

**BY ORDER OF THE COMMANDER  
WRIGHT-PATTERSON AIR FORCE  
BASE**

**DODM4525.8\_  
AFMAN33-306**



**WRIGHT-PATTERSON AIR FORCE BASE  
Supplement**

**16 MAY 2019**

**Communications and Information**

**DOD OFFICIAL MAIL MANUAL**

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This supplement applies to all organizations serviced by the Wright-Patterson AFB Official Mail Program (WP-OMP) through the Official Mail Center (OMC). This publication does not apply to the Air National Guard or the Air Force Reserve Center (ANG/AFRC) units. There are no Information Collection Reports. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the AF Form 847, Recommendation for Change of Publication; route AF Form 847s from the field through the appropriate functional's chain of command. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with (IAW) Air Force Manual (AFMAN) 33-363, Management of Records, and disposed of IAW Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS).

**SUMMARY OF CHANGES**

This publication is extensively changed and must be reviewed in its entirety. New forms are prescribed. Throughout this publication the term Base Information Transfer Center (BITC) is used. AFMAN 33-306 defines the OMC as "The main official mail location (or facility) on an installation responsible for metering, postage, consolidation, distribution, and tracking administrative communications and packages." The OMC handles all accountable and unaccountable government mail.

## **FOREWORD**

The term mail facility will be synonymous with the Official Mail Center (OMC). The OMC Enterprise Information Management (EIM) Home Page is <https://cs.eis.afmc.af.mil/sites/KnowlOps/WPAFB/OfficialMail/default.aspx> WPAFB Form 1409 will be used at WPAFB. The DD Form 2825 permits the OMC to send Pouch Mail to other military installations.

**DL1. DEFINITIONS**

DL1.1.72. (Added) Official Mail Manager (OMM). The civil servant appointed by the 88th Force Support Commander is responsible for interpreting and implementing guidance and managing the Official Mail Cost Control Program (OMCCP) and the OMC for Wright-Patterson AFB OH. The OMM is the only authorized liaison for mail matters between the USPS and the installation.

DL1.1.73. (Added) Quality Assurance Evaluator (QAE). A civil servant responsible for monitoring the contract performance for the Postal Service Center (PSC).

## **C1. CHAPTER 1**

### **MAIL PIECE PREPARATION**

#### **C1.2. MAIL PIECE DESIGN**

C1.2.1. (Added) There are three reply mail methods which can be used by Wright-Patterson AFB organizations: Business Reply Mail (BRM), Pre-metered Mail, and Courtesy Reply Mail. All three methods have very specific design and printing requirements before processing and or applying postage. Contact the OMM for instructions before preparing your mailing. See C1.11 for specific details.

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

C1.4.1. 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:

C1.4.9.2. 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. Combing official and personal mail is not considered official matter. Offices attempting to mail out care packages/personal mail, will be required to pick up their packages from the OMC and the OMM will notify the affected commander/director of the organization.

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.

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

**NOTE:** For a complete list refer to DODM 4525.8 AFMAN 33-306.

#### **C1.10. EXPRESS MAIL**

C1.10.5. WPAFB, USPS delivers all USPS Express Mail directly to the addressee. If delivery times are not met, the receiving Activity Distribution Office (ADO) is responsible for initiating the request for refund with the mail originator. A copy of the form can be obtained from the local USPS Branch Office through the OMM.

C1.10.7.1. OMC uses GSA contract small carriers, Federal Express (FedEx) and United Parcel Service (UPS) and can determine the most cost efficient method available for the transmission of material required for next day delivery.

C1.10.7.2. (Added) Unclassified 2nd day/overnight requests using FedEx or UPS shipments must be accompanied by a WPAFB Form 1405 (2nd Day/Overnight Mail Log). WPAFB Form 1405 must have the originator's complete office symbol, the receiver/point-of-contact, full address, and phone number. Outgoing next day mail are picked up during scheduled mail runs. You may take next day mail to Building 258, Area A, Door 1 for processing NLT1445. If a WP office is not able to deliver the mail by 1445 but the item must be processed, call the OMM at

257-4753, or Mail Operations Manager at 522-3093 for further instructions. If you have any questions, you may contact the OMC at 257-7208. The OMC cannot hold next day to be processed the following day.

C1.10.8.2. Outgoing unclassified USPS Express mail will be picked up during scheduled mail runs; afterwards, deliver all material to the OMC, Building 258, Area A, Door 1 for same day processing. All requests will include WPAFB Form 1405. Originator must complete the USPS Label 11-B form prior to OMC processing. Deliver to the OMC by 1445 daily for guaranteed same day processing and next day delivery. The originator must add the receiver/point-of-contact, phone number, and (if vital) the time of day the material requires delivery.

C1.10.8.3. Outgoing classified next day material is controlled on a WPAFB Form 1409 if the material is classified as SECRET. As such, the originator must complete the WPAFB Form 1409 and present it for receipt and signature when the item is mailed.

C1.10.8.3.1 (ADDED) USPS Express Mail, FedEx, and UPS are DoD-approved carriers of US classified material up to and including the SECRET level between DoD components and their cleared contractor facilities within the CONUS and US territories. Verification of cleared contractor facilities is completed via official memorandum from organization Security Manager. All requirements for processing next day material via USPS apply to private carrier shipments. On Fridays, only the USPS can carry US classified for next day delivery, specifically, FedEx and UPS are not authorized to secure the classified item on Saturdays and Sundays for a next business day delivery on Monday.

#### C1.11. REPLY MAIL METHODS

C1.11.1. Courtesy Reply mail may be used when you wish to supply the recipient with a pre-addressed envelope to be used for the return of the material. The recipient pays postage for the return of the item. This reply method may be used between DoD activities when BRM and Pre-metered reply methods are not appropriate.

C1.11.2. When a 96–100 percent return is anticipated use pre-metered mail. Pre-metered mail must contain the printed notice in accordance with USPS requirements, “NO POSTAGE STAMP NECESSARY POSTAGE HAS BEEN PREPAID BY WRIGHT-PATTERSON AFB OH.” This notice must be centered, enclosed in a box, and electronically printed directly above the forwarding address.

C1.11.2.5. Print “DEPARTMENT OF THE AIR FORCE” and “OFFICIAL BUSINESS” as the return address element on both pre-metered and courtesy reply mail. A template for printing can be supplied when the request for either pre-metered and/or courtesy reply mail is coordinated through the OMM.

C1.11.3.2.5. Art work for BRM pieces is coordinated through the USPS readability specialist by the WPAFB OMM. See C1.16.4. and C3.9.5., for more information.

#### C1.13. INTERNATIONAL MAIL

C1.13.1. Forward all mail, classified and unclassified, addressed to foreign addresses unsealed to AFLCMC/WFNJA, Foreign Disclosure Office, for review of the contents prior to forwarding to the OMC for processing. Exception is mail originating from AFIT, AFLCMC/WF, AFLOA/JACC-CSC, HQ AFMC, DISAM, DLA/DS, GLO, NASIC, NMUSAF, 88 CS/SCOKI, AFLOA/MCRP, and mail addressed to APO/FPO addresses.

C1.13.4. Parcels for international addresses require customs forms; call the OMC, 257- 7208, or consult the USPS International Mail Manual (IMM) online at <https://www.usps.com/> before you take your material to AFLCMC/WFNJA so necessary customs forms can be processed.

**NOTES:** Do not confuse mail for international addresses with APO/FPO/MPO mail that does not require review by AFLCMC/WFNJA.

International Mail sent via FedEx or UPS require customs forms. Specify contents on the WPAFB 1405 for customs generated paperwork (detailed description, cost, origin, etc.). Failure to do so may cause package delay at customs, returned to sender, or destroyed. International Mail for USPS requires detailed customs form. Customs forms must be filled out by ADO or sender. Packages will be delayed and returned if customs form is not attached.

#### C1.16. FORMS OF POSTAGE

C1.16.1.1. Large volume mailings are processed as Permit Imprint mailings and should not be processed as single piece metered mail. Exterior design of the mail piece must be coordinated through the OMM and local USPS design analyst before the material is printed. The mailing address list must be matched against the USPS CASS/PAVE certified software. CASS/PAVE software produces information required for itemized postage accountability. This can be accomplished by the printer selected for accomplishing the job. To accomplish the pre-sort of this mail, training is offered on an as-needed basis by USPS officials. The pre-sorting of the job will be accomplished by the originator or the printer.

C1.16.1.6. (Added) USPS forms required for the presentation of the Permit Imprint mailing are obtained by accessing the USPS online at <http://www.usps.com>. The information on the form shall be completed by the originator or the printer based on the information obtained when the mailing list was run against the CASS/PAVE software.

C1.16.1.7. (Added) Permit Imprint mailings will be delivered to the OMC, Building 258, Area A, Door 1, along with all applicable USPS paperwork. The OMM, Assistant OMM, or Mail Operations Manager will ensure the paperwork and mail is in compliance and will sign the forms accepting the mailing for processing through the USPS. USPS officials, Bulk Mail Unit, have been instructed not to accept Permit Imprint mailings from the originator or printer without obtaining individual job approval/acceptance from designated personnel.

C1.16.4. All Business Reply Mail (BRM) design shall be coordinated through the OMM or Assistant OMM before the BRM mail piece may be printed. The digital design shall be coordinated via the USPS by the OMC and shall be provided by the organization to DLA Printing Services at WPAFB. The OMM shall coordinate on the completed DD Form 843, Requisition for Printing and Binding Service prior to printing the BRM mail piece. This process shall be followed for all BRM mail pieces, i.e., self-mailers, envelopes, cards, and labels.

**NOTE:** Information shown on the BRM mail piece will not be changed, added to, or deleted after approval is obtained from the OMM. Information shown on an approved BRM mail piece

will not be altered in any way without prior approval from the OMM/Asst. OMM.

#### C1.19. ENVELOPES AND PACKAGING

C1.19.1.1. Organizations at Wright-Patterson originating hazardous material shipments must process shipments through 88 LRS/LGRDC. Assistance is provided by the 88 LRS Transportation Freight Office, who can be reached at 937-257-7998 or via email at: [88LRS.LGRDCF.WPAFBFREIGHT@us.af.mil](mailto:88LRS.LGRDCF.WPAFBFREIGHT@us.af.mil)

C1.19.2.2.2.1. Do not use white letter envelopes as the outside container for classified material being sent through the US mail by any means of transmission, i.e., First-Class, US Certified, or US Registered mail. WPAFB offices shall only use opaque envelopes as the outside container.

C1.20.2. All accountable mail, i.e., classified, outgoing accountable requests for US Registered, US Certified, and US Insured mail, will be secured inside a locked yellow bag provided by the WPAFB Official Mail Program. The single exception is a box or boxes that are too large to fit inside a locked yellow mailbag. See instructions in C8. Authorized OMC personnel will not pick up unsecured accountable mail during scheduled mail runs.

C1.20.2.1. (Added) Organizations may obtain empty yellow mailbags and numbered seals from the OMC, 257-7208, and return unused mail pouches on the next mail run.

C1.20.3.2. The log or electronic tracking system must be restarted with 001 each fiscal year and be maintained IAW AFRIMS RDS.

C1.20.3.3. ADOs identify the special service requested on the WPAFB Form 1409 beside each container number on the accountable mail piece. See instructions in C8.

C1.20.3.4 ADOs will affix all USPS forms and labels to accountable mail pieces to include the PS Form 3811, Return Receipt Requested; this form must be completed by the originator. These forms may be obtained from the OMC. The ADOs will assign AF container numbers to the item being mailed; do not annotate the accountable container number on the PS Form 3811. You cannot send USPS First Class Mail using the PS Form 3811; this form can only be used with Registered, Certified, Insured, and USPS Express Mail.

**NOTE:** The PS Form 3811, Return Receipt Requested will not be used as the address label

## **C2. CHAPTER 2**

### **MAIL CENTER OPERATIONS**

#### **C2.3. MAIL CENTER OPERATIONS**

C2.3.2.1. WPAFB, mail carriers are defined as OMC personnel, USPS, FedEx, and UPS.

C2.3.5. Customer Information.

C2.3.5.1. The OMC, located in Building 258, Area A, Door 1, operates between the hours of 0700 and 1630 daily, Monday through Friday. All USPS mail is retrieved from the USPS Branch Office between the hours of 0700 and 0830, Monday through Friday, and dispatched to intended recipients on base on the next scheduled mail run. All outgoing mail is processed daily not-later-than 1630.

C2.3.5.1.1. (Added) The Mail Operations Manager determines the most efficient mail delivery scheme in coordination with the OMM. The Base Information Transfer System (BITS) distribution schedule is available upon request by calling the Mail Operations Manager at 522-3093 or via the OMC SharePoint site in the ADO Toolbox folder located at: <https://cs2.eis.af.mil/sites/22144/WPAFB/OfficialMail/Activity%20Distribution%20Office%20ADO%20Information/Forms/ADO%20View.aspx> As soon as scheduled moves are approved, Activity Distribution Offices (ADO) shall notify the Mail Operations Manager at 257-7208; distribution schedules will be adjusted and approved in advance of the intended move.

C2.3.5.2.1. A consolidated/pouch mail listing is updated as changes occur, maintained online, and may be accessed at WP Official Mail Section SharePoint site located in the ADO Toolbox under Pouch Mail Listing: <https://cs2.eis.af.mil/sites/22144/WPAFB/OfficialMail/Activity%20Distribution%20Office%20ADO%20Information/Forms/ADO%20View.aspx>

C2.3.5.2.1.1. (Added) Consolidated/pouch containers are constantly evaluated to determine the frequency of dispatch. Currently all containers are processed and closed by 1600 daily by OMC personnel.

C2.3.5.2.3. Mandatory (OMP) training covering mail preparation and processing procedures is provided online through the WP Official Mail Section SharePoint site located in the ADO Toolbox: <https://cs2.eis.af.mil/sites/22144/WPAFB/OfficialMail/Activity%20Distribution%20Office%20ADO%20Information/Forms/ADO%20View.aspx> This training must be completed within 30 days of assignment as an ADO. Training completion date must be annotated on the ADO appointment letter for the primary and all alternate ADO's.

C2.3.5.4. OMC conducts semi-annual time transit surveys to the pouch/consolidated mailing activities. Results of these surveys may be requested by calling the OMC at DSN 787-7208.

C2.3.6. Processing Accountable Items. OMC personnel receive sealed pouches and accountable packages from the Document Security Section for delivery to WPAFB established ADOs.

C2.3.6.2. Incoming and Internal Items.



C2.3.6.2.1. Document Security personnel annotate the following information on the retained copy of the USPS form: recipient organization and office symbol, signature, and current date. The USPS form shall be filed IAW AFRIMS RDS.

C2.3.6.2.1.1. (Added). Misaddressed items are researched through the OMC using the Global Address Listing (GAL) and forwarded to the addressee. If unable to locate addressee through the GAL item will be returned to sender.

C2.3.6.2.1.2. (Added) Each accountable container opened by authorized OMC personnel to determine proper routing is indorsed with the following information, clearly identifiable, on the face of the envelope: "Opened and Resealed By," provide name, phone number/extension, date, organization and office symbol (88 FSS/FSVP).

C2.3.6.2.1.3. (Added) Each consolidated accountable container received will be appropriately reflected on the USPS form as "Opened for Routing/See Atch" and the form reflecting the contents of the USPS Registered or USPS Certified number will be attached to the USPS form on which the accountable number is received.

C2.3.6.2.2. WPAFB, Form 1409 is used for all accountable mail items forwarded to WPAFB ADOs from the OMC and received from the WPAFB ADOs to the OMC.

C2.3.6.3. Outgoing accountable mail items will be consolidated when two or more pieces are received for the same dispatch on the same day to any DoD location if a savings can be realized. OMC personnel will contact the receiving installation for a consolidated mail address and retain that address for future mailings. Each item in the consolidated package addressed to non-Air Force installations will contain the appropriate PS Label or Form, i.e., PS Label 200 for Registered (SECRET), PS Form 3800 for Certified (Confidential), on DD Form 2825, etc.

## C2.5. ENVIRONMENT

C2.5.5. WPAFB OMC will be maintained free of excess/unused equipment, clutter, and dirt.

C2.5.7. All equipment malfunctions shall be documented and reported to Mail Operations Manager or OMM as discovered or by close-of-business same day.

## C2.7. POSTAGE PROCUREMENT

C2.7.1.2. All mail funded purchases made through the OMP are generated by the OMM. The OMM will notify BITC Operations Manager when funds are available in the USPS accounts.

C2.7.1.2.5. WPAFB organizations serviced through the WP-OMP are not authorized to initiate stamp purchases through DFAS without prior approval from the OMM. Contact the OMM if a requirement exists.

C2.7.5. The OMM will accomplish monthly funds reconciliation on the USPS accounts not-later-than the 6th workday following the end of each month, forward information to 88 CPTS/FM budget/resource advisors, and maintain supporting documentation in accordance with the AFRIMS RDS.

C2.7.5.1. 88 CPTS will advise all serviced units of their postal expenditures and in turn, units will submit a Miscellaneous Obligation Reimbursement Document (MORD) to cover postage costs as needed.

## C2.8. SECURITY

C2.8.6. Mail Operations Manager is responsible for maintaining the meter code for the OMC.

C2.10. CONSOLIDATED MAIL

C2.10.1. See C2.3.5., regarding consolidated/pouch mail supplemented information.

C2.11. POSTAGE METERS

C2.11.1.1. Installation OMM is 88 FSS/FSVP, 257-4753. The WPAFB OMM coordinates OMC meter lease and meter machine lease agreements or purchases through AFLCMC/PZI, Base Support Contracting – Section B. Wright-Patterson AFB organizations shall not make arrangements to purchase mail metering machines or lease meters for use outside of the OMC without first obtaining written approval from the OMM.

C2.11.3.1.1. Forward all paperwork associated with defective meters to the WPAFB OMM immediately after the meter is determined unserviceable and taken out of service by the licensed vendor. The responsible organization shall complete all information relative to this action before authorizing the vendor to remove the meter from the installation.

C2.11.3.2. Asst. OMM or Mail Operations Manager will load all funds to the meters located in the OMC.

C2.11.3.2.1. OMM compiles and maintains a monthly mail report that includes a monthly reconciliation of the USPS Trust Accounts. The OMM shall complete the mail monthly report not-later-than the 6th workday following the end of the reporting month.

C2.11.3.2.1.1. (Added) WPAFB OMC will use the 88 FSS/FSVP Form 19, Daily Meter Register Reading, to record the ascending, descending, and total readings for each meter on hand. Mail Operations Manager shall provide the 88 FSS/FSVP Form 19 to OMM by the second workday following the end of the month. If WPAFB organizations are authorized by the OMM to maintain mailing equipment with meter lease, they shall maintain the 88 FSS/FSVP Form 19, IAW AFRIMS RDS and will provide a completed form to the OMM by the second workday following the end of the month.

C2.11.3.2.1.2. (Added) Mail Operations Manager shall complete the 88 FSS/FSVP Form 17, Monthly Postage Expenditure Report at the end of each month for each meter on hand during the reporting period and forward to the OMM by the second workday following the end of the month.

C2.11.3.3. 88 FSS/FSVP Form 18, Meter Reset Reading, shall be completed by the individual downloading approved funds prior to and immediately following the meter reset and forwarded to the OMM the same date the meter is set. This applies to all meters licensed through WPAFB OMP.

C2.11.3.3.6. Geographically separated organizations approved to manage meters through the WPAFB OMC must contact the OMM or Mail Operations Manager when notified by the vendor of a defective meter. The OMM or Mail Operations Manager will check all government meters leased through the OMP out of service

C2.11.4.1.1. Daily record of meter readings shall be maintained on the 88 FSS/FSVP Form 19 for each meter leased by the OMC. At Wright-Patterson, all postal processing machines will be closed out at close-of-business daily in accordance with manufacturer's specifications; specifically, before close-of-business daily, record the current ascending, descending, and total meter register readings on the 88 FSS/FSVP Form 19, for each meter before proceeding with the machine's preset close-out functions. Maintain and dispose of 88 FSS/FSVP Form 19 IAW AFRIMS RDS.

C2.11.4.2. On the day funds are added, the 88 FSS/FSVP Form 19 will reflect three recorded readings; a separate reading before funds are added, immediately after funds are added, and at close-of-business. Specifically, before new funds are added to a meter, the responsible individual, will record the current ascending, descending and total figures on the 88 FSS/FSVP Form 19. Immediately after the meter is reset, the individual will record the new ascending, descending, and total figures on the 88 FSS/FSVP Form 19, before the meter is placed in service. At close-of-business, record the current ascending, descending, and total figures on the 88 FSS/FSVP Form 19.

C2.11.5.1.1. All refund checks processed for shipments made through the OMP shall be forwarded to the WPAFB OMM.

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

C2.11.7.1. Before processing each piece of mail through the postal metering machine, the OMC personnel will input the applicable reimbursement information (account code) to the postage management system available through the government owned postal metering equipment. Batch processing may be used. Specifically, use the organization and symbol labels attached to the mail to track postal reimbursement.

C2.11.8.1. Meters.

C2.11.8.1.1.1. Digital meters lock in place on mailing machines. The code to the meters must be provided to the OMM for all meters licensed through the OMP.

## C2.12. POSTAGE STAMPS AND PC POSTAGE

C2.12.1. OMC does not currently use postage stamps or PC Postage.

## C2.17. PERSONAL AND SOLICITATION MAIL

C2.17.1.3. OMC personnel shall use discretion when processing mail from outside the Department of Defense. If clearly mission related, forward the mail to the intended recipient. If no address is present, forward to referral section.

C2.17.2. OMC personnel shall segregate all "Undeliverable as Addressed" solicitation mail from official mail and return to the post office.

C2.18.1. All non-accountable equipment used by OMC personnel shall remain in the OMC when not used for the purpose of transporting mail. Damaged equipment shall be reported to Mail Operations Manager as soon as possible to determine availability for replacement.

C2.18.2.1. Equipment vendor and Mail Operations Manager or their designated representative provide training to OMC personnel on mail processing equipment.

C2.18.4.2. 88 FSS/FSVP Form 17, Monthly Postage Meter Expenditure Report, is used to record information on meters leased to the government.

### **C3. CHAPTER 3** **ADDRESSES**

#### **C3.2. ADDRESS MANAGEMENT SYSTEM (AMS)**

C3.2.1. 88 CEG shall contact the WPAFB OMM when new buildings are being constructed and street addresses are assigned, and when buildings are being demolished; the OMM shall subsequently notify the USPS AMS office to assign or delete ZIP + 4 Code(s) from the USPS data base as required.

#### **C3.3. ASSIGNMENT OF ADDRESSES**

C3.3.2.2. Once notified by 88 CEG of new or changed street addresses, the OMM assigns delivery addresses and Zip + 4 codes to WPAFB mail delivery points. The delivery address is provided via indorsement to the memorandum establishing or changing the mail delivery point. The ADO shall use the address exactly as shown in the indorsement.

#### **C3.4. USES OF ADDRESSES**

C3.4.1. Include the organization and symbol as well as the street address on business cards for WPAFB organizations. Organizations printing computer-generated letterhead may include the street address in the header; however, do not display the organization street address on printed letterhead for WPAFB organizations. Instead, include the street address and ZIP + 4 Code in the FROM element of your correspondence.

C3.4.2. All PCS and TDY for more than 14 days may use the following address for mail delivery at WPAFB:

GENERAL DELIVERY

NAME AND RANK

5435 HEMLOCK ST

WPAFB OH 45433-5424

#### **C3.5. VERIFYING ADDRESSES**

C3.5.1. Use of Zip + 4 Codes in delivery addresses is mandatory for all outgoing mail. Use the USPS Zip + 4 Code Lookup online to determine the Zip + 4 Code if one has not been supplied to you or you need to verify the accuracy of the address. Call the OMC at 257-7208 for assistance as needed.

#### **C3.6. ADDRESS FORMATS**

C3.6.2.1. Last Line. IAW USPS requirements, place no endorsement beneath the last line of the forwarding/delivery address, i.e., recipient City, State, Zip + 4 Code on any piece of official mail to include letters, flats, boxed items, Permit Imprint and Business Reply Mail.

#### **C3.7. PRINTING ADDRESSES**

C3.7.1. WPAFB OMC will not accept handwritten addresses in the return/delivery address element on outgoing off-base mail for postal metering.

#### **C3.9. ZIP CODES AND BARCODES**

C3.9.5. BRM material must be coordinated through the OMM before printing is requested from any printing source. The Zip + 4 Codes for WPAFB BRM, Permit Number 1006 are specifically assigned and shall not be changed. Barcodes shown on the BRM mail piece correspond with the appropriate Zip + 4 Code. Information shown on the BRM mail piece will not be changed or deleted after approval is obtained from the OMM.

**C4. CHAPTER 4**

**TERRORIST THREATS**

C4.1.1. OMM or Mail Operations Manager shall ensure personnel review the OMC Security and Business Recovery/Contingency Plan annually. Mail Operations Manager, if on-site, will act as the POC for the OMC with first-responders. If Mail Operations Manager is not available, the Real Property Building Manager will act as the POC for the entire building complex. The WP OMM shall be notified as soon as practical and advised of the incident/situation; in their absence, notify the 88 FSS/FSVP Flight Chief.

**C5. CHAPTER 5**

**DoD DIPLOMATIC POUCH MAIL (see AP2 for more information)**

C5.3.2.3.4. Registry Number. Forward classified material for diplomatic pouch mail single wrapped (security classification clearly visible) along with your outside container address label to the OMC, 88 FSS/FSVP. The registry number will be placed on the inside wrapping and the outer container will be prepared by OMC personnel. The same registry number will be annotated on the outer container. Mail not meeting the specific provisions of Chapter 5 will be returned unprocessed to the originator. Contact Mail Operation Manager for further instructions.



**C6. CHAPTER 6**

**MAIL CENTER OPERATIONS – STARTING, ENDING, AND MOVING**

C6.1. PURPOSE. 88 FSS/FSVP manages the Official Mail Center for WPAFB and as such, is the designated Base Operating Support function for all official mail related duties at WPAFB. WPAFB organizations wishing to establish a mail center operations unit separate from the WPAFB OMC must contact the WPAFB OMM at (937) 257-4753 or DSN: 787-4753 for instructions. Approval will be coordinated through 88 ABW/CC by the WPAFB OMM.

## **C.7. CHAPTER 7**

### **OFFICIAL MAIL CENTER (OMC) INFORMATION TRANSFER SYSTEM**

C7.1.1. Many of the AF requirements in this section are already addressed in previous portions of this document or in DoDI4525.8\_AFSUP\_WRIGHTPATTERSONAFBSUP, and will therefore not be repeated in this section. All questions or concerns will be directed to the WPAFB OMM.

C7.3.1.3. Mail and sealed bags will only be released to authorized personnel as indicated on the posted AF Form 4332, Accountable Communications Receipt Authorization. OMC personnel shall complete the 88 FSS/FSVP Form 15, Undeliverable Mail, when mail is undeliverable for any reason cited on the form.

C7.3.1.4. OMC personnel will notify the Mail Operations Manager as ADO changes occur and will provide an updated copy to each ADO in the next available mail dispatch. Also see C8.1.1.1 for additional information regarding the ADOs notice for mail delivery.

C7.3.1.5. Damaged mail will be securely rewrapped or resealed by OMC personnel. The item will be endorsed "Received Damaged in OMC" and initialed by mail clerk before being forwarded to the intended recipient.

C7.3.1.7. Mail directory service is accomplished in the mail facilities using the Microsoft Outlook Global Address Listing (GAL) via approved e-mail accounts. Personnel may update their personal information by using the Self-Help feature through the Enterprise Service Desk (ESD) portal at <https://esd.us.af.mil/esdportal/DOD.aspx>. (Note: remove the period after aspx)

C7.4.1.1. WPAFB OMM is the installation liaison for all matters related to the USPS. Contact the OMM at 257-4753 before discussing government mail issues with USPS officials.

C7.6.1.7. WPAFB organizations will establish individual accounts with the Defense Courier Service (DCS) for the pickup and delivery of Top Secret or other mail transported via the DCS. Coordinate procedures with 88 ABW/IPI.

## **C8. CHAPTER 8**

### **ACTIVITY DISTRIBUTION OFFICES**

C8.1. ACTIVITY DISTRIBUTION OFFICES (ADO). As with Chapter 7, many of the AF requirements in this chapter have been previously addressed and will not be repeated in this section. Please review the entire document for guidance.

C8.1.1. The expanse and diverse missions of WPAFB organizations necessitate some ADOs retain authority for a direct dispatch to private carriers; however, ADOs/customers may not establish an individual accounts without first obtaining written permission from the 88 LRS Transportation Office, IAW AFI24-203, para 1.6.8. Assistance is provided by the Transportation Officer, who can be reached at 937-904-3634 or via email at:

[88LRS.LGRDCF.WPAFBFREIGHT@us.af.mil](mailto:88LRS.LGRDCF.WPAFBFREIGHT@us.af.mil)

C8.1.1.1. Requests to establish or change the location of ADOs, or outlying mail delivery points, will be forwarded in memorandum format to 88 FSS/FSVP, OMC; attach the completed AF Form 4332 to the memorandum. The memorandum must be signed at the two-letter level or by the Administrative Functional Chief to establish a new mail delivery point outside of the organization's primary Administrative Office. The memorandum will contain the following information:

C8.1.1.1.1. (Added) Organization designation/office symbol, and phone number of the mail delivery point.

C8.1.1.1.2. (Added) All organizations and office symbols serviced by the ADO.

C8.1.1.1.3. (Added) Desired date of establishment.

C8.1.1.1.4. (Added) List of contractors by name and company(working in-house), project names, nicknames, and any other pertinent subject matter in sufficient detail to ensure proper routing of incompletely addressed incoming mail. If contractors are co-located on base, instruct them to include the same government address used for their incoming mail to ensure their mail is delivered to the correct location. Include former office symbols or project names, if known, under which correspondence might be received.

C8.1.1.1.5. (Added) Memorandums will be endorsed by 88 FSS/FSVP to reflect the new mail delivery address with Zip+4 Code. Post the AF Form 4332, Memorandum and 1st Indorsement next to your mail delivery area that will be visible to OMC personnel or mail will not be delivered to the ADO. Update your Memo and AF Form 4332 annually, no later than 15 April, or within 10 days of changes, whichever is sooner. Only those individuals listed on the AF Form 4332 will be allowed to receive/send Official Mail. If the new/updated AF Form 4332 is not received by 15 April, mail services may be suspended at the discretion of the OMM. If mail services are suspended, all mail will need held and no mail will be processed for shipping until Memo and AF Form 4332 are completed and submitted to 88 FSS/FSVP for approval.

C8.2.1.1.1. Standard Forms 65B and 65C (Holey Joe) must include the organization/office symbol, street address if known, and installation/state/Zip+4 Code for all pouch/consolidated mail. Material to pouch/consolidated locations which exceeds 10" x 15" x 1" should be placed in an opaque envelope, or brown corrugated box with a mailing label affixed showing complete return and forwarding addresses.

C8.2.1.1.4. Maximum size and weight accepted by the OMC are 70 lbs. and 108" length and girth combined. Call 88 LRS/LGRDC, 257-7998, for parcels exceeding these dimensions.

C8.2.1.3. Readdress all mail pieces addressed to personnel co-located to another office. ADO personnel should only forward mail if the individual is now working in another office and the mail piece is clearly not related to the function/mission of that office. Do not return mail to the OMC without action. If the individual is retired, decide if the item is mission related or clearly personal; if retired and clearly personal mail, line through the address and return to the OMC with instructions "Return to Sender, retired."

C8.2.1.8. (Added) Do not place mail endorsed "RETURN SERVICE REQUESTED" in an accountable mail pouch. Mail endorsed "RETURN SERVICE REQUESTED" must be kept under surveillance throughout the duty day or until it is opened to determine the classification of the contents. NOTE: SAME REQUIREMENTS AS UNOPENED FIRST-CLASS MAIL.

C8.2.1.9. (Added) Act as the focal point for all mail issues within the organization. Instruct organization personnel in proper methods for addressing mail, intra-base and outgoing off-base mail. Contact the OMC when unusual questions or circumstances arise. Enter Official Mail annual training date on ADO appointment letter for both primary and alternate ADO. Mail training is available in our ADO toolbox on the OMC Enterprise Information Management (EIM) site located at:

<https://cs2.eis.af.mil/sites/22144/WPAFB/OfficialMail/Activity%20Distribution%20Office%20ADO%20Information/Forms/ADO%20View.aspx>

C8.2.1.10. (Added) Ensure Air Force Form 4332 reflects OMP training dates, is current, correct, and posted by the mail delivery point along with Memorandum and 1st Indorsement.

C8.3.1.1. (Added) Official mail may be received from other than government sources and may or may not be addressed to a specific individual. ADO personnel should determine whether the mail is clearly personal or official in nature. If personal from an unofficial source, notify receiver to inform sender to discontinue forwarding personal mail through official channels. If official to the mission, disregard the individual's name if that individual is no longer with the organization and forward the mail to the function identified by the mailing.

C8.5.1. At a minimum, ADOs should provide an Incoming and Outgoing and an Overnight/2 Day Mail tray or bin at their distribution point.

C8.7.2. (Added) Jiffy bags (padded envelopes) will not be used as an outside mailing container when preparing registered mail for off-base processing.

C8.8.2. (Added) Internal WPAFB Form 1409 listing accountable mail will be prepared for each mail bag dispatched through the WPAFB mail system. Prepare four copies as a minimum. One copy of the WPAFB Form 1409 will be retained for suspense until the original is signed by the authorized ADO and returned.

C8.8.2.1. (Added) Block 1 – Annotate the seal number. If preparing outside packages, indicate the number of packages; for example, 3 OSP (outside packages).

C8.8.2.2. (Added) Block 2 – Leave Blank

C8.8.2.3. (Added) Block 3 – Address to 88 FSS/FSVP 5237 Cooper St bldg. 258 Door 1 WPAFB, OH 45433

C8.8.2.4. (Added) Block 4 – Your organization/office Symbol/full address

C8.8.2.5. (Added) Block 5 – Person completing the form and phone number

C8.8.2.6. (Added) Block 6 – Current Date

C8.8.2.7. (Added) Block 7 – Time

C8.8.2.8. (Added) Block 8 – Enter your organization/office symbol, current fiscal year, 001 for your 1st accountable package. Place container number underneath your return address on your piece of mail. Each package will have a different container number for each accountable item. You can list up to 10 pieces of mail on each form.

C8.8.2.9. (Added) Reference Block – Note the complete address for the mail piece Company name or DOD organization/symbol, city, state, and note the service requested: Registered, Certified, Insured, or USPS Express. If service requested is not identified mail item will be delayed and returned. If you are unsure how to mail your package, call OMC at 257-7208.

C8.8.2.10. (Added) Blocks 9, 10 and 11- Leave blank.

C8.8.3. (Added) Before signing for an accountable mail bag, verify seal number and office symbol. Open the bag and verify Certified and Resisted number to the inside WPAFB Form 1409. Immediately sign the top copy of the WPAFB Form 1409 acknowledging receipt of the accountable contents and return the WPAFB Form 1409 to 88 FSS/FSVP through distribution. If an addressee on base has not returned the signed WPAFB Form 1409 within three workdays, the originator prepares a duplicate marked “Tracer – Original Not Received.” Each tracer is marked as the first or second and dated. The third tracer copy will be given to OMM who will contact the receiving office’s supervisor.

C8.8.3.1. (Added) For discrepancies during inventory of an accountable mail pouch, make the following annotations in the REFERENCE block on the WPAFB Form 1409:

C8.8.3.1.1. (Added) If an item is listed on the internal WPAFB Form 1409 but not included in the mail pouch, annotate beside that number “Listed but not Received.” Call OMC, 257-7208, after making the annotation to alert them.

C8.8.3.1.2. (Added) If an item is not listed on the internal WPAFB Form 1409 and is included in the mail pouch, annotate the accountable number on the WPAFB Form 1409 (make it stand out) and annotate beside the number “Received but not Listed.” Call OMC, 257-7208, and provide the required information.

C8.8.3.1.3. (Added) Make necessary annotations on the WPAFB Form 1409 for OSP. Alert mail carrier if an item is “Listed but not received.”

C8.8.3.1.4. (Added) If you receive accountable mail that does not belong to your action office, return the mail to Document Security in a sealed yellow bag immediately. Call Document Security at 257-7208 to alert the office that the mail will be returned and the reason for the return. DO NOT place the item in your outgoing mail tray with unaccountable mail. The mail must be returned using the proper accountable mail instructions.

C8.8.4. (Added) When organizations leave WPAFB, notify the OMC at 257-7208 and provide us with your departure date and your forwarding address; mail will be forwarded to the new address.

C8.8.5. (Added) Organizations that require overnight or 2 day mail sent from another location (not WPAFB) to WPAFB, or from one location to another location (TDY & training locations), due to mission requirements must fill out a WPAFB Form 1417 (Request for Third Party Billing). This form is submitted no more than 10 duty days prior to estimated shipment date, to the OMM or Asst. OMM for approval prior to the mailing. Each request is good for 10 days after approval. If shipment cannot be made within the 10 days, a new WPAFB Form 1417 will need to be completed. Email the form to [88FSS.FSVP@us.af.mil](mailto:88FSS.FSVP@us.af.mil). Once the request is received, approval/denial will be determined within 24 hours. If you have any questions or require follow up, please call 904-0248.

C8.8.5.1 (ADDED) Items to be shipped must meet the FedEx packages size and weight restrictions for ground/express services. Restrictions can be found in the current FedEx service guide (<https://www.fedex.com/en-us/service-guide.html>). If the item(s) fall outside the FedEx size/weight restrictions the shipment will need to be shipped as freight thru WPAFB LRS/LGRDC (937-257-7998).

C8.8.5.2 (ADDED) Misuse of third party billing requests, account numbers, policies and procedures may result in the suspension of third party requests at the discretion of the OMM.

C8.8.6 (ADDED) Units that need overnight/2 day mail service and cannot get the item(s) to the OMC prior to 1445hrs due to mission constraints, may request after hours shipping. The ADO must determine the need of the request thru their supervisor and initiate a WPAFB Form 1419 (Request for After Hours Shipment). The completed form is submitted to the OCM by email at [88FSS.FSVP@US.AF.MIL](mailto:88FSS.FSVP@US.AF.MIL). Once the request is received, approval/denial will be determined as soon as possible, but no later than 1630hrs, to meet the unit's mailing requirements. Once approved the unit is responsible for transportation of the package(s) to the nearest FedEx shipping center.

C8.8.6.1 (ADDED) Items to be shipped must meet the FedEx packages size and weight restrictions for ground/express services. Restrictions can be found in the current FedEx service guide (<https://www.fedex.com/en-us/service-guide.html>). If the item(s) fall outside the FedEx size/weight restrictions the shipment will need to be shipped as freight thru WPAFB LRS/LGRDC (937-257-7998).

C8.8.6.2 (ADDED) Misuse of afterhours shipping request, account numbers, policies, and procedures may result in the suspension of afterhours shipping request at the discretion of the OMM.

MATTHEW A. LEICHTY, NH-04, DAF  
Acting Director, 88 Force Support Squadron

## Attachment 1

### GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

#### *References*

AFI 33-360, *Publications and Forms Management*, 1 December 2015  
AFMAN 33-326, *Preparing Official Communications*, 25 May 2017  
AFMAN 33-363, *Management of Records*, 1 March 2008

#### *Prescribed Forms*

WPAFB Form 1405, 2nd Day/Overnight Mail Log  
WPAFB Form 1409, Accountable Container(s) Receipt  
WPAFB Form 1417, Request For Third Party Billing  
WPAFB Form 1419, Request For After Hours Shipment

#### *Adopted Forms*

88 FSS/FSVP Form 15, Undeliverable Mail  
88 FSS/FSVP Form 17, Monthly Postage Expenditure Report  
88 FSS/FSVP Form 18, Meter Reset Reading  
88 FSS/FSVP Form 19, Daily Meter Register Reading  
AF Form 847, Recommendation for Change of Publication  
AF Form 4332, Accountable Communications Receipt Authorization  
PS Form 3811, Return Receipt

#### *Abbreviations and Acronyms*

**AFI** – Air Force Instruction  
**AFDPO** – Air Force Departmental Publishing Office  
**AFMAN** – Air Force Manual  
**AFMC** – Air Force Materiel Command  
**AFRC** – Air Force Reserve Command  
**AFTO** – Air Force Technical Orders  
**DRU** – Direct Reporting Unit  
**FOA** – Field Operating Agency  
**GM** – Guidance Memorandum  
**JGDM** – Joint Group Depot Maintenance  
**MAJCOM**—Major Command  
**OPR** – Office of Primary Responsibility  
**RCS** – Reports Control Symbol  
**RDS** – Records Disposition Schedule