



**DEPARTMENT OF THE NAVY**  
HEADQUARTERS UNITED STATES MARINE CORPS  
3000 MARINE CORPS PENTAGON  
WASHINGTON DC 20350-3000

MCO 5110.4B  
M&RA (MF)

MARINE CORPS ORDER 5110.4B

From: Commandant of the Marine Corps  
To: Distribution List

Subj: MARINE CORPS POSTAL AFFAIRS AND OFFICIAL MAIL PROGRAM

Ref: See enclosure (1)

Encl: (1) References  
(2) Marine Corps Postal Affairs and Official Mail Program  
Policies/Procedures

1. Situation. Provide supplemental instructions to references (a), (b), (c), and (d). This Order includes administrative/operational guidance of Postal Affairs and the Official Mail Program. This Order is a complete revision and should be read in its entirety.

2. Cancellation. MCO 5110.6C and MCO 5110.4A

3. Mission. This Order establishes policy, assigns responsibilities, and prescribes guidance governing Military Post Offices (MPO), Unit Mailrooms (UMR), and Official Mail Centers (OMC). This Order is in accordance with references (a) through (u).

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent

(a) To prescribe policy and procedures for the processing of personal/official mail. The timely and accurate delivery of mail is essential in maintaining good order throughout any unit.

(b) Commanding Officers, at all echelons of command, must utilize the requirements contained in this Order/references to properly maintain the Postal Affairs and Official Mail Program (OMP).

(2) Concept of Operations. The policies outlined in this Order are applicable to Marine Corps activities that maintain a MPO, UMR, OMC, and locations that utilize the OMP.

b. Subordinate Element Tasks

(1) Deputy Commandant, Manpower and Reserve Affairs (DC, M&RA) shall:

(a) Support the Military Postal Service (MPS).

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(b) Establish policy for Marine Corps Postal Affairs and Official Mail Program.

(2) Marine and Family Programs Division (MF) shall:

(a) Maintain the MPS with established order and policy.

(b) Ensure Headquarters Marine Corps (HQMC), Postal Affairs (MFP-3) staff:

1. Coordinate MPS issues with HQMC staff agencies, major commands, sister service headquarters, Department of Defense (DoD) agencies, and the United States Postal Service (USPS).

2. Develop plans, policy, and procedural guidance for the standard operation of the MPS.

3. Coordinate with Marine Corps Installation Command (MCICOM)/Marine Corps Forces Command to monitor execution of postal personnel, training, and program initiatives relative to the MPS.

4. Provide augment Marine Corps Postal Inspectors to the Inspector General of the Marine Corps (IGMC).

5. Conduct annual site assist visits of postal activities to ensure compliance with existing regulatory documents and directives.

(c) Review this Order annually to ensure it is necessary, current, and consistent with statutory authority.

(3) Commander, Marine Corps Installation Command (MCICOM) shall:

(a) Retain the MPS as an Assistant Chief of Staff/G-1 principle function. The operational control of the MPS cannot be delegated. The MPS function is a critical Marine Corps warfighting and joint planning requirement, per references (a), (b), (d), and Marine Corps warfighting publications.

(b) Ensure implementation of this Order and provide oversight and resources for all postal activities to support installation commands, operating forces, tenant commands, and activities.

(c) Conduct the MPO and OMP inspections, utilizing the current IGMC Functional Area (FA) Checklist, Postal Affairs to assess the effectiveness and efficiency of the MPS program. All MPO/OMP inspections must be completed each fiscal year to ensure compliance with references (a), (b), (c), and this Order.

(d) Ensure the results of inspections conducted by the MCICOM Marine Corps Postal Inspector are forwarded to HQMC MFP-3.

(4) Commanders and Commanding Generals of Major Commands shall:

(a) Ensure that all subordinate commands comply, as applicable, with postal policy, guidance, and this Order.

(b) Ensure the Marine Corps Postal Inspector in support of command inspection teams is a Marine Corps Postal Officer (MCPO) or MPO Supervisor. Personnel other than Military Occupational Specialty 0160/0161 must be submitted to HQMC MFP-3 for consideration.

(c) Ensure the results of the Commanding General's Inspection Program and IGMC FA Checklist, Postal Affairs are forwarded to the MCICOM Postal Chief.

(5) Inspector General of the Marine Corps shall:

(a) Ensure the development or modification of the IGMC FA Checklist, Postal Affairs is coordinated with HQMC MFP-3.

(b) Ensure HQMC MFP-3 or MCICOM Marine Corps Postal Inspector conduct the Postal Affairs FA inspections.

(6) Installation Commander shall:

(a) Appoint in writing a MCPO or MPO Supervisor to manage Postal Affairs and the OMP. The MCPO/MPO Supervisor is an Assistant Chief of Staff/G-1 principal staff member.

(b) Assign the postal collateral duty to administrators or Assistant Chief of Staff G-1/Adjutant that do not have a MCPO or MPO Supervisor assigned to the installation.

(c) Publish for distribution an installation level Postal Affairs and Official Mail Program Order. Publications shall include and are not limited to roles/responsibilities, localized procedures, etc., to meet operational requirements.

(d) Ensure Unit Mail Officers and Unit Official Mail Managers efficiently perform their duties per postal policies/procedures.

(e) Establish a Quality Assurance (QA) Program under the cognizance of the MCPO/MPO Supervisor. The QA Program must ensure that postal activities to include MPOs, UMRs and OMCs are in compliance with the references and this Order.

c. Coordinating Instructions. Activities and entities serviced by a Marine Corps MPO must comply with this Order.

## 5. Administration and Logistics

a. Recommendations. Submit all recommendations concerning this Order to M&RA MF (MFP-3) via the appropriate chain of command.

b. Privacy Act. Any misuse or unauthorized disclosure of Personally Identifiable Information (PII) may result in both civil and criminal penalties. The Department of the Navy (DON) recognizes that the privacy of an individual is a personal and fundamental right that shall be respected and protected. The DON's need to collect, use, maintain, or disseminate PII about individuals for purposes of discharging its statutory responsibilities shall be balanced against the individuals' right to be protected against unwarranted invasion of privacy. All collection, use, maintenance, or

dissemination of PII shall be in accordance with the Privacy Act of 1974, as amended (5 U.S.C. 552a) and implemented per SECNAVINST 5211.5F.

c. Records Management. Records created as a result of this directive shall be managed according to National Archives and Records Administration (NARA)-approved dispositions per SECNAV M-5210.1 CH-1 to ensure proper maintenance, use, accessibility and preservation, regardless of format or medium. Records disposition schedules are located on the Department of the Navy/Assistant for Administration (DON/AA), Directives and Records Management Division (DRMD) portal page at: <https://portal.secnav.navy.mil/orgs/DUSNM/DONAA/DRM/Records-and-Information-Management/Approved%20Record%20Schedules/Forms/AllItems.aspx>. Refer to MCO 5210.11F for Marine Corps records management policy and procedures.

6. Command and Signal

- a. Command. This Order is applicable to the Marine Corps Total Force.
- b. Signal. This Order is effective the date signed.

DAVID A. OTTIGNON  
Deputy Commandant for  
Manpower and Reserve Affairs

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References

- (a) DoD Instruction 4525.09 w/CH 1, "Military Postal Service (MPS)", August 31, 2018
- (b) DoD 4525.6-M w/CH 1, "Department of Defense Postal Manual", August 31, 2018
- (c) DoD 4525.8M w/CH 1, "DoD Official Mail Manual", August 31, 2018
- (d) Joint Publication 1-0, Joint Personnel Support
- (e) SECNAV M-5210.1
- (f) USPS Publication 38, Postal Agreement with the DoD
- (g) USPS Handbook PO-630, Post Offices Serving DoD Installations
- (h) UFC 2-000-05N, Facility Planning Criteria for Navy/Marine Corps Shore Installations
- (i) USPS Handbook AS-503, Standard Design Criteria
- (j) USPS Handbook AS-504, Space Requirements
- (k) USPS Handbook AS-506, Architect/Engineer Project Requirements
- (l) DoD Instruction O-2000.16 Volume 1 w/CH 2 & Volume 2, "DoD Antiterrorism (AT) Program Implementation: DoD AT Standards", November 20, 2019
- (m) USPS Handbook F-1, Accounting and Reporting Policy
- (n) USPS Postal Operations Manual
- (o) USPS Handbook DM-901, Registered Mail
- (p) SECNAVINST 5510.36B
- (q) Mailing Standards of the USPS, Domestic Mail Manual
- (r) GSA CFR Part 102-192, Federal Management Regulation/Mail Management, Requirements for Agencies
- (s) MCO 5210.11F
- (t) 5 U.S.C. 552a
- (u) SECNAVINST 5211.5F

## Chapter 1

### Introduction

1. Purpose. All commands operating a MPO, UMR, and/or OMC must use this Order for standardized management, control of postal effects, and processing of personal/official mail. This Order amplifies information contained in reference (s).

### 2. Responsibilities

a. Headquarters Marine Corps (HQMC) Director of Postal Affairs (MFP-3) shall:

(1) Keep the Commandant, United States Marine Corps (USMC), or assigned representatives advised on all postal matters affecting the MPS.

(2) Serve as the HQMC Occupational Field Sponsor for Postal Affairs to develop, revise/publish, and employ directive/policy to promote a best postal business practice.

(3) Maintain liaison with the other services, tenant activities, DoD, Military Postal Service Agency (MPSA), and USPS for all postal matters.

(4) Maintain awareness of investigations, inquiries, and suspected irregularities. Take appropriate action concerning confirmed postal offenses within the Marine Corps.

(5) Conduct or designate an authorized postal representative to assist the HQMC inspection teams on Postal Affairs, per the provisions established in references (a), (b), and (c).

(6) Provide major command (MACOM) i.e., Marine Expeditionary Force (MEF), Operational Force (OPFOR), etc., support in development and execution of postal plans for contingencies/exercises.

(7) Serve as the HQMC Official Mail Manager (OMM) to supervise the Official Mail Program (OMP).

(8) Ensure timely reporting of postage expenditures via the Automated Military Postal System (AMPS), Simplified Mail Accountability Report Tool (SMART).

b. Marine Corps Installation Command (MCICOM) Postal Chief shall:

(1) Serve as the Joint Military Postal Service Agency (JMPA) liaison for Installation/Operational Force (OPFOR) finance and transportation operations.

(2) Coordinate policy updates with HQMC Postal Affairs and synchronize training requirements with the Occupational Field Manager.

(3) Conduct annual Installation/OPFOR inspections each fiscal year.

(4) Retain MACOM OPFOR inspection reports.

(5) Facilitate the procurement of postal supply items from the supporting JMPA.

(6) Validate/update Postal Net Alert (PNA) and Postal Offense reports as required.

c. Marine Corps Postal Officers (MCPO) shall:

(1) Represent the command and maintain liaison with appropriate USPS and military postal authorities concerning postal matters affecting the region/installation. A MCPO assigned to a Chief Warrant Officer 4 billet must serve as Regional Postal Director for the respective MCI.

(2) Participate in MEF operational planning teams.

(3) Develop/execute MEF exercise/contingency postal support plans.

(4) Prepare Standard Operating Procedures (SOP)/Annex E for all deployed operations prior to execution.

(5) Conduct an annual JMPA site visit.

(6) Ensure all postal personnel sign the Postal Service (PS) Form 8139 - Your Role in Protecting the Security of the United States Mail.

(7) Appoint postal personnel in writing that meet the qualifications to perform postal duties.

(8) Appoint Marine Corps Postal Inspectors as part of a Quality Assurance/Quality Control (QA/QC) section.

(9) Integrate mail industry technologies e.g., mail delivery receptacles, virtual mail box scheme, software/equipment etc., that shall improve mail processing and efficiency within postal plans, policy, procedures, training, doctrine, and contracts.

(10) Provide security/protection of mail, postal effects, transportation, and facility requirements.

(11) Provide support to Contracting Office for contract development of postal support or operations.

(12) Participate in new/upgrade facility construction planning teams to meet physical security requirements.

(13) Maintain a current record of installation unit addresses. Unit addresses deactivated or re-designated must be coordinated via the local USPS Postmaster/ Address Management System Manager and HQMC MFP-3.

(14) Ensure effective directory mail service is provided to correct and maintain address standards.

(15) Ensure verification of accountable mail is received and delivered.

(16) Serve as the Regional/Installation OMM.

(17) Advise and inform Commanders of postal matters requiring command level attention.

d. MPO Supervisors shall:

(1) Generally serve as the Postal Chief for a MPO.

(2) Operate the MPO via the regional postal policy.

(3) Serve as liaison and manager of MEF postal functions and Marine Logistics Group, Fleet Assistance Program, Category I personnel.

(4) Not assign Postal Clerks to UMRs to conduct Unit Mail Clerk/Orderly functions under any circumstances.

(5) Avoid conflict of interest in manpower assignment of collateral duties i.e., substance abuse counseling, legal, etc.

(6) Ensure all personnel handling mail understand and comply with current postal directives.

(7) Assist in the Commanding General Inspection Program (CGIP).

(8) Establish and operate a field MPO during field exercises.

(9) Ensure all postal related correspondence for higher headquarters is routed via the MACOM postal representative.

(10) Ensure training is provided for postal personnel, Unit OMMs, Unit Mail Officers, and Unit Mail Clerks.

(11) Ensure postal irregularities, postal offenses, incidents, and losses are reported to the appropriate levels.

(12) Route all requests for formal support agreements for postal support through the local MACOM postal representative.

(13) Develop plans for the emergency destruction of mail and postal equipment for Outside Continental United States (OCONUS) locations.

(14) Maintain postal records in accordance with DoD and USPS records management requirements.

(15) Ensure hours of operation are posted outside the entrance of all postal activities.

(16) Ensure a personal and official mail address sample is prominently displayed in the MPO lobby.

(17) Restrict entry to mail facilities to only authorized personnel.

(18) Ensure USPS equipment is used only for its intended purpose.

e. Postal Finance Officers (PFO) shall:

(1) Serve as the direct contact/supervisor for all Custodian of Postal Effects (COPE) in the area of responsibility (AOR).

(2) Complete quarterly/annual MPO inspections as required.

(3) Maintain wholesale quantities of postal effects, non-accountable equipment, and supplies for COPE/MPO operations.

f. Custodian of Postal Effects shall:

(1) Ensure MPO finance operations are efficient and maintain the AMPS MPO profile.

(2) Account for the administration of all stocks, funds, and accountable equipment.

(3) Complete monthly MPO audits as required.

g. Postal Quality Assurance/Quality Control (QA/QC) Officer/Chief shall:

(1) Ensure full compliance of this Order to generate optimal levels of performance throughout the AOR.

(2) Serve as a Marine Corps Postal Inspector for Postal Affairs FA and UMR inspections. The inspection of MPOs, Postal Service Centers (PSC), UMRs, and mail handling areas must be periodic/unannounced using the designated inspection checklist.

(3) Support the CGIP as the Marine Corps Postal Inspector to meet inspection requirements.

(4) Ensure all quarterly UMR inspections are completed. The local quarterly UMR inspections shall not be used to meet the CGIP requirements. The serving MACOM must conduct and complete the CGIP inspection.

(5) Ensure all OMP inspections are completed each fiscal year. The local annual OMP inspection shall not be used to meet the CGIP inspection requirements. The serving MACOM must conduct and complete the CGIP inspection.

(6) Serve as the complaint/inquiry representative to process and manage postal inquiries. Each representative is responsible to forward assigned inquiries to their subordinate MPOs, and as appropriate respond on behalf of the command.

(7) Provide a FY summary inspection report to the MCICOM Postal Chief, at a minimum the following items:

(a) Total MPO's, UMR's, and OMC's on hand.

(b) Total MPO's, UMR's, OMC's not inspected with valid reason, e.g., unit deployment, unfunded, etc.

(c) Systemic cause and solution to top five discrepancies.

(d) Noted best business practice.

(8) Assist in the compliance and analysis of the IGMC Program.

h. Postal Operations Officer/Chief shall:

- (1) Ensure mail is processed correctly.
- (2) Submit mail routing for supporting units and develop Mail Handling Procedures (MHP) for distribution.
- (3) Coordinate air/ground transportation requirements.
- (4) Serve as the Assistant Regional/Installation OMM.
- (5) Report the required OMP postage expenditures via AMPS/SMART.

i. Postal Clerks shall:

- (1) Safeguard the mail at all times.
- (2) Provide mail service and operate the MPO or PSC.
- (3) Perform all duties related to finance, supply/equipment, operations, transportation, accountable services, directory service, quality assurance, training, and registry service.
- (4) Correct all discrepancies noted on inspections.
- (5) Report known or suspected postal offenses to the MCPO/MPO Supervisor.

j. Commanding Officers e.g., Battalion/Squadron, Inspector & Instructor Staff and Detachment shall:

- (1) Appoint in writing a primary Unit Mail Officer and Assistant Unit Mail Officer(s) to supervise the daily operation of the UMR.
- (2) Ensure the Unit Mail Officer and Assistant Unit Mail Officer(s) sign the PS Form 8139 - Your Role in Protecting the Security of the United States Mail.
- (3) Ensure the Unit Mail Officer and Assistant Unit Mail Officer obtain the Mail Clerk Indoctrination Course certification within 90 days of appointment.
- (4) Ensure personal mail is properly delivered to authorized members.
- (5) Support the procurement, maintenance, and operation of UMR mail delivery receptacles. Mail delivery receptacles installation and address requirements must be coordinated through the MCPO/MPO Supervisor.
- (6) Provide adequate space and equipment necessary for proper mail handling/security. Ensure Unit Mail Clerks and Orderlies have sufficient time to perform their duties.
- (7) Provide sustained and networked computer access in the UMR to process directory mail via the Directory Service Program.
- (8) Report and take action on postal offenses and losses per references (a), (b), and this Order.

(9) Appoint in writing a Unit OMM and Assistant OMM.

(10) Establish and maintain a Command OMC for monitoring the OMP.

(11) Appoint individuals in writing to receipt for all official mail to include official accountable mail.

k. Official Mail Managers and Assistant Official Mail Managers shall:

(1) Attend the OMM training within 90 days of appointment.

(2) Ensure OMP inspections are completed quarterly.

(3) Supervise official mailing practices and establish controls on postal expenditures to manage an effective OMP.

(4) Ensure official mail users know when/how to contact their OMM.

(5) Report official mail misuse/alleged violations to the Commander.

l. Unit Mail Officers or Assistant Unit Mail Officers shall:

(1) Ensure Unit Mail Clerks complete the Mail Clerk Indoctrination Course within 30 days of assuming mail handling duties.

(2) Appoint Unit Mail Clerks/Orderlies in writing that meet the qualifications to perform mail handling duties.

(3) Ensure Unit Mail Clerks sign the PS Form 8139 - Your Role in Protecting the Security of the United States Mail.

(4) Ensure Mail Orderlies sign the Mail Orderly Statement of Understanding (SOU).

(5) Ensure Mail Orderlies receive unit level training on MHPs prior to assuming mail handling duties.

(6) Ensure the UMR is operated in compliance with references (a), (b), and this Order.

(7) Conduct random weekly unannounced mailroom inspections utilizing the current FA Checklist, Postal Affairs.

(8) Notify the Commander and serving MPO of all suspected or known postal offenses or losses.

(9) Verify daily the proper delivery of official accountable mail.

(10) Control and secure duplicate keys or combinations to the UMR.

(11) Ensure the mail directory file cards (DFC) and mail processing records are properly maintained.

(12) Notify the local MPO of a unit deployment as soon as possible and coordinate any required mail routing changes.

(13) Correct all discrepancies and findings noted on inspections.

m. Unit Mail Clerks shall:

- (1) Physically retain one copy of DD Form 285 at all times when performing mail handling duties.
- (2) Operate the UMR with references (a), (b), and this Order.
- (3) Pick up mail daily from the MPO and safeguard mail at all times.
- (4) Back stamp all mail received in the UMR to show date of receipt.
- (5) Deliver all official mail to include official accountable mail to authorized agents designated in writing by the current Commanding Officer.
- (6) Perform directory service on all undeliverable mail.
- (7) Return daily undeliverable accountable and ordinary mail to the serving MPO.
- (8) Ensure entry to the UMR is limited to authorized personnel.
- (9) Properly maintain accountable mail records.
- (10) Report known/suspected violations to the Unit Mail Officer or Assistant Unit Mail Officer.

n. Mail Orderlies shall:

- (1) Physically retain one copy of DD Form 285 when performing mail handling duties and safeguard the mail at all times.
- (2) Pick up mail daily and ensure personal mail is delivered only to the addressee. Subsequent delivery to addressee's Officer in Charge (OIC)/Non-commissioned Officer in Charge (NCOIC) is not authorized.
- (3) Return daily all undeliverable mail to the UMR. Provide supporting documentation stating the reason it could not be delivered e.g., temporary additional duty (TAD), annual leave, etc.
- (4) Report known/suspected violations to the Unit Mail Officer or Assistant Unit Mail Officer.



## Chapter 2

Military Post Office Operations1. General Information

a. A MPO is an extension of the USPS per references (f) and (g). MPOs operate per the provision outlined in the current postal agreement between the DoD and USPS, federal regulations, and other related instructions published by higher authority.

b. Postal services and facilities operated by the Marine Corps shall be equally available to all authorized users of the MPS, unless prohibited by applicable Status of Forces Agreements. The MCPO must coordinate with the local USPS Postmaster to avoid a duplication of services.

c. Commanders and Installation Postal Directors/MPO Supervisors must comply and enforce the mail policies/procedures.

2. Floor Plan Design

a. An open floor plan design should be considered when formulating a new/upgraded facility and Continuity of Operation Plan. Limit office space to essential postal functions.

b. Include additional square feet for annual parcel volume, conveyor belts, sorters, PSC, pitching cases, carts, pallet jacks, forklifts, postage meters, etc., per references (b), (h), (i), (j), and (k). These equipment requirements are separate from the space criteria based on population.

3. Personnel Staffing. The sourcing of postal personnel is proportional to the population served. The Continental United States (CONUS) population consists of assigned military personnel. OCONUS population consists of assigned military personnel, DoD employees, contractors, and dependents, per references (b) and (d).

a. 2,000 population requires a minimum of 1 trained clerk.

b. 10,000 population requires 1 trained clerk per 500 e.g., 20 trained clerks.

c. Population over 10,000 requires initial sourcing plus 1 trained clerk per 1000 e.g., population of 11,000 requires 21 trained clerks.

d. Finance operations must maintain a minimum of 2 trained finance clerks.

4. Personnel Designation

a. Personnel who perform postal duties must be loyal, trustworthy, and honest. Personnel of questionable integrity or moral turpitude may not be assigned to duties in MPOs, mail terminals, or other postal facilities, per references (f) and (g).

b. Designated personnel must be informed and acknowledge their responsibilities, obligations, and liabilities in handling postal funds/mail.

c. Commanders responsible for postal personnel shall designate in writing a MCPO and Assistant MCPO.

d. MCPOs shall designate PFO, COPE, etc., on DD Form 2257. Augments and volunteers must acknowledge appointment in writing using (Figure 2-1). Postal personnel shall possess a valid driver's license.

e. Annotate on assigned DD Form 285 the type of mail the appointee is authorized to handle e.g., OFFICIAL ALL, OFFICIAL ALL EXCEPT ACCOUNTABLE MAIL, PERSONAL ALL, etc. Non-United States (U.S.) citizens must not supervise/handle official registered mail or official express mail.

f. Maintain a record of assigned DD Form 285's on DD Form 2260.

g. An augment/volunteer must not be issued financial accounts, handle registered mail, or process official mail.

## 5. Terminating Designation

a. Designation Officials shall terminate individual designations for the following reasons:

(1) A change from one designation to another e.g., Postal Clerk to COPE or from COPE to PFO.

(2) Reassignment to a new duty location.

(3) Reassignment to duties other than postal.

(4) Termination of military service.

(5) Conviction of a crime such as theft, an offense of moral turpitude, or disciplinary actions reflecting unfavorably upon their integrity.

(6) Relief from postal duties for cause e.g., loss of postal effects through fraud or intent to defraud, negligence, mismanagement, or other serious irregularities.

(7) Continual overages or shortages in account audits.

(8) Failure by the member to show progress in training programs.

b. The designating official must void original designating records, and file for two years from termination date.

c. Postal personnel suspected of theft or an offense of moral turpitude shall be removed from the postal facility until the matter has been investigated.

d. Personnel subject to paragraph 5a(5) through (8), are not eligible for further postal assignments or positions. The MCPO/MPO Supervisor must provide supporting documentation to MPSA via the chain of command. The MPSA/AMPS reporting shall prevent future hiring or assignment of the individual at other MPS entities.

6. Primary Military Occupational Specialty (PMOS) Marine Corps Postal Officer/Clerk - 0160/0161 Revocation

a. Per the Assignment, Classification, and Travel System Manual (MCO 1000.6) PMOS 0160/0161 can only be revoked by DC, M&RA Manpower Management (MM). PMOS 0160/0161 can be revoked under the following circumstances:

(1) Conviction of a crime i.e., theft/offense of moral turpitude.

(2) Relief from postal duties for cause e.g., loss of postal effects through fraud or intent to defraud, negligence, mismanagement, or other serious irregularities.

(3) Continual overages/shortages in account audits.

(4) Failure to show progress in training programs.

b. Commands are responsible to submit PMOS revocation documentation to HQMC MM via HQMC MFP-3 in a timely manner.

7. Training

a. MPOs must conduct local PMOS training and readiness (T&R) events that include postal finance procedures, mail processing/dispatch procedures, postal inquiries/claims processing, PSC operations, etc. All MPOs must have a structured, documented, and viable training program.

b. MPO/MACOMs may include certification workshops i.e., Certified Direct Mail Professional, Executive Mail Center Manager, USPS/National Postal Forum Professional Training, etc., to meet professional development requirements.

c. MACOMs must conduct a minimum of one MPO field exercise annually for practical T&R skill application. An after action report must be completed for review.

8. Installation/Base Postal Order

a. Each MPO shall be responsible for the Installation/Base Postal Order at their locations.

b. The Installation/Base Postal Order shall include detailed instructions for each FA of postal operations not specifically covered by the USPS regulations, instructions, DoD directives, and this Order.

c. The Installation/Base Postal Order shall include important information that is significant to the operation i.e., points of contact, security, emergency operations, contingency procedures, resource protection, emergency destruction plan, PNAs, quality initiative program, etc.

9. Automated Military Postal System

a. Provides timely and useful information derived from data generated through the MPS and OMP functions. The AMPS application is hosted by MPSA.

b. MPOs must maintain an updated profile in AMPS, as applicable. MPO profiles must be updated no later than the 5th duty day of each quarter.

c. Update annually or as necessary the population served. List data by military service and other authorized user categories i.e., civilian, family members, by category of the sponsor, activities, units, installations served, etc.

d. Key postal personnel e.g., MCPO/MPO Supervisors, Operations Officers/Chiefs, OMMs, PFOs, and COPEs are required to have an active AMPS account.

10. Publications and Posters. MPOs shall maintain copies of publications according to the current HQMC MFP-3 Postal Publication Listing located at the Postal Affairs web page. An account with HQMC MFP-3 is required to access the Postal Affairs web page. Publication copies are not required if accessible via internet, share drive/point, or other digital platforms. A copy of publication web-links must be maintained.

11. Postal Media Program. Postal activities must maintain a media program. Information shall be disseminated periodically e.g., operation hours, Change of Address (COA) information, good mailing tips, etc., via available media sources. Media campaigns may include but are not limited to new join briefs, base bulletins, newspapers, AFN radio/television service, social media platforms, etc. Additionally, timely USPS holiday shipping deadlines must be announced to provide customers mailing dates to/from military locations.

12. Address Management System

a. The USPS Address Management System (AMS) maintains current delivery point data for postal service facilities and customers.

b. Postal activities must ensure addresses are coded for individual delivery point service.

c. Address quality reduces the amount of Undeliverable-As-Addressed (UAA) mail and improves the effectiveness of automated mail processing.

d. CONUS postal activities shall ensure MPO addresses are Coding Accuracy Support System certified and incorporated in the AMS database via the local Postmaster/AMS Manager.

e. OCONUS postal activities must update mailing addresses via MPSA Operations/AMPS for AMS compliance.

f. The strict compliance of AMS shall improve address quality/provide timely delivery point address information for use in all automated mail barcoding and sorting operations.

13. Complaints and Inquiries

a. Postal activities must monitor/reply to customer complains/inquiries within 30 days of receipt via the local Interactive Customer Evaluation System. Encourage customers to report dissatisfied mail service, loss, rifling, and other mistreatment of mail to the local MPO.

b. Customers may submit complaints and inquires via the MPSA website. MPSA inquiries shall be forwarded to the responsible installation representative via AMPS.

c. Representatives must take action on complaint/inquiry within 5 working days. Give complaints/inquiries prompt attention and resolve them when possible. If a postal offense occurs take proper action and report it.

#### 14. Mail Privacy

a. Postal personnel shall protect the security of all mail in their custody from unauthorized acts per reference (b).

b. Without a properly executed search warrant or inspection by a military customs official - no person may open, read, search, or divulge the contents of mail sealed against inspection. Even if mail is believed to contain criminal or otherwise non-mailable matter or evidence in the commission of a crime.

c. Postal personnel must not disclose information derived from the outside cover of any piece of mail. A Mail Cover (Figure 2-2) must be provided to disclose information to appropriate officials when there is reasonable basis to suspect that information is evidence of a commission of a crime. MPOs shall maintain rigid control and supervision of Mail Covers.

d. A request from federal law enforcement agencies or from a foreign government for access to, or information about a particular mail item in the custody of the MPS, must be referred to the first Commanding General in the MCPO's chain of command.

e. Mail Cover authority may not be delegated. The MCPO/MPO Supervisor is the coordinating authority and must ensure designated postal personnel compile the information per the Mail Cover instructions.

f. A Mail Cover may be ordered by the Commanding Officer of the person whose mail is subject to the mail cover process. The MCPO/MPO Supervisor shall notify MPSA of an authorized Mail Cover.

#### 15. Personnel and Mail Security

a. Installation Commanders/MCPO/MPO Supervisors are required to provide a safe and healthy work environment for customers and personnel. Security/protection of postal effects and classified material must be maintained at all times.

b. The MCPO/MPO Supervisor shall ensure required physical security measures are met, maintained, and resourced appropriately, per the Physical Security Program Manual (MCO 5530.14A). MPOs shall afford security against unauthorized entry.

c. MPOs must contain camera and intrusions systems as listed in references (b), (1), DoD Unified Facilities Criteria (UFC 4-021-02), USPS Administrative Support Manual, and USPS Handbook RE-5 to enforce local security/USPS Inspection Service requirements. The contract procurement and maintenance of these security systems is an installation physical security responsibility.

d. Mail subject to x-ray that is determined a search/seizure must be conducted with direct postal supervision and a properly executed search warrant/Mail Cover or with a customs official.

e. X-ray equipment must not be located or operated in the MPO. The contract procurement/maintenance, and operation of X-ray equipment is an installation physical security responsibility.

(1) CONUS mail is subject to USPS screening before MPO delivery.

(2) OCONUS mail is subject to USPS/host nation screening before MPO delivery.

f. A General Services Administration (GSA) approved security container is required for items that could contain classified material e.g., registered mail, investigations, training, exercise, and deployment plans, etc.

g. Other types of security containers may be used for USPS trust cash, stamp stock, etc.

h. Personal effects can only be stored in designated areas e.g., locker room, breakroom, etc. Personal effects are not authorized in work areas where mail is processed or retail services are provided.

i. Personal funds may not be kept in safes or receptacles in the MPO.

j. Access to postal facility work areas is limited to those personnel conducting official business at the facility. Maintenance personnel, security personnel, and work details are allowed access only when escorted or under constant surveillance by postal personnel. Unit Mail Clerks shall be escorted when entering the MPO work area.

k. The MPO Supervisor is the custodian of the MPO facility keys. The MPO Supervisor keeps a current key control log of postal personnel who are issued a key. Minimize the number of keys issued. The MPO facility keys must be strictly controlled at all times. The MPO Supervisor is responsible for creating a master key log to record the total number of keys available and issued for the entire postal facility. The key control log must contain the facility's name, the key number, date/time assigned, name and signature, and date/time returned.

l. MPO facilities shall be locked at all times during non-duty hours or when not in use. Common access areas e.g., PSC, lobbies, etc., may be opened to 24 hour access at the discretion of local leadership.

m. Request an annual written physical security inspection for each Postal facility to the responsible agency. Initiate follow-up actions to correct deficiencies identified in the physical security inspection.

n. The responsible MCPO/MPO Supervisor must submit appropriate documentation to the host Installation Commander to meet the security requirements in references (a) and (b). Restricted areas that do not meet the physical security requirements must be identified and corrected for compliance.

o. Installation Commanders must utilize references (b), (h), (i), (j), and (k) in new construction and major renovations. Construction Criteria for MPOs require a stand-alone building to minimize security vulnerabilities. The established standards provide a level of protection against terrorist attacks for the occupants of all DoD inhabited buildings.

## 16. Supplies and Equipment

a. A written postal supply clerk designation must be provided for each MPO. The postal supply clerk shall monitor stock levels and make requisitions as required. Duties include ordering, receiving, issuing, inventory control, preservation, disposal, and replacement of obsolete supplies.

b. Supply clerks control supplies utilizing PS Form 1586, Supply Record, or electronic program. The electronic program must include the same information as the PS Form 1586. Each USPS supply item must be maintained on a separate PS Form 1586 or electronic record. PS Form 1586 must reflect the PS item/form number, national stock number, item description, unit of issue, source of supply, min/max levels, balance, quantity issued, received, ordered, and inventory date.

c. Inventory control is a supply management function establishing stock quantities of postal supplies to meet current operational requirements. The time required for resupply determines the minimum stock level or reorder quantity. Postal supplies must be inventoried during the months of January/July or as required. Inventory shall include a physical count of all items and entered on PS Form 1586.

d. Supplies must be maintained in a secure area. A location numbering system or identification system shall be established to aid in locating each item. The location must be annotated on the PS Form 1586.

e. MPOs shall maintain a 1-3 month supply level. Consideration must be given to the amount of time it takes to receive supplies.

f. Contingency postal kits (A) 90 day / (B) 30 day sets must be upgraded and tested semi-annually to ensure functional readiness.

g. Scale calibration must be performed and documented annually by contract activity.

## 17. Finance Operations

a. Garrison USPS finance transactions and administration shall follow references (b), (m), USPS Handbook F-101, and current policies/procedures.

b. Deployed USPS finance transactions and administration shall follow reference (b) and AMPS guidance.

## 18. Postal Finance Officers

a. PFOs administer flexible/fixed credit accounts to COPEs in their respective area.

b. PFOs shall assign COPE AMPS administrative rights to account for all equipment on PS Form 1590.

c. The COPE for a MPO must not be designated as PFO.

#### 19. Custodian of Postal Effects

a. The COPE is the responsible custodian of the flexible/fixed stamp accounts and equipment assigned to the MPO.

b. The COPE shall hold a proper receipt, PS Form 3369, Consigned Credit Receipt from the finance Postal Clerks for a proper stamp credit held in sub-custody. A complete PS Form 3369 reflecting total MPO flexible credit account shall be provided to the serving PFO.

c. Sub-custody accounts must be secured in individually assigned safes, lockable counter drawers, and cash boxes at all times. A duplicate key(s) or combination must be sealed in an envelope. The sealed envelope shall be kept in a safe that is controlled by the MCPO or MPO Supervisor.

d. COPEs must receipt for capital and sensitive equipment on PS Form 1590 via AMPS. Each time equipment is received, transferred, or returned a new PS Form 1590 must be completed. A change in COPE/temporary transfer must require an inventory by the outgoing and incoming COPE.

e. The new COPE must inspect and complete an IGMCA FA Checklist, Postal Affairs as required.

f. Complete an annual review and update of PS Form 1590.

g. Strict accountability and security of all postal funds must be maintained at all times. The COPE shall also act as custodian of all accountable USPS capital equipment for inactive units.

#### 20. Temporary Postal Finance Officer and Custodian of Postal Effects

a. Designate in writing a qualified Postal Clerk as a temporary PFO/COPE, during a temporary absence of 5 consecutive working days but less than 31 total calendar days. Exchange the PS Form 3369, Consigned Credit Receipt, for stamps and funds; DD Form 885, Money Order Control Record, for blank money orders; and PS Form 1590, Supplies and Equipment Receipt, between the two members. Retain the original appointment letter of temporary designation in the activity's file.

b. On the return of previously assigned PFO/COPE, terminate the temporary designation and repeat the exchange of the PS Forms 3369, 1590, and DD Form 885. An inventory and audit must occur during any transfer between COPEs or PFOs.

#### 21. Authorized Transactions

a. MPOs finance operations shall accept cash, credit, and debit cards for postage stamps, products, and services.

b. The purchase of money orders must be paid with cash or debit cards.

#### 22. Unauthorized Transactions

a. Personal/travelers checks are not authorized for MPO finance payments.



b. Postal Clerks must not conduct/solicit any business, act as an agent for an individual/commercial business, or receive any money for such services in the performance of their postal duties.

c. Deposits of money or other articles shall not be accepted by Postal Clerks for safekeeping.

d. Removal of postage stamps from mail for any purpose is prohibited.

e. Postal Clerks shall not accept funds for payment of postage with the intention of affixing the stamps to the article after acceptance for mailing.

f. Postal Clerks must not affix stamps to articles for the mailer. It is the responsibility of the mailer to affix postage to articles.

g. Postal Clerk assistance e.g., loading, unloading, etc., for large mailings may be provided to the customer. Customer must be present at all times.

h. Postage retail labels must be placed on the article by the Postal Clerk after the amount printed on the postage label is verified by the customer.

23. Mail Processing. The processing and makeup of mail is the first step in the mail delivery cycle. This phase of operation involves collecting, scanning, postmarking, sorting, pouching, and preparing of mail for the processing facility. The processing facility shall distribute, transport, and deliver the mail to its final destination.

24. Mail Acceptance

a. Items tendered for mailing must only be accepted from an authorized patron with a valid identification card.

b. Items improperly prepared to withstand handling in transit must not be accepted for mailing.

(1) The exterior of sea bags, plastic totes, footlockers, suitcases, etc., shall contain two air contract transportation tags with zip tie secured. Affix required mailing forms to each tag.

(2) Secure or remove all straps to ensure mailing reliability.

(3) MPOs shall maintain a current public service announcement via the local Postal Media Program to address the associated mailing risk and best mailing practice.

c. The sanctity of the mail is considered inviolable while in postal channels. Mail tendered to a USPS/Military Postal Clerk or USPS collection box is protected under Federal Law. Effective delivery is made to addressee or a designated representative authorized by the addressee in writing.

d. Items tendered for mailing must be clearly printed with a return address in the upper left hand corner. Items must have at least a three line address on the face of the mail piece.

e. OCONUS locations must bear the sender's Army/Air Force or Fleet Post Office (APO/FPO) address. Authorized patrons in a permanent change of station (PCS), TAD status, or on leave may use the military unit of assignment shown on their orders or home of record mailing address.

## 25. United States Postal Service Mail Collection Boxes

a. The USPS mail collection boxes are only provided by authorized USPS suppliers. Unauthorized mail collection boxes are strictly prohibited. The MPO shall not accept responsibility for mail deposited in unauthorized mail collection boxes.

b. USPS mail collection boxes can be made available at each location as needed to support the base population. Personal mail is collected by authorized military or USPS personnel. Postal personnel must take precautions to safeguard the mail at all times.

c. The hours of collection are posted on each USPS mail collection box. The collection of mail may not be earlier than the posted times, and no later than 20 minutes after the scheduled collection time. Collection times must coincide with MPO dispatch schedules to prevent unnecessary mail delay.

d. MPOs must provide proper security and accountability for all keys to USPS mail collection boxes. Spare keys and combinations must be controlled in accordance with reference (b). Faulty locks and lost keys must be replaced immediately.

e. The control of installment, removal, changes in location, and hours of mail collection are the responsibility of the MCPO/MPO Supervisor, per reference (n). A request for a change in mail collection box frequency i.e., increase, change of location/hours etc., can be sent to the serving MCPO/MPO Supervisor.

f. Official matter found in mail collection boxes must be returned to the OMC for proper disposition.

## 26. Absentee Ballots and Election Material

a. Absentee ballots must be processed per current MPSA voting guidelines via the AMPS SOP/local voting plan.

b. The MCPO/MPO Supervisor shall ensure each MPO location is designate and assign two or more Postal Voting Representatives (PVR).

c. The MCPO/MPO Supervisor must ensure that all assigned PVRs complete the annual AMPS Voting Training and Certification. PVRs are responsible for processing, tracking, and recording disposition of absentee ballots.

d. OCONUS MPOs shall provide expedited delivery service for voted absentee ballots during federal elections, per the National Defense Authorization Act (Public Law 111-84).

e. OCONUS MPOs/Postal Activities are required to apply a Priority Mail Express, Label 11-DoD, to General or Presidential Election voted absentee ballots. Each absentee ballot e.g., Standard Form 186 Federal Write-In Absentee Ballot etc., must be postmarked and sent to the designated election office.

f. Priority Mail Express Label 11-DoD shall not be applied to election material, ballots returned to sender, redirected, or absentee ballot request applications (SF 76). Priority Mail Express Label 11-DoD is not authorized for Special and Primary elections.

g. MPOs shall not use Priority Mail Express Label 11-DoD until official notification is received from MPSA indicating authorized dates of usage.

h. MPOs must provide directory service for absentee balloting material. Material that is undeliverable or with no forwarding address shall be annotated with reason of non-delivery and return to the sender. Hold material for personnel due to arrive within 30 days. Do not hold material for more than 30 days. Tie or tray all returned or forwarded material. Place material on top of letter bundles or in the front face of tray.

i. MPO activities collecting absentee ballots must provide a clear legible postmark on the voted ballot. Apply a product tracking acceptance scan event code for the applied Priority Mail Express Label 11-DoD on the date of mailing. The three methods to capture acceptance data are:

- (1) Scan, upload or manually enter in AMPS Voting Ballot module.
- (2) Scan or manually enter data via USPS required equipment.
- (3) Apply acceptance scan during the nesting process.

j. All voted absentee ballots with Priority Mail Express Label 11-DoD shall be dispatched in express mail bags with Tag 191, Domestic and International Ballots. Tag 191 must be attached to either the strap or label holder on the sack. Express mail bag with Tag 191 shall be expedited regardless of content.

k. PVRs are responsible for reporting prograde/retrograde absentee ballot transportation delays via AMPS. MACOM PVRs must monitor processing procedures and resolve delays.

l. MPOs are required to inventory/maintain voting supplies and equipment via AMPS. MPOs must provide voting supplies/equipment per personnel served plus 10 percent. Supply requisitions shall be made via JMPA. MACOM PVRs shall review summary reports as required.

## 27. Electronic Scanning

a. All MPOs are required to provide an electronic scan to extra services, USPS tracking, or other Intelligent Mail Barcode (IMB) labels.

b. An electronic scan provides start-the-clock information when the mail piece is accepted by the postal service. Stop-the-clock information is received when the mail piece is scanned at arrival pick-up point or delivered to addressee.

c. Electronic scans provide customers the ability to track their mail items via USPS/commercial software applications.

d. All MPOs and postal activities are required to use intelligent mail scanners or enter data manually into AMPS. MCPO/MPO Supervisors must ensure all postal personnel are trained to identify and process prograde/retrograde mail with extra services, USPS legacy labels, and IMBs.

## 28. Non-mailable Matter

a. Non-mailable matter includes all matter which is by law, regulation, treaty stipulation, or Status of Forces Agreement prohibited from being sent in the mail. This can include matter that cannot be forwarded to its destination because of illegible, incorrect, or insufficient address. Matter is also non-mailable when it fails to comply with postal regulations regarding preparation for mailing, size, weight, or rates/postage.

b. Matter which may not be sent through the mail includes, but is not limited to, the following;

(1) Intoxicating liquors, habit-forming drugs, or other drugs of which have been declared to be illegal by law.

(2) Any articles, compositions, or materials which may kill/injure another, or damage the mail/property. Concealable firearms can only be mailed under special rules, conditions, and restrictions.

(3) Switch blade knives, ammunition, and explosives of all types.

(4) Obscene and indecent matter.

(5) Contraband items prohibited from import and export by law.

(6) Lotteries, frauds, and libelous matter.

(7) Any letters, publications, or other items advocating or urging treason, insurrection, or forcible resistance to U.S. law.

(8) Any letter or other matter containing any threat to take the life of or inflict bodily harm upon the President of the United States.

(9) Publications which violate copyrights granted by the U.S.

(10) Perishable matter and plant quarantines.

(11) U.S. Government property intended for personal use, except for those items that have been sold through authorized agencies of the government. Items must be accompanied by purchase or sales receipt.

c. The mailer is responsible for compliance with applicable postal laws/regulations governing preparation and mailing. Additionally, mailers are responsible to comply with non-postal laws/regulations pertaining to the possession, treatment, transmission, or transfer of particular matter.

d. MPOs are furnished with listings of non-mailable items, special rules/conditions, and articles which are prohibited. The mailer shall be held liable for introducing non-mailable matter into the USPS/MPS.

e. Mailers must inquire with the serving MPO for the best mailing practice and current mailing restrictions.

29. Transportation

a. The Installation Commander must provide the MCPO/MPO Supervisor adequate transportation assets for the collection and delivery of mail.

b. Reliable and lockable closed bodied vehicles must be provided for the transportation of U.S. mail.

c. Postal Clerks shall not leave mail vehicles except while loading, unloading, or collecting mail; during which the vehicles must be kept locked and in plain sight.

30. Operations

a. The Operations (OPS) Officer/Chief serves as the direct supervisor of the processing, supply, registry, official mail, and directory functions.

b. Deployed mail addresses shall be requested and provided to the Unit Mail Officer for distribution.

c. The OPS Officer/Chief must develop MHPs for deployed unit operations. These procedures include SOPs/Annex E, floor changes, or mailing restrictions, etc.

d. The OPS Officer/Chief must coordinate air/ground logistical mail support for the AOR. This responsibility shall include mail distribution schemes, mail recovery, etc.

31. Outside of Continental United States Receptacle Nesting/Dispatching

a. The AMPS Receptacle Nesting/Dispatching tool is used to meet USPS/Global Trade Compliance as outlined in US Legislation H.R. 3011: TSA Authorization Act of 2011, European Commission Regulation No. 169/2010 Annex 30A, and European Commission Regulation No 1875/2006.

b. Receptacle nesting and dispatch provides pre-departure information, and improves tracking capability requirements. Additionally, export compliance is required per the Bureau of Industry/Securities and the Office of Foreign Asset Controls.

c. These enhancements meet the mandate of transmitting electronic customs data to the border agency. This data facilitates pre-departure risk assessment on mail items. Additionally, it provides the ability to hold a mail item should the mail item receive a, Do Not Load, from the border agency. A hold item status allows a necessary risk assessment to be performed.

d. Electronic information provides military postal operations increased efficiencies and analytical data via increased traceability, processing, and cost savings.

e. AMPS Receptacle Nesting/Dispatching certification exam is required for all users. A completion of exam shall authorized access to the assigned Operations or Transportation modules.

f. Military postal activities must utilize the most current AMPS Receptacle Nesting/Dispatching procedures manual.

### 32. Mail Irregularities

a. Report errors in the makeup and dispatch of mail on DD Form 2273, Irregularities in Makeup and Dispatch of Mail, via AMPS. Report USPS errors noted on DD Form 2273 to MPO/MACOM/JMPA. Report recurring errors to MPSA.

b. Provide slide labels, facing slips, and AV-8 Label/Tag, Military and International Dispatching and Accounting System tags to the report. These items assist to isolate errors and expedite corrective action. Additionally, they provide a concise explanation of the irregularity in the remarks section of the DD Form 2273.

### 33. Registry Section

a. MPOs shall establish a registry section. The MCPO must assign in writing a primary Registry Clerk to supervise the operation and security of the registry section.

b. The registry section must be constructed and equipped per references (b), (i), (j), and (k). A wire mesh cage is the preferred option for a registry section. A wire mesh cage provides max visibility and the ability to relocate or expand when necessary.

c. The registry cage and container locks must be GSA-approved. The GSA-approved locks are listed on the GSA Qualified Products List. A hasp must be affixed on the outside of the container to utilize a registry seal.

d. Safeguard the receipt, documentation, handling, delivery, and dispatch of registered mail. Registered mail may contain classified material to include SECRET. Give registered mail the highest security at all times. Keep registered mail under direct and constant surveillance. Secure registered mail in a GSA-approved security container or with other appropriate security measures.

e. Official registered mail may only be handled and transported by U.S. citizens. Registered clerk assignments must be U.S. citizens and possess SECRET clearance eligibility. A favorable adjudicated Federal Investigative Standards Tier III is required.

f. Non-U.S. citizens without SECRET eligibility can accept/deliver personal registered mail.

g. Comply with references (b), (o), (p), and the following requirements at all times:

(1) Do not store postal effects or personal property in official registered mail containers.

(2) Store registered mail in registry section or GSA approved security container.

(3) Secure the container and the registry section when not in direct control of registry items.

(4) Use SF 702 check sheet for open/close of registry cages and containers. Conduct a security review at the close of the registry section each business day.

h. Use the following procedures when securing the registry cage:

(1) Secure registry cage with authorized USPS numbered seal at the close of each business day. Annotate seal number in the remarks section of the DD Form 2261, Registered Mail - Balance and Inventory. File the DD Form 2261 in a secure place other than the registry cage.

(2) Place the seal through both the door hasp and the lock to prevent its removal without breaking the seal. Tug locking mechanism of seal to ensure security.

i. Use the following procedures to access registry cage:

(1) Verify seal on the door with number shown in the remarks section of the DD Form 2261.

(2) The clerk and witness must immediately inventory on-hand registered items. The new registered clerk shall acknowledge receipt of listed items and must sign part III of the previous Registry Clerk's DD Form 2261. No signature is required in Part III if Registry Clerk remains from previous balance report.

(3) Contact responsible clerk when security has been compromised. Enter location with a MCPO/MPO Supervisor. Initiate change of custody. However, if shortage is discovered refer to (b), (o), and (p) for procedures.

j. Only Registry Clerks, witnesses, MCPO/MPO Supervisor, and personnel authorized to inspect/audit DoD postal facilities are allowed entry to the registry work area. The on-duty Registry Clerks shall control access to the area. Personnel present in the registry section must be U.S. citizens with a SECRET clearance.

k. Record and store combinations to registry sections/containers in accordance with reference (b).

l. Accept, process, handle, dispatch, and transport registered mail in accordance with references (b) and (o).

#### 34. Directory Service Program

a. Access to the Directory Service Program shall be provided by MCICOM Postal Chief. The Directory Service Program must be used for UAA mail. It shall not be used as a base locator service.

b. MPOs must process UAA mail in accordance with reference (b). MPOs must ensure neat and proper endorsements are annotated on return mail by the Unit Mail Clerks.

c. Each mail piece receiving directory service must contain a date stamp on the reverse side. Large directory mail volumes may be date stamped by an automated machine. Pre-printed date stamp on a directory address label does not require manual date stamp on reverse side of mail.

d. First-class mail that is received from one mailer in quantities of 20 or more with insufficient/wrong addressing, or contains an obviously incorrect/identical receptacle number must be returned to

sender endorsed, Insufficient Address.

(1) Known mailers who continuously mail quantities of less than 20 letters to circumvent the above shall return the mail to sender endorsed, Insufficient Address.

(2) These types of mailing conditions do not apply to official mail. Official mail received must be processed accordingly. However, postal activities experiencing recurring problems with federal government mailings must notify MPSA via the MACOM postal activity for resolution.

### 35. Audits and Inspections

a. Each postal activity shall establish a QA/QC section. This section shall manage/comply with the MPO, UMR, PSC, and OMC audit/inspection requirements.

(1) Conduct periodic audits of postal accounts advanced by the USPS, per references (b) and (m). The audit shall cover business transactions and the accuracy of administrative records.

(2) Conduct an unannounced audit/inspection of accountable postal effects/monies, stamp fixed/flexible credit, money orders, and administrative records. Inspection reports must be made available for review during all inspections and staff assist visits.

(3) Additional audits and inspections of MPOs may be ordered when necessary or desirable. USPS Inspectors are authorized to conduct inspections and audits of MPOs.

b. COPEs shall conduct biweekly unannounced audits of Postal Clerks' accounts. Audits must be recorded on PS Form 3368, Fixed Credit Inventory Record. Audit records shall be retained for review until the next regular audit and inspection. Overages and shortages that are not within the established tolerance standards must be immediately reported to the MCPO/MPO Supervisor.

c. Inspectors must be familiar with the sources of information and instructions contained in reference (b) and applicable directives. Inspectors are required to be strict, thorough, and accurate. Inspections may result in the discovery of irregularities and embezzlement.

d. The current IGMC FA Checklist, Postal Affairs must be used to inspect MPOs quarterly. MPOs staffed with a MCPO shall be inspected each fiscal year by the MACOM.

e. Postal activities must submit all quarterly/annual MPO inspection reports to the serving MACOM.



(Organization Heading)		5110 Code Date
<p>From: MCPO, Unit Name</p> <p>To: Lance Corporal John D. Doe EDIPI: 0000000000/0161 USMC</p> <p>Subj: APPOINTMENT AS POSTAL (AUGMENT, VOLUNTEER, etc.)</p> <p>Ref: (a) DoD Postal Manual (b) MCO 5110.4B</p>		
<p>1. In accordance with the references, you are hereby appointed as the (postal duty title) for (MPO name). Duties and responsibilities are assigned by Federal law, United States Postal Service, Department of Defense, and Marine Corps rules/regulations. As (postal duty title) you must preserve and protect the mail in your custody from unauthorized opening, inspection, tampering, delay, reading of contents/covers, damage, destruction, or other unauthorized acts. Any postal person committing or allowing any of these unauthorized acts is subject to administrative discipline and/or criminal prosecution.</p> <p>2. Appointee Mail Authorization: (Official All, Personal All, Official All Except Accountable, etc.)</p> <p>3. This authority is cancelled upon your transfer from this command, reassignment to another billet, or unless revoked.</p>		
<p><b><i>I.M. Commanding</i></b> I.M. COMMANDING</p>		
-----		
ACKNOWLEDGEMENT OF APPOINTMENT		
<p>From: Lance Corporal John D. Doe</p> <p>To: MCPO, Unit Name</p> <p>Subj: APPOINTMENT AS (postal duty title)</p> <p>1. I acknowledge my appointment and shall faithfully discharge the duties associated with this designation. I understand that it is a crime, punishable by fine/imprisonment to knowingly delay/steal the mail or to allow others to do so. As a (postal duty title), I understand that I may be held pecuniary liable for any losses.</p>		
<p><b><i>John D. Doe</i></b> J.D. DOE</p>		
<p>Copy to: Individual MPO</p>		

Figure 2-1.--Sample of Appointment Letter for Postal Augment/Volunteer

(Organization Heading)

5110

Code

Date

From: Commanding Officer, Unit Name  
To: Supervisory Special Agent, Naval Criminal Investigative Service

Subj: MAIL COVER ICO NAME OF PERSON

Ref:	(a) DOD Postal Manual
	(b) Mail Cover Request

1. Per reference (a), mail cover procedures are authorized in the case of NAME OF PERSON, PERSONAL ADDRESS, effective immediately.
2. You are directed to provide a copy of this letter to the MCPO/MPO SUPERVISOR, MPO LOCATION. Mail cover authorization is for all classes of mail, to include all accountable mail. The MCPO/MPO SUPERVISOR will notify you when mail is received for your review.
3. This approval will automatically be revoked 30 days after signature. If additional time is needed, a new mail cover request will be submitted for approval.
4. Point of contact is AGENT, xxx-xxxx

**I.M. Commanding**  
I.M. COMMANDING

Figure 2-2.--Sample of Mail Cover for Search and Seizure

## Chapter 3

Unit Mailroom Operations1. General Information

a. Commanding Officers must ensure all eligible personnel receive proper mail delivery service. Letters and parcels delivered through the USPS and MPS herein are referred to as mail.

b. The Mail Distribution Center/MPO is the primary delivery point for the unit's personnel mail. Subsequent and effective mail delivery is made via mail delivery receptacles or UMR mail call.

c. Approval of mail delivery receptacles can reduce unit security vulnerabilities and threats. Mail delivery receptacles must meet physical security requirements, per reference (l). Mail delivery receptacles provide an individual delivery point for all mail items, per references (b), (f), (g), and (n). Mail delivery receptacles shall be maintained per the Postal Service Center procedures contained in this Order.

d. Personal mail is restricted to postal activities where USPS does not deliver mail. Personnel serviced by USPS at on/off base quarters are not authorized MPS mail delivery after 30 days of check-in date.

e. Commanders can request a temporary delivery service to render efficient delivery to the unit population. The temporary delivery request shall be sent to the MCPO/MPO Supervisor for approval. The Unit Commander must comply with all mail delivery regulations under the temporary conditions.

f. All commands operating a UMR must use this Order for standardized mail processing and delivery procedures.

2. Unit Mail Clerks/Orderlies Qualifications

a. Personnel shall have no record of:

(1) Conviction by court-martial.

(2) Punishment under the Uniform Code of Military Justice (UCMJ), Article 15.

(3) Civil court conviction for theft or financial/postal incident.

(4) Derogatory information or unfavorable conduct that casts doubt on the individual's integrity.

(5) A history of psychiatric disorder, alcoholism, or drug abuse unless a medical evaluation determines the condition no longer exists.

(6) Have not been relieved of postal duties for cause.

b. Personnel conducting mail handling duties in the UMR shall be designated as a Unit Mail Clerk. Personnel that handle mail for the sections must be designated as a Mail Orderly.

c. Personnel handling official registered mail must be a U.S. citizen with a SECRET clearance eligibility. Non-U.S. citizens must not handle official registered mail.

### 3. Personnel Designation

a. A Unit Mail Officer and Assistant Unit Mail Officer must be assigned to supervise the primary operation of each UMR. Additional Assistant Unit Mail Officers can be assigned to organic detachments, deployed elements, etc.

b. Unit Mail Officers may be delegated the authority to sign the appointment letter for Unit Mail Clerks/Orderlies (Figure 3-1).

c. Unit Mail Clerks must be informed and acknowledge their responsibilities in handling mail via a signed PS Form 8139 - Your Role in Protecting the Security of the United States Mail (Figure 3-2).

d. Mail Orderlies must be informed and acknowledge their responsibilities in handling mail via a signed Mail Orderly SOU (Figure 3-3).

e. Two Unit Mail Clerks/Orderlies shall be appointed at a minimum per each unit/section via DD Form 2260 and DD Form 285.

f. Annotate on assigned DD Form 285 the type of mail the appointee is authorized to handle, e.g., OFFICIAL ALL, OFFICIAL EXCEPT ACCOUNTABLE, or PERSONAL EXCEPT ACCOUNTABLE. Non-U.S. citizens must not supervise/handle official registered mail or official express mail.

(1) Unit Mail Clerks/Orderlies are not authorized to pick up, PERSONAL (ALL).

(2) Unit Mail Clerks/Orderlies are only authorized to pick up, PERSONAL (EXCEPT ACCOUNTABLE).

(3) Unit Mail Clerks are authorized to pick up, OFFICIAL (ALL).

(4) Mail Orderlies are authorized to pick up, OFFICIAL (EXCEPT ACCOUNTABLE).

g. The MPO shall certify Unit Mail Clerk DD Form 285 or PS Form 3801 with an all-purpose date stamp.

h. The MPO must retain a copy of Unit Mail Clerk DD Form 285 or PS Form 3801

i. UMRs must file original appointment letter, DD Form 285, or PS Form 3801 and provide a copy to the appointee.

j. Marine Corps units serviced by other military branches or USPS shall follow the above appointment procedures and additional mail card issuance procedures from the host MPO.

### 4. Terminating Designation

a. Unit Mail Officer/Mail Clerk

(1) Unit designating official voids appointment letter/DD Form 285.

(2) Written notification of revocation must be provided to MPO.

b. Mail Orderly designating official voids appointment letter/DD Form 285.

c. Retain appointment, support, and revocation documents on file for two years, per reference (e).

5. Training

a. Installation MPOs shall utilize the HQMC MFP-3 Mail Clerk Indoctrination Course to train all Unit Mail Officers and Unit Mail Clerks in mail handling responsibilities/operations.

b. Unit Mail Officers/Unit Assistant Mail Officers must attend and complete the resident/distant Mail clerk Indoctrination Course within 90 days of appointment.

c. Unit Mail Clerks must attend and complete the resident/distant Mail clerk Indoctrination Course within 30 days of mail handling assignment.

d. Commands not serviced by a Marine Corps MPO shall request support from the host installation post office, or contact HQMC MFP-3 for further guidance to satisfy this training requirement.

e. Training shall be validated with a Mail Clerk Indoctrination Course certificate. The Mail Clerk Indoctrination Course certificate must be filed at the MPO and unit for two years, per reference (e).

f. Mail Orderlies must attend unit level training prior to assuming mail handling duties. Commands may use locally developed postal training programs to satisfy this requirement. Mail Orderly training must be documented and retained on file for two years.

g. Transferred personnel may present a Mail Clerk Indoctrination Course certificate to meet subsequent postal related assignments at gaining command/unit.

6. Publications. Each UMR is required to maintain copies of the listed current postal publications/directives. Electronic copies meet this requirement.

a. DoD Postal Manual.

b. MCO 5110.4B, Marine Corps Postal Affairs and Official Mail Program.

c. Installation/Base Order for Postal Affairs.

d. Unit Mail Handling Order.

7. Unit Mail Handling Order. All Marine Corps commands operating UMRs are responsible for publishing mail handling instructions by current command signature authority. The Unit Mail Handling Order shall include:

a. The complete command and personnel mailing addresses.

b. Serving MPO location and hours of operation.

- c. UMR location and hours of operation.
- d. USPS mail collection box location and hours of last pick up of outgoing mail.
- e. Mail call time.
- f. Custom regulations where applicable.
- g. Command Official Mail Program.
- h. Security of mail and postal effects.
- i. Official accountable mail e.g., registered, certified, etc., identification.
- j. MHPs for personnel temporarily absent from the command e.g., TAD, annual leave, etc.
- k. Mail delivery during exercises.
- l. Suspicious package procedures e.g., bombs, anthrax, etc.
- m. Current directory service application.
- n. Maintenance of the DFC system.
- o. Additional postal information deemed appropriate by the promulgating authority.
- p. Units without UMRs shall provide policy on the incoming and outgoing of official mail.

#### 8. Mail Security

- a. Only U.S. mail, postal records, and essential furniture shall be in the UMR. Personal briefcases, backpacks, paper sacks, or other containers are not authorized in the UMR. The UMR must not be used to store gear that is not related to the delivery or processing of U.S. mail.
- b. Items sent via guard mail and the direct delivery of Federal Express, United Parcel Service, or other private carriers to business addresses must not be processed/stored in the UMR. These types of items are not U.S. mail.
- c. USPS can subsidize private carriers delivery services via the Private Express Statutes. Private carrier items must be labeled or identified as U.S. mail for MPOs to process.
- d. Unit Mail Clerks/Orderlies must present their issued DD Form 285, DoD Common Access Card (CAC), or appropriate identification when performing mail handling duties. Appointment letter and identification shall be validated prior to the delivery of mail.
- e. Unit Mail Clerks/Orderlies must safeguard mail in their possession at all times. The UMR must be locked when the Unit Mail Clerk is not present.

f. Only deliver mail to authorized addressees, Commanding Officer authorized agents, and Mail Orderlies. Mail may not be delayed, intercepted, opened, rifled, or left unattended when not in an authorized secure area. Unit Mail Clerks/Orderlies may not remove stamps from mail entrusted to them.

g. Limit access to the UMR to designated postal personnel conducting official business e.g., inspections, site visits, etc. Allow maintenance personnel and work details access only when escorted or under constant surveillance by a Unit Mail Clerk. The Unit Mail Clerk must verify identification and authorization of all personnel prior to allowing entry into the UMR.

h. All UMRs must prominently display DD Form 1115, Mailroom No Admittance Except to Authorized Personnel, on or near the entrance. DD 1115 shall provide an example of a personal/command mailing address and hours of operation (Figure 3-4).

9. Unit Mailroom Structural Requirements. UMRs design/construction shall provide adequate space and security for mail, per references (b), DoD UFC (4-010-01), and DoD UFC (4-020-01). The following are minimum structural requirements for a UMR located in a permanent structure:

a. All locks and door hinges must be mounted inside or in such a manner to prevent easy removal. Existing door hinges mounted on the outside of the UMR must be spot welded.

b. All accessible windows i.e., windows on the first floor, ground level, reachable via catwalk, or adjoining rooftops shall be equipped with bars/heavy wire mesh to prevent intrusion.

c. Walls and ceilings must be constructed to prevent forcible entry.

d. Mail delivery receptacles must be installed to prevent access to/from other receptacles or a customer service window.

#### 10. Key/Combinations Control

a. The Unit Mail Officer shall be the custodian of the UMR keys. A list of individuals issued a key must be maintained in a key control log. Strictly control and safeguard the keys at all times. The primary Unit Mail Clerk must annotate the date/time key is received and returned with signature. The key must be return to the Unit Mail Officer daily for proper storage. At no time shall the Unit Mail Clerk be authorized to keep the UMR key overnight.

b. Maintain a separate key control log to transfer the key to another designated Unit Mail Clerk. This key control log must be kept in the UMR.

c. The duplicate key(s) or combination to the UMR shall be sealed in a plain envelope or a PS Form 3977, Duplicate Key Envelope (Figure 3-5). A PS Form 3977 can be obtained through the serving MPO.

(1) Prior to sealing the duplicate key or combination in the envelope ensure they work properly. The Unit Mail Officer and designated Unit Mail Clerk must seal/sign across the back flap of the envelope.

(2) The Unit Mail Officer and designated Unit Mail Clerk shall endorse the front of the envelope to show its contents and date sealed. PS Form 3977 must be kept in a safe that is controlled by the Unit Mail Officer or designated representative.

d. A new PS Form 3977 shall be prepared when the duplicate key or combination is used. The Unit Mail Officer or designated representative holding the duplicate keys must sign the key log book to indicate the date received and returned.

#### 11. Mail Transportation

a. Use a closed-body government vehicle equipped with lockable doors to transport mail to and from the serving MPO. When other types of government vehicles are used, Unit Mail Clerks/Orderlies shall ride in the mail hold compartment and maintain visual contact with the mail. Always protect the mail from inclement weather.

b. Privately owned vehicles (POVs) shall not be used to transport unit mail. Commanders can request a written temporary POV authorization to the MCPO/MPO Supervisor. The use of POVs to transport mail must not be a routine or permanent standing operating procedure. It is the command's responsibility to coordinate and obtain a government vehicle to meet the mail transportation requirement.

c. Passengers not authorized to handle mail must not have access to the mail during vehicle transport.

d. USPS equipment e.g., letter trays, flat bins, etc., shall only be used to transport mail. USPS equipment shall be returned to the serving MPO when not in use.

#### 12. Mail Privacy

a. The privacy of mail and mail records must not be violated. Unit Mail Clerks/Orderlies shall not break the seal of any mail matter. Information about mail or mail records must not be released without authorization. Requests for information shall be referred to the Unit Mail Officer.

b. Personal addresses are privileged information and shall not be divulged to anyone except in the course of official business.

#### 13. Outside of Continental United States (OCONUS) Emergency Destruction of Mail/Records

a. Destruction plans must include instructions for disposing of mail and equipment in emergencies involving danger or capture, as follows:

(1) When sufficient advanced warning is received:

(a) Deliver to addressee or dispatch mail on hand to the nearest postal facility by the safest and most expeditious means available.

(b) Suspend operations and transport mail handling effects and supplies to a safe area.



(2) When there is no advance warning. Destroy the mail in the following order:

- (a) Official registered mail.
- (b) Directory service records.
- (c) Other accountable mail.
- (d) All remaining mail.
- (e) Other records, equipment, mail sacks, furniture, etc.

b. Unit Mail Officer or Assistant Unit Mail Officer shall witness the destruction of mail handling effects. When the assigned Unit Mail Officers are not available witnesses should include two officers, one officer and one senior enlisted person, or two enlisted personnel of any grade.

c. Personnel conducting emergency destruction must submit a list of items destroyed to the local MCPO no later than 24 hours after the incident.

#### 14. Unit Mailroom Inspections

a. The current IGMC FA Checklist, Postal Affairs (UMR) must be used to conduct the inspection requirement. The inspection checklist can be downloaded at the IGMC website. Inspections must not be routine to establish a trend.

b. Unit Mail Officers or Assistant Unit Mail Officers shall supervise the UMR daily and ensure the mail is handled correctly/promptly. Random and unannounced weekly inspections shall be conducted as required.

c. Weekly UMR inspection checklists may be destroyed after the unit has been inspected by a Marine Corps Postal Inspector. The quarterly UMR inspection checklist shall be kept on file in the UMR for two years.

d. Unit Mail Officers and Mail Clerks are required to validate the inspector's credentials prior to entry to the UMR. A Marine Corps Postal Inspector shall be identified by a NAVMC 11157, Marine Corps Postal Inspector identification card.

e. Marine Corps Postal Inspectors must conduct quarterly unannounced inspections of all UMRs utilizing the IGMC FA Checklist, Postal Affairs. Inspections of an effective rating can be briefed to the Commanding Officer or Executive Officer, if available. Inspections of an ineffective rating shall be briefed to the Commanding Officer or Executive Officer. Leadership non-availability shall require an appointment at the conclusion of the inspection.

f. An ineffective rating must require monthly inspections by the serving MPO. An effective rating shall be assigned once two consecutive effective ratings are received.

g. Commands not served by a Marine Corps MPO shall contact the host installation postal activity for support and guidance.

#### 15. Unit Mail Receipt

a. Postage Due (PD) and Collect On Delivery (COD) services are not available at UMRs. Should Unit Mail Clerks receive COD mail at the UMR, they must return this mail to the serving MPO for processing. Unit Mail Clerks shall handle PD as regular mail.

b. Unit Mail Clerks must ensure any single/close bag damaged articles are properly rewrapped. Every effort shall be made to match articles found loose with their original envelopes or wrappers. Return unmatched articles to the serving MPO.

c. Unit Mail Clerks must endorse damaged articles, Received in damaged condition. Annotate date of receipt, clerk's initials, and identify the unit repairing the article.

d. Unit Mail Clerks are required to date stamp the reverse side of the mail articles received. The UMR must return daily or the next business day all rework/redirect mail to the serving MPO for proper disposition. Mail shall not be held for more than 24 hours, not including weekends and holidays, without proper supporting documentation.

e. The UMR must maintain a daily mail delivery receipt log for the Mail Orderlies. The mail delivery receipt log annotations must match assigned section, DD Form 285, and DD Form 2260. The mail receipt log sheet shall be kept for 1 year and then destroyed. The mail receipt log must contain the following information:

(1) Section

(2) Date and Time

(3) Printed last and first name of Mail Orderly

(4) Signature of Mail Orderly

(5) Remark section for reasons of non-delivery e.g., no mail, no pick up, section day off, etc.

f. Mail Orderlies must pick up mail at the designated time daily. Mail Orderlies shall return all undeliverable mail to the UMR daily. Supporting documentation e.g., TAD, annual leave, etc., shall be provided stating the reason for mail non-delivery. Mail Orderlies must not make endorsements on the mail.

#### 16. Personal Mail Delivery

a. Recently transferred personnel not residing in the barracks may use their official mail address until they establish permanent quarters. They must notify their correspondents of a permanent personal mailing address within 90 days after joining the command. Any mail received after the 90 day period must be forwarded to the service member's residence, or be returned to sender with an appropriate endorsement.

b. Mail delivery to CONUS family housing/billeting shall be provided by the local USPS office. Prohibit the use of DoD personnel and resources to

duplicate services that USPS, by law or agreement, is obligated to provide, per reference (b).

c. Personal mail shall be hand delivered to the addressee. The addressee can provide written authorization to an individual to receipt for mail on his/her behalf. Mail delivery receptacles can be used to facilitate mail delivery.

d. Personal mail must never be left on racks, placed under doors, in/on desks, sent through guard mail, etc., to effect delivery. Personal mail may not be given to the addressee's NCOIC, roommate, squad leader, or any other individual for subsequent delivery.

e. Unit Mail Clerk personal mail shall not be opened, read, or stored in the UMR. Designated Mail Orderlies from his/her section must sign for the Unit Mail Clerk's mail and deliver as appropriate.

17. Mail Refused. Addressees may refuse mail that they do not want to receive. The addressee must endorse the front of the envelope or wrapper, Refused, with signature and date. If the addressee declines to make the endorsement, the Unit Mail Clerk/Orderly shall endorse the mail Refused by addressee, sign, date, and return it to the serving MPO.

18. Mail Open by Mistake. Mail opened by mistake must be re-sealed, endorsed Opened by Mistake, dated, and signed by the person who opened the mail piece. Mail delivery shall be corrected or returned to the serving MPO.

#### 19. Personal Accountable Mail Delivery

a. Addressees are responsible for picking up their own accountable mail. Addressees can authorize a responsible agent to pick up their personal accountable mail. Authorization is provided on reverse side of PS Form 3849 with annotated agent name and signature.

b. Unit Mail Clerks/Orderlies are not authorized to handle personal accountable mail. Unit Mail Clerks shall pick up a PS Form 3849, Deliver Notice/Reminder/Receipt, (Figure 3-6) from the serving MPO. Deliver PS Form 3849 to the responsible Mail Orderly or addressee.

c. A written request for an exception to policy must be submitted to the serving MACOM for approval.

#### 20. Official Mail/Official Accountable Mail Delivery

a. In accordance with reference (b), mail addressed with an office symbol, official title e.g., Supply Officer, First Sergeant, Commanding Officer, etc., must be delivered as official mail/official accountable mail. Deliver mail addressed to Commander of an individual as official mail/official accountable mail for the Commander.

b. Damaged items shall be repaired and endorsed by the serving MPO before delivery. Endorse damaged articles received in damaged condition. Annotate date of receipt, Postal Clerk initials, and MPO repairing the article.

c. Commanding Officers must designate in writing personnel e.g., Unit OMM, etc., authorized to receipt and open official mail, to include official

accountable mail addressed to the Commanding Officer (Figure 3-7). Official mail/official accountable mail must not be opened in the UMR under any circumstance.

d. Unit Mail Clerks/Orderlies shall not be authorized agents on the designation letter to receipt and open official mail/official accountable mail.

e. The authorization letter must be signed by the current Commanding Officer. By Direction authority is not authorized. The authorization letter must contain a sample signature of all individuals authorized.

f. Separate letters may authorize more than one individual for each type of mail. However, any changes to an authorization letter shall void the authority and require a new authorization letter. Authorization letters must be maintained for two years after cancellation in the UMR files.

g. A chain of delivery receipts shall cover all accountable mail. The Unit Mail Clerk must be able to account for all accountable mail. Accountability shall be provided by physical possession of article, or by showing delivery of article to authorized agent.

h. The serving post office shall prepare a PS Form 3883, Firm Delivery Receipt for Accountable and Bulk Delivery Mail (Figure 3-8). The MPO or serving post office must retain the original copy. The Unit Mail Clerk shall receive a copy with the mail piece. The Unit Mail Clerk shall ensure the accountable mail pieces are listed on PS Form 3883 and are in good delivery condition. PS Forms 3883 must be retained in the UMR for two years.

i. The Unit Mail Clerk shall prepare for delivery accountable mail items on a new PS Form 3883 or logbook that similarly captures the delivery details of the accountable mail e.g., registered mail, article number, etc. The Unit Mail Clerk must annotate date delivered, delivered by, authorized agent's printed name, and signature.

j. Official accountable mail stored in the UMR overnight must have an approved security container that meets the SECRET requirements, per reference (p). UMRs that do not meet the requirement must return all undelivered official accountable mail on PS Form 3883 daily to the serving MPO.

k. The Unit Mail Officer must initial daily each PS Form 3883 for effective delivery verification. A transfer of accountable mail to subsequent Unit Mail Clerk must require delivery on PS Form 3883. A new PS Form 3883 shall be prepared to make effective delivery to an authorized agent.

21. Absentee Balloting Materials. All voting materials must be processed per the current voting action/support plan. The processing of absentee ballots shall be given special attention and must be handled in the most expeditious manner. UMRs must provide immediate directory service to voting and balloting material.

22. Mail Collection. Personal mail shall be tendered for mailing at a local post office or USPS mail collection box. Remote units can submit a written collection wavier to the MCPO/MPO Supervisor or local USPS Postmaster. A detailed description of problem and solution must be provided in the request.

23. Directory Service. Directory service is provided to maintain the proper disposition of U.S. mail received by the command. An accurate and timely directory service is an important mail handling responsibility. The command must ensure all personnel check in/out of the UMR. Service members must provide current directory file information to the UMR when checking in/out.

24. Directory Service Program

a. The Directory Service Program can be used in lieu of a database or Directory File Card System. Access to the Directory Service Program shall be provided by the serving MPO.

b. A USPS COA, PS Form 3575 or Notice of COA, OPNAV 5110/5 shall be maintained on file when using the Directory Service Program.

c. The use of a directory file database must be able to provide a history of individuals no longer with the installation/unit. A directory file database must be accurately maintained and backed up weekly.

d. Directory mail must not be processed outside the UMR.

25. Directory File Card System

a. All personnel attached to the command must complete a NAVMC 10572, Directory File Card (DFC).

b. The DFC information can be extracted from Marine Corps Total Force Structure records to maintain an accurate DFC system. DFCs shall be utilized as follows:

(1) When a service member checks in, enter the following information on the DFC; last name, first name, middle initial, grade, Electronic Data Interchange Personal Identifier (EDIPI), unit joined from address, date, and assigned unit/section (Figure 3-9). DFCs must be filed alphabetically.

(2) Temporary changes in status are recorded in the appropriate spaces on the DFC. Temporary changes such as temporary additional duty (TAD), sick (SK), unauthorized absence (UA), confinement (CONF), or in hands of civilian authorities (IHCA) are entered when applicable. Leave entries are not required on the DFC.

(3) When a service member checks out, enter the following information on the DFC; new military address, signature, date, estimated date of arrival (EDA), and home address. When a service member cannot or does not provide a forwarding address, refer to the unit dairy. A unit diary number must be entered on the card to indicate source of information to forward mail (Figure 3-10). The unit diary shall only be used to forward mail to a military address.

(4) A COA received must be reconciled with the DFC or database. Annotate new address in the new duty station block of the DFC.

(5) For large size addresses annotate, See COA, in new duty station block. Staple or tape COA containing old unit address, new address, signature, and date on back of DFC (Figure 3-11).

(6) Retain COA for a DFC database. This procedure certifies and guarantees the COA by the service member's signature.

c. Retention Periods

(1) UMRs must retain the DFC/COAs for 12 months after detachment of all permanently assigned service members. The discard date is the 13 month of departure. For example, if a permanently assigned service member departs during October 2025, the discard date would be November 2026.

(2) DFCs for service members in a temporary status of six months or less shall be maintained for six months after the service member's departure. For example, if a service member has orders to attend a 4-month school and departs during October 2025, the discard date would be May 2026.

(3) The Unit Mail Clerk must purge the DFC/COA during the first week of each month. Destroy cards containing a discard date for that month.

26. Processing Directory Mail

a. Undeliverable-As-Addressed Mail. UMRs shall provide directory service to all UAA mail. Each piece of mail must be endorsed by the UMR with the reason (Figure 3-12). Absentee balloting materials must be tied or placed on top of letter bundles or in the front face of tray. Processed UAA must be returned to the MPO for further disposition.

b. Transferred Personnel. All service members are required to check out with the UMR. Service members must provide a forwarding address or instructions on how to handle mail received after transfer. Failure to do so may result in the delay of forwarding or delivery of their mail.

(1) Readdress mail for transferred personnel by drawing a diagonal line through the incorrect portion of the address, and place the correct address to the right of the original address.

(2) Block barcode information on front/back of mail piece.

(3) The Unit Mail Clerk shall place on the backside of the mail piece the endorsement FORWARDED or FWD along with the date, unit, and the Unit Mail Clerk's initials.

(4) Example - FWD/DATE/UNIT/UNIT MAIL CLERK'S INITIALS

c. No Record. Mail received with no record available must be returned to sender.

(1) The Unit Mail Clerk shall draw a diagonal line through the incorrect portion of the address.

(2) Block barcode information on front/back of mail piece.

(3) The Unit Mail Clerk shall place on the backside of the mail piece the endorsement NO RECORD or NR along with the date, unit, and the Unit Mail Clerk's initials.

(4) Example - NR/DATE/UNIT/UNIT MAIL CLERK'S INITIALS

d. Missent Mail. Mail inadvertently received for another unit is considered missent mail.

(1) The Unit Mail Clerk must not make any markings to the front of the mail.

(2) The Unit Mail Clerk shall place on the backside of the mail piece the endorsement MISSENT or MS along with the date, unit, and the Unit Mail Clerk's initials.

(3) Example - MS/DATE/UNIT/UNIT MAIL CLERK'S INITIALS

e. Deserters. Mail for personnel in an unauthorized absent status must be held in the unit UMR with a Mail Disposition Form (Figure 3-13).

(1) When a service member is declared a deserter, the unit diary must be used as the source document for the below DFC annotations.

(2) The Unit Mail Clerk shall enter the unit diary number in the appropriate block.

(3) Annotate Deserter in the new duty station block. Enter the desertion date and discard date.

(4) Block barcode information on front/back of mail piece.

(5) Endorse all mail by drawing a diagonal line through the portion of the address.

(6) In no case shall the UMR endorse any mail to indicate that the individual is a deserter.

(7) The Unit Mail Clerk shall place on back side of the mail piece the endorsement MOVED LEFT NO ADDRESS or MLNA along with the date, unit, and the Unit Mail Clerk's initials:

(8) Example - MLNA/DATE/UNIT/UNIT MAIL CLERK'S INITIALS

f. Correctional Facility. Mail for confined personnel must be process in the same manner as transferred personnel. Follow transferred personnel procedures.

(1) The forwarding address must show a post office receptacle number, building number, or other identifier that may be applicable.

(2) In no case shall the UMR endorse any mail to indicate that the individual is confined.

(3) Correctional facilities must process mail for personnel confined in accordance with Department of the Navy, Corrections Manual (SECNAVINST 1640.9C).

g. In Hands of Civilian Authorities. Enclose mail in an official mail envelope addressed to the person in charge of the facility. Include a letter of explanation from the command.

h. Handling Mail for Casualties

(1) Under no circumstances shall mail for casualties be returned to sender, or forwarded to next of kin without official verification.

(2) This mail may be held as long as necessary to preclude inadvertent disclosure of casualty status.

(3) The Personal Casualty Report must be used as the official source document.

(4) The Unit Mail Officer must fill out a Mail Disposition Form (Figure 3-13) with appropriate source information.

(5) In no case shall the UMR endorse any mail to indicate that the individual is a casualty.

(6) The serving MPO must hold, forward, or return mail per the official mail disposition instructions.

i. TAD/Annual Leave

(1) Personnel temporarily absent or departing on leave shall provide a complete Mail Disposition Form or DD Form 2258, Temporary Mail Disposition Instructions, to the UMR.

(2) Appropriate signatures are required to hold/forward mail during TAD/leave periods.

(3) Mail for personnel TAD or leave less than 30 days shall be held in the UMR.

(4) Mail for personnel TAD or leave greater than 30 days can be forwarded one week prior to the designated return date, unless otherwise requested. This shall allow ample time to effect delivery of the mail being forwarded prior to returning to the unit.

(5) Service members may choose to have their mail held in the UMR while TAD, greater than 30 days but not more than 60 days.

(6) Mail held past 60 days for personnel in a TAD status must be returned to the MPO for further disposition.

(7) Appropriate form/source documents shall be retained for hold mail status and disposed when service members return from TAD/leave.

(8) A morning report may be used to hold mail when a Mail Disposition Form/DD 2258 has not been provided.

j. Personnel Due to Arrive

(1) Endorse the mail with the arrival date and hold mail for 15 days past the anticipated arrival date.

(2) If there is no arrival date, but there is an official indication of arrival, hold the mail for 30 days.

(3) Screen hold mail weekly against the directory and annotate appropriately.



27. Unit Deactivation

a. Written notification must be provided to the serving MPO for unit deactivation.

b. Notification shall include last day of mail pickup, UMR final inspection, close date, and responsible command to provide directory service.

c. Deactivated units must transfer directory files to responsible command.

d. Responsible command shall provide directory service for 60 days after unit deactivation.

e. Mail received for the deactivated unit after the 60 day service must be returned to sender and endorsed as No Record, Unit Deactivated.

28. Deploying Units Mail Routing Request

a. Unit Mail Officers shall submit a mail routing request (Figure 3-14) to the serving MPO 30 days prior to a unit deployment.

b. The MPO must provide a deployed mailing address and MHP no earlier than 20 days from the estimated date of departure.

c. Under no circumstance shall a unit utilized another unit's deploying or sister service address in order to circumvent the 20 day policy. Unauthorized actions cause mail delays and returns.

d. Contact the serving MPO for further guidance on procedures for deploying units.

e. The Unit Mail Officer is responsible to distribute the MHP to supporting units.

(Organization Heading)

5110  
Code  
Date

From: Commanding Officer, Unit Name  
 To: Lance Corporal John D. Doe EDIPI: 0000000000/XXXX USMC  
 Subj: APPOINTMENT AS (UNIT MAIL CLERK OR MAIL ORDERLY)  
 Ref: (a) DoD Postal Manual  
 (b) MCO 5110.4B

1. In accordance with the references, you are hereby appointed as the (Unit Mail Clerk or Mail Orderly) for (unit or section name) with all duties and responsibilities as assigned abiding by federal law, United States Postal Service, Department of Defense, and Marine Corps rules/regulations. As (Unit Mail Clerk or Mail Orderly) you must preserve and protect the mail in your custody from unauthorized opening, inspection, tampering, delay, reading of contents/covers, damage, destruction, or other unauthorized acts. Any postal person committing or allowing any of these unauthorized acts is subject to administrative discipline and/or criminal prosecution.

2. Appointee Mail Authorization: (Official All, Official Except Accountable, Personal Except Accountable)

3. This authority is cancelled upon your transfer from this command or unless sooner revoked.

*I.M. Commanding*  
 I.M. COMMANDING

---

ACKNOWLEDGEMENT OF APPOINTMENT

From: Lance Corporal John D. Doe  
 To: Commanding Officer, Unit Name  
 Subj: APPOINTMENT AS (UNIT MAIL CLERK OR MAIL ORDERLY)

1. I acknowledge my appointment and shall faithfully discharge the duties associated with this designation. I understand that it is a crime, punishable by fine or imprisonment, or both, to knowingly or willfully obstruct or delay the mail, to steal or attempt to steal mail of any kind, even if it appears to be of no value, or to allow others to do so.

2. As a (Unit Mail Clerk or Mail Orderly) I understand that I may be held pecuniary liable for any losses.

*John D. Doe*  
 J. D. DOE

Copy to:  
 Individual  
 Unit Mailroom  
 Post Office

Figure 3-1.--Sample of Appointment Letter for Unit Personnel



## Your Role in Protecting the Security of the United States Mail

As a Postal Service employee you must preserve and protect the security of all mail in your custody from unauthorized opening, inspection, tampering, delay, reading of the contents or covers, or other unauthorized acts. With few exceptions, no one, except those employed by the Postal Service for that purpose (such as in the Dead Mail offices), may break or permit the breaking of the seals of any class mail matter without a federal search warrant, even though it may contain criminal or otherwise nonmailable matter, or would furnish evidence of the commission of a crime. Any postal employee committing or allowing any of these unauthorized acts is subject to administrative discipline and/or criminal prosecution. Mail security instructions are contained in section 115 of the *Domestic Mail Manual*.

Various federal laws provide for criminal penalties for the theft, delay, desertion, destruction, or obstruction of U.S. Mail. Title 18, United States Code, Section 1709, *Theft of Mail Matter by Officer or Employee*, states:

"Whoever, being a Postal Service officer or employee, embezzles any letter, postal card, package, bag, or mail, or any article or thing contained therein entrusted to him or which comes into his possession intended to be conveyed by mail, or carried or delivered by any carrier, messenger, agent, or other person employed in any department of the Postal Service, or forwarded through or delivered from any post office or station thereof established by authority of the Postmaster General or of the Postal Service; or steals, abstracts, or removes from any such letter, package, bag, or mail, any article or thing contained therein, shall be fined not more than \$2,000 or imprisoned not more than five years, or both."

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### Acknowledgment

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I understand that it is my duty to report immediately to my supervisor or to a Postal Inspector any information I may have of any theft, pilferage, unlawful delay of mail, or evidence of intent to commit such a crime. I fully understand that it is a crime, punishable by fine or imprisonment, or both, to knowingly or willfully obstruct or delay the mail, or to steal or attempt to steal mail of any kind, even if it appears to be worthless, or to allow others to do so. My signature below indicates that I have read and fully understand the above and I will comply.

---

Signature of Employee

---

Date

---

PS Form **8139**, October 1992

Figure 3-2.--Sample of PS Form 8139, Your Role in Protecting the Security of the United States Mail

Name _____	Card Number _____
<b>MAIL ORDERLY</b> <b><u>STATEMENT OF UNDERSTANDING</u></b>	
<b>1. GENERAL INFORMATION</b>  <p>a. With my appointment as an authorized agent to receipt for mail on a DD Form 285 or Letter of Authorization. I understand that I am a direct representative of the Military Postal Service and, as such, have been entrusted with the responsibilities associated with the daily handling and delivery of U. S. Mail to the members of my section. Personnel appointed as a mail orderly must meet strict eligibility criteria and clearly demonstrate the highest levels of trustworthiness and integrity at all times.</p> <p>b. I understand that I am legally bound to perform my duties in strict accordance with this Statement of Understanding. Further, I understand that I am morally obligated to my fellow section members, to perform my duties in a highly proficient and professional manner at all times. I have been advised and fully understand that my failure to strictly adhere to the regulations, which govern the handling and delivery of U. S. Mail, will not be tolerated and punishable under Uniform Code Of Military Justice. I understand that if I commit offenses against the U. S. Mails, I am subject to Federal prosecution under U. S. Code, Title 18.</p>	
<b>2. SECURITY / PROTECTION OF MAIL</b>  <p>a. The DD Form 285 (Appointment of a Mail Orderly) is a carefully controlled item, and will be maintained at the serving mailroom. If there is any change to those authorized to receipt for mail on a DD form 285, a new DD Form 285 and a new statement of understanding must be completed and submitted to the serving unit mailroom. If any named individuals appointed on a DD Form 285 transfers or gets reassigned to another section it must be reported to the serving unit mailroom and a new DD Form 285 will be issued. All new DD Form 285's will supersede the form on hand at the unit mailroom. If an individual executes PCS orders to a new command, then that DD Form 285 must be turned into the serving mailroom and the card becomes revoked and the individual can no longer pick up mail for that section.</p> <p>b. All appointed personnel must handle all U.S. Mail entrusted to them in a safe and secure manner at all times. They will be held responsible for any loss or damage caused by their failure to properly handle and deliver the mail entrusted to them. Specifically, they must</p> <ol style="list-style-type: none"> <li>(1) Handle /transport mail in a safe and secure manner until proper delivery has been accomplished.</li> <li>(2) Carefully guard all mail in their custody against loss, theft, or damage, and prevent access to the mail in their custody by unauthorized individuals. They must never leave U. S. Mail unattended.</li> <li>(3) During inclement weather, they must take all necessary precautions to protect the mail from water damage, as U.S. mailbags are not waterproof.</li> <li>(4) They must never transport mail in a private owned vehicle (POV), except in emergency situations with prior approval of the Consolidated Post Office, Postal Officer.</li> </ol> <p>c. They must never violate the sanctity or private nature of U.S. Mail and postal records specifically, they must never;</p> <ol style="list-style-type: none"> <li>(1) Break or allow to be broken, the seal of any mail matter.</li> <li>(2) Read or allow others to read magazines, newspapers or other mail matter addressed to the members of their section.</li> <li>(3) Remove stamps or other forms of postage from the mail entrusted to them for delivery.</li> <li>(4) Make any record, written or otherwise, of any information (originators name, return address, etc.) contained on any piece of mail for any purpose.</li> <li>(5) Release any information regarding mail or postal records (including personal or home addresses, names and/or addresses of correspondents, etc.) to any individual for any purpose. They will refer all inquiries and requests for such information to the Consolidated Post Office, Postal Officer.</li> </ol> <p>d. They must report any known or suspected postal related offenses to the Unit Postal Officer immediately.</p>	
<b>3. RECEIPT OF MAIL</b>  <p>a. They must understand that they must report to the serving mailroom every workday in accordance with the schedule established by that command, to receipt for incoming mail for the members of their section. If for any reason they are unable to fulfill this daily requirement, they must ensure that another appointed individual from the section does so</p> <p>b. When receiving mail for their section, they must carefully screen all mail received, immediately remove all mis-sent mail, accountable mail and any official mail whose delivery address includes a billet title and return it to the Mail Clerk prior to leaving the vicinity of the serving unit mailroom.</p>	

Figure 3-3.--Sample of Mail Orderly Statement of Understanding



c. At the time that they accept custody of the mail from the serving unit mailroom each day, they must print the current date, print their full name, signature on the Unit/Mail Clerk Receipt Log in a neat and legible manner, to officially certify that they have received the mail for their section and that they are responsible for its safe, secure, efficient, and proper handling and delivery.

d. If no mail is available for their section at the designated time, they will note this fact on the Unit/Mail Clerk Receipt Log and sign /date the entry.

e. To assist in the timely and efficient delivery/forwarding of mail, they must make every effort to know every member of their section and what their current status is each day (TAD, on leave, UA, hospitalized, special liberty, transferred, secured early, etc.). They may use up-to-date rosters, morning reports and other official source documents to accomplish this.

#### 4. HANDLING AND DELIVERY OF PERSONAL MAIL

a. DD Form 285 authorizes them to receipt for, handle, and deliver all forms of non-accountable personal mail addressed to the members of their section. They must understand that they are not authorized to handle or deliver personal accountable mail (registered, numbered insured, certified, and express). Any personal accountable mail that they may inadvertently receive from the mailroom must be **immediately** returned.

b. They must **personally deliver** all non-accountable personal mail that they receive from the serving unit mailroom, **directly to the individual** it is addressed to on the **same day** they receive it. Personal mail must never be left on racks, under doors, in or on desks, sent through guard mail, etc., in order to effect delivery. Likewise, personal mail may not be given to the addressee's OIC/NC OIC, roommate, squad leader, or any other individual for subsequent delivery to the addressee; unless that individual has been authorized by the addressee in writing to receipt for mail on his or her behalf. Proper delivery occurs when custody of a piece of U.S. mail is directly passed from the hand of the appointed individual to the hand of the addressee, or to the hand of an agent which the addressee has authorized in writing to receipt for mail, and then only after the identity of the addressee/agent has been properly verified.

c. They must **personally deliver** all PS Forms 3849 (Notice of Personal Accountable Mail) **directly to the addressee** as early as possible on the date they receive them. PS Form 3849 shall be treated/handled in the same manner as personal mail with regard to security and delivery procedures.

d. Any personal mail or PS Form 3849's that cannot be properly delivered as described above, are considered "undeliverable." As a authorized agent, they are **not authorized** to retain undeliverable personal mail overnight; therefore, all personal mail and PS Form 3849's which cannot be personally delivered to the addressee, **must** be returned to the serving unit mailroom for overnight storage or forwarding as appropriate, **on the same day** they receive them. When returning undeliverable personal mail and PS Form 3849's to the serving unit mailroom, they must provide the unit mailroom with written documentation (i.e., post-it note or other documentation) indicating the reason for non-delivery. They **must** never deface any piece of mail by writing directly onto it for any reason.

e. When delivering mail to the addressee, they must advise all personnel not using a correct and complete address to immediately notify their correspondents (preferably in writing) as to their correct mailing address.

5. **HANDLING AND DELIVERY OF OFFICIAL MAIL.** They must further understand that they are **NOT AUTHORIZED** to receipt for, handle, or deliver any form of official accountable mail (registered, express, numbered insured, return receipt for merchandise or certified). Official mail, which is addressed, to an individual by billet/duty title, (i.e., Legal Officer, Adjutant, Supply Chief, First Sergeant, Training NCO, etc.) may be delivered along with the sections mail. Any official mail that they **cannot deliver** on the date of receipt **must be returned** to the serving mailroom **immediately**, on the same day. The mail **may not be held over night** by the unit mail orderly.

6. **CERTIFICATION.** By my signature hereon, I certify that I have read this Statement of Understanding and fully understand my duties and responsibilities as outlined herein. Further, I have been personally briefed by my Section OIC/SNC OIC or Supervisor with regard to my duties and responsibilities, and fully understand the consequences of my failure to perform them precisely as described above. I have received a copy of this Statement of Understanding to guide me in the daily performance of my duties as an authorized mail orderly for this section.

---

UNIT MAIL OFFICERS  
PRINTED RANK/NAME

---

UNIT MAIL ORDERLY'S  
PRINTED RANK/NAME

---

UNIT MAIL OFFICERS  
SIGNATURE & DATE

---

UNIT MAIL ORDERLY'S  
SIGNATURE & DATE

Figure 3-3.--Sample of Mail Orderly Statement of Understanding--Continued

<h1>MAILROOM</h1>		
<b>NO ADMITTANCE EXCEPT TO AUTHORIZED PERSONNEL</b>		
<b>MAIL CALL</b>		
<b>DAILY</b>	<b>SATURDAY</b>	<b>SUNDAY &amp; HOLIDAYS</b>
<b>0800-1000 1300-1500</b>	<b>N/A</b>	<b>N/A</b>
<b>THIS NOTICE IS TO BE ATTACHED TO MAILROOMS</b>		
<b>DD Form 1115, MAR 56</b>		
<b>CPL JOEY L MARINE 24<sup>TH</sup> MEU (YOUR SECTION) PSC BOX 20083 CAMP LEJEUNE NC 28542-0083</b>		<b>COMMANDING OFFICER ATTN: YOUR SECTION 24<sup>TH</sup> MEU PSC BOX 20083 CAMP LEJEUNE NC 28542-0083</b>

Figure 3-4.--Sample of DD Form 1115, Mailroom No Admittance Except to Authorized Personnel

EMPLOYEE (Print Last Name, First Name and Middle Initial)				<p>INSTRUCTIONS: After enclosing the duplicate keys, the employee to whom assigned and the witness to the sealing of the envelope by the employee shall sign across both flaps on the back of the envelope. A distinct and legible postmark should be affixed across both envelope flaps. Envelope containing duplicate keys shall be assigned to the appropriate supervisor, who will be held personally responsible for their protection.</p> <p>If necessary to temporarily withdraw keys for use by the employee to whom assigned, this envelope shall be opened by the employee in the presence of a witness, endorsed by both, dated and preserved. When the keys are returned, the opened envelope should be discarded and a new envelope prepared.</p> <p>If necessary to have access to a receptacle assigned to an employee absent from duty, the supervisor responsible for the duplicate key will withdraw the keys from this envelope in the presence of one of the designated witnesses, and each will endorse this envelope to show date and reason for withdrawing the keys. An inventory of the credit thus made accessible shall be made and certified by the supervisor, or other designated employee, and the witness and maintained by the supervisor together with the opened envelope. (See Section 378, Handbook F-1).</p>
OPERATING UNIT				
<b>CLB-31</b>				
EQUIPMENT	NO.	NO. KEYS	SERIAL NO.	
CASH DRAWER				
<i>Mailroom</i>		<b>1</b>	<b>64125</b>	
STAMP CABINET				
SAFE COMPARTMENT				
ENVELOPE DRAWER				
DESIGNATED WITNESS (Print)				
<b>1. I. M. POSTAL OFFICER</b>				
<b>2. I. M. MAIL CLERK</b>				

DUPLICATE KEY ENVELOPE

3977

PS Form  
Oct 1979

(FRONT)



<i>I. M. Mailclerk</i> (Mail Clerk's Signature and Date)	<i>I. M. Postal Officer</i> (Postal Officer or Asst PO Signature and Date)
---	---

(BACK)

Figure 3-5.--Sample of PS Form 3977, Duplicate Key Envelope

United States Postal Service®		Today's Date <b>15 May 2025</b>	Sender's Name
<b>Sorry We Missed You! We Deliver for You</b>			
Item is at: ____ Post Office (See back)	Available for Pick-Up After  Date: _____ Time: _____	<b>We will redeliver or you or your agent can pick up. See reverse.</b>	
<input checked="" type="checkbox"/> <b>MPO Foster</b>			
<input type="checkbox"/> Letter <input type="checkbox"/> Large envelope, magazine, catalog, etc. <input checked="" type="checkbox"/> Parcel <input type="checkbox"/> Restricted Delivery <input type="checkbox"/> Perishable Item Other: _____	<b>For Delivery:</b> (Enter total number of items delivered by service type)  <b>For Notice Left:</b> (Check applicable item) <input type="checkbox"/> Express Mail® <input checked="" type="checkbox"/> Insured Mail <input type="checkbox"/> Certified Mail™ <input type="checkbox"/> Return Receipt for Merchandise <input type="checkbox"/> Firm Bill <input type="checkbox"/> Delivery Confirmation <input type="checkbox"/> Registered Mail™ <input type="checkbox"/> Signature Confirmation	<input type="checkbox"/> <b>If checked, you or your agent must be present at time of delivery to sign for item.</b> Article Number(s)  <p style="text-align: center;"><b>9407 1000 0000 0000 0000 00</b></p>	
Article Requiring Payment	Amount Due	Customer Name and Address	
<input type="checkbox"/> Postage Due <input type="checkbox"/> COD <input type="checkbox"/> Customs <input type="checkbox"/> <b>Final Notice:</b> Article will be returned to sender on _____	\$ _____	<b>LCpl John D Doe</b>  <b>H&amp;SBN UNIT 35002</b>	
		Delivered By and Date	
PS Form 3849, May 2008		<b>usps.com</b>	
		<b>Delivery Notice/Reminder/Receipt</b>	

(FRONT)

<b>We will redeliver OR you or your agent can pick up your mail at the Post Office. (Bring this form and proper ID. If your agent will pick up, sign below in item 2, and enter agent name here):</b>									
1.  a. Check all that apply in section 3; b. Sign in section 2 below; c. leave this notice where the carrier can see it.									
2. <b>Sign Here to authorize redelivery or to authorize an agent to sign for you:</b>									
3. <input type="checkbox"/> <b>Redeliver</b> (Enter day of week.): _____  (Allow at least two delivery days for redelivery, or go to usps.com/redelivery or call your Post Office to arrange redelivery.) <input type="checkbox"/> <b>Leave item at my address</b>  (Specify where to leave. Example: "porch," "side door." This option is not available if box is checked on the front requiring you signature at time of delivery.)	<b>Delivery Section</b> <table border="1" style="width: 100%;"> <tr> <td style="width: 20%;">Signature <b>X</b></td> <td></td> </tr> <tr> <td>Printed Name</td> <td></td> </tr> <tr> <td>Delivery Address</td> <td></td> </tr> </table>			Signature <b>X</b>		Printed Name		Delivery Address	
Signature <b>X</b>									
Printed Name									
Delivery Address									
									
<input type="checkbox"/> <b>Refused</b> <input type="checkbox"/> <b>Forward</b> <input type="checkbox"/> <b>Return</b>									
PS Form 3849, May 2008 (Reverse)		5293 0260 9515 4339							

(BACK)

Figure 3-6.--Sample of PS Form 3849, Delivery Notice/Reminder/Receipt



(Organization Heading)													
	SSIC Code Date												
<p>From: Commanding Officer, Unit Name</p> <p>To: Personnel authorized to receive and open all official mail to include official accountable mail.</p> <p>Subj: AUTHORIZATION TO RECEIPT/OPEN ALL OFFICIAL TO INCLUDE OFFICIAL ACCOUNTABLE MAIL</p> <p>1. You are authorized to receipt for and open all official mail to include official accountable mail addressed to the Commanding Officer, (name of organization).</p> <table> <tr> <th style="text-align: center;">NAME</th> <th style="text-align: center;">SIGNATURES</th> </tr> <tr> <td>(1) _____</td> <td>_____</td> </tr> <tr> <td>(2) _____</td> <td>_____</td> </tr> <tr> <td>(3) _____</td> <td>_____</td> </tr> <tr> <td>(4) _____</td> <td>_____</td> </tr> <tr> <td>(5) _____</td> <td>_____</td> </tr> </table> <p>2. This authority supersedes all previous authorizations.</p> <p style="text-align: center;"><b><i>I.M. Commanding</i></b> I.M. COMMANDING</p> <p>Signed copy to: Unit Mailroom</p>		NAME	SIGNATURES	(1) _____	_____	(2) _____	_____	(3) _____	_____	(4) _____	_____	(5) _____	_____
NAME	SIGNATURES												
(1) _____	_____												
(2) _____	_____												
(3) _____	_____												
(4) _____	_____												
(5) _____	_____												

Figure 3-7.--Sample of Letter of Authorization to Receipt/Open Official to include Official Accountable Mail


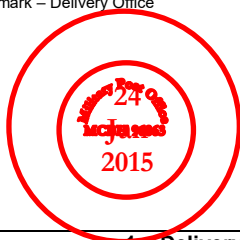
United States Postal Service®			 5199 9990 0007 3924 2721		
<b>Firm Delivery Receipt for Accountable and Bulk Delivery Mail</b>					
<input checked="" type="checkbox"/> Certified <input type="checkbox"/> COD		Delivery <input type="checkbox"/> Confirmation™ Service		<input type="checkbox"/> Express Mail® <input type="checkbox"/> Insured <input type="checkbox"/> Recorded Delivery <input type="checkbox"/> Registered	
				Return <input type="checkbox"/> Receipt for Merchandise Signature <input type="checkbox"/> Confirmation™ Service	
				Mail for/Bill Number  UNIT/001	
Article Number	* Code	Office of Origin (International)	Article Number	* Code	Office of Origin (International)
1. 7705123456789123		Quantico, VA	11.		
2.			12.		
3.			13.		
4.			14.		
5.			15.		
6.			16.		
7.			17.		
8.			18.		
9.			19. CLERK PRINT NAME:		
10.			20. CLERK SIGNATURE:		
* CODE: DC = Received In Damaged Condition. R = Return Receipt Requested. RS = Returned to Sender					
Date of Delivery  <b>150124</b> (Clerk/Carrier)  <b>Sgt Postal</b>		Number of pieces described above  <b>1</b>		<b>Recipient signs Form 3849</b>  ERM sites: send Form 3849 to CFS  MRM sites: send Form 3849 with form 3883	
Form 3849 Barcode Number				Postmark – Delivery Office  	
PS Form <b>3883</b> , February 2002					
♦ Follow proper scanning procedures for all articles.					

Figure 3-8.--Sample of PS Form 3883, Firm Delivery Receipt for Accountable and Bulk Delivery Mail

CUI (when filled in)		
USMC MAIL DIRECTORY FILE CARD		
Privacy Act Statement		
<p>In accordance with the Privacy Act of 1974 (Public Law 93-579), this notice informs you of the purpose for collection of information on this form. Please read it before completing the form.</p> <p><b>AUTHORITY:</b> 10 U.S.C. 5013, Secretary of the Navy; 10 U.S.C. 5041, Headquarters, Marine Corps; and E.O. 9397 (SSN), as amended, and SORN NM05000-2.</p> <p><b>PRINCIPAL PURPOSE:</b> The primary purpose of this form is to obtain information from Service Member to route or forward (directory) mail.</p> <p><b>ROUTINE USES:</b> Information will be accessed by USMC personnel with a need to know in order to meet the purpose. Information may be disclosed to individuals or organizations authorized to provide services to the individual. A complete list and explanation of the applicable routine uses is published in the authorizing SORN available at: <a href="https://dpcl.d.defense.gov/Privacy/SORNsindex/DOD-wide-SORN-Article-View/Article/570436/nm05000-2/">https://dpcl.d.defense.gov/Privacy/SORNsindex/DOD-wide-SORN-Article-View/Article/570436/nm05000-2/</a></p> <p><b>DISCLOSURE:</b> Providing information is voluntary; however, failure to complete the form will limit the routing or forwarding (directory) of mail.</p> <p><b>RECORD MANAGEMENT:</b> This form shall be managed in accordance with record schedule 1000-32, "Active Personnel Records (Temporary)" of SECNAV M-5210.1.</p>		
NAME (Last, First, Middle Initial)	GRADE	DISCARD DATE (Mo., Yr.)
Smith, John R.	CPL	
JOINED FROM	DATE	UNIT ASSIGNED
MCB Camp Butler	22 Oct 12	
	UD NO.	S-3
	38-12	
DROPPED (New duty station, home address, etc. – complete address with EDA)		
SIGNATURE (Required)	DATE	UD NO. (Only if no signature)
<p><b>NAVMC 10572 (11-21) (EF)</b> CUI (when filled in)</p> <p>(Previous editions are obsolete)</p> <p>Controlled by: USMC CUI Category: PRVCY LDC: DL ONLY POC: MFPrivacy@usmc.mil</p>		

(FRONT)

CUI (when filled in)					
TEMPORARY STATUS (TAD, SK, UA, CONF, IHCA)	TO DATE	FROM DATE	TEMPORARY STATUS (TAD, SK, UA, CONF, IHCA)	TO DATE	FROM DATE
	UD NO.	UD NO.		UD NO.	UD NO.

(BACK)

Figure 3-9.--Sample of NAVMC 10572, Directory File Card for Check In

CUI (when filled in)		
USMC MAIL DIRECTORY FILE CARD		
Privacy Act Statement		
<p>In accordance with the Privacy Act of 1974 (Public Law 93-579), this notice informs you of the purpose for collection of information on this form. Please read it before completing the form.</p> <p><b>AUTHORITY:</b> 10 U.S.C. 5013, Secretary of the Navy; 10 U.S.C. 5041, Headquarters, Marine Corps; and E.O. 9397 (SSN), as amended, and SORN NM05000-2.</p> <p><b>PRINCIPAL PURPOSE:</b> The primary purpose of this form is to obtain information from Service Member to route or forward (directory) mail.</p> <p><b>ROUTINE USES:</b> Information will be accessed by USMC personnel with a need to know in order to meet the purpose. Information may be disclosed to individuals or organizations authorized to provide services to the individual. A complete list and explanation of the applicable routine uses is published in the authorizing SORN available at: <a href="https://dpcl.d.defense.gov/Privacy/SORNsIndex/DOD-wide-SORN-Article-View/Article/570436/nm05000-2/">https://dpcl.d.defense.gov/Privacy/SORNsIndex/DOD-wide-SORN-Article-View/Article/570436/nm05000-2/</a></p> <p><b>DISCLOSURE:</b> Providing information is voluntary; however, failure to complete the form will limit the routing or forwarding (directory) of mail.</p> <p><b>RECORD MANAGEMENT:</b> This form shall be managed in accordance with record schedule 1000-32, "Active Personnel Records (Temporary)" of SECNAV M-5210.1.</p>		
NAME (Last, First, Middle Initial)	GRADE	DISCARD DATE (Mo., Yr.)
<b>Smith, John R.</b>	<b>CPL</b>	<b>Nov 15</b>
JOINED FROM	DATE	UNIT ASSIGNED
<b>MCB Camp Butler</b>	<b>22 Oct 12</b>	<b>S-3</b>
	UD NO.	
	<b>38-12</b>	
DROPPED (New duty station, home address, etc. – complete address with EDA)		
<b>EDA: 21 Nov 14</b>		
<b>H&amp;S Co H&amp;S BN (Supply)</b>		
<b>1st MLG Camp Pendleton, CA 92055</b>		
SIGNATURE (Required)	DATE	UD NO. (Only if no signature)
<i>John R. Smith</i>	<b>21 Oct 14</b>	
<p>NAVMC 10572 (11-21) (EF)</p> <p>(Previous editions are obsolete)</p>		
<p>CUI (when filled in)</p> <p>Controlled by: USMC CUI Category: PRVCY LDC: DL ONLY POC: MFPrivacy@usmc.mil</p>		

(FRONT)

CUI (when filled in)					
TEMPORARY STATUS (TAD, SK, UA, CONF, IHCA)	TO DATE	FROM DATE	TEMPORARY STATUS (TAD, SK, UA, CONF, IHCA)	TO DATE	FROM DATE
	UD NO.	UD NO.		UD NO.	UD NO.
<b>(SK) Room 26 Naval Hospital Camp Foster</b>	<b>8 Feb 08 39-08</b>	<b>2 Feb 08 33-08</b>			

(BACK)

Figure 3-10.--Sample of NAVMC 10572, Directory File Card for Check Out

CUI (when filled in)		
USMC MAIL DIRECTORY FILE CARD		
Privacy Act Statement		
<p>In accordance with the Privacy Act of 1974 (Public Law 93-579), this notice informs you of the purpose for collection of information on this form. Please read it before completing the form.</p> <p><b>AUTHORITY:</b> 10 U.S.C. 5013, Secretary of the Navy; 10 U.S.C. 5041, Headquarters, Marine Corps; and E.O. 9397 (SSN), as amended, and SORN NM05000-2.</p> <p><b>PRINCIPAL PURPOSE:</b> The primary purpose of this form is to obtain information from Service Member to route or forward (directory) mail.</p> <p><b>ROUTINE USES:</b> Information will be accessed by USMC personnel with a need to know in order to meet the purpose. Information may be disclosed to individuals or organizations authorized to provide services to the individual. A complete list and explanation of the applicable routine uses is published in the authorizing SORN available at: <a href="https://dpcld.defense.gov/Privacy/SORNsIndex/DOD-wide-SORN-Article-View/Article/570436/nm05000-2/">https://dpcld.defense.gov/Privacy/SORNsIndex/DOD-wide-SORN-Article-View/Article/570436/nm05000-2/</a></p> <p><b>DISCLOSURE:</b> Providing information is voluntary; however, failure to complete the form will limit the routing or forwarding (directory) of mail.</p> <p><b>RECORD MANAGEMENT:</b> This form shall be managed in accordance with record schedule 1000-32, "Active Personnel Records (Temporary)" of SECNAV M-5210.1.</p>		
NAME (Last, First, Middle Initial)	GRADE	DISCARD DATE (Mo., Yr.)
Smith, John R.	CPL	Nov 15
JOINED FROM	DATE	UNIT ASSIGNED
MCB Camp Butler	22 Oct 12	S-3
	UD NO.	
	38-12	
DROPPED (New duty station, home address, etc. – complete address with EDA) EDA: 21 Nov 14 <p style="text-align: center;"><b>"See CAC"</b></p> <del>H&amp;S Co H&amp;S BN (Supply)</del> <del>1st MLG Camp Pendleton, CA 92055</del>		
SIGNATURE (Required)	DATE	UD NO. (Only if no signature)
John R. Smith	21 Oct 14	
NAVMC 10572 (11-21) (EF) (Previous editions are obsolete)		
CUI (when filled in) Controlled by: USMC CUI Category: PRVCY LDC: DL ONLY POC: MFPrivacy@usmc.mil		

(FRONT)

CUI (when filled in)					
TEMPORARY STATUS (TAD, SK, UA, CONF, IHCA)	TO DATE	FROM DATE	TEMPORARY STATUS (TAD, SK, UA, CONF, IHCA)	TO DATE	FROM DATE
	UD NO.	UD NO.		UD NO.	UD NO.
Room 26 Naval Hospital Camp Lester	NEW ADDRESS (Consult SNDL for address)		OLD ADDRESS (Attach mailing label for publisher)		
	H&S BN Alpha Co. (S-3) BOX 555607 1st MLG Camp Pendleton, Ca. 92055-5607		H&S BN MCB (S-3) UNIT 35002 FPO AP 96379-5002		
	ESTIMATED REPORTING DATE		DEPENDENT'S NAME (If applicable)		
	21 November 2014		Connie J. Mary L. Tom E.		
	SIGNATURE John R. Smith				
	FORWARD SECOND CLASS MATTER FOR 60 DAYS		THIS SPACE FOR POSTAL CLERK		
	ITEM	YES	NO		
	MAGAZINES	X			
	NEWSPAPERS		X		

(BACK)

Figure 3-11.--Sample of NAVMC 10572, Directory File Card with Change of Address Card

**Ms. J.W. Smith  
24 Rock St.  
Anytown, TX 99999-0000**

**LCpl J.R. Smith  
~~H&S Co. H&S BN~~  
Camp Lejeune NC ~~28542-0125~~**

**3rd MLG  
UNIT 35010  
FPO AP 96373-5010**

(FRONT)

**FWD/150121/H&SBN/JDD**

**21  
Jan  
2015**

(BACK)

Figure 3-12.--Sample of Mail Requiring Directory Service

<b>MAIL DISPOSITION FORM</b>																		
(1) FULL NAME (Last, First, MI)	(2) RANK	(3) EDIPI	(4) SECTION															
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <div style="margin-bottom: 10px;"> <input type="checkbox"/> (5) <b>TAD (Temporary Additional Duty)</b> </div> <div style="margin-bottom: 10px;"> <input type="checkbox"/> (6) <b>UA (Unauthorized Absence)</b> </div> <div style="margin-bottom: 10px;"> <input type="checkbox"/> (7) <b>DESERTER (Must be run on the Diary)</b> </div> <div style="margin-bottom: 10px;"> <input type="checkbox"/> (8) <b>IHCA (In Hands of Civilian Authority)</b> </div> <div style="margin-bottom: 10px;"> <input type="checkbox"/> (9) <b>DECEASED</b> </div> <div style="margin-bottom: 10px;"> <input type="checkbox"/> (10) <b>HOSPITAL</b> </div> <div style="margin-bottom: 10px;"> <input type="checkbox"/> (11) <b>LEAVE</b> </div> </div> <div style="border: 1px solid black; padding: 2px;">           (12) SPECIAL INSTRUCTIONS:         </div> </div> <div style="width: 45%;"> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; height: 20px;"></td> <td style="width: 50%; height: 20px;"></td> </tr> <tr> <td style="font-size: 8px;">Unit Diary #</td> <td style="font-size: 8px;">DATE</td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> <tr> <td style="font-size: 8px;">Unit Diary #</td> <td style="font-size: 8px;">DATE</td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> <tr> <td style="font-size: 8px;">Unit Diary #</td> <td style="font-size: 8px;">DATE</td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> <tr> <td style="font-size: 8px;">Unit Diary #</td> <td style="font-size: 8px;">DATE</td> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> </table> </div>			Unit Diary #	DATE			Unit Diary #	DATE			Unit Diary #	DATE			Unit Diary #	DATE		
Unit Diary #	DATE																	
Unit Diary #	DATE																	
Unit Diary #	DATE																	
Unit Diary #	DATE																	

**(13) HOLD MAIL**  
 PERIODS COVERED

FROM:

TO:

Figure 3-13.--Sample of Mail Disposition Form

(Organization Heading)		5110 Code Date
<p>From: Commanding Officer, Unit Name</p> <p>To: MCPO, (Serving) Post Office</p> <p>Subj: MAIL ROUTING REQUEST</p> <p>Ref: (Local Postal Order)</p>		
<p>1. Per the reference, the following information is submitted:</p> <ul style="list-style-type: none"> <li>a. Departure date of advance party. _____</li> <li>b. Departure date of main body. _____</li> <li>c. Area of deployment. _____</li> <li>d. Name of exercise. _____</li> <li>e. Estimated date of return for advance party. _____</li> <li>f. Estimated date of return of main body. _____</li> <li>g. Classes of mail to be routed. _____</li> <li>h. Size of unit (Battalion, Company, Squadron, etc.) _____</li> <li>i. Name of platoon or detachment. (If applicable) _____</li> <li>j. Are any other units involved? _____</li> <li>k. When and where is the pre-deployment brief scheduled? _____</li> <li>l. Size of pre-deployment brief audience? _____</li> </ul> <p>Note: Schedule Postal in the first half of pre-deployment brief.</p>		
<p>2. Unit Mail Officer Point of Contact info.</p> <p>Name and rank _____, phone _____</p> <p>Unit Mail Officer e-mail: _____</p>		
<p><b><i>I.M. Commanding</i></b></p> <p>I.M. COMMANDING</p>		
<p>Signed copy to:</p> <p>Unit Mailroom</p>		

Figure 3-14.--Sample of Mail Routing Request



## Chapter 4

Postal Service Center (PSC)1. General Information

a. A PSC shall be provided to facilitate mail delivery via mail delivery receptacles.

b. All Marine Corps activities and supported organizations that operate a PSC must comply with references (b), (n), and this chapter.

2. Receptacle Assignment

a. Receptacles are assigned to personnel where USPS does not provide mail delivery service. Do not issue receptacles to military retirees who are not authorized MPO privileges or reside in the U.S.

b. Exceptions to policy may be granted via a written request to the MACOM. Request must contain duration and special circumstance that serves the best interest of the command. Receptacles are not authorized to be used for any private business venture.

c. Assign receptacle according to latest issue date to member/sponsor of the command authorized to receipt for mail through the MPS.

d. Record the member's name, date of receptacle issue, receptacle combination, and the combination change date on a DD Form 2262, Receptacle Record (Figure 4-1). Transfer the last entry of completed receptacle record to subsequent DD Form 2262, as required. DD Form 2262 must be retained for two years after last recorded close date.

e. A DD Form 2262 database may be maintained locally. The DD Form 2262 electronic data shall be protected under the conditions of the Privacy Act of 1974.

f. Record the member's name, rank, EDIPI and receptacle assignment date on the DFC. List the sponsored dependent names in DROPPED block, and annotate receptacle number in UNIT ASSIGNED block. File the DFC per the DFC system requirements.

g. Label the rear of each assigned receptacle with the member's name. Retirees or restricted service receptacles must be labeled with prefix or suffix (R).

h. The prefix or suffix (R) must be part of the address. Retirees must comply with local host nation customs restrictions and requirements.

i. Retirees are limited to a 16 ounce single mailing. A SOU of limited MPO privileges shall be signed by the retiree and filed at the MPO.

j. Provide the combination or key to the member on DD Form 2263, Mailing Address/Combination Notice (Figure 4-2), or similar notice. Advise the sponsor to memorize the combination and to read the general instructions on the form. The combination must not be given to anyone other than the member.

k. Rows of receptacles may be closed out if this simplifies casing the mail and the receptacles are not needed. Receptacle rows are closed out by attrition rather than receptacle reassignment.

### 3. Advanced Receptacle Issuance

a. An advance receptacle may be reserved/issued under the Sponsorship Program. Do not assign the receptacle earlier than 90 days prior to the first day of the reporting month.

b. Annotate DD Form 2258, Temporary Mail Disposition Instructions (Figure 4-3), with name, unit, estimated date of arrival, and point of contact/telephone number. Draw a red diagonal line across the face of the form to indicate arrival. Attach the DD Form 2258 to the receptacle.

c. If assignment is canceled reissue the receptacle. The combination/key does not have to be changed if they had never been given to the sponsor.

d. Issue mail receptacles only at the MPOs of assignment as indicated on PCS orders or housing area assignment.

e. The MPO may approve assignment exceptions when extenuating circumstances exist. The patron must furnish a letter of justification to the MPO stating the circumstance.

### 4. General Delivery Service

a. Provide general delivery service for members not expected to reside in barracks or quarters until a permanent quarters address is established.

b. General delivery service may not exceed 90 days after the residence is established.

c. General delivery mail must be delivered within 15 days of MPO receipt. Undelivered mail must be provided directory service i.e., personnel due to arrive, etc.

### 5. Receptacle Maintenance and Records

a. Coordinate receptacle numbering scheme with postal activity to maintain USPS addressing standards and avoid number duplication.

b. Do not make major repairs to receptacles. Facility Engineers are responsible for repairs.

c. Lubricate combination or key lock wheels with a small amount of powdered or flaked graphite on the moving parts of the lock.

d. Check the receptacle windows and doors frequently for damage.

e. Receptacles that cannot be secured/repaired shall be closed, and a new receptacle must be issued to the service member.

f. Maintain a separate DD Form 2262 for each receptacle. Keep separate files for active, unassigned, and inactive forms.

- (1) File forms for assigned receptacles numerically in active file.
- (2) File forms for unassigned receptacles pending final process numerically in a file marked, Do Not Issue.
- (3) Maintain an inactive file by the latest date closure for unassigned receptacles.

#### 6. Checking Assigned Receptacles

- a. PSC operations are required to back stamp each piece of mail prior to placement in receptacle. Check each assigned receptacle bi-weekly for excessive mail accumulation, old mail, or non-use. Contact member or command/section via source document for mail delay or mail disposition.
- b. Prepare a DD Form 2258 when service member status is received from other than the member e.g., 1stSgt, section OIC, Unit Mail Clerk, unit diary, morning report, etc. Provide point of contact/telephone number in the special instructions block (Figure 4-4). Hold the mail until the member provides disposition instructions. Annotate the DFC and process the mail according to the information received.
- c. If no information can be obtained and the mail is unclaimed for 30 days; return the mail to sender endorsed UNCLAIMED, close the receptacle, and annotate the DFC. Mail received after the receptacle has been closed shall be endorsed MOVED LEFT NO ADDRESS, and returned to sender.
- d. Do not reissue a receptacle to a former member unless proof of MPO privilege status is established. Receptacles must only be reissued to a member twice for failure to claim mail. If the sponsor fails to claim mail from the receptacle, close the receptacle, and provide general delivery service.

#### 7. Key/Combination Maintenance

- a. Change the key lock cylinder or combination when believed to be compromised and when a receptacle is closed.
- b. Closed receptacles shall be changed within 5 working days.
- c. Record the member's name, receptacle issue date, and serial number of the key or the combination on the DD Form 2262.
- d. Ensure an adequate supply of key lock cylinders are retained. Cylinders locks may be rotated with other separate nests of receptacles. Rotate cylinder locks from each nest every 3 months.
- e. Receptacles must be maintained without charge to the customer. Retain at least two duplicate keys for each receptacle. The combination entered on the DD Form 2262 is the only combination retained. Keep duplicate keys and combinations in a safe place out of the customer's reach.

#### 8. Receptacle Mail Delivery

- a. Place matter authorized by USPS or MPS in mail delivery receptacles.

b. Compare the name on the address with the name label on the receptacle before placing the mail in the receptacle. Validate mail piece delivery against the directory when address name and label do not match.

(1) Mail addressed to the Commanding Officer of an individual must be delivered as official mail to the Commanding Officer.

(2) Mail addressed to Commander of a receptacle number that does not contain an addressee name or unit designation, must be endorsed with INSUFFICIENT ADDRESS and returned to sender.

(3) Do not deliver mail addressed as occupant or resident of a receptacle number. Endorse it with INSUFFICIENT ADDRESS and return to sender.

c. Use PS Form 3907, Post Office Box Mail Pickup Notice (Figure 4-5), to notify customers of large mail items or excess mail accumulation. Prepare the form the same day the articles are received with receptacle number, date, and last name of the addressee. These forms may be laminated to conserve use. Draw a line through previous entries before reusing the forms. Electronic notification e.g., database, email, etc., may be used to notify customers for timely delivery of mail.

d. Use DD Form 2258 for marking receptacles of members who are absent temporarily. The member's signature authorizes appropriate mail disposition. Members may provide a written designation for other authorized member to receipt for their mail during a temporary absence.

(1) DD Form 2258 is not authorized for more than 90 days from the effective date. An absence of more than 90 days shall require a receptacle closure. Customers must provide a forwarding address for a 90 day or more absence. Assign a new receptacle to customer on return.

(2) There is no limit to the number of times a customer may use a DD Form 2258. However, using consecutive DD Forms 2258 for the purpose of holding mail in a receptacle for longer than 90 consecutive days is not authorized.

e. Members in a confined, UA, or alleged deceased status shall be annotated on DD Form 2258. Update member status as required or until receptacle is closed.

#### 9. Receptacle Withdrawal

a. Remove all mail from the receptacle and provide directory service.

b. Remove the name label and block the rear of the receptacle with PS Item 0-53A - Closures, Lockbox, Number 1 or other suitable device.

c. Remove the DD Form 2262 from the active file and record the date receptacle closed.

d. Record and change the key lock cylinder/combination.

RECEPTACLE RECORD		PS FORM 3801 DATA <input checked="" type="checkbox"/> ON FILE <input type="checkbox"/> NOT ON FILE		RECEPTACLE NUMBER 001	
NAME OF RECEPTACLE HOLDER (Last, First, MI)	DATE ISSUED (yr, mo, day)	RECEPTACLE COMBINATION	DATE CLOSED (yr, mo, day)	DATE COMBO CHANGED (yr, mo, day)	
KING, JOE P.	110915	51242	140914	140915	
MARINE, MARCUS J.	141005	53452			

FORM 82 JAN 2262    REPLACES AF FORM 1862 WHICH WILL BE USED

Figure 4-1.--Sample of DD Form 2262, Receptacle Record

MAILING ADDRESS/COMBINATION NOTICE
<p>1. Your Complete Mailing Address Is:</p> <p><b>PSC 557 BOX 3017</b>  <b>FPO AP 96379-3017</b></p> <p>2. General Instructions:</p> <ul style="list-style-type: none"> <li>a. Check your receptacle daily.</li> <li>b. Notify all correspondents and publishers of your correct mailing address.</li> <li>c. Do not allow unauthorized personnel overseas to receive mail through your receptacle.</li> <li>e. Promptly advise your local facility of any temporary or permanent change in status, i.e., leave, TDY, TAD, reassignment, etc.</li> <li>f. Any component member of your family who has a valid ID card may be given the receptacle combination or any mail addressed to the family except restricted delivery mail. However, you may state in writing that no member other than yourself is authorized access to the receptacle combination or mail placed therein.</li> </ul>
<p>(To avoid compromise of your combination, memorize and destroy this portion).</p> <p>3. Your Combination is: <b>67-89-10</b></p> <p>4. How to Open:</p> <ul style="list-style-type: none"> <li>a. Turn dial indicator <del>left</del>/right three times and stop at: <b>67</b></li> <li>b. Turn dial <del>left/right</del> pass first combination number and stop at: <b>89</b></li> <li>c. Turn dial <del>left</del>/right stopping at: <b>10</b></li> <li>d. Turn latch key <del>left</del>/right to open.</li> </ul>

**DD FORM 2263, JAN 82** REPLACES AF FORM 1852 WHICH  
WILL BE USED

Figure 4-2.--Sample of DD Form 2263, Mailing Address/Combination Notice

TEMPORARY MAIL DISPOSITION INSTRUCTIONS			
NAME (Last, First, MI) (Print): <b>SMITH, JOHN R.</b>		RECEPTACLE NUMBER <b>3017</b>	
STATUS			
<input type="checkbox"/> ADV ASG	<input type="checkbox"/> LEAVE	<input type="checkbox"/> CONFINED	
<input type="checkbox"/> TAD	<input type="checkbox"/> HOSPITAL	<input type="checkbox"/> AWOL	
EFFECTIVE DATES TO FWD OR HOLD MAIL (Yr, Mo, Day)			
FROM:		TO:	
<input type="checkbox"/> FORWARD ALL MAIL	<input type="checkbox"/> HOLD ALL MAIL		
FORWARD ONLY			
<input type="checkbox"/> LETTERS	<input type="checkbox"/> PARCELS	<input type="checkbox"/> NEWSPAPER/MAG	
<input type="checkbox"/> PAYCHECK(S)	<input type="checkbox"/> OTHER (Use Spec Inst)		
COMPLETE FORWARDING ADDRESS:			
SPECIAL INSTRUCTIONS:  <b>Due In: 5 May 2015</b> <b>Unit: H&amp;SBN, A Co, Adj</b> <b>Sponsor: CAPT Smith, A.R</b> <b>Duty Phone: 645-7824</b>			
SIGNATURE OF RECEPTACLE HOLDER		DATE (Yr, Mo, Day) <b>150306</b>	
<b>FOR ADVANCE RECEPTACLE            ASGN,            LIST NAME OF SPONSOR AND            DUTY PHONE IN THE SPECIAL            INSTRUCTIONS BLOCK</b>			

DD FORM 2258  
82 JAN

Figure 4-3.--DD Form 2258, Temporary Mail Disposition Instructions, Advanced Receptacle

<b>TEMPORARY MAIL DISPOSITION INSTRUCTIONS</b>			
NAME (Last, First, MI) (Print): <b>SMITH, JOHN R.</b>		RECEPTACLE NUMBER <b>3017</b>	
STATUS			
<input type="checkbox"/>	ADV ASG	<input type="checkbox"/>	LEAVE
<input checked="" type="checkbox"/>	TAD	<input type="checkbox"/>	HOSPITAL
<input type="checkbox"/>		<input type="checkbox"/>	CONFINED
<input type="checkbox"/>		<input type="checkbox"/>	AWOL
EFFECTIVE DATES TO FWD OR HOLD MAIL (Yr, Mo, Day)			
FROM: <b>141218</b>		TO: <b>150206</b>	
<input type="checkbox"/>	FORWARD ALL MAIL	<input checked="" type="checkbox"/>	HOLD ALL MAIL
FORWARD ONLY			
<input type="checkbox"/>	LETTERS	<input type="checkbox"/>	PARCELS
<input type="checkbox"/>	NEWSPAPER/MAG	<input type="checkbox"/>	
<input type="checkbox"/>	PAYCHECK(S)	<input type="checkbox"/>	OTHER (Use Spec Inst)
COMPLETE FORWARDING ADDRESS:			
SPECIAL INSTRUCTIONS:			
<b>TAD TO HAWAII, CONTACTED A CO 1STSGT STARCH, I.T. DUTY # 645-8527</b>			
SIGNATURE OF RECEPTACLE HOLDER		DATE (Yr, Mo, Day)	
		<b>150123</b>	
<b>FOR ADVANCE RECEPTACLE ASGN, LIST NAME OF SPONSOR AND DUTY PHONE IN THE SPECIAL INSTRUCTIONS BLOCK</b>			

DD FORM 2258  
82 JAN

Figure 4-4.--DD Form 2258, Temporary Mail Disposition Instructions, Hold Mail




 UNITED STATES POSTAL SERVICE	<b>Post Office Box - - Mail Pickup Notice</b> <b>Notificacion para reclamar correspondencia</b>	<b>BOX 3017</b>
<p>Please give this notice to a clerk during regular business hours. We are holding some of your mail for the reason(s) indicated below:</p> <p>Por favor entregue esta notificacion al empleado de la ventanilla durante las horas laborables. Tenemos correspondencia para reclamar en la ventanilla de servicio debido a que:</p>		
<ul style="list-style-type: none"><li><input checked="" type="checkbox"/> The article is too large for your box El articulo es demasiado grande para su apartado</li><li><input type="checkbox"/> There is too much mail to fit into your box Hay demasiado correspondencia para acomodar en su apartado</li><li><input type="checkbox"/> Postage due Se debe franqueo</li><li><input type="checkbox"/> The mail requires a signature La correspondencia requiere una firma</li></ul>		
<hr/> PS Form <b>3907</b> , December 1993		

Figure 4-5.--PS Form 3907, Post Office Box Mail Pickup Notice

## Chapter 5

Official Mail Program (OMP)1. General Information

a. The OMP is supported by appropriated funds. The OMP provides effective policies/procedures in cost management, mail design, mail class, special services, address standards, etc. Activities and organizations supported by the OMP must comply with this Order.

b. Official mail is used solely for the business of the U.S. Government. Misuse of official mail may result in criminal charges. Authorized entities are responsible to determine eligibility of matter for official mailing, per references (a) and (c).

c. The USPS transports official first class mail via the Private Express Statutes (39 USC 401, 404, 601-606, 18 USC 1693-1699, and 39 CFR Part 310/320). Other classes of mail may be transported by private carriers.

d. Official mail shall be processed by the most reasonable means to meet delivery date, security, and accountability requirements.

2. Installation Official Mail Manager. The OPS Officer/Chief shall be assigned the collateral duty to maintain correct official mailing addresses for the AOR. Official mail address development must be followed, per references (a), (c), and (q). Official mailing addresses are published in the HQMC MFP-3 Marine Corps official address listing.

3. Official Mail Managers

a. Any activity/organization with an official mail function must appoint in writing an E6/GS-6 or above to serve as OMMs (Figure 5-1). Assistant OMMs must be appointed to perform the OMM duties when the OMM is absent. The appointments may be assigned as an additional duty.

b. A written request may be sent to the MACOM for waiver to grade requirements. An approved exception to policy must be annotated on the appointment letter.

c. Distribute appointment letters as follows:

(1) Units and staff element OMMs send copies to Installation OMM.

(2) Tenant unit OMMs send copies to host Installation OMM.

(3) Installation OMMs send copies to HQMC MFP-3 OMM.

(4) Remote OMCs that operate an official postage metering site or a web mailing platform shall send copies to HQMC MFP-3 OMM.

4. Official Mail Manager Training

a. OMMs must receive training from the Installation OMM within 90 days utilizing the HQMC MFP-3 Mail Clerk Indoctrination Course. Mail handling responsibilities and training objectives shall be reinforced by routine distribution. OMMs must receive annual updates from the Installation OMM.

b. Commands not serviced by a Marine Corps post office shall request support from the host Installation OMM. The Installation OMM shall provide further guidance on fulfilling this training requirement.

c. The Mail Clerk Indoctrination Course certificate must be filed at the MPO/unit for two years. Transferred personnel may present the certificate to meet subsequent official mail assignments at gaining command/unit.

5. Official Mail Manager Supervision. OMMs are responsible for ensuring proper use of the OMP. OMMs shall encourage mailers to use electronic means to maximize official correspondence.

a. OMMs must select the most efficient mail class/service to meet the required delivery date. OMMs shall minimize the use of overnight services to those mailings that require higher cost services. OMMs shall assist in the development and review of all mail products to meet USPS/DoD requirements.

b. Installation OMMs shall:

(1) Supervise the Installation's OMP.

(2) Provide contact information, guidance, training, and mailing requirements with responsible activities.

(3) Inform command of OMP effectiveness and problem areas.

(4) Provide policy/procedural briefs to OMCs and large volume mailers.

(5) Provide postage meter training on the proper use, control, and reporting procedures.

c. OMMs shall:

(1) Provide OMM point of contact information.

(2) Supervise mailing practices.

(3) Report misuse of official mail to the Installation OMM.

(4) Establish cost saving measures to create an effective mail management program.

6. Official Mail Program Inspections. Installation or equivalent OMMs must inspect staff activities, subordinate activities, and tenant activities each fiscal year, per references (c) and (r). These inspection reports must be filed for two years and made available for review.

## 7. Search and Seizure

a. Official matter is not considered official mail prior to the application of official postage. Official matter may be searched/seized by OMM/Assistant OMMs as necessary to determine mailing or personal misuse.

b. Official mail is subject to applicable USPS inspections, search procedures, and postal laws when required. Official mail ceases to be official mail on effective delivery by USPS or its representatives.

8. Publications. The following is a listing of required publications for cost effective use of the OMP. Hard copies of these publications are required only when access to electronic copies are not available. The publications can be obtained via the Installation OMM. These publications are required at all OMC locations. Command OMCs without a postage meter are only required to maintain the below (i) and (j) publications:

- a. Domestic Mail Manual.
- b. International Mail Manual.
- c. Current Postal Bulletin.
- d. USPS Notice 123, Price List.
- e. Publication 25, Designing Letter and Reply Mail.
- f. Notice 67, Automation Letters Template.
- g. Publication 28, Postal Addressing Standards.
- h. Publication 542, Understanding the Private Express Statutes.
- i. DoDI 4525.09, Military Postal Service.
- j. MCO 5110.4B, Marine Corps Postal Affairs and Official Mail Program.

9. Installation Official Mail Center. The Installation OMC shall be maintained at the responsible MPO. Articles tendered for mailing must be processed through the Installation OMC.

10. Command Official Mail Center

a. Command OMCs are required for units that operate a UMR and tenant activities that process official mail.

b. The UMR must not serve as the Command OMC. Unit Mail Officers and Mail Clerks may be assigned collateral official mail duties.

c. Activities that do not maintain a UMR are required to appoint Unit Mail Clerks to deliver official mail to authorized agents.

d. Establish a Command OMC near the Commander, headquarters staff, or UMR. Commanders are responsible for the security of the Command OMC.

e. Command OMCs must serve as a control point for outgoing official matter. Command OMCs shall collect, screen, consolidate, and approve matter for official mailing.

11. Official Mail Authorized Use. All U.S. Marine Corps activities are authorized to use official mail. These activities include, but are not limited to, the following:

- a. Headquarters U.S. Marine Corps and subordinate commands.
- b. Marine Corps Reserve activities.

c. Marine Corps Community Service (MCCS) activities for business related directly to the execution of their mission; except when it relates to procuring goods for resale or generating or collecting income. Commanding Officers may use official mail to promote awareness of available MCCS programs and services to eligible users.

d. Authorized Marine Corps/civilian newspapers or public affairs promotions for higher/subordinate commands. These type of mailings must be sent at the marketing or media rate. Local distribution of correspondence shall not be made using official postage or the MPS.

e. Mailers may use approved USPS permit imprints for regular mass mailings e.g., recruiting, advertisements, etc. HQMC MFP-3 may grant contractors approval to use an official meter. A contractor reimbursement agreement must be maintained for prepaid postage support.

12. Official Mail Unauthorized Use. The improper use of any official mail must be reported to the Commander.

a. Commanders shall determine appropriate reimbursement of postage/fees, and legal/administrative action. Commanders must notify the Installation OMM of all related investigations.

b. The Installation OMM must forward all reports to HQMC MFP-3. Reports are to be updated every thirty days until investigation has been completed.

c. Official mail shall not be used for the following:

(1) For private use e.g., holiday/birthday cards, unofficial retirement announcements, job resumes, any social function, etc.

(2) Non-appropriated Fund Instrumentalities (NAFI) or their functions.

(3) By retired service members, unless acting in an official capacity.

(4) Mailing of hazardous material, explosives, etc. Mailing information can be obtained from the local MPO.

(5) Mailing of U.S. mail in a foreign country's postal system. Postage must be in stamps of that country.

(6) Mailing of parcels tendered by a commercial freight carrier's government bill of lading or military transportation agency.

(7) Vendors or concessionaires.

(8) Advertisements, information flyers, daily/weekly housing bulletins, etc.

(9) Yearbooks, announcements/thank you cards, military cruise books, other related items whose printing is paid for by non-appropriated or personal funds.

(10) Mailings that do not bear a complete or proper return address.

(11) Mailing of newspapers to individual subscribers.

(12) Mailings by private, donor, or charitable organizations.

(13) Mailing of footlockers, duffel bags or other baggage in conjunction with a permanent change of station.

(14) All other matters not related solely to the business of the U.S. Marine Corps.

(15) Use the decision diagram (Figure 5-2) to determine if official postage may be used in cases not covered by this Order.

### 13. Official Mail Support

a. Host installation OMP's shall provide non-reimbursable official mail support to:

(1) Tenant Marine Corps commands.

(2) Tenant Navy commands.

(3) Official communications of all MCCS programs.

(4) Other mobile Navy and Marine Corps units that routinely embark/deploy to the installation.

b. Host installation OMP's shall provide reimbursable official mail support to:

(1) Other DoD and non-DoD component tenant commands.

(2) Medical facilities funded by the U.S. Public Health Service.

(3) MCCS programs related to the sale of goods and services.

(4) Defense Commissary Agency.

(5) Navy and Marine Corps working capital fund activities.

c. Host installations must maintain a record of mail volume and cost of each command, tenant, activity, etc.

14. Postage Applications. Different postage applications may affect how a mail piece is designed. Contact the OMM before the design/print of mail piece and address labels. Validate available permits and postage funds. Apply postage as follows:

a. ePostage. Web mailing platforms allow users to calculate to scale and print ePostage.

b. Postage Imprint. A postage imprint is printed on an article or tape for mailing.

c. Bound Printed Matter (BPM) Permit. A BPM permit shall be used for large mailings of 300 pieces or more. Mailings must be of uniform size and weight.

d. Business Reply Mail (BRM) Permit. A BRM permit is used for mail returned for the purpose of a business reply. Permit holders are charged for returned mail pieces at the first class rate.

e. Presort Program. Monthly mailings of over one hundred thousand pieces of first-class mail may be eligible for a presort mailing. Contact the local MPO for specific information concerning this program.

f. Paper Stamps. Remote/small activities that do not operate web mailing platforms or postage meters may utilize paper postage stamps.

g. Intra/Inter-theater Delivery Service (IDS). IDS items in local OCONUS theater must have IDS typewritten, rubber stamped, or mechanically printed in lieu of postage placement. IDS items are not classified as U.S. mail. IDS items shall be processed per reference (c).

15. Selecting Mail Class. The USPS divides mail by classification. Each class of mail has different features, service levels, postage prices, and presort requirements. The classification of official mail is determined by the type of item being sent, the weight of the item, and extra service requirements.

a. First Class Mail. First-Class mail are items weighing less than 13 ounces. Items mailed at the First Class rate are typed material, bills, account/invoice statements, etc.

b. Priority Mail

(1) Priority mail are items weighing 13 ounces to 70 pound max weight. Maximum combined length and girth is 108 inches. Priority mail is mailed at the First Class rate. Endorse each mail piece, Priority Mail.

(2) The USPS offers special rates for Priority Mail Flat Rate envelopes or boxes. Special rates apply to all weights and domestic destinations. Items must fit and be closed within normal folds of appropriate Priority Mail flat rate envelope/box.

(3) Commercial base prices are available to customers that meet specific postage payment methods. Items are required to meet eligible mailing standards.

c. Periodicals. Periodicals are newspapers, magazines, and other periodical publications. Periodicals must be designed of printed sheets and published at least four times a year. A nonrefundable application is submitted for authorization.

d. Marketing Mail. Marketing mail are items not required to be mailed as First-Class Mail or Periodicals. Items must be less than 16 ounces. A minimum quantity of 200 pieces or 50 pounds of mail are required to meet bulk pricing. Marketing mail consist of flyers, circulars, advertising, newsletters, bulletins, catalogs, etc.

e. Retail Ground. Retail Ground are items not required to be mailed as First-Class Mail. Maximum weight is 70 pounds and may not exceed 130 inches length and girth. Pieces must be endorsed, Retail Ground.

f. Package Services. Package Services is a collective term used for the three classes of mail described below. Each subclass is designed for specific mailings.

(1) Bound Printed Matter (BPM). BPM is standard mailings that weighs 1 pound or more but less than 15 pounds. Mailing criteria for bound printed matter must be processed per reference (q). Bound printed matter must be paid by permit imprint.

(2) Media Mail. Media mail consist of books, film, printed music, printed test materials, sound recordings, play scripts, printed educational charts, loose-leaf pages, binders, or electronic media. Advertising restrictions apply. Mailings must be endorsed, Media Mail.

(3) Library Mail. Used by libraries, universities, and research institutions to mail educational and research material. Library Mail presorted pieces are available for mailings of 300 pieces or more.

16. International Mail. Official mail addressed to a foreign address is considered to be international mail. International mail may only be sent to those countries with whom the USPS has established service agreements. Contact the local post office/MPO for applicable postage, customs forms, extra services, and restrictions.

17. Extra Services. The use of extra services is limited to law, DoD Instructions, or Marine Corps directives. Additional fees are charged for extra services. Extra services are authorized for Marine Corps use as follows:

a. Priority Mail Express. Priority Mail Express is expedited mail service. Careful consideration should be taken to ensure expedited service is an essential requirement to mission accomplishment and not a matter of convenience.

(1) CONUS Priority Mail Express service provides a 1-day or 2-day delivery guarantee. OCONUS Priority Mail Express service is only available to the International Service Center gateways.

(2) The following questions should be answered prior to using Priority Mail Express:

(a) What mission failure would result if document is not received the following day?

(b) What valid circumstance prevents the item from being ready in time for normal mail transit?

(c) Is a recipient available to accept document?

(d) Have other less expensive or alternatives been considered?



b. Registered Mail. Registered mail provides added mail security and evidence of mailing/delivery. Registered items must be sent as first-class or priority mail.

(1) Indemnity is not provided to U.S. Government mailings. The only registration fee to be charged is the least expensive postal registration fee available without postal insurance.

(2) Registered mail is costly and is the slowest form of first/priority class mail. A chain of receipts is established at each transportation point within the postal system. Registered mail is authorized for mission essential mail requiring the highest degree of security. Registered may be used for:

(a) Criminal investigation evidence.

(b) Currency, original vouchers, or other high-value items.

(c) Mailable shipments of government-owned firearms.

(d) Classified documents as required by reference (p).

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

c. Certified Mail. Certified mail provides evidence of mailing and a record of delivery. It may be used only for first-class or priority mail having no intrinsic value. It does not provide a chain of receipts while in transit. Certified may be used for:

(1) Controlled test material.

(2) Adverse enlisted and officer evaluation reports, etc.

(3) Letters of transmittal and active reserve order extensions.

(4) Traffic/driving violations, letters of revocation, or suspension of base privileges.

(5) Legal matters e.g., Special/General Court Martial records, court decisions, officer elimination cases, etc.

(6) Communication that is essential to create/preserve the rights granted to the U.S. Government in connection with criminal proceedings.

d. Exclusions. Registered or certified mailings that do not meet statutory requirements must request approval from the Installation Commander/OMM.

e. Insured Mail. Insured mail may be used for proof of delivery of valuable administrative/logistical equipment, supplies, and printed matter. No record of mailing is maintained at the office of mailing. Insured mail is treated in transit as ordinary mail. The U.S. Government is self-insured and must be charged the least expensive insurance rate.

f. Certificate of Mailing. A Certificate of Mailing, PS Form 3817, may be requested when only proof of mailing is required. It is to be used instead of insured, registered, or certified mail.

g. Receipt Record.

(1) Use Record of Receipt (OPNAV Form 5511/10), Transmittal of Official Documents (NAVMC 941), or Records Transmittal and Receipt (SF-135) as proof of delivery to another government agency. Instructions on how to complete and return are provided on the forms. These forms are placed inside the item being mailed.

(2) USPS Tracking service provides updates as an item travels to its destination, including the date and time of delivery or attempted delivery. The USPS Tracking service is available online or at your Post Office depending on the mail class.

(3) Signature Confirmation service provides a date and time of delivery or if delivery was attempted. A delivery record, including the recipient's signature, is maintained by the USPS and is available, via fax or mail, upon request. No acceptance record is kept at the office of mailing. Signature Confirmation service is available only at the time of mailing.

(4) A return receipt, PS Form 3811, provides the mailer with evidence of delivery. Return receipts may be obtained for insured, registered, and certified mail. Return receipts require additional postage fees. A return receipt is authorized for non-government addresses.

h. Restricted Delivery. Restricted delivery allows direct delivery to the addressee or agent. It may be obtained only for insured, registered, certified mail, or signature confirmation.

18. Official Mail Addresses. HQMC MFP-3 maintains the current list of authorized Marine Corps official mail addresses. Official mail addresses are updated annually. Official mail addresses are available at the HQMC MFP-3 website.

19. Address Standards. To ensure efficient mail delivery a current/correct formatted address must be used. The following addressing standards are required on all official mail:

a. Use complete official mailing address on both the return address and the delivery address (Figure 5-3).

b. Addresses must be print/machine typed. Return/delivery addresses shall be in black ink using upper case letters. Address characters must not touch and equally spaced. The print size for address characters is 10 to 12 points.

c. Use no punctuation except for the hyphen in the ZIP+4 code.

d. Use the correct address format. Delivery/return official addresses are limited to five lines and formatted with uniform left margin. The attention line is optional and can be inserted within the second line of the address. The attention line may be used for activity name, title/billet, section, etc.

20. Cost Management. OMMs shall use the following OMP cost saving measures.

a. Monitor mail practices and ensure mail is sent by the most economical means.

b. Provide training to personnel who originate or prepare mailings.

c. Use standard letter-size envelopes whenever possible. Large envelopes shall be used only when material may be damaged by folding.

d. Use eligible presorted or marketing mail discounts.

e. Ensure items can be mailed and not subject to surcharges.

f. Reduce mailing frequency and volume.

g. Review necessary mailings.

h. Update mailing lists annually or as changes become known.

i. Consider other alternatives for mailing publications.

j. Require adequate printing lead time for economical mail service.

k. Reduce publication weight by printing on both sides of the paper and selecting the lightest paper weight.

l. Ensure that contracts for printing and distribution contain DoD specifications.

m. Promote electronic formats that make maximum use of available print space to reduce the weight of mailings.

n. Consider alternatives to hard copy mailings, such as:

(1) Telephone, email, or fax

(2) Courier or Guard mail

(3) Distribution Management Office

(4) Commercial Carriers e.g., FEDEX, UPS, or DHL

(5) Naval Message

21. Mail Standards. The USPS has established minimum and maximum size standards for mechanical processing. Mail standards are designed to decrease cost by increasing mail volume.

a. All mail that is one-fourth of an inch or less in thickness must be:

(1) No less than 3.5 inches high and 5 inches long.

(2) Rectangular in shape.

b. Nonmailable. Small or flimsy pieces of mail that cause disruptions in automated processing are not authorized.

c. Nonmachinable. Nonmachinable mail shall be assessed a surcharge. Mail is considered Nonmachinable if one of the following applies:

(1) Its weight is 1 ounce or less.

(2) Its length exceeds 15 inches.

(3) Its height exceeds 12 inches.

(4) Its thickness exceeds 1/4 inch.

(5) Its aspect ratio, length divided by height, is less than 1.3 or more than 2.5.

d. Maximum Weight Limits. Parcels may not weigh more than 70 pounds.

e. Maximum Size Limits. The combined length and girth of a regular piece may not exceed 130 inches. Retail ground parcels that exceed 108 inches shall be assessed a surcharge. To compute the size of a parcel:

(1) Measure the longest side.

(2) Measure distance around the item at its thickest part (girth).

(3) Add both measurements.

f. The post office/MPO can provide information on other weight and size limitations that apply for articles sent to APO/FPO addresses.

## 22. Official Mail Processing

### a. Procedures

(1) Letter Mail. All unclassified official correspondence weighing 13 ounces or less must be sent as first-class mail. Unclassified official correspondence weighing more than 13 ounces, consolidated mailings, or direct pouches shall be sent as priority mail.

(2) Classified Mail. Classified material must be prepared and transmitted as prescribed in reference (p).

(3) Substance Abuse Mailings. Urinalysis samples shall be prepared and transmitted as prescribed in the Substance Abuse Program Order (MCO 5300.17A). Commands shall use the most cost effective shipment to certified DoD/Navy drug screening laboratories.

(4) Publications and Blank Forms. All bulk distribution of publications e.g., directives, instructions, regulations, and manuals shall be sent at the qualifying media mail or retail ground rate. Blank forms must be sent at the retail ground rate. Exceptions to this are as follows:

(a) Communication systems publications or material that is classified, accountable, or critical to safety may be sent as first-class or priority mail.

(b) Bulk distribution of immediate-action publications, directives, or blank forms may be sent as first-class or priority mail. Other publications and blank forms may not be included as fillers.

(5) Periodicals. Periodicals not qualifying for media mail rate shall be sent as controlled circulation or eligible marketing rate. Ineligible periodicals must be sent as retail ground.

b. Consolidated Correspondence

(1) OMMs must ensure that official mailings are consolidated to reduce costs. Routine correspondence or documents shall be delivered to the OMC for consolidation prior to mailing.

(2) Use the smallest possible envelope for a single consolidated mailing. Minimum mailing standards must be strictly followed to avoid surcharges.

(3) Consolidated mailings must be addressed to the Commanding General/Officer of that activity. A bold mailing endorsement, CONTAINS CONSOLIDATED CORRESPONDENCE, shall be placed on address side and lower left quadrant of the consolidated container.

(4) OMCs receiving mail endorsed CONTAINS CONSOLIDATED CORRESPONDENCE are authorized to open this mail and make appropriate distribution.

(5) The OMC shall determine which correspondence/documents are to be mailed, and which are to be sent by guard mail/courier for local geographic distribution.

23. Appropriated Funds Accounting

a. In 1992, DoD directed payment of official mail costs to be decentralized to the lowest level possible. HQMC is not responsible as the single point of payment for official mail costs. Each Marine Corps installation/activity is responsible for tracking and paying its own official mail costs.

b. Installations/activities are required to evaluate their OMP and seek ways to control their postage expenditures. Units are required to use the supporting OMC and not duplicate services.

c. Low volume mailers must evaluate the type of equipment/services required. Low volume mailers can use postage application alternatives for their mail operations to reduce cost e.g., web mailing platforms, Click N' Ship, stamp stock or USPS Post Office.

24. Web Mailing Platforms

a. Web mailing platforms can be used for an official mail volume variety. Web mailing platforms allow users to calculate/print ePostage without needing to visit the Installation OMC. The ePostage software accounts for postage available and expended. Web mailing platforms must be used as a primary processing method for official mailings.

b. Activities must coordinate with the serving MACOM to establish web mailing platform operations.

## 25. Postage Meters

a. The postage meter must be set at the official mail reporting site. Set postage amount to allow daily operations for a period of 3 months.

b. Activities shall use only prepaid postage. Postage must be paid for on receipt. Activities must pay USPS using one or more of the following:

(1) The U.S. Treasury Intergovernmental Payment and Collection Payment associated with the Official Mail Accounting System.

(2) The USPS Enterprise Payment System for associated commercial payments.

(3) Another Treasury approved means of paying the USPS.

c. Payments to USPS licensed providers can be made by U.S. Treasury payment methods via automated clearing house-electronic funds transfer or other approved means of payment.

## 26. Daily Record of Meter Register

a. Daily Record of Meter Register is made for each postage meter placed into service. The postage meter accounts for total postage available and expended.

b. The supervisor shall record the date, ascending/descending register, and serial number. A daily record/register print out can be used for records accountability.

c. At the end of each business day, the meter operator must verify the ascending/descending register and total.

d. Supervisor verification of the register is required prior to the setting of additional funds. Funds added to meter machine must be accounted/verified via logbook or computer printout. Registry discrepancies after vendor setting shall be reported to vendor for corrective action.

e. Your official mail control site shall report these amounts when required. Logbook or computer printout must be retained on file for 2 years from date of final entry.

## 27. Spoiled or Incorrect Postage

a. Per reference (q), credit the postage meter account for incorrect postage or spoiled tapes as follows:

(1) Complete/submit a PS Form 3533, Application for Voucher for Refund of Postage and Fees, to the local USPS representative.

(2) Attach voucher and unused meter stamps/tapes, ensuring that:

(a) Stamps/tapes are complete and legible.

(b) Stamps/tapes are affixed on envelope/wrapper bearing the name and address of the addressee. Attach the entire envelope as necessary.

(c) Loose stamps/tapes are submitted separately.

(3) The USPS representative shall complete the PS Form 3533. A copy of PS Form 3533 must be provided. Cash or checks must not be accepted from the USPS representative for the refund. A credit for amount shall be applied to meter account and invoice.

b. Spoiled meter tapes/stamps adjustments must be annotated in the postage expenditure report.

#### 28. Meter Security

a. Access and operation of postage metering equipment is limited to authorized personnel. Remove the meter and place it in a locked safe/file cabinet or locked room when not in use.

b. Meters requiring a code or password for operation are not required to be removed during temporary operator absences.

c. Meters that lock in place on mailing machines are not required to be removed at night, as long as the mailing machine is in a secure area.

d. Keep extra keys and current meter combinations in a secure envelope. The meter operator and the OMM shall sign on the seal of the envelope to validate the security of the keys/combinations. The envelopes must be stored in a locked receptacle.

29. Postage Meter Supplies. Postal supplies required to support the metering system are to be ordered directly from the vendor. These invoices must be processed by local available funds.

#### 30. Postage Stamps

a. A postage stamp inventory is intended for small volume mailers. Small volume mailer inventories shall not exceed a 90-day supply. Activities without a backup metering application may maintain no more than a 10-day emergency supply of postage stamps. Deployable units may maintain a 60-day supply of postage stamps for locations without meters.

b. OMMs are responsible for preventing the theft, misuse, waste/loss of postage stamps, stamped envelopes, and postal cards. The postage stamp inventory shall be centralized and closely controlled by the activity OMM. Inventory must be secured in a locked room or locked container e.g., safe, file cabinet, desk drawer, etc.

c. Monthly audits are required for active postage stamp inventories. Quarterly audits are required for reserve postage stamp inventories.

#### 31. Postage Management Record

a. A postage management record can provide standard or custom data e.g., postage expense, date, mail class, unit/section mail volume, etc., as required. Locations that do not have electronic accountability must manually record standard postage management information.

b. The record of postage expended shall be analyzed by the OMM weekly. Analysis shall be used to identify large volume mailers and routine mail

class/special services used. Mailers shall be encouraged to use other economical means to improve the OMP.

c. The record is used for the annual Postage Expenditure Report.

### 32. Postage Expenditure Report

a. Per reference (r), HQMC MFP-3 must submit an annual OMM/GSA mail management report to the DoD OMM utilizing SMART via AMPS (Figure 5-4).

b. Installations and activities authorized to use web mailing platforms/meters or prepaid postage e.g., permit, BRM, etc., must submit expenditure reports as follows:

(1) Access to AMPS is authorized via the HQMC (MRP-3) OMM.

(2) Reports are submitted each fiscal year.

(3) The deadline to submit reports is no later than 7 days after the reporting period ends.

c. Each location shall report the following data, as applicable:

(1) USPS Single Piece Mailing by type of mail class with expenditures and number of pieces.

(2) USPS Permit Imprint by type of service with expenditures and number of pieces.

(3) Contract fees, vendor fees, etc.

(4) Comments section: This report covers the FY\_\_.

### 33. Equipment Improvement Plan

a. Each Installation OMC must have an equipment improvement plan that incorporates a vision statement and a list of functions it must perform. The equipment improvement plan shall be updated annually.

b. The plan must 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 postage discounts.

### 34. Official Mail Center Security Plan

a. Each Installation OMC shall develop and exercise a comprehensive mail security plan in accordance with force protection directives.

b. The security plan must include facilities, personnel, and postal effects. A performance improvement strategy shall be developed to counter deficiencies.

c. The security plan must be reviewed annually and exercised quarterly with a record of the exercise results. Mail security shall be handled in accordance with DoD regulations and local installation policies.



d. The security plan can be tailored to meet the smaller location security requirements. Many locations have OMCs where mail operations are performed in a small room, in a corner of a room, or on the corner of a desk. In these facilities, responsibility for processing mail is divided among OMM and support staff.

e. The security plan for small OMCs are limited by both the size of the facility and the resources available to develop/implement their plans. Small facilities shall adopt recommendations that are appropriate to them. Threats and vulnerabilities shall determine the measures to protect the facility.

f. OMMs must coordinate with their local security service and/or the U.S. Postal Inspection Service to develop mail security policies and plans. The OMC mail security plan must address the following:

- (1) Operating procedures.
- (2) Risk assessment.
- (3) A plan to protect staff and all other occupants of OMC facilities from hazards that might be delivered in the mail.
- (4) Responsiveness to various emergency situations by personnel.
- (5) A mail screening/managing threat plan.
- (6) Communications plan.
- (7) Occupant emergency/evacuation plan.
- (8) Training and testing.
- (9) Continuity of operations plan.
- (10) Annual record of mail security plan.

(Organization Heading)

SSIC  
Code  
Date

From: Commanding Officer, Unit Name  
 To: First Lieutenant John D. Doe EDIPI: 0000000000/XXXX USMC

Subj: APPOINTMENT AS THE UNIT OFFICIAL MAIL MANAGER

Ref: (a) DoDI 4525.09  
 (b) DoD Postal Manual  
 (c) MCO 5110.4B

1. In accordance with the references, you are hereby appointed as the Official Mail Manager for (unit name) with all duties and responsibilities as assigned abiding by federal law, United States Postal Service, Department of Defense, and Marine Corps rules/regulations.
2. As the Official Mail Manager you must establish controls on postal expenditures to create a cost-effective official mail program. Ensure unit wide awareness and compliance with official mail management standards set forth by the references.
3. The following appointee's information is provided:
  - a. Official Mailing Address: COMMANDING OFFICER  
 ATTN OFFICIAL MAIL MANAGER  
 UNIT NAME  
 PSC BOX XXXXX  
 CAMP LEJEUNE, NC 28542-XXXX
  - b. Email Address: john.d.doe@usmc.mil
  - b. Telephone Number: (910)451-9999
4. This authority is cancelled upon your transfer from this command or unless sooner revoked.

*I.M. Commanding*  
 I.M. COMMANDING

copy to:  
 Unit OMM  
 Installation OMM

Figure 5-1.-- Sample of Appointment Letter for Official Mail Manager

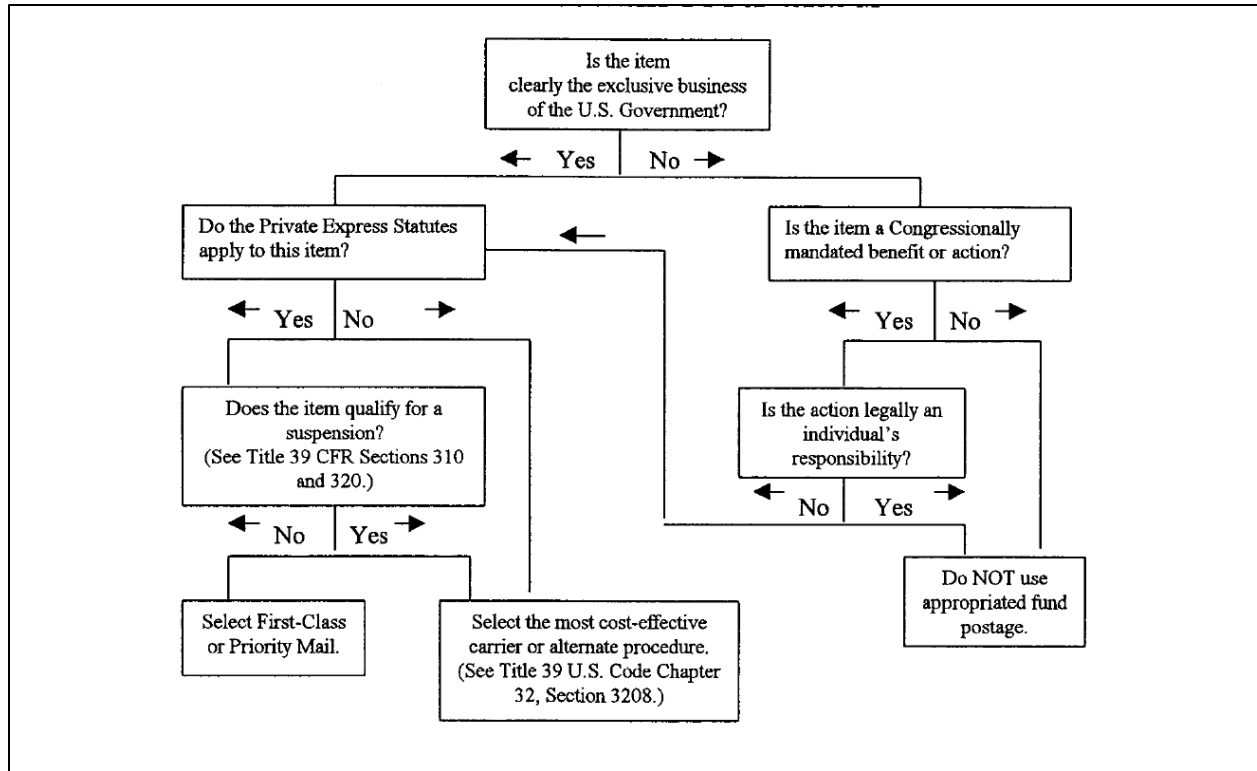


Figure 5-2.--Sample of Appropriated Fund Postage Use Decision Diagram

HEADQUARTERS US MARINE CORPS  
MANPOWER AND RESERVE AFFAIRS (MRP-3)  
2008 ELLIOT RD  
QUANTICO VA 22134-5103

**OFFICIAL BUSINESS**

COMMANDING OFFICER  
HEADQUARTERS AND SERVICE BN  
3800 BELLEAU WOOD AVE  
SAN DIEGO CA 92140-5199

Figure 5-3.--Sample of Address Format

SMART Expenditure/Piece Report				
Report Period: from 01-OCT-14 to 31-DEC-14				
Agency: <b>U.S. Marine Corps</b>				
Region/MACOM: <b>HQMC</b>				
OMC: <b>MFP-3</b>				
Beginning Postage Meter setting FY	0.00			
Amount added to Postage meter during this reporting period	0.00			
Postage Meter Funds Allocated FY	0.00			
<b>Total</b>	<b>0.00</b>			
Service Provider	Domestic		International	
	Expenditures	No. Pieces	Expenditures	No. Pieces
<b>USPS</b>				
<b>USPS Single Piece Mailing</b>				
Priority Mail Express	0	0	0	0
Express Mail Flat Envelopes	0	0	0	0
Express Mail Large Flat Envelopes	0	0	0	0
1st Class Letters	4,191.13	4,451	0	0
1st Class Cards	0	0	0	0
1st Class Flats	0	0	0	0
1st Class Parcels	0	0	0	0
1st Class Stamped Envelopes	0	0	0	0
Penalty Mail Stamp	0	0	0	0
Postage Stamps	0	0	0	0
Priority Mail/Commercial Base/Plus	4,420.19	261	0	0
Priority Mail Flat Rate Envelope				
Commercial Base/Plus Rate	0	0	0	0
Priority Mail Small Flat Rate Box	0	0	0	0
Priority Mail Medium Flat Rate Box	0	0	0	0
Priority Mail Large Flat Box				
Commercial Base/Plus (APO)	0	0	0	0
Priority Mail Legal Flat Rate Envelopes	0	0	0	0
Priority Mail Padded Flat Rate Envelope Commercial Base/Plus Rate	0	0	0	0
Priority Mail Regional Rate Box B				
Commercial Base/Plus Rate	0	0	0	0
Standard Flat	0	0	0	0
Standard Post	5.38	2	0	0
Bound Printed Matter Single Piece	0	0	0	0
Periodicals Single Piece	0	0	0	0
Media Mail	238.97	76	0	0
Library Mail	0	0	0	0
Postage Due	0	0	0	0
Return Mail				
P.O. Boxes Rental	0	0	0	0
Address Correction	0	0	0	0
Undeliverable as Addressed	0	0	0	0
USPS other (explain remarks/comments)	0		0	
Presorted First Class Mail	0	0	0	0
Priority Mail Commercial Base/Plus Rate	0	0	0	0
Presorted Standard Mail	0	0	0	0
Bulk Standard >11	0	0	0	0
Package Services (Bounded P-M,Media and Library Mail)	0	0	0	0
Business Reply Mail	0	0	0	0
Merchandise Return Mail	0	0	0	0
International Mail ISAL	0	0	0	0
International Mail IPA	0	0	0	0
<b>USPS Total</b>	<b>8,855.67</b>	<b>4,790</b>	<b>0</b>	<b>0</b>
<b>Fees: Contract fees, vendor fees, etc.</b>				
Contractor Reimbursements	0		0	
Contract Fees (i.e. maintenance)	90		0	
Permit Fees	0		0	
Equipment Lease	504		0	
Vendor Supplies	0		0	
Other (explain remarks/comments)	0		0	
<b>Fee Total</b>	<b>\$594.00</b>		<b>0</b>	
<b>Grand Total</b>	<b>\$9,449.67</b>	<b>4,790</b>	<b>\$0.00</b>	<b>0</b>
<b>Comments:</b>				
This report covers 1st Qtr, FY15.				

Figure 5-4.--Sample of Simplified Mail Accountability Report Tool

## Chapter 6

Mail Bombs and Suspicious Mail

1. General Information. Postal personnel must be aware of potential bombs and suspicious items enclosed in parcels/envelopes. The appearance of a mail threat is unlimited to the imagination of the sender.

a. Annual mail bomb/suspicious security training shall be coordinated with the military/civilian law enforcement agencies. The mail bomb/suspicious security training supports the Commanders annual security training requirements.

b. Mail security training must include procedures for the proper detection and handling of parcel bombs/suspicious letters. Training may be conducted via other mediums and documented accordingly.

c. Mail handling locations shall prominently display USPS Poster 84, Suspicious Mail or Packages (Figure 6-1).

d. Immediately notify the MCPO/MPO Supervisor of any suspicious items. If the MCPO is unavailable contact the first responders.

2. Mail Bombs. Mail bombs may exhibit the following unique characteristics that can assist personnel in identifying a suspected letter or parcel:

a. Have restricted endorsements such as Personal or Private.

b. Have an inaccurate address, name, or title.

c. Have distorted handwriting, homemade labels, or cut-and-paste lettering for the name and address.

d. Have visible protruding wires, aluminum foil, oil stains, or emit a peculiar odor.

e. Have an excessive amount of postage stamps affixed.

f. Letters may have a rigid feel or an uneven/lopsided appearance.

g. Parcels may have unprofessional wrapping with several combinations of tape used to secure the package. Items may be endorsed Fragile-Handle with Care or Rush-Do-Not-Delay.

h. Parcels may have a buzzing, ticking, or sloshing noise.

3. Suspicious Mail. Suspicious mailings that are unable to be verified by the addressee/sender are handled as follows:

a. Do not open the article.

b. Isolate the article and evacuate the area.

c. Do not put the article in water or a confined space i.e., desk drawer, filing cabinet, etc.

d. Open windows in the immediate area to assist in venting potentially explosive gases.

e. Do not take any chances or worry about possible embarrassment if the item turns out to be a false alarm. Contact the local military law enforcement agency if there is any reason to believe a letter or parcel is dangerous.

4. Chemical Biological Hazard. Parcels/letters suspected of chemical or biological hazards shall implement the following procedures.

a. Do not disturb the mail piece or substance.

b. Clear and prevent others from entering the area.

c. Instruct all personnel in the area to wash hands/exposed skin with soap and water. Personnel should remain isolated from others nearby. Preliminary isolation must be upwind from the potentially contaminated site. Personnel must follow first responder's guidance on confirmation of chemical or biological threat. Authorities may request:

(1) Further isolation of personnel not in direct contact of substance.

(2) A list of people in the area of the mail piece or substance.

(3) Cordon off and shut down all equipment in the area i.e., heating, ventilation, air conditioning, etc.

(4) Provide location and description of mail piece/substance e.g., markings labels, declarations, postage, return/delivery address, etc.

(5) Avoid any speculation. Speculation can lead to misleading information.

d. The MCPO/MPO Supervisor must provide an incident report to the Security Officer. The incident report must include who, what, when, where, why, and any useful information. Notification shall be made to appropriate personnel in the chain of command.

e. A PNA must be provided via AMPS as required.

f. These procedures should be used as a template to create a local response plan for postal activities.

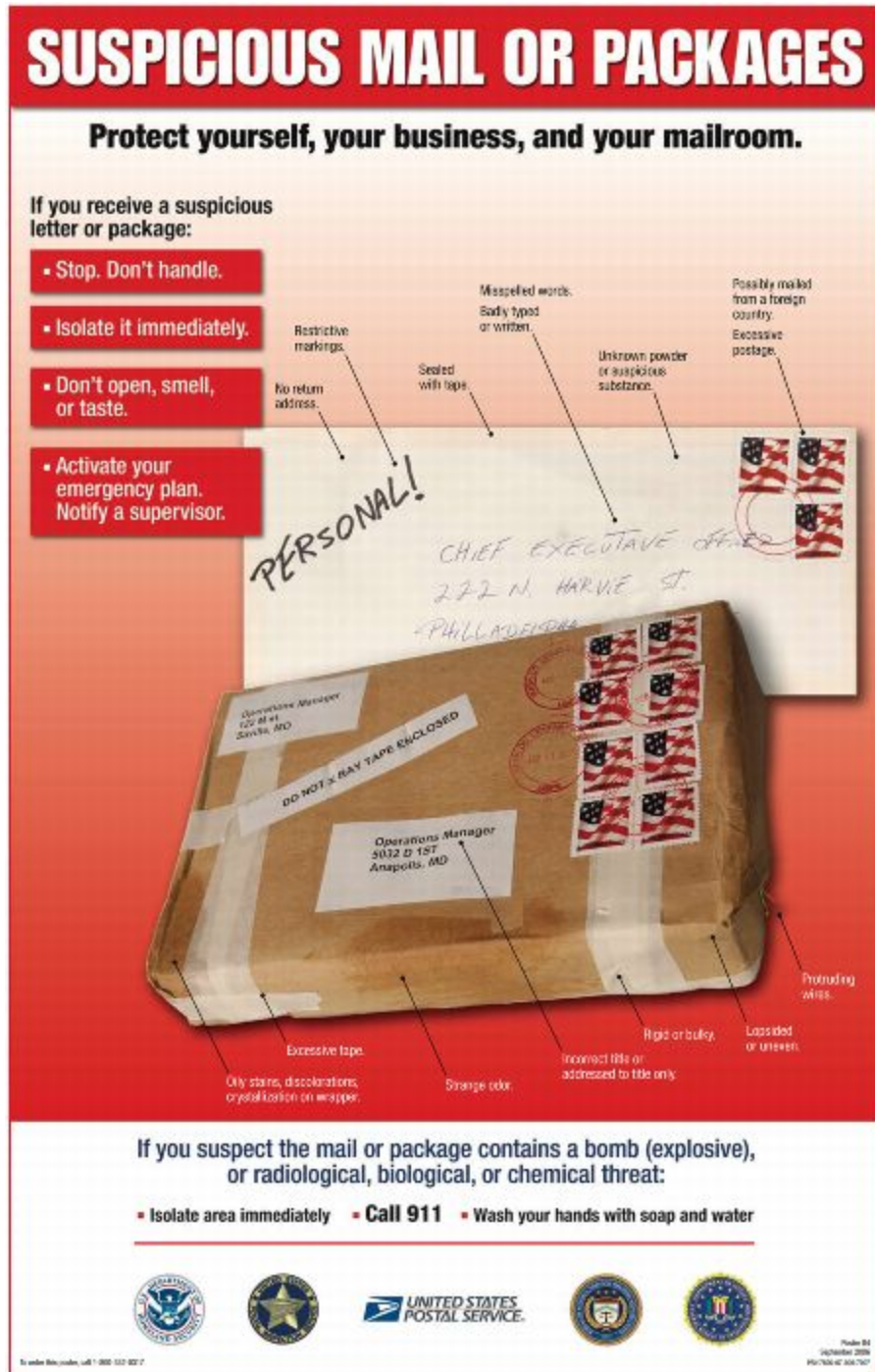


Figure 6-1.--Sample of USPS Poster 84, Suspicious Mail or Packages



## Chapter 7

Postal Offenses

1. General Information. Postal offenses violate laws, agreements, or USPS/DoD regulations. Postal offenses jeopardize the security of mail, postal effects and other USPS/DoD property.

a. Any incident of known or suspected postal offenses or losses must be investigated completely and in a timely manner.

b. These offenses include, but are not limited to the following:

(1) Theft, destruction, manipulation, misappropriation, embezzlement of funds/blank money orders, money order imprinters, mail keys, stamps/stamped paper, meter postage, or postmarking devices.

(2) Altering, counterfeiting, forging, or fraudulently passing money orders/other postal paper.

(3) Mailing of illegal drugs, pornographic, or other prohibited matter.

(4) Loss, theft, rifling, delay, damage/destruction, wrongful delivery, or interception of mail while under the jurisdiction or custody of the MPS.

(5) Alteration, destruction, or other unauthorized disposition of postal records.

(6) Use of mails to defraud.

(7) Robbery, burglary, or forceful entry of military postal activities/USPS facilities.

(8) Abuse or unauthorized use of MPO privileges.

(9) Misuses of DoD official indicia, stamps, and postage meters.

c. A discovery of criminal intent must be reported immediately to the MCPO/MPO Supervisor. Postal losses of non-criminal intent discovered during routine audits/operations do not require a postal offense report.

2. Notification upon Discovery. Upon discovery of a confirmed or suspected postal offense the following action shall be taken:

a. Personnel discovering offenses should be instructed not to report suspected violations to Unit Mail Clerks/Orderlies or Postal Clerks. Socializing the offense may forewarn the individual responsible for the violation and hinder any investigative effort.

b. The responsible Commanding Officer must be notified via the MCPO/MPO Supervisor.

c. Postal offense reports must be submitted via AMPS within 72 hours. Ensure a case number is assigned or obtained from the local military

investigators. Postal activities must update the postal offense report at a 30 day minimum until the case is adjudicated.

d. Incidents outlined in reference (b) require immediate reporting to the Executive Director, MPSA.

3. Submission of Documents. Commanding Officers shall ensure copies of postal violations and investigations are forwarded to the MCPO/MPO Supervisor. Documents must include correspondence pertaining to the incident, investigation, disciplinary action, and final disposition.

4. Punitive Action

a. The following information has been extracted from the Manual for Courts Martial United States, to impress the severity of punishments that may be imposed for offenses against the mail:

(1) Article 109a UCMJ.

(2) Offenses:

(a) TAKING - Any person [subject to the Uniform Code of Military Justice] who, with the intent to obstruct the correspondence of, or to pry into the business or secrets of, any person or organization, wrongfully takes mail matter before the mail matter is delivered to or received by the addressee shall be punished as a court-martial may direct.

(b) OPENING, SECRETING, DESTROYING, STEALING - Any person [subject to the Uniform Code of Military Justice] who wrongfully opens, secrets, destroys, or steals mail matter before the mail matter is delivered or received by the addressee shall be punished as a court-martial may direct.

(3) Maximum Punishment: Dishonorable discharge, forfeiture of all pay and allowances, and confinement for five years.

b. Additionally, personnel committing offenses against the mail are subject to prosecution for violation of Title 18 USC and may be prosecuted by Federal courts.

## Appendix A

Definitions

1. Accountable Mail. Mail that requires an addressee or authorized agent signature upon receipt. Accountable mail includes, but is not limited to, Priority Express, Registered, Certified, Insured, and Signature Confirmation.
2. Army/Air Force Post Office. Postal operations assigned Army or Air Force (APO) zip codes.
3. Automated Military Postal System. A sponsored MPSA web application for asset, transportation, product tracking, and retail account management. AMPS integrates and optimizes postal business processes across the USPS, MPS, and OMP.
4. Back Stamp. A date stamp applied to the back of a piece of mail to indicate the date of receipt.
5. Capital Equipment. USPS capital equipment/items assigned via Supplies and Equipment Receipt, PS Form 1590, with an acquisition cost of \$10,000 or more, per reference (m).
6. 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.
7. Continental United States. Locations assigned a standard USPS zip code to include Alaska and Hawaii e.g., VA 22134, CA 92055, etc.
8. Custodian of Postal Effects. Designated Postal personnel, Noncommissioned Officer or above, accountable for the administration of the postal effects. Postal effects are entrusted by USPS via MPSA for the operation of the MPO.
9. Directory Service Program. An administrative personnel database that provides current/previous address, unit join date, estimated date of departure, etc. The administrative personnel database is linked to the Marine Corps Total Force Structure. The administrative personnel database shall be used to process UAA mail.
10. Endorsement. A marking on a mail piece that shows handling instructions, a special service, or a request for an ancillary service.
11. Fleet Post Office. Postal operations assigned Navy or Marine Corps (FPO) zip codes.
12. Headquarters Marine Corps Director of Postal Affairs. A Marine Corps Chief Warrant Officer 5 assigned the MOS 0160. The Director of Postal Affairs develops plans/policy for the globally networked operations and serves as the senior advisor for the Postal MOS.
13. Installation Official Mail Manager. Postal personnel, E-6/GS-9 or above, designated to manage the OMP. The Installation OMM conducts required fiscal year OMP inspections and accounts for the assigned OMP appropriated funds. Enlisted grade exceptions must be submitted to the respective MCI OMM for written approval.

14. Intra/Inter-theater Delivery Service. A pseudo carrier service between OCONUS MPOs. This service allows items to be shipped without postage applied. Matter without postage must not enter the USPS system and is not eligible for special services. Special services for tracking purposes only may be applied to official matter. IDS is a subset of the MPS.
15. Mail Cover. The process by which a record is made of any data appearing on the outside cover of any class of mail matter, or found in the contents of any mail not sealed against inspection when such mail is opened. A Mail Cover is authorized by specific investigative authority.
16. Mail Distribution Center. A MACOM postal facility that process incoming/outgoing mail. Provides commercial/military logistical support and resolves regional MPS concerns.
17. Mail Orderly. An individual designated by the Unit Mail Officer to receive mail from the UMR and deliver it to the addressee.
18. Marine Corps Postal Inspector. Designated Postal personnel, E-6 or above, via NAVMC 11157, Marine Corps Postal Inspector Identification Card. Marine Corps Postal Inspectors are part of the IGMC/MACOM Inspection and Commanding General Inspection Programs. Marine Corps Postal Inspectors conduct audits and inspections of MPOs, PSCs, OMPs, and UMRs. Sergeants, designated MOS 0161, may serve as Assistant Marine Corps Postal Inspectors. Enlisted grade exceptions to primary Marine Corps Postal Inspector must be submitted to the respective MCI Postal Director for written approval.
19. Marine Corps Postal Officer. A Marine Corps Warrant Officer/Chief Warrant Officer assigned the MOS 0160. A MCPO manages Military Post offices operations and conducts audits/investigations on command related postal matters.
20. Military Postal Service Agency. DoD, Executive Director, Secretary of the Army, for the Military Postal Service and Official Mail Program.
21. Military Post Office. Military Post offices operate as an extension of the USPS. MPOs provide USPS retail services to authorized DoD patrons and process postal items. A MPO is categorized as either an APO or FPO.
22. Military Post Office Supervisor. A Staff Noncommissioned Officer assigned the MOS 0161. A MPO Supervisor manages MPO operations and provides assistance on command related postal matters.
23. Military Postal Service. The command, organization, personnel, and facilities used to provide military postal activities the means to process the transmission of mail to/from the DoD, members of the Military Services, and other authorized agencies and individuals. MPS components include the Military Services, Joint Staff, and Combatant Commands. The MPS is an extension of the USPS enterprise and provides support to DoD authorized patrons.
24. Outside Continental United States. Locations assigned an APO/FPO zip code.
25. Official Mail. Official mail is any letter, publication, or parcel relating exclusively to the business of the U.S. Government. Items that can be mailed under postal laws may be sent as official mail.

26. Official Mail Center. A designated location where official mail is received, sorted, and distributed. OMCs serve as the single processing or metering point for all outgoing official mail.
27. Official Mail Manager/Assistant Official Mail Manager. An E6/GS-6 or above designated in writing by the Commander to supervise the Official Mail Program.
28. Official Mail Program. The OMP is supported by appropriated funds. The OMP provides effective policies/procedures in cost management, mail design, mail class, special services, address standards, etc.
29. Ordinary Mail. Other mail that is not classified as accountable mail.
30. Personal Mail. Personal correspondence that has postage applied and paid for by the USPS mailer, authorized DoD patron, or DoD paid postage for free mail.
31. Postal Clerk. An enlisted Marine who receives formal training through the Inter-Service Postal Training Activity. The primary MOS 0161 is assigned to perform postal functions in military postal activities.
32. Postal Director. A Marine Corps Chief Warrant Officer 4 assigned the MOS 0160. The Postal Director serves as the regional manager for the respective MCICOM.
33. Postal Effects. All stock, funds, and accountable equipment entrusted to the DoD by the USPS for military postal operations. Postal effects include postage stamps, stamped paper, and funds derived from their sale; blank money order forms, paid money orders, and money order funds; fees collected for special mail services; and retail service equipment furnished by USPS.
34. Postal Finance Officer. Designated Postal personnel, E-6 or above, responsible for managing regional postal finance and retail services at respective MCI/MEF operations.
35. Postal Net Alert. PNAs are used to notify postal activities of issues impacting USPS or MPS networks which delay DoD postal items. PNAs are informational, however, they may lead to an investigation that could warrant a postal offense.
36. Postal Operations Officer/Chief. Designated Postal personnel, E-6 or above, that is responsible for mail processing/consolidation, mail routing instructions, MHP, and air/ground transportation requirements. Enlisted grade exceptions must be submitted to the respective MCI Postal Director for written approval.
37. Postal Quality Assurance/Quality Control Officer/Chief. Designated Postal personnel, E-6 or above, that is responsible for mail process and improvement to meet operational expectations. Enlisted grade exceptions must be submitted to the respective MCI Postal Director for written approval.
38. Postal Service Center. A PSC allows mail to be delivered to an individual delivery point via mail delivery receptacles.

39. Unit Mail Clerk. An individual designated by the Unit Mail Officer to perform mail handling duties in the operation of a Unit Mailroom.

40. Unit Mail Officer and Assistant Unit Mail Officer. An E6/GS-6 or above designated in writing by the Unit Commander to supervise the UMR operation.

41. Unit Mailroom. A properly secured room or enclosure established at a battalion, squadron, or company. The UMR serves as a place for Unit Mail Clerks to keep the mail secure, process, and deliver mail.

## Appendix B

Glossary of Acronyms and Abbreviations

Address Management System	AMS
Area of Responsibility	AOR
Army/Air Force Post Office	APO
Automated Military Postal System	AMPS
Bound Printed Matter	BPM
Business Reply Mail	BRM
Change of Address	COA
Code of Federal Regulation	CFR
Collect On Delivery	COD
Commanding General Inspection Program	CGIP
Common Access Card	CAC
Confinement	CONF
Continental United States	CONUS
Custodian of Postal Effects	COPE
Department of Defense	DD/DoD
Department of the Navy	DON
Deputy Commandant, Manpower and Reserve Affairs	DC, M&RA
Directory File Card	DFC
Electronic Data Interchange Personal Identifier	EDIPI
Estimated Date of Arrival	EDA
Fleet Post Office	FPO
Forward	FWD
Functional Area	FA
General Services Administration	GSA
Headquarters Marine Corps	HQMC
Headquarters Marine Corps Postal Affairs	MFP-3
In Hands of Civilian Authorities	IHCA
Inspector General of the Marine Corps	IGMC
Intelligent Mail Barcode	IMB
Intra/Inter-theater Delivery Service	IDS
Joint Military Postal Service Agency	JMPA
Mail Handling Procedures	MHP
Major Command	MACOM
Manpower Management	MM
Marine and Family Programs Division	MF
Marine Corps Community Service	MCCS
Marine Corps Installation Commands	MCICOM
Marine Corps Order	MCO
Marine Corps Postal Officer	MCPO
Marine Expeditionary Force	MEF
Military Personnel Services Branch	MFP
Moved Left No Address	MLNA
Military Post Office	MPO
Military Postal Service	MPS
Military Postal Service Agency	MPSA
Navy and Marine Corps	NAVMC
No Record	NR
Non-appropriated Fund Instrumentalities	NAFI
Non-commissioned Officer in Charge	NCOIC
Office of Chief of Naval Operations	OPNAV
Officer in Charge	OIC
Official Mail Center	OMC
Official Mail Manager	OMM

Official Mail Program	OMP
Operational Force	OPFOR
Outside Continental United States	OCONUS
Operations	OPS
Permanent Change of Station	PCS
Personally Identifiable Information	PII
Postage Due	PD
Postal Finance Officers	PFO
Postal Net Alert	PNA
Postal Service	PS
Postal Service Centers	PSC
Postal Voting Representatives	PVR
Primary Military Occupational Specialty	PMOS
Privately Owned Vehicle	POV
Quality Assurance/Quality Control	QA/QC
Sick	SK
Simplified Mail Accountability Report Tool	SMART
Standard Form	SF
Standard Operating Procedures	SOP
Statement of Understanding	SOU
Temporary Additional Duty	TAD
Training and Readiness	T&R
Unauthorized Absence	UA
Undeliverable-As-Addressed	UAA
Unified Facilities Criteria	UFC
Uniform Code of Military Justice	UCMJ
United States	US
United States Code	USC
United States Postal Service	USPS
Unit Mailroom	UMR