	3180	Zurich.....	5130
Stockholm.....	5750		
Strasbourg.....	5620		
Stuttgart.....	5200		
Surabaya.....	4200		
Suva.....	4290		
Sydney.....	4150		
Taipei Ait.....	4170		
Tallin.....	4530		
Tangier.....	6290		
Tashkent.....	7110		
Tblisi.....	7060		
Tegucigalpa.....	3480		
Tel Aviv.....	9700		
The Hague.....	5770		
Thessaloniki.....	5060		
Tijuana.....	3350		
Tokyo.....	9800		
Toronto.....	5530		
Trieste.....	5720		
Tunis.....	6360		
Turin.....	5730		
Udorn.....	4060		
Ulan Bator.....	4390		
Valleta.....	5800		

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