



Official Mail Manager Course

MCIPAC/MCB Butler Post Office

Summary

- Official Mail Program Overview
- Use of Official Mail
- Official Mail Preparation
- Classes of Mail
- Special Services
- Miscellaneous Mailings
- Cost Management

OFFICIAL MAIL PROGRAM OVERVIEW

DoD Policy:

Unit Mail Room and Official Mail Center are two different and distinct missions.

Cost-effective use of taxpayers' money shall be promoted in transporting official matter.

Unit Official/Assistant Official Mail Managers:

- Monitor and oversee the command's official mail program by doing the following:
 - Ensure personnel know how to contact the Unit OMM for any questions regarding official mail.
 - Inspect outgoing mail daily.
 - Establish controls on postal expenditures to create a cost effective management program.

Unit Official/Assistant Official Mail Managers:

- The Unit OMM/AOMM shall be either a Commissioned, Warrant, or Staff Noncommissioned Officer (E-6 or above), or DoD Civilian (GS-6 or above).
- Appointed in writing by Commanding Officer or activity head.
 - Appointment letters will be maintained at the official mail site and a copy will be provided to the servicing postal office and Installation OMM.

SAMPLE LETTER OFFICIAL MAIL MANAGER APPOINTMENT LETTER



UNITED STATES MARINE CORPS

COMMAND LETTER HEAD

IN REPLY REFER TO:
(SSIC)
(Unit Code)
(Date)

From: Commanding Officer
To: Captain Ivan M. Hipp XXXXXXXXXX/USMC

Subj: APPOINTMET AS UNIT OFFICIAL MAIL MANAGER

Ref: (a) DoDI 4525.08 (DOD Official Mail Management)
(b) DoD 4525.8M (DOD Official Mail Manual)
(c) MCO 5110.4A (Marine Corps Official Mail Program)
(c) EO F5112.3C (Base SOP for Postal Affairs)

1. Effective this date, you are hereby appointed as the Official Mail Manager (OMM) for (Unit). The references will guide you in the performance of your duties.

2. The following information is provided for identification purpose:

Name: Ivan M. Hipp

Rank: Captain

Official Address: COMMANDING OFFICER
ATTN OFFICIAL MAIL MANAGER
(UNIT NAME)
UNIT (XXXXX)
FPO AP XXXXX-(XXXX)

Telephone number: COMM XXX-KX-XXX-XXX-XXXX
DSN (XXX)XXX-XXXX
FAX (XXX)XXX-XXXX

E-mail address: (OMM email address)

3. This authority is cancelled upon your transfer from this Command or otherwise stated in writing.

3. The point of contact and phone number.

I.M.COMMANDING

Copy to:
Installation Official Mail Manager
File

Training Requirements:

- Frequent changes of OMMs shall be avoided.
- When changes are necessary, sufficient turnover time shall be provided.
- Unit OMMs and AOMMs will thoroughly review the references upon appointment.
- Newly appointed OMMs, AOMMs, Official Mail Clerks, secretaries, clerk-typists and other personnel who handle official mail will attend the next available OMM training class, within four months after assignment.

Purpose:

- A separate collection point must be maintained for the collection of official matter. This site will be outside of and separate from the unit mail room and will be designated as the Unit Official Mail Center (OMC).
- When possible, personnel should be required to hand deliver official matter to a designated OMM Clerk at the official mail center.

Required Publications:

- DoDI 4525.08, DoD Official Mail Management
- DoD 4525.8-M, DoD Official Mail Manual.
- MCO P5110.4A, Marine Corps Official Mail Program.

OMC Inspections:

- Installation or equivalent OMM will conduct unannounced inspections Unit OMCs annually.
- Summary Inspection Report will be sent to the command/activity after review by the Installation Official Mail Manager.
- Inspections resulting in "Findings ", the command/activity will submit a Corrective Action Report to the Commanding General, appropriate organization (Inspector).
 - A copy will be forwarded to the Installation Official Mail Manager.

Search and seizure:

- USPS inspections, search procedures, and postal laws apply to official matter only while it is mail.
- Official matter is not considered mail until it is released to USPS control and ceases to be mail after control passes from USPS.
- Until official matter becomes mail, it may be searched and/or seized by OMMs and AOMMs as necessary
 - i.e. to determine whether an item is mailable or contains personal correspondence.

OMC surveys and tests:

- Unit OMMs may be required to periodically determine the transit time and the volume of official mail being entered into the USPS.
- When surveys are directed, the Installation OMM shall provide instructions.

USE OF OFFICIAL MAIL

Authorized Use of Official Mail:

All Marine Corps activities are authorized to use official mail.

DoD activities are likewise authorized to use official mail; however, these activities will reimburse the host installation for all postage expenditures incurred in accordance with current Interservice Support Agreements.

Unauthorized Use of Official Mail:

- For private use.
- Matter that is not exclusively government business.
- Information sent by DoD Components about non-mandatory events.
- Resumes and completed employment applications.
- Holiday and birthday cards and greetings, tax returns, job resumes, RSVP items, and invitations to satisfy personal social obligations, even if they are the result of an official position.
- By retired military members, unless acting in an official capacity.

Unauthorized Use of Official Mail (Cont.):

- 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.
- Nonmailable items such as alcohol, explosives, and oversize or overweight packages (for a list of nonmailable items contact nearest post office).

Unauthorized Use of Official Mail (Cont.):

- Dependent school yearbooks, military cruise books, farewell mementos and other unofficial items.
- Announcements and attendance responses related to DoD Component branch anniversary parties and similar events.
- Mailings by or for private associations (i.e., Boy Scouts, wives clubs, etc.).
- For mail not bearing a complete and proper return address.

Official Mail Discrepancy Sheet:

- Unit OMM's will receive an official mail discrepancy sheet from the post office, explaining the discrepancy
 - Unauthorized use
 - Insufficient address
 - Inadequate packaging

Penalties for Misuse of Official Mail:

- Under Title 18, U.S. Code, Chapter 31, Section 641
 - Individuals attempting to improperly utilize appropriated funds can face fines of up to \$10,000 and/or ten years imprisonment.

Alternatives to Mailing:

- Official matter shall be transported via USPS only when it is the least costly transportation method or when required by law.
- When mailed, official matter shall move at the lowest postage and fees cost that meets the security, accountability, and required delivery date requirements.
- When appropriate, alternative methods will be used to transport official matter/disseminate official information.
 - DMO
 - E-Mail/FAX
 - Base Newspaper/Family Readiness Officer Newsletters
 - Command sponsored social media

OFFICIAL MAIL PREPARATION

All mail shall be prepared and packaged according to USPS regulations. If in doubt, consult the nearest military post office.

Consolidated Mail:

- Consolidating mail is achieved by combining multiple pieces of mail destined to the same location in a single container.
- Mail should be consolidated unless consolidation is restricted by law or regulations.

Packaging Preparations:

- Basic packing standards:
 - Envelopes and boxes may be only slightly larger than the material being mailed.
 - Boxes must be large enough to provide adequate cushioning on all sides of fragile contents.
 - Bear only those logos, markings, slogans, or designs supporting an activity or its program.
 - Envelopes with clasps, staples, strings, buttons, or similar securing devices shall not be used.
- Letter-size envelopes can hold six sheets of paper and shall be used whenever possible.

Packaging Preparations:

- Flat-size envelopes:
 - The envelope and its contents weigh more than one ounce.
 - The contents will be damaged by folding.
 - The thickness of the contents and envelope would exceed 1/4 inch if folded and placed in a letter-size envelope.

Packaging Preparations:

- Parcel standards:
 - Inexpensive and light weight.
 - In good, sturdy condition without tears or holes.
 - Strength suitable for the item being shipped.
 - Contents adequately cushioned with light-weight material so they do not move when the carton is shaken.
 - Properly closed with pressure sensitive, filament-reinforced tape (cellophane or masking tape is not authorized).
 - Use mailing tubes only when no other container will protect the item being mailed.
 - 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.)



Addressing:

- To ensure the most efficient delivery of mail, a correctly formatted, current mailing address must be used.
- The following mail addressing standards are required on all official mail:
 - Typed/printed addresses
 - No more than five lines
 - 10-12 size font
 - No more than 40 characters per line
 - Punctuation is discouraged
 - Do not use print styles (fonts) that have highly styled characters such as script, italics, artistic, etc.

Address Format:

- XXXXXXXXXXXXXXXX **Commander/Department Head (OPTIONAL)**
- XXXXXXXXXXXXXXXX **ATTENTION LINE (OPTIONAL)**
- XXXXXXXXXXXXXXXX **NAME OF DoD ACTIVITY LINE**
- STREET ADDRESS/PO BOX # **DELIVERY ADDRESS LINE**
- CITY STATE ZIP + 4 **LAST LINE**

CLASSES OF MAIL

First-Class

Priority

Parcel Post

Express Mail

Media/Library Mail

First-Class:

- This class includes letters, flats, parcels and post cards.
- Rates start at one ounce and go up to 13 ounces.
- Non machinable surcharges apply for pieces that are rigid, nonrectangular or not uniform in thickness.

Priority:

- Priority Mail is an expedited service and may contain any mailable matter weighing no more than 70 pounds.
- Average delivery time is 7 to 10 days; however, delivery date is not guaranteed.

Standard Post:

- This class is for packages weighing up to 70 pounds and measuring up to 130 inches in length and girth combined.
- This can include small and large envelopes, thick envelopes, and tubes.
- There is no delivery date guarantee for Standard Post.

Express Mail:

- A high speed delivery service that is available to most major locations (typically 3 to 5 business days).
- Expedited Mail shall only be used when it is the most cost effective way to accomplish a mission within time, security, and acceptability constraints. It shall not be used:
 - As a matter of convenience.
 - For the purpose of correcting administrative oversights.
 - On days before weekends or holidays.
 - Requests to use Express Mail for situations not expressly covered by regulations or directives will be directed to the Installation OMM for approval prior to use.

Media/Library Mail:

- There are specific restrictions regarding content of mailing items Media/Library Mail. The use of this service will be determined by the official mail clerk at the time postage is applied.

SPECIAL SERVICES

Registered Mail

Certified Mail

Insured Mail

Return Receipt for Merchandise

Return Receipt

Certificate of Mailing

Signature Confirmation

Restricted Delivery

Special Handling and Special Delivery

USPS Tracking

Registered Mail:

- Registered Mail is the most secure method for mailing an item.
- Registered Mail receives special handling from the point of mailing to the delivery office, and provides proof of mailing and delivery.
- On the negative side, Registered Mail is costly and relatively slow due to the unbroken "chain of receipts" that must be maintained.

Registered Mail:

- Examples of official items that are commonly sent via Registered Mail include:
 - Criminal Investigation reports.
 - Any currency and vouchers, or other high-value items.
 - Mailable shipments of government owned firearms.
 - Calibration equipment and other sensitive, controlled, or irreplaceable material.
 - Classified material (normally Secret and below) as required by DoD 5200.1-R and Marine Corps regulations.
 - Other material as required by law, DoD instruction, or Federal directive.

Certified Mail:

- Certified Mail provides evidence of mailing and a record of delivery.
- While it is in transit, Certified Mail is dispatched, handled, and treated as First-Class/Priority Mail.

Certified Mail:

- Examples of authorized uses of Certified Mail include:
 - Letters to establishments being declared "off limits."
 - Controlled test material.
 - Various legal documents when proof of delivery or attempt to deliver is required by law.
 - Records of trial for all Special and General Courts Martial.
 - Decisions of the courts of military review.
 - Officer elimination cases
 - Other material as required by law, DoD instructions, or Marine Corps directive.

Insured Mail:

- Since the government is self-insured, this special postal service is never used for the primary purpose of obtaining postal indemnity.
- Insured mail may be used for articles to provide when proof of delivery is required for valuable administrative or logistical equipment, supplies.
- Only those materials required by law, Federal directives, DoD instructions, or Marine Corps Directives shall be sent by insured mail.

Return Receipt for Merchandise:

- Return Receipt for Merchandise (PS Form 3804) is available only for merchandise sent at certain rates of postage.
- This service is generally not used for official mail purposes.

Return Receipt:

- A return receipt (PS Form 3811) provides the mailer with evidence of delivery but requires additional postage fees as well as must be used in conjunction with another service.
- Return receipts may be obtained for
 - Insured
 - Registered
 - Certified Mail
- A return receipt is authorized for use when proof of delivery is required (by law or directive) for official mail sent to non-government addresses.

Return Receipt:

- When proof of delivery is required for official mail sent to another government agency, use
 - OPNAV 5511/10 (Record of Receipt)
 - NAVMC 941 (Transmittal of Service Records/Official Documents)
- These forms are placed inside the mailing envelope prior to mailing and provide instructions to the addressee on completing and returning the form to the sender.
- Staff judge advocates and provost marshals have been given the authority to determine when the use of return receipts is required for legal documents, in accordance with current directives.

Certificate of Mailing:

- Provides proof that an item was mailed.
- It is used when tracking and accountability are not required, but proof of mailing is required.
- Internal logbooks serve the same purpose and are the recommended method of proof of mailing.

Signature Confirmation:

- Signature Confirmation is a low cost service similar to Delivery Confirmation with the added service of a signature to ensure it reaches the proper individual.
- This service is available for First Class Parcels, Priority, and Standard Package Services

Restricted Delivery:

- Restricted delivery permits the mailer to direct delivery to the addressee or to an agent only.
- It may be obtained only for insured, registered, or certified mail.
- Requests to use restricted delivery for situations not expressly covered by regulations or directives will be directed to the Installation OMM for approval prior to use.

Special Handling and Special Delivery:

- These services are not authorized for Marine Corps activities without written authorization from the Commandant of the Marine Corps (Code MFP-3).

USPS Tracking:

- Provides the mailer with information about the date and time an article was delivered or the date and time of the delivery attempt.
- All official mail parcels (boxes and large envelopes more than 3/4 inch thick) sent from Okinawa receives USPS Tracking
- The article number can be provided upon request only at the time of mailing.

Exclusions:

- Commands desiring to use registered or certified mail for requirements not contained in MCO 5110.4A or DoD 4525.8M, will request approval from the installation commander/postal officer or district postal officer.

SAMPLE LETTER (070216) REQUESTING SPECIAL SERVICES FOR OFFICIAL MAIL



UNITED STATES MARINE CORPS

CONSOLIDATED POSTAL SYSTEM
CAMP SMEDLEY D. BUTLER
UNIT 35010
FPO AP 96373-5010

IN REPLY REFER TO:
(SSIC)
(Unit Code)
(Date)

From: (Unit Official Mail Manager or OIC), _____ (Unit Name)
To: Official Mail Manager, Consolidated Postal System
Via: Official Mail Section, Consolidated Postal System

Subj: REQUEST FOR EXTRA SERVICES WITH OFFICIAL MAIL

Ref: (a) DOD 4525.8M (DOD Official Mail Manual)
(b) MCO 5110.4 (Marine Corps Official Mail Program)
(c) BO P5112.3C (Base SOP for Postal Affairs)

1. Explain in as much detail as possible, the contents of the item you are attempting to send via official mail.
2. Explain what extra service (i.e., certified, return receipt, registered, express, etc..) you are requesting and the reason for your request.

Note 1: If there is an Order, Directive or Regulation (equivalent to a MCO or higher in authority) that states that an extra service MUST accompany this item, present a photocopy of that to the military post office as an enclosure to this letter. Unit SOP's will not be accepted. Items mailed official mail COVERED by an Order, Directive or Regulation will be provided such service as required.

Note 2: When you explain the reason, be as detailed as possible. This will assist the CPS Official Mail Manager in determining approval or disapproval of your unit's request. ALL annual request letters WILL be updated annually.

Examples of reasons explained in detail are:

- "what mission will fail if this item doesn't receive the special service?"
- "How much money will the Marine Corps loose if this items is not signed for?"
- "What consequences will occur if this item is not sent with a special service?"

3. The point of contact and phone number.

Signature of OIC or Section Head/Billet

- Any questions in regards to this letter can be addressed via phone or email to the Official Mail Section at 637-1174 or to the Installation Official Mail Manager (POSTAL OPERATIONS OFFICER) at 637-0121 or 637-5011.

MISCELLANEOUS MAILINGS

Presort Mail Services

Business Reply Mail (BRM)

Courtesy Reply Mail (CRM)

Mail Addressed to Military Post Offices

Overseas

International Mail

Presort Mail Services:

- A discounted postal rate when certain qualifications are met.
- Activities that prepare a large number of pieces in a single mailing should contact the Installation OMM for information presort mail.

Business Reply Mail (BRM):

- "Postage and Fees Paid" indicia envelopes and cards are not authorized to be used as reply mail.
- Whenever a return response is **required**, contact the Installation OMM for information.

Courtesy Reply Mail (CRM):

- Pre-addressed envelope or post card is provided to the addressees.
- CRM postage is paid for by the individual mailer.
- May be used when the mailer is required to send the information.

Mail Addressed to Military Post Offices Overseas:

- MPS - Postage-free delivery of official, personal, organizational and commercial correspondence and parcels that do not enter the USPS network within the United States, its territories, or possessions.
- The sender and addressee must be authorized to use the MPS.
- Must meet all requirements for mail, other than postage.
- To prevent overburdening the MPS system, flyers, notices, announcements, advertisements, etc., for on base personnel and activities will not be sent IDS.
- Sending or receiving items through the IDS to advertise home businesses, to sell merchandise, or to conduct business or for commercial purposes is prohibited.

Mail Addressed to Military Post Offices Overseas:

- IDS may not be used for the purpose of restocking distribution facilities.
- Use of IDS for transport of personal property in connection with PCS/TDY moves, is prohibited.
- Special USPS services (e.g., insurance, registry, etc.) are not authorized with personal use IDS. Patrons must pay postage and fees for these services. Official mail may utilize registered/certified mail for tracking purposes.
- All federal, state, and local government agencies are exempt from providing customs documentation on mail addressed to or from an APO or FPO.
- APO/FPO restrictions can be provided by your servicing Military Post Office and online at <http://usps.com>

International Mail:

- All official mail addressed to foreign civil addresses (non-APO/FPO) is considered international mail.
- Information concerning applicable special service restrictions, customs forms, and special services can be obtained from any civilian or military post office or on usps.com.

COST MANAGEMENT

It is Department of Defense policy that mailing costs be kept to the minimum necessary to conduct essential government business. In recent years, postage costs for the Marine Corps have risen dramatically.

In an effort to reduce postage costs, and compliance with DoD policy, Marine Corps activities shall ensure that their official mail practices meet the following guidelines.

Policy:

- Ask the following about each mailing:
 - What will happen if the item is not mailed?
 - What will happen if the item is mailed less frequently?
 - Can some other less expensive method of transporting the message or item be used (i.e., telephone call, data transfer, freight, small parcel carrier)?
 - Can it be combined or transported with something else?
 - Is it mailed at the lowest postal rate legally possible?
 - Can postage costs be reduced by reducing weight or size?
 - Can postage cost be reduced by changing preparation methods?

Policy:

- Use standard, letter-size envelopes whenever possible.
- Limit use of special services.
- Review re-occurring mailings for continued necessity.
- Reduce the frequency and volume of mailings.
- Update and verify mailing lists.
- Consolidate mailings to common addresses.
- Consider mailing electronic (CD) versions of documents.
- Reduce weight by printing on both sides of paper.
- Promote computer output formats that make maximum use of available print space to reduce the weight of mailings.

Policy:

- Report those who lose, steal, or misuse appropriated fund postage.
- Consider alternatives to automatic data processing hard copy mailings, such as:
 - Telephone
 - Fax
 - Electronic Mail
 - Guard mail
 - Courier
 - Traffic Management Office
 - Commercial Carriers (i.e. FEDEX, UPS, DHL)
 - Naval Message

Policy:

- Periodically monitor mail practices to ensure that mail is sent by the most economical means.
- Ensure that personnel who originate or prepare material for mailing are adequately trained.

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