Command Official Mail Training Manual

NAVEDTRA 14198B
S/N 0504LP1151324
December 2015

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Sailor’s Creed

"I am a United States Sailor.

I will support and defend the Constitution of the United States of America and I will obey the orders of those appointed over me.

I represent the fighting spirit of the Navy and those who have gone before me to defend freedom and democracy around the world.

I proudly serve my country’s Navy combat team with honor, courage and commitment.

I am committed to excellence and the fair treatment of all.”
THE UNITED STATES NAVY

GUARDIAN OF OUR COUNTRY
The United States Navy is responsible for maintaining control of the sea and is a ready force on watch at home and overseas, capable of strong action to preserve the peace or of instant offensive action to win in war.
It is upon the maintenance of this control that our country's glorious future depends; the United States Navy exists to make it so.

WE SERVE WITH HONOR, COURAGE, AND COMMITMENT
Tradition, valor, and victory are the Navy's heritage from the past. To these may be added dedication, discipline, and vigilance as the watchwords of the present and the future.
At home or on distant stations, we serve with pride, confident in the respect of our country, our shipmates, and our families.
Our responsibilities sober us; our adversities strengthen us.
Service to God and Country is our special privilege. We serve with honor.

THE FUTURE OF THE NAVY
The Navy will always employ new weapons, new techniques, and greater power to protect and defend the United States on the sea, under the sea, and in the air.
Now and in the future, control of the sea gives the United States her greatest advantage for the maintenance of peace and for victory in war.
Mobility, surprise, dispersal, and offensive power are the keynotes of the new Navy. The roots of the Navy lie in a strong belief in the future, in continued dedication to our tasks, and in reflection on our heritage from the past.
Never have our opportunities and our responsibilities been greater.
ACKNOWLEDGEMENTS

The Center for Service Support (CSS), Newport, RI would like to acknowledge assistance of the following personnel in writing this NRTC:

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ABOUT THIS COURSE:

This is a self-study course. By studying this course, you can improve your professional/military knowledge, as well as prepare for the Navy-wide advancement-in-rate examination. It contains subject matter about day-to-day occupational knowledge and skill requirements and includes text, tables, and illustrations to help you understand the information. An additional important feature of this course is its reference to useful information in other publications. The well-prepared Sailor will take the time to look up the additional information.

By enrolling in this self-study course, you have demonstrated a desire to improve yourself and the Navy. Remember, however, this self-study course is only one part of the Navy training program. Practical experience, schools, selected reading, and your desire to succeed are also necessary to successfully round out a fully meaningful training program.

COURSE OVERVIEW: In completing this NRTC you will demonstrate knowledge of the subject matter by correctly answering questions on the following subjects: Navy official mail management program; official mail manager responsibilities; mail classifications and services; outgoing mail processing procedures; host command responsibilities; and inspections, training, and reports.

THE COURSE: This self-study course is organized into subject matter areas, each containing learning objectives to help you determine what you should learn along with text and illustrations to help you understand the information. The subject matter reflects day-to-day requirements and experiences of personnel in the rating or skill area. Also, it reflects guidance provided by Enlisted Community Managers (ECMs) and other senior personnel, technical references, instruction, etc., and either the occupational or Naval standards, which are listed in Manual of Navy Enlisted Manpower and Personnel Classifications and Occupations Standards, NAVPERS 18068.

THE INTERACTIVITY: This manual contains interactive animations and graphics. They are available throughout the course and provide additional insight to the operation of equipment and processes. For the clearest view of the images, animations, and videos embedded in this interactive RTM, adjust your monitor to its maximum resolution setting.

THE ASSIGNMENTS: The assignments that appear in this course are designed to help you understand the material in the text.

COURSE OBJECTIVE

The objective of this course is to provide information on the Navy’s official mail management program.

INSTRUCTIONS FOR TAKING THE COURSE ASSIGNMENTS

The links and material that you are to study are included in each chapter. Study the material and links carefully before attempting to answer the questions. Pay close attention to tables and illustrations, and read the information in the links.
SELECTING YOUR ANSWERS

Read each question carefully, and then select the BEST answer. You may refer freely to the text. The answers must be the result of your own work and decisions. You are prohibited from referring to or copying the answers of others and from giving answers to anyone else taking the course.

SUBMITTING YOUR ASSIGNMENTS

To have your assignments graded, you must be enrolled in the course with the NRTC Administration Branch. Following enrollment, there are two ways of having your assignments graded:

- Use the Internet to submit your assignments as you complete them.
- Send all the assignments at one time by mail to NETPDTC, NRTC.

Grading on the Internet: Advantages to Internet grading are as follows:

- You may submit your answers as soon as you complete an assignment.
- You get your results faster.
- In addition to receiving grade results for each assignment, you will receive course completion confirmation once you have completed all the assignments.

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Commanding Officer
Naval Education and Training Professional Development and Technology Center
ATTN: VOLED Det. (NRTC)
6490 Saufley Field Road
Pensacola, FL  32509

Answer Sheets: Each course includes an answer sheet for your assignments. If you are going to mail in your answer sheets, please make copies of the included answer sheets. Explanations for completing the answer sheets are on the answer sheet.

Follow the instructions for marking your answer on the answer sheet. Be sure that blocks 1, 2, and 3 are filled in correctly. This information is necessary for your course to be properly processed and for you to receive credit for your work.
COMPLETION TIME

Courses must be completed within 12 months from the date of enrollment. This includes time required to resubmit failed assignments.

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You will be given the opportunity to resubmit failed assignments. You may resubmit failed assignments only once. Internet students will receive notification when they have failed an assignment; they may then resubmit failed assignments on the Web site. Internet students may view and print results for failed assignments from the Web site. Students who submit by mail will receive a failing result letter and a new answer sheet for resubmission of each failed assignment.

COMPLETION CONFIRMATION

After successfully completing this course, you can download a copy of your letter of completion on the NRTC Web site:

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Pensacola, FL 32509

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CHAPTER 1

NAVY OFFICIAL MAIL MANAGEMENT PROGRAM

The goal of many of the official mail programs is to lower the cost associated with mail preparation, postage, and delivery. This chapter will provide a brief overview of cost-saving measures, the consolidation of mail using Consolidated Mail Facilities (CMFs), and the importance of maintaining accountability of postage.

LEARNING OBJECTIVES

When you have completed this chapter, you will be able to do the following:

1. Describe the Navy Official Mail Cost Control Program (NOMCCP).
2. Describe the purpose of official mail consolidation.
3. Describe the official mail manager (OMM) responsibility in the security of postage.

NAVY OFFICIAL MAIL COST CONTROL PROGRAM

The NOMCCP shall manage appropriated funded postage through monitoring and surveying outgoing and incoming official mail. Each command shall maintain accountability of appropriated funds by implementing an NOMCCP. An example of an NOMCCP is the establishment of CMFs where feasible. The establishment of a CMF will ensure that there is one centralized metering site on each installation. In addition, the Navy requires host installations and Navy Working Capital Fund commands to budget for their postal expenditures and to monitor or survey outgoing and incoming official mail for proper preparation and correct postage.

The overall goal of the NOMCCP is to control Department of Defense (DoD) official mail costs. This goal is accomplished through the cost-effective use of the following:

- United States Postal Service (USPS)
- Available discounts
- DoD official intra-theater mail
- CMF
- Guard mail (Figure 1-1)
- General Services Administration (GSA) authorized commercial carriers

Navy commands shall establish an NOMCCP to review local official mail matter mailing practices. By definition, official mail matter is any letter, publication, or parcel directly relating to the business of the U.S. Government. The NOMCCP is in place to ensure that the cost-effective use of appropriated funds is being accomplished. To implement and monitor the NOMCCP, commands shall designate an OMM and assistant OMM (AOMM).
The OMM shall monitor unauthorized use of official mail and notify the tenant activity OMM or commanding officer of any occurrence of the following:

- Misappropriation of official mail funds
- Missing official mail
- Misdirected official mail
- Delayed official mail

**Official Mail Manager References**

The guiding principles for OMMs can be found in the following four documents:

- [Navy Official Mail Management Program, Office of the Chief of Naval Operations Instruction (OPNAVINST) 5218.7 (series)](https://example.com/nmmp)
- [DoD Official Mail Manual, DoD 4525.8M](https://example.com/dodom)
- [DoD Official Mail Instruction, DoD Instruction (DoDI) 4525.08 (series)](https://example.com/dodim)
- [GSA Federal Mail Management Regulations, part 102-192](https://example.com/gsa)

**OFFICIAL MAIL CONSOLIDATION**

Mail consolidation is the process of combining into one container, two or more pieces of mail directed to the same addressee or installation on the same day. The Navy created the CMF process in 1992 to significantly reduce the cost of official mail. CMFs are large official mail metering and processing centers established to process all Navy official mail in select areas where there are large concentrations of government activities.

Currently, the Navy operates CMFs that serve the following geographic areas:

**Inside the continental United States (CONUS):**

- Bremerton, Washington
- Great Lakes, Illinois
- Jacksonville, Florida
- Millington, Tennessee
- Norfolk, Virginia
- Pearl Harbor, Hawaii
- Pensacola, Florida
- San Diego, California
- Washington, District of Columbia

**Outside the continental United States (OCONUS):**

- Guam, Marianas Islands
- Manama, Bahrain
- Naples, Italy
- Sigonella, Italy
• Rota, Spain
• Yokohama/Yokosuka, Japan

Benefits of Official Mail Consolidation

Many naval activities have been able to eliminate postage metering equipment requirements, associated lease/maintenance costs, and duplication of messenger services through the use of the common functions of CMFs.

Postage costs have also decreased because the CMFs have expanded consolidation of mail destined to more locations at less cost than if each individual activity consolidated its own mail. Centralizing mail in one location standardizes processing methods and increases the volume of letter mail necessary to qualify mail for postal discounts through presorting and bar coding.

The transportation network of a CMF can ensure the delivery of correspondence between area government activities without applying postage. In addition, a CMF can greatly reduce costs by establishing pick-up/delivery routes and through sorting/distributing guard mail, provided each statute contained in USPS publication 542, Understanding Private Express Statutes, is followed. The private express statutes are a group of Federal and civil criminal laws that make it illegal for any entity other than the USPS to send or carry letters over post routes for compensation. The exception to the statutes occurs when appropriate postage is paid in an amount equaling what would have been paid if the items had been sent through the USPS. Activities not served through a CMF can reduce postage costs through proper mail piece preparation, class/service selection, and selection of the appropriate medium by which information is transmitted.

SECURITY OF POSTAGE

To prevent unauthorized use of postage (e.g., stamps, postage meters), the OMM will ensure proper records are maintained at all times. For commands that use postage metering, the OMM must ensure that all required forms are completed and checked to ensure that the accountability of the postage meter is maintained. Figure 1-2 is an example of typical postal metering equipment. To provide the proper security and accountability of postage stamps, the OMM shall do the following:

- Require the use of a daily worksheet to record the available balance on postage meters
- Maintain records that show the dollar value of the postage utilized
- Maintain a signature receipt record for transferred stamps
- Ensure postage materials that are issued to other personnel are accounted for daily
- Conduct a quarterly audit of the postage equipment on hand

SUMMARY

The establishment and implementation of an NOMCCP is directed to ensure the accountability of appropriated funds. The consolidation of mail through the use of a CMF significantly lowers the costs associated with official mail. In addition, maintaining the security of postage is a very important role for an OMM.
End of Chapter 1
Navy Official Mail Management Program

Review Questions

1-1. The overall goal of the Navy Official Mail Cost Control Program is to control __________ official mail costs.
   A. Department of the Navy
   B. Secretary of the Navy
   C. Department of Defense
   D. Secretary of Defense

1-2. What Navy program manages the use and accountability of appropriated funded postage?
   A. Official Mail
   B. Consolidated Mail
   C. Postage Fraud
   D. Official Mail Cost Control

1-3. Which of the following is NOT a goal of the Navy Official Mail Cost Control Program?
   A. Consolidate mail
   B. Control official mail costs
   C. Reduce misdirected mail
   D. Manage appropriated funds

1-4. Through the use of Consolidated Mail Facilities, many Navy activities have eliminated which of the following items?
   A. Guard mail
   B. Postage meter
   C. Letter trays
   D. Sorting stations

1-5. The Navy created Consolidated Mail Facilities to __________.
   A. significantly reduce the cost of official mail.
   B. provide monitors to survey outgoing and incoming mail.
   C. ensure proper preparation and correct postage.
   D. maintain postal records.

1-6. Who is designated to be responsible for the security of postage?
   A. Division officer
   B. Leading petty officer
   C. Official mail manager
   D. Leading chief petty officer
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Newport, RI 02841

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CHAPTER 2

OFFICIAL MAIL MANAGER RESPONSIBILITIES

In this chapter, you will learn about the prerequisites for designated personnel to perform official mail duties, the security requirements relative to official mail processing, and how to prepare standard operating procedures (SOPs). This chapter also provides a list of the pertinent official mail publications and information describing the processes used to identify suspicious mail articles.

LEARNING OBJECTIVES

When you have completed this chapter, you will be able to do the following:

1. Describe the official mail manager's (OMMs) hierarchy.
2. Identify the responsibilities of the OMM.
3. Identify the security requirements for the protection of official mail facilities.
4. Identify the security requirements for the protection of official mail equipment.
5. Identify the security requirements for the protection of official mail.
6. Identify official mail reference publications.
7. Explain the information required in command official mail SOPs.
8. Identify the characteristics of suspicious packages.

OFFICIAL MAIL MANAGERS

Installations, units, staff elements, and the Department of Defense (DoD) components shall appoint OMMs. When an OMM will be unavailable to perform his or her duties, an assistant OMM (AOMM) can be appointed. OMMs and AOMMs shall be appointed in writing.

Hierarchy

The Military Postal Service Agency (MPSA) is an extension of the United States Postal Service (USPS). The MPSA provides service to DoD personnel, their families, and other authorized users around the world. The MPSA uses the services of the USPS, United States Transportation Command, Military Sealift Command, Air Mobility Command, and the Military Transportation Command to move military mail.

Within the Navy, the Chief of Naval Operations (CNO) designated the Naval Supply Systems Command (NAVSUP) as the single point of contact for matters relating to postal policies. Further, fleet commanders are directly responsible for the administration, operation, and monitoring of the military post service in the area under his or her control. Administration, operation, and monitoring are conducted by regional mail centers and other military postal operations.

Regional mail centers are tasked with receiving, screening, consolidating, and dispatching fleet and official mail. Regional mail center directors are also responsible for maintaining a relationship with the local USPS representatives. In addition, the regional mail center OMM provides supervision and guidance for all command OMMs within his or her area of responsibility.
Command OMMs must maintain contact with the regional OMM to remain up-to-date with any policy or procedure changes that may affect official mail programs. Command OMMs are also directly responsible for all the personnel within their command who are tasked with handling official mail. More of the responsibilities of a command OMM are covered later in this chapter. Figure 2-1 illustrates the OMM hierarchy.

**Figure 2-1 — OMM hierarchy.**

**Designation**

The following information provides an overview of the designation requirements for official mail personnel:

- OMM and AOMM shall be:
  - Appointed in writing
  - A commissioned officer, warrant officer, paygrade E-6 or higher, or civilian grade GS-6 or higher

- Military and civilian personnel working in the official mail centers must:
  - Possess a high degree of honesty
  - Never have been convicted of crimes involving theft
  - Never have been removed for cause for work in postal, mail, or other communication activities
- Be physically able to stand, walk, or lift weight up to the maximum weight of a piece of mail
- Possess a valid civilian driver’s license where duties will involve operating a motor vehicle
- Possess an interim Secret clearance or be eligible for a clearance based on a favorable background investigation
- Director of Postal Operations for Consolidated Mail Facilities (CMFs) must:
  - Be designated by letter from the commanding officer
  - Meet the qualifications as described for OMM/AOMM

Responsibilities

The following information provides an overview of the responsibilities of a command OMM:

- Understand when and how to contact an installation OMM
- Supervise mailing practices
- Report misuse of official mail to the commanders of the alleged violators
- Establish controls on postal expenditures to create a cost-effective mail management program
- Ensure compliance with all existing official mail rules and regulations
- Manage the appointment and training of command mail orderlies and clerks
- Review and approve the use of all expedited services
- Review and approve the use of Business Reply Mail service
- Review and approve all special mailing requests
- Ensure the security and safeguarding of command official mail
- Inspect command official mail facilities
- Provide command official mail training

SECURITY

A command is responsible for the security of its mail. Every article of mail processed and dispatched must be delivered to a responsible postal agency, military or commercial carrier, or an authorized agent of the carrier. Mail carriers must make a reasonable guarantee of the onward dispatch of mail to the intended ultimate delivery site. Personnel who are responsible for the loss or delay of mail caused by improper handling will be held accountable for their actions. The military postal service and the USPS rank second to none in the security given to mail articles that are accepted for delivery. The privacy entitled to all articles of mail is established by laws and regulations.

Consolidated Mail Facilities

Official mail is processed and metered in selected geographical area CMFs and official mail centers. CMFs are established in locations where there is a large concentration of Government activities. However, official mail processing locations can range in size from a single room with a safe to an entire building with an enclosed accountable mail section.
Facility Requirements and Access

Access to official mail processing areas must be limited to authorized personnel. Personnel not authorized to be in official mail processing areas must sign into the facility and remain escorted during the visit. Entry to working spaces is prohibited to all personnel not directly involved in the handling of official mail, unless the personnel are escorted. Commanding officers, executive officers, and official inspection personnel are the only exceptions to this rule.

Off-duty official mail personnel should not be allowed access to the facilities. Access to official mail facilities for working parties is allowed while closed mailbags are being handled. However, the working party should be supervised at all times while in the space(s). Document any entry to an accountable mail section to maintain the positive control and accountability of the restricted area.

Identify postal facilities by placing a sign outside that announces restricted access. The general structure of the official mail facility should provide a safe environment for employees and customers. In addition, a secure area for postal effects and classified materials must be a component of an official mail facility’s structural makeup. The following references provide further information on security criteria for CMFs and official mail centers:

- DoD Information Security Program: Protection of Classified Information, DoDM 5200.01
- Physical Security Program, DoD 5200.08-R
- DoD Official Mail Manual, DoD 4525.8-M
- Unified Facilities Criteria (UFC), UFC 4-010-01

Key Control, Combinations, and Equipment

Postal activities must provide security and accountability for the following items:

- Keys
- Combinations to collection boxes, delivery receptacles, facility doors, accountable mail section, and safes
- Extra keys in larger facilities for duty personnel

Document all safe opening and closing operations shall be documented on a Security Container Check Sheet, Standard Form - (SF-) 702. Figure 2-2 is an example of an SF 702. Maintain control of keys at all times. The use of a daily logbook will help to maintain the positive control of keys. The daily logbook contains information about the person accountable and responsible for the keys. Seal all duplicate keys and combinations in a Duplicate Key, Combination, and Password Envelope, Postal Service (PS) Form 3977 or SF-700. Use a modified Customer Receipt, PS Form 1096 to provide a receipt that will be retained by an assigned command representative. Figure 2-3, frames 1 and 2 is an example of the front and back of a PS Form 3977.
Mail Security

It is important for OMMs to have a basic understanding of the categories of classified materials, to include the knowledge of the restrictions involved in handling and mailing the items. At a minimum, OMMs should be able to identify a classified mail piece.

All classified materials must be secured in a General Services Administration- (GSA-) approved container cleared for the storage of materials up to Secret classification. The USPS, Federal Express, and the United Parcel Service (UPS) are authorized to ship and deliver classified materials within the continental United States.

PUBLICATIONS

Valuable information and guidance in postal operations and processing mail is provided in a variety of publications and instructions. OMMs must ensure that the latest publications and instructions are available for assigned mail orderlies and clerks. The OMM Inspection Checklist provides a list of publications that are required to be on hand. The following publications, instructions, and resources are available to assist OMMs in the performance of their duties:

- **DoD Official Mail Management Instruction, DoDI 4525.08**—provides information and guidelines for implementing an Official Mail Cost Control Program (OMCCP); in addition, provides information about controlling and safeguarding postage meters and postage stamps
- **Department of Defense Postal Manual, DoD 4525.6-M**—provides guidance on the operation of military post offices, unit mail rooms, and other postal activities
• **DoD Official Mail Manual, DoD 4525.8-M**—prescribes uniform procedures and responsibilities for administering DoD official mail

• **Navy Postal Instruction, Office of the CNO Instruction (OPNAVINST) 5112.6(series)**—provides guidance for the administration of the military postal service within the Navy

• **Navy Official Mail Management Program, OPNAVINST 5218.7(series)**—sets forth the policy for the responsibilities and management of official mail within the Navy

• **USPS Domestic Mail Manual (DMM)**—the primary manual used in operating post offices; contains regulations on postage rates, mail classification, and mail preparation

• **USPS International Mail Manual (IMM)**—contains regulations, classifications, and guidelines for mailing between the United States and foreign countries

• **USPS Business Mail 101 website**—provides detailed information in preparing, addressing, and sorting business mail

• **USPS Postal Bulletins**—a biweekly publication that provides updated information about policies, procedures, forms, and manuals

• **Postal Zone Chart**—lists the zones in which the various Zone Improvement Plan (ZIP) codes are located in relation to the command’s local mailing address; used at each location where postage rates are calculated

• **Hazardous, Restricted, and Perishable Mail, USPS Publication 52**—provides information and guidance for mailing potentially hazardous, restricted, or perishable materials to domestic and international destinations; also provides guidelines on materials that cannot be mailed due to statutes or regulations

• **Guide to Mail Center Security, USPS Publication 166**—provides advice and recommendations on protective measures that can help assess, prevent, and respond to mail theft; package bombs; bomb threats; and chemical, biological, and radiological threats

• **Directives and Forms Catalog, USPS Publication 223**—provides a detailed listing of all available USPS forms and directives used in the day-to-day operations of a post office

• **Navy Cash® Financial System Standard Operating Procedure, Naval Supply Systems Command (NAVSUP) Publication 727 (P-727)**—provides detailed instruction on the use of the Navy Cash® card

• **GSA Federal Mail Management Regulations, part 102-192**—prescribes the policy and requirements for the effective, economical, and secure management of incoming, internal, and outgoing mail and materials in Federal agencies

• **GSA Mail Center Security Guide(series)**—provides a general overview of the security requirements for operating a mail center; follow the instructions detailed on the website page to obtain a copy of the Mail Security Guide

**Local Directives Required for Consolidated Mail Facilities**

Local directives or SOPs are required at all locations providing postal or official mail services. SOPs will normally contain information that is specific to the command postal activities. The information below provides an overview of the content that should be included in a local SOP:

- 5-year plan—CMFs shall have a 5-year plan that includes a vision statement about what the official mail center will look like and what functions will be performed; the 5-year plan will also provide a cost-effective investment strategy
• Business recovery plan—contains information on procedures to take when a business process is interrupted by an event or crisis situation; for example, the business recovery plan provides detailed procedures on the actions to take when some or all of the employees are absent from work

• Operation, contingency, exercise, and similar plans—include provisions for personnel, postage, equipment, and vehicles for official mail operations; official mail centers shall provide official mail support to all DoD activities, regardless of the DoD component of the activity

• Security plan—contains the information about the security procedures used in the CMF; for example, detailed information on how postage and postage equipment will be secured at the end of the work day

• Customer service guide—contains information that is specific to the CMF; some of the topics normally found in a customer service guide are official cost control initiatives, mail classifications, and postal addressing standards

Additional information about SOPs is located in the DoD Official Mail Manual, DoD 4525.8-M.

SUSPICIOUS MAIL IDENTIFICATION

The possibility of letter bombs and other suspicious packages has increased due to worldwide terrorist activities. Extremists are constantly seeking innovative ways to disrupt the USPS of military postal channels. Situations may occur that require an OMM to make quick decisions. Therefore, OMMs must have an understanding of the characteristics of suspicious mail. In addition, OMMs must provide guidance in identifying suspicious mail because personnel who handle mail are the first and last line of defense.

NOTE

Contact a supervisor or the appropriate officials if a suspicious package is suspected.

Mail handling personnel must be familiar with local SOPs that provide the procedures to follow when encountering suspicious mail. Familiarity with the local SOPs is important because the procedures to handle a suspected mail bomb will be different from handling an envelope that contains a white and powdery substance.

Explosive materials can be enclosed in a parcel or an envelope. Identifying the contents of a parcel or an envelope by its outward appearance can be nearly impossible. The imagination of the sender is the only limiting factor in the form of suspicious mail. However, generally speaking, suspicious mail will encompass unique characteristics. Examples of some of the unique characteristics are as follows:

• Endorsed as either personal or private
• Inaccurate addressee name and/or title
• Distorted handwriting, or name and address prepared with homemade labels or cut-and-paste lettering
• Unexpected mail from foreign countries
• Command name and address that do not match
• Postmarks that do not match the return address
• Visible protruding wires, aluminum foil, or oil stains that may emit a peculiar odor
- Excessive amount of postage stamps affixed
- Excessive tape or sealing material
- Feel rigid or appear uneven or lopsided
- Unprofessionally wrapped with several combinations of tape used to secure the package and may be endorsed “Fragile,” “Handle with Care,” “Rush,” or “Do Not Delay”
- Buzzing or ticking noise, or sloshing sound
- Pressure or resistance when contents are removed from an envelope or parcel
- Powder or residue on envelope or parcel

![WARNING]

The following actions should be taken when a suspicious piece of mail has been discovered:

1. DO NOT OPEN!
2. Isolate the article immediately.
3. DO NOT put the article in a bucket of water or a confined space, such as a desk drawer or file cabinet.
4. Open the windows in the immediate area, if time permits. Opening the windows will help to clear the air of potentially explosive gases.
5. Immediately react if a letter or parcel is suspected as suspicious.
6. DO NOT take any chances or worry about the possible embarrassment if the article turns out to be harmless.
7. Notify the proper response agency after clearing the building.

More information about suspicious mail is located in the following references:

- [DoD Official Mail Manual, DoD 4525.8-M](#)
- [Navy Postal Instruction, OPNAV 5112.6(series)](#)
- [Guide to Mail Security, USPS Publication 166](#)
- [United States Postal Inspection Service website](#)
Figure 2-4 is an example of the characteristics of suspicious mail.

SUMMARY

In this chapter, you learned about the designation requirements and responsibilities of OMMs, AOMMs, and postal personnel. After reading this overview, you should be able to identify facility security requirements that are necessary to protect mail, personnel, and equipment. You should be able to locate information in publications, instructions, and SOPs that provides OMMs and other personnel with up-to-date official policies and procedures. Finally, you should be able to identify the characteristics of suspicious mail, an essential skill for OMMs and other mail handling personnel.
End of Chapter 2

Official Mail Manager Responsibilities

Review Questions

2-1. An extension of the United States Postal Service is the _________.

A. Air Mobility Command.
B. Military Sealift Command.
C. Military Postal Service Agency.
D. United States Transportation Command.

2-2. Within the Navy, what organization is designated as the single point of contact for postal policy?

A. Chief of Naval Operations
B. Undersecretary of the Navy
C. Fleet Forces Command
D. Naval Supply Systems Command

2-3. Regional mail centers are tasked with receiving, screening, consolidating, and _________.

A. dividing
B. dispatching
C. developing
D. determining

2-4. Which of the following functions is a responsibility of a command official mail manager?

A. Be familiar with USPS pub 223
B. Alphabetize all incoming mail items
C. Review and approve the use of expedited services
D. Create a spreadsheet to track the delivery of official mail

2-5. What type of mail facility is established in locations with a large concentration of Government activity?

A. Registered
B. Certified
C. Standard
D. Consolidated

2-6. Access to official mail processing areas must be limited to _________.

A. security
B. off-duty
C. authorized
D. unauthorized
2-7. What Department of Defense manual contains guidelines on protecting classified information?

A. 5200.01  
B. 5300.01  
C. 5400.01  
D. 5500.01

2-8. What Standard Form shall be used to document all safe opening and closing operations?

A. 700  
B. 701  
C. 702  
D. 703

2-9. The use of a daily __________ will help to maintain the positive control of keys.

A. journal  
B. logbook  
C. report  
D. muster report

2-10. What agency approves the containers used to store classified materials?

A. Secretary of Defense  
B. Chief of Naval Operations  
C. General Services Administration  
D. Naval Criminal Investigative Service

2-11. The United States Postal Service, Federal Express, and _________ are authorized to ship and deliver classified materials within the continental United States.

A. Google Express  
B. United Parcel Service  
C. United States Courier  
D. United States Shipping

2-12. What Department of Defense instruction provides information and guidelines for implementing an Official Mail Cost Control Program?

A. 4525.08  
B. 4525.09  
C. 4525.10  
D. 4525.11

2-13. What Chief of Naval Operations instruction series provides guidance for the administration of the military postal service within the Navy?

A. 5112.4  
B. 5112.5  
C. 5112.6  
D. 5112.7
2-14. What United States Postal Service manual provides regulations, classifications, and guidelines on mailing between the United States and foreign countries?

A. Global Mail  
B. Domestic Mail  
C. Universal Mail  
D. International Mail

2-15. What chart lists the Zone Improvement Plan code locations in relation to the command’s local mailing address?

A. Postal Zone  
B. Postal Region  
C. Postal Domain  
D. Postal Boundary

2-16. What standard operation procedure component contains information specific to the Consolidated Mail Facility?

A. Disaster recovery guide  
B. Customer service guide  
C. Emergency procedure plan  
D. Operation, contingency, exercise, and similar plan

2-17. What standard operating procedure component includes provisions for personnel, postage, equipment, and vehicles for official mail operations?

A. Disaster recovery guide  
B. Customer service guide  
C. Emergency procedure plan  
D. Operation, contingency, exercise, and similar plan

2-18. Official mail managers must have an understanding of the characteristics of _________ mail.

A. guard  
B. standard  
C. registered  
D. suspicious

2-19. The only limiting factor in the form of suspicious mail is the _________ of the sender.

A. attitude  
B. funding  
C. resources  
D. imagination
CSS makes every effort to keep their manuals up-to-date and free of technical errors. We appreciate your help in this process. If you have an idea for improving this manual, or if you find an error, a typographical mistake, or an inaccuracy in CSS manuals, please write or e-mail us, using this form or a photocopy. Be sure to include the exact chapter number, topic, detailed description, and correction, if applicable. Your input will be brought to the attention of the Technical Review Committee. Thank you for your assistance.

Write: CSS Rate Training Manager  
1183 Cushing Road  
Newport, RI 02841

E-mail: Refer to NKO CSS Web page for current contact information.

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CHAPTER 3

MAIL CLASSIFICATION AND SERVICES

This chapter provides information about the different categories of mail, the Navy's mailing policy, special services, and the restrictions that apply to each special service.

LEARNING OBJECTIVES

When you have completed this chapter, you will be able to do the following:

1. Describe the different classes of mail.
2. Describe the different types of shipping categories.
3. Describe the different services/extra services available for official mail.
4. Define restrictions that apply to services/extra services.
5. Explain the items that may be sent as official mail.
6. Identify the classes of mail based on contents.
7. Identify the classes of mail based on the Required Delivery Date (RDD).
8. Identify the classes of mail based on the service authorized.
9. Identify the publication used in classifying official mail.
10. Explain the security requirements that must be observed when shipping classified materials by official mail.

NAVY MAILING POLICY

The class of mail, type of service, and mode of transportation selected for official mail must be in accordance with the security, accountability, and delivery requirements in Department of Defense (DoD) 5200.2-R. In addition, material must be shipped at the lowest cost.

Official mail managers (OMMs) should be aware of package size restrictions. The maximum size of an article to be sent by mail is 108 inches. To calculate the 108-inch measurement, measure the package’s length and girth. The term girth describes the distance around the article. The exception to this rule is Standard Post packages that are mailed at an oversized rate. Standard Post package sizes can be up to 130 inches in combined length and girth. Use the following steps to determine the size of an article:

1. Measure the longest side to determine the length.
2. Measure the girth.
3. Add the measurements of the length and girth.

There will be instances when a package is not a square or a rectangle. In these cases, the item will be measured at the greatest dimensions. For example, if a package is cone shaped, the girth will be measured at its base. Figure 3-1, frames 1 through 5 displays the methods used to measure a parcel. In addition to the restrictions in the size of the article, there is a weight restriction. Packages or other mail articles must not exceed 70 pounds.
Items containing administrative materials not subject to the Private Express Statues, defined in U.S. Code, Title 39, such as books, reports, and contracts, must be shipped by the most economical mode of transportation available.

When it is cost effective to do so, consolidate official mail to the maximum extent possible. The use of flat-rate envelopes and boxes can provide additional cost savings. Official mail centers must use the most cost-efficient method for dispatching official mail. In addition, OMMs should complete cost comparisons to see if the single piece or zone rate is the more cost-effective method of shipment. Navy commands that generate large quantities of mail on a consistent basis should take advantage of the available postage rate discounts.

MAIL CLASSIFICATION AND SERVICES

While many OMMs will not process the delivery of official mail, it is still important to understand how mail is classified and processed. Mail centers accept many different articles, such as letters, merchandise, and books. The following paragraphs will provide an overview of the different classes of mail, shipping, and expedited services.
Shipping Categories
The military postal system is responsible for the economical, efficient, and responsive movement of military mail. Military mail, including official mail, is any domestic or international mail that bears a military address or return address and, at some stage in the process, comes into the possession of the DoD. The three general shipping categories are airlift, sealift, and land transportation.

Airlift
U.S. commercial air carriers will be the primary means of transporting all eligible military mail to and from overseas locations. The United States Postal Service (USPS) and the military postal system already use established routes and coordinate with U.S. commercial air carriers to provide the services needed to move mail. When a U.S. or military air carrier is unavailable, a request can be made through the proper channels to use a foreign air carrier to transport mail. However, if the request is approved and a U.S. commercial or military carrier becomes available, the use of the foreign carrier must be discontinued.

Sealift
The primary coordinating activity for commercial ships transporting surface mail is the Military Sealift Command (MSC). Surface mail that is transported on a commercial ship will be loaded into a seavan container. Seavan containers (Figure 3-2) are designed to provide security and reduce the need to handle mail. The postal activity dispatching the mail should properly secure and tag the seavan containers with a numbered tin-band seal.

![Figure 3-2 — Typical seavan container.](image)

Land Transportation
The USPS and military postal system use a large fleet of vehicles to transport military mail to and from locations to include the transportation to authorized air carriers and sealift embarkation points. Land transportation also includes the local movement of mail using command vehicles. The use of combination locks or numbered tin-band seals can ensure the security of the mail being transported.
Mail Services

Domestic mail is divided into classes based on the contents, the weight of the article, the Required Delivery Date (RDD), or the service desired by the sender. Before an article is taken to a mail center, the class of mail and the desired method of mailing the item should be determined. Domestic mail is classified by the shape, weight, and destination of the package. Six classifications pertain to domestic mail:

- Priority Mail Express®
- Priority Mail®
- First-Class Mail®
- Periodicals
- Standard Mail
- Package Services and Standard Post

An OMM should be familiar with the classes of mail being handled and the rates of postage. The USPS provides an online tool that can be very useful for calculating the cost of postage. The tool is called the Postage Price Calculator.

Domestic mail as defined in the USPS Domestic Mail Manual (DMM) is “Mail transmitted within, among, and between the United States; its territories and possessions, Army/Air Force Post Offices (APOs), Fleet Post Offices (FPOs), and Diplomatic Post Offices (DPOs), and mail for delivery to the United Nations, New York.”

International mail postage and fees can be calculated using the USPS International Mail Manual (IMM), the changes that are supplied by USPS Postal Bulletins, and the Notice 123 Price List. Mail items that are transferred from one military post office to another within a geographic theater will be marked with the acronym for Department of Defense Intra-theater Mail (DoDIM) in the location where postage is normally affixed. The DoDIM acronym can be typed, handwritten, rubber stamped, or mechanically imprinted.

Expedited Services

The most economical method of transportation for postal items must be used to meet the requirements of the mission. To meet this requirement, consider a General Services Administration (GSA) -approved alternative shipping method. There will be occasions when delivery of mail items must be timely to avoid mission failure, monetary penalties, and other extenuating circumstances.

Commands that require the use of expedited services that do not qualify for standard expedited services should examine the use of USPS Priority Mail® or other GSA-approved ground services where they are available. If a customer desires to use an expedited service, he or she must fill out an expedited service request. An example of a typical request for expedited services is shown in Figure 3-3. After the request is completed, the command OMM reviews the request and determines if a valid requirement exists, if the service is available to the addressee, and if the packaging and labels are properly prepared before approving the request. The OMM will retain a copy of the approved request for expedited services for 1 year.
Account # __________________________
(Full 9 Digit Zip Codes)

From: ________________________________
(Command/Department)

Subj: REQUEST FOR EXPEDITED SERVICES
Ref: (a) OPNAVINST 5218.7 (series)

1. The attached item requires delivery to the addressee within 24 hours. The following applies:

   a. _____ Mission failure probable.
   b. _____ Significant monetary penalty by Navy will occur.
   c. _____ Missing movement/transportation will occur.
   d. _____ Extreme adverse effects to operations/personnel.
   e. _____ Compelling circumstances in preparation occurred.
   f. _____ Request not received in time to meet due date.

2. I certify that I have reviewed this request, and the addressee is within next day delivery guidelines, or if addressed to a FPO/APO, that the particular FPO/APO is authorized. I also certify that if addressed to an FPO/APO this package contains no classified material.

______________________________
(Approving Official)

Figure 3-3 — Typical request for expedited mail service.

The OMM of the host command or the command affixing the postage will control expedited services in accordance with the Office of the Chief of Naval Operations Instruction (OPNAVINST) 5218.7(series).

Postage will be prepaid on all Priority Mail Express® mailings by affixing regular commercial postage stamps or commercial postage meter imprints. Other authorized expedited service providers must have an established account to effect payment.

The USPS does not deliver Priority Mail Express® directly to the addressee at a military address. Instead, the USPS delivers the expedited material to installation branch post officer or a Consolidated Mail Facility (CMF). When the expedited mail has been delivered to the branch post office or CMF,
the guaranteed next-day delivery requirement has been fulfilled. Expedited mail will be held at USPS servicing facilities on weekends and holidays. The expedited mail will be delivered to the branch post office or CMF the next working day.

Commands using an expedited service must monitor the delivery of the item to ensure that the service is being provided. If the service has not been met, the command should request a refund. The expedited service provider is required to refund all service charges if the guaranteed delivery of the item is not accomplished.

Expedited Mail Preparation

The number of addresses and information lines are not restricted on expedited mail. The sender should provide any pertinent information that aids in the delivery of the expedited article, including but not limited to the following information: building, room, code, telephone numbers, and name. The following information is provided as examples of expedited mail preparation:

- **First-Class Mail®**—any matter up to and including 13 ounces can be mailed as First-Class®, if the matter is not letter size, then the item must be marked as First-Class®; if the item is not marked as First-Class®, it will be mailed using the lowest rate service; first-Class® mail is generally delivered locally overnight or within 2 to 3 days in the continental United States

- **Priority Mail®**—when an expedited service is not needed, but preferential handling is desired by the sender, then use Priority Mail®. Priority Mail® offers faster delivery service, tracking, and $50.00 of insurance at a lower cost; the maximum weight for an item mailed using Priority Mail® is 70 pounds, and the thickest part cannot exceed 108 inches

- **Package Services**—comprises four subclasses: bound printed matter, library mail, Media Mail™, and Standard Post; any packaged item must not exceed 70 pounds and a maximum of 130 inches in length and girth combined
  - Bound printed matter—items such as annual reports, catalogs, and technical guides; the cost of mailing bound printed matter is determined by weight of a single addressed piece or 1 pound, whichever is higher, and the postal zone to which the material is addressed; bound printed material must not exceed 15 pounds
  - Library mail and Media Mail™—items such as books, films, and printed music; the cost of mailing library and Media Mail™ is based on the weight per pound or the fraction thereof; the minimum price per piece is for a piece weighing 1 pound
  - Standard Post—matter that is not required to be mailed as First-Class® or periodicals; Standard Post items can weigh up to 70 pounds; in addition, Standard Post parcels over 108 inches but less than 130 inches in length and girth can be mailed at an oversized rate

Extra Services

Extra services are used to provide additional instructions for handling mail that surpass the routine and ordinary methods. Additional fees are involved in the use of extra services. The following paragraphs will provide an overview of the different types of extra services and what the service is used to accomplish. The extra services are as follows:

Note: Priority Mail® Express cannot be sent to mobile units.
• Registered mail
• Certified mail
• Insured mail
• Special handling
• Certificate of mailing
• Return receipt
• Restricted delivery service

Registered Mail
Registered mail services are used to add protection for valuable and important mail items. Registered mail is the most secure mail service the USPS offers to their customers. Registered mail uses a system of receipts to continuously monitor the transit of a mail piece from the point of acceptance to delivery to the addressee. *Figure 3-4* is an example of a typical registered mail label.

![Registered Mail Label](image)

*Figure 3-4 — Typical registered mail label.*

Certified Mail
The certified mail service provides the sender with a mailing receipt and with electronic verification that the item was delivered or an attempt to deliver was accomplished. Certified mail records are not maintained at the mailing post office but at the post office serving the delivery area. Certified mail services do not qualify for postal insurance. Therefore, a monetary claim cannot be made if the mailed item is lost or damaged during delivery. Certified mail services only apply to domestic mail.

Insured Mail
The customers sending the mail can purchase insurance for mailed items. If the insured item is lost or damaged, the USPS will reimburse the customer based on one or more of the following factors:

• Amount of requested insurance
• Cost or value of the mailed item
• Cost of repairs to the mailed item
• Replacement cost of the mailed item
Special Handling
The special handling service is used to arrange preferential transportation for the item being mailed. Special handling can be combined with other extra services, such as insured mail, delivery confirmation, and signature confirmation. However, special handling can only apply to First-Class Mail®, Priority Mail®, Standard Post, and Media Mail™.

Certificate of Mailing
There are occasions when a customer requires evidence that an item was mailed but does not want to purchase insured, registered, or certification services. In these cases, the customer can purchase a certificate of mailing as evidence of mailing the item. The certificate of mailing can be purchased for all classes of mail.

Return Receipt
A return receipt provides the mailer with evidence that an item has been delivered to the addressee. When the addressee receives the mailed item, he or she is required to sign the receipt and return the receipt to the sender. A copy of the return receipt is not maintained at the office that mailed the item. Return receipts may only be purchased for registered, insured, certified, and Priority Mail Express® items.

Restricted Delivery Service
The restricted delivery service allows the person mailing an item to direct the delivery of that item to an addressee or a person, authorized in writing, to accept the mailed item. The addressee must be a person specified in name by the person mailing the item. Restricted delivery items cannot be addressed to a company, corporation, or firm. To complete the restricted delivery, the addressee or the authorized agent must sign for the mailed item. The restricted delivery service only applies to registered, certified, and insured mail over $200.

Selecting Special Mail Services
The Government Losses in Shipment Act and the Government general self-insurance policy prohibit any Federal agency from using registered and insured mail services for the primary purpose of obtaining post indemnity. Claims shall not be made against the USPS for official mail items that become lost or damaged. However, the Government is authorized to use registered or insured mail services as added protection or proof of delivery. The use of special services should be limited unless a law or DoD regulation requires the use or in cases where the item is mission essential. When a special service is authorized, every effort should be made to use a less costly service. For example, when an item is authorized to be mailed using certified services, that item shall not be mailed using a registered mail service. The DoD authorizes the use of the following special services:

- Registered mail—official mail is registered for security, not indemnity; the term indemnity describes securing an item against loss or other financial burdens; the sender must declare the full value on registered articles and pay the appropriate registration fee; however, do not estimate the value for classified materials or other items that do not have mission-essential value; in these cases, the minimum registry fee will be paid; in addition, place waybills or invoices inside the package, do not attach them to the outside of the package; below are some examples of items that are authorized to be mailed using registered services:
  - Criminal investigation evidence
  - Sensitive or controlled items that cost in excess of $5,000
  - Classified documents
• Certified mail—provides the sender with a mailing receipt (Figure 3-5), and upon request, electronic verification that the article was delivered or an attempt to deliver was made by the USPS; certified mail is dispatched and handled in transit as ordinary mail; it is important to note that certified mail service does not include insurance; below are some examples of the items that are authorized to be mailed using certified services:
  o Adverse enlisted and officer efficiency reports
  o Controlled test materials
  o Instructional materials marked for “For Faculty Use Only”

![Certified mail receipt](image)

**Figure 3-5 — Certified mail receipt.**

Use a Record of Receipt, OPNAV 5511/10, if proof of delivery to another government agency is required. The addressee of the Record of Receipt shall be instructed to acknowledge the receipt by completing the form and returning it immediately.

A complete listing of items and the services that are authorized for official mail are in the DoD Official Mail Manual, DoD 4525.8-M.

**Endorsement**

All mail except letter-size First-Class® Mail shall be endorsed to show the mail class. Items mailed as Priority Mail® must have either USPS Label 106 (Priority Mail® strip), Label 106-A (Priority Mail® tape), or Label 107 (Priority Mail® sticker). The mail center will select the most economical means of transportation except letter-size First-Class®, which is not marked with a mail class.

**Permit Imprint**

Permit imprint mailings are the most popular and convenient way to pay for postage, especially when a command mails a high volume of materials. Permit imprints use a postage block called an indicia (Figure 3-6) instead of pre-canceled stamps or a postage meter. The permit imprint indicia is printed on the upper right-hand corner of the mail item where a stamp would normally be located.
Naval commands that desire to make permit imprint mailings will establish a permit imprint account. The command must complete a Mailing Permit Application and Customer Profile, Postal Service (PS) Form 3615 to establish a permit imprint account. Permit imprint mailings cannot be made at military post offices. The command must submit the completed PS Form 3615 to a local USPS post office. In addition, the command will be required to establish a Centralized Account Processing System (CAPS). A CAPS account is used to establish the method of payment for permit imprint mailings. A CAPS account does not require that a minimum dollar amount. However, sufficient funds must be available in the account to cover the cost of the permit imprint mailing.

A bulk permit is the best option for large mailings of First-Class Mail® weighing less than 13 ounces. If permit imprint services are required for packages, calculate the weight and distance the package will travel. If package services are authorized to be sent by permit imprint, the command should submit a Postage Statement-Standard Mail, PS Form 3602-R.

To efficiently process permit imprint mailings, the items should be presorted by ZIP code. This process will result in a reduction of handling and processing time, for both the originator and the USPS. The use of proper permit mailings can result in up to a 24-percent savings in the total cost of postage.

The cost of any contractor mailings will be accounted for on the command/activity quarterly reports. Command OMMs will review and approve all requests to use mail permits. In addition, the tenant activity OMM will maintain copies of mailing permit documents for 1 year. The mail volume and the total cost recorded on all permit imprint mailing documents will be reported annually. The following examples show the types of permits authorized and their requirements:

- **First-Class Mail®**
  - Minimum of 200 pieces or 50 pounds
  - Pieces identical by size and weight

- **Presorted First-Class Mail®**
  - Minimum of 500 pieces
  - Pieces identical by size and weight
  - Pieces presorted by ZIP code before delivery to a USPS post office
Periodical Permit

All periodical publications must be authorized mailing privileges under one of the five qualification categories:

- General publications
- Publications of institutions and societies
- Publications of State Departments of Agriculture
- Requestor publications
- Foreign publications

Any of these publications are subject to the general standards outlined in the USPS DMM for each of the respective categories.

All sponsors of periodical mailings will ensure that the appropriate Defense Logistics Agency (DLA) Document Services office is provided with the permit number before using a printing and distribution contract. In addition, the Defense Automated Printing Service (DAPS) will ensure that all sponsors of periodical mailings are promptly notified when any changes occur to a contract, especially new vendors.

Any command that possesses a periodical permit will contact the appropriate USPS account representative if any formatting changes are required. In order to obtain an authorization to mail a publication, the command must complete an Application for Periodicals Mailing Privileges, PS Form 3500, at the post office serving the office of the publication. The requestor will need to pay the periodical application fee, original entry fee, and reentry fee as applicable. In addition, the requestor should pay the applicable package service rate while the PS Form 3500 application is pending. If the application is approved, the postage paid will be refunded in excess of the periodical rate provided.

Merchandise Return Service

If a Navy command desires to use Merchandise Return Services (MRS), an MRS mailing permit must be obtained from the USPS. To apply for an MRS permit, the command must submit a Mailing Permit Application and Customer Profile, PS Form 3615, to the post office where the MRS will be executed. An MRS fee is charged annually to the command on the date the permit was initially received. MRS parcels are charged single-piece price postage and extra service fees based on the class of subclass marked on the label.

Permit holders are charged the postage and fees on First-Class®, Priority®, and package services when an authorized use of the MRS permit has occurred. All payment for the MRS permit will be made using Electronics Funds Transfers (EFTs).

Business Reply Mail

Business Rely Mail (BRM) allows a mailer to distribute preprinted First-Class® and Priority® Mail reply pieces to customers. The mailer, not the customer, pays the fees for the return postage. This type of reply mail is useful for encouraging orders from customers, receiving results from surveys, or soliciting subscriptions.

If a command desires to apply for a BRM permit, the submission of a Mailing Permit Application and Customer Profile, PS Form 3615 is required. The PS Form 3615 must be submitted to the post office that will receive the BRM along with the annual renewal fee. Payment for the BRM permit is accomplished through the use of a BRM account, which reduces the collected fees. The use of BRM has the following requirements and restrictions:
Government agencies are expected to use an internal receipt when responding to another Government agency; commands that use an FPO mailing address cannot use BRM services; in addition, commands should estimate the total cost of reply mail because each piece is charged at the First-Class® postage rate with a handling fee that is returned to the originator.

Determine if a legal use for a BRM exists.

Estimate the percentage of returns; if the estimated return percentage exceeds 50 percent, BRM should not be used.

Any request for a BRM should be forwarded to OMMs for approval and to barcode a sample envelope; send the sample, along with the barcoding information, to the command or company who will do the printing.

The BRM permit will be filed at the USPS post office that services the activity; before distributing BRM, perform the following steps:

- Coordinate with the USPS account representative to ensure the BRM is correctly formatted.
- Take advantage of the lower surcharge by qualifying for the BRM accounting system (BRMAS).

Formal applications for a BRM permit can be made to the Director, Office of Mail Classification, Rates and Classifications in Washington, DC. A separate application is required for each class of permit imprint mailing that will be made. At a minimum, the application should identify the servicing post office, type class and/or service desired, and the name and telephone number of the responsible party for mailings under the permit.

The address side of all permit mailings should face the same direction. All permit imprint mailings that are sent as one of the presorted discount rates will be sorted by ZIP code, bundled, placed in trays, and labeled according to USPS requirements.

Permit mailings are then delivered to the appropriate office, branch, or station that was designated by the postmaster. An authorized USPS employee must accept and verify permit mailings. The mailings may not be deposited in a USPS collection drop box.

**COST REDUCTION TIPS**

The DoD policy is that mailing costs must be maintained at the minimum level necessary to conduct essential Government business. Over the past years, the cost of postage has significantly increased. Therefore, in order to reduce postage costs and to conform to the DoD policy, Department of the Navy (DON) activities shall ensure that official mail practices conform to the following guidelines:

- Consider a less expensive method of mail transportation.
- Consolidate official mail with other mail as possible.
- Reduce the size and weight of the mailed materials as possible.
- Limit the use and types of USPS mailing containers.
- Understand the differences between Standard Post and Priority Mail® rates.
- Maximize the use of envelopes and other mailing containers.
APPROPRIATED FUND POSTAGE

OMMs shall ensure that appropriated fund postage is only used to mail materials relating solely to the business of the U.S. Government. The following items are examples of the authorized uses of appropriated fund postage:

- Mailing pertaining to Federal Government matters by the Army National Guard and the Air National Guard
- Invitations to non-DoD dignitaries to attend official social functions
- Retired members of a DoD component for merchandise return or business reply items furnished to them by a DoD activity

The following items are examples of the unauthorized uses of appropriated fund postage:

- Mailing items that undersized or oversized, overweight, or explosive
- Postcards, unless the content are DoD or DoD component approved
- Invitations to personal social functions, even if the event is the result of an official position

The DoD Official Mail Manual, DoD 4525.8-M provides a complete list of the authorized and unauthorized uses of appropriated fund postage.

CLASSIFIED MATERIAL

Information or materials identified as requiring protection against unauthorized disclosure in the interest of national security shall be classified using the following terms:

- Top Secret—applies to information or materials that, if disclosed, could be expected to cause exceptionally grave damage to the national security of the United States
- Secret—applies to information or materials that, if disclosed, could be expected to cause serious damage to the national security of the United States
- Confidential—applies to information or materials that, if disclosed, could be expected to cause damage to the national security of the United States

*Figure 3-7, frames 1 through 4* illustrates the different labels used to identify classified materials. Official mail personnel, including OMMs, can expect to handle classified materials at some point. Therefore, it is important to understand the basic requirements that should be observed when handling and transporting classified information or materials. Every effort should be made to arrange the most economical means of transportation to meet the requirements of the mission.

In accordance with security regulations, a GSA-approved alternate carrier may be used to transport materials classified up to Secret with the continental United States, Alaska, Hawaii, and territories. However, the GSA-approved carrier must follow the instructions contained in DoD and DON security regulations. Classified materials and information sent to and from overseas APO or FPO activities must be sent as registered mail. Top Secret materials are sent using the Defense Courier Service. Materials up to Secret classification can be sent via USPS.

*Figure 3-7 — Classified material labels.*
Official mail personnel shall always assume that official Registered mail contains classified materials up to and including Secret.

Confidential materials and information can be mailed using certified mail services within the continental United States, Hawaii, and Alaska. Expedited services will not be used to send classified materials that cannot be guaranteed to be delivered on a Friday, Monday, during a national holiday, or when the mail center will be closed. The only exception to this rule is when the originator certifies in writing that the material being shipped will be received by the addressee and is required to be on site before the next normal working day.

**SUMMARY**

This chapter covered the classification and services, including expedited and extra services, that are available for official mail. It also covered the requirements for determining the most cost-effective methods in processing official mail that meet the intent of cost savings. Finally, the services and restrictions available for the shipment of classified materials up to Secret within the United States and overseas locations were covered.
End of Chapter 3
Mail Classification and Services

Review Questions
3-1. What cost-effective measure must be completed for official mail when possible?

A. Sorting
B. Arranging
C. Consolidating
D. Alphabetizing

3-2. Additional postage cost savings can be provided through the use of what type of envelopes and boxes?

A. Flat-rate
B. First-Class®
C. Standard Post
D. Speedy delivery

3-3. What total number of general shipping categories can be used for mail?

A. One
B. Two
C. Three
D. Four

3-4. What organization is the primary coordinating activity for commercial ships transporting surface mail?

A. Naval Air Systems Command
B. Military Sealift Command
C. Naval Supply Systems Command
D. Naval Sea Systems Command

3-5. What total number of mail service classifications relates to domestic mail?

A. Three
B. Four
C. Five
D. Six

3-6. International mail postage and fees can be calculated using Postal Bulletins and what other publication?

A. Department of Defense Instruction 4525.08
B. Overseas Postal Rate
C. International Mail Manual
D. International Shipping Rates
3-7. What acronym will be marked on mail that is transferred from one military post office to another military post office in a geographical theater?

A. DoDIM  
B. DoDMI  
C. DoDPM  
D. DoDOP

3-8. What Office of the Chief of Naval Operations Instruction series provides the guidance for controlling expedited services?

A. 5217.7  
B. 5218.7  
C. 5219.7  
D. 5220.7

3-9. Priority Mail® Express CANNOT be sent to which of the following types of unit?

A. Mobile  
B. Shore  
C. Diplomatic  
D. Certified Mail

3-10. Mail matter up to what total number of ounces can be mailed First-Class®?

A. 12  
B. 13  
C. 14  
D. 15

3-11. Annual reports, catalogs, and technical guides are what type of matter?

A. Media  
B. Library  
C. Commercial  
D. Bound printed

3-12. Which of the following services can be used by a customer for preferential handling?

A. Media  
B. Package  
C. First-Class®  
D. Priority Mail

3-13. What mail service is used to add protection for valuable and important mail items?

A. Registered  
B. First Class®  
C. Certificate of Mailing  
D. Certified Mail
3-14. What Department of Defense publication provides a complete listing of items and services for official mail?

A. 4523.8-M  
B. 4524.8-M  
C. 4525.8-M  
D. 4526.8-M

3-15. What type of material or information, if disclosed, can cause damage to the national security of the United States?

A. Secret only  
B. Confidential only  
C. Top Secret only  
D. All of the above
CSS makes every effort to keep their manuals up-to-date and free of technical errors. We appreciate your help in this process. If you have an idea for improving this manual, or if you find an error, a typographical mistake, or an inaccuracy in CSS manuals, please write or e-mail us, using this form or a photocopy. Be sure to include the exact chapter number, topic, detailed description, and correction, if applicable. Your input will be brought to the attention of the Technical Review Committee. Thank you for your assistance.

Write: CSS Rate Training Manager
1183 Cushing Road
Newport, RI 02841

E-mail: Refer to NKO CSS Web page for current contact information.

Rate ____ Course Name _____________________________________________
Revision Date __________ Chapter Number____ Page Number(s) ____________
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CHAPTER 4

OUTGOING MAIL PROCESSING PROCEDURES

This chapter describes the processing of outgoing mail through the collection, postmarking, and dispatching phases. Monitoring official mail operations is very important in detecting the inappropriate use of official mail and determining the most effective cost-saving methods. Another important aspect of monitoring official mail is ensuring that the address of an outgoing piece is properly formatted.

LEARNING OBJECTIVES

When you have completed this chapter, you will be able to do the following:

1. Explain the collection procedures for official mail.
2. Explain the procedures for dispatching outgoing official mail.
3. Explain official mail monitoring procedures.
4. Explain the proper address format for official mail.

PROCESSING OFFICIAL MAIL

Official mail managers (OMMs) are responsible for collecting, consolidating, prioritizing, and dispatching outgoing official mail to the local United States Post Office or Military Post Office for further processing. The following paragraphs provide an overview of the collections, postmarking, and sorting procedures that should be followed when dispatching outgoing official mail.

Collection

Do not deposit official mail items into United States Postal Service (USPS) collection boxes. If official mail items are found in a USPS collection box, the items will be returned to the originating command for reprocessing. If an incident similar to the example above occurs, OMMs will conduct training with the command official mail handling personnel to ensure that the personnel are fully aware of official mail dispatching procedures. Deliver official mail items to an official mail center or a Consolidated Mail Facility (CMF) for further processing and delivery.

Postmarking

Postal personnel should meter and postmark official mail using the same processes as regular mail. Incorrectly sent official mail will be postmarked with an all-purpose date stamp (Figure 4-1) on the back to show the date that it was received before the mail is dispatched to its final destination.

Figure 4-1 — Typical all-purpose date stamp.
**Sorting**

Sort, bundle, and dispatch official mail with regular outgoing mail. Handle official mail in the same manner as regular mail, provided no special services have been added to the official mail items. Registered mail items are always handled with more security than regular mail items. Additional costs and delays will occur if mail is incorrectly sorted or bagged by postal personnel. Sorted mail ready for dispatch should have certified mail and balloting materials placed in the front of the letter mail trays. *Figure 4-2* is an example of a typical mail sorting station.

**DISPATCHING OUTGOING OFFICIAL MAIL**

The consolidation of outgoing mail is mandatory. The use of USPS flat rate boxes and envelopes shall be used to the maximum possible extent when it is cost effective. If mail volumes do not warrant the use of flat rate boxes and envelopes, then the use of mail pouches is authorized for official mail items after the postage has been affixed to the item. If USPS flat rate boxes or envelopes are not a cost-effective method, then Priority Mail® boxes at the postal zone rate will be used as another option. All mail room employees must be familiar with cost-saving measures and when to utilize best practices. All official mail centers and Military Post Offices will use the following general guidelines:

- Dispatch priority mail in priority parcel pouches and First-Class® letter mail in letter trays or number 1 or 2 sacks
- Dispatching activities must not mix First-Class® Mail or Priority Mail® (preferred package service) with Standard Mail (deferred package service) or other classes of mail
- Dispatch directory service letter mail in a separate tray identified as directory mail

**MONITORING OFFICIAL MAIL**

Monitoring official mail operations is a necessary requirement that will save time and reduce unneeded expenses. OMMs must ensure that registered and certified mail, and signature confirmation mail, and official mail with return receipts are in compliance with all current and related instructions. The monitoring of official mail includes the opening and inspection of official correspondence to determine the content and the special services authorized.
The OMM and the assistant OMM (AOMM) are the only personnel authorized to open official mail materials before the application of postage. There is an exception to this authorization. OMMs and AOMMs are never authorized to open the inner wrapping of a piece of classified mail. The OMM and AOMM will maintain a logbook and use it to document any time a piece of official mail is opened for inspection. The logbook will contain the following information:

- Date of inspection
- Full name of the command or activity originating the material
- Delivery address of the material
- Registered or certified mail number, if applicable
- Signature of the OMM or AOMM that opened the material

**ADDRESS FORMAT**

All official mail address delivery lines will include the street address or post office box of the addressee. The Department of Defense (DoD) directed this requirement to make official mail compatible with USPS mail automation requirements. Official mail addresses will be typed or printed by mechanical means in upper case (capital) letters without any punctuation. Invitations to social functions, where a handwritten address is prescribed by etiquette, are exempt. Additional information about official mail address formatting is located in the USPS Publication 28, Postal Addressing Standards.

Commanders/Commanding officers (except those that have a military postal address or reside on a base approved by Congress to be closed) within the United States or its territories and possessions will do the following:

- Coordinate with local USPS officials to revise/reformat their official mailing address and those of their tenant commands
- Assign street addresses and/or numbers to all buildings to which USPS currently delivers mail
- Provide tenant activities and local USPS officials with new official addresses
- Provide new official mailing addresses (including tenant activities addresses) to the Chief of Naval Operations (CNO) (N09B22) for inclusion in the Office of the CNO Instruction (OPNAVINST) 5400.45, Standard Navy Distribution List (SNDL)

Official mail addresses (both delivery and return) will be typed in uppercase letters, limited to seven lines, formatted with a uniform left margin, and limited to a maximum of 47 characters per line including spaces. The following is an example of an official mail address:

```
DEPARTMENT OF THE NAVY
TITLE OF OFFICIAL IN CHARGE
ATTENTION LINE (OPTIONAL)
NAME OF ACTIVITY
DELIVERY ADDRESS or PSC NUMBER, BOX NUMBER
CITY STATE ZIP CODE
OFFICIAL BUSINESS
```
**Title of Official in Charge**

Navy correspondence will be addressed to the official in charge of the activity. Place the title of official in charge (for example commander, commanding officer, or director of the activity) at the beginning of the “title of official in charge” line. Place the official's name, if known, at the end of this line or on the attention line of the address. A specific section or location in an activity can also be written in the same locations as the name of the official in charge.

**Attention Line**

The attention line of the address is optional. However, the attention line can be used to direct the official mail item to a specific person or section in an activity as described above. Use the attention line to identify the addressee when the title of the official in charge line is not adequate.

**Name of Activity**

The SNDL lists both the long title and the short title Plain Language Address (PLA) for Department of the Navy activities. However, only the short title PLA, less the city and state, will be used for official mail. For example, NAVSUP will be used on an official mail address instead of Commander, Naval Supply Systems Command.

**Delivery Address**

The delivery address line, excluding afloat units, will consist of a street address, post office box number, a postal service center number, or a box or unit number. The following are examples of the delivery address format:

- **Street Address:** 1775 JOHN PAUL JONES BLVD
- **Post Office Box Number:** PO BOX 405
- **Postal Service Center Number:** PSC 467 BOX 291
- **Unit Number:** UNIT 30001
- **Unit Number with Box Number:** UNIT 62001 BOX 426
- **Military Post Office Address**
  - FPO AE 09501
  - FPO AA 34093
  - FPO AP 96349

Ships and mobile units will include a unit number and virtual box number along with a 5-digit Zone Improvement Plan (ZIP) code in the Navy standardized format as follows:

- **Line 1:** Name
- **Line 2:** Ship or Mobile Unit name
- **Line 3:** Ship or Mobile Unit number, box number
- **Line 4:** FPO (AP, AE, AA), ZIP code (5 digits only)

Ashore FPOs will include a Postal Service Center (PSC) number and box number along with a 5-digit ZIP code in the address as follows:

- **Line 1:** Name
- **Line 2:** PSC Number, box number
- **Line 3:** FPO (AP, AE, AA) ZIP code (5 digits only)
City, State, ZIP Code

The postal office (city), state, and ZIP code will appear in order on the bottom line of an official mail address. The standard two-letter abbreviation, such as “FL” (Florida) or “PA” (Pennsylvania), will be used to identify the state. The exception to the standard city, state, ZIP code format is Army Post Office (APO) and Fleet Post Office (FPO) activities. The APO and FPO acronyms will be substituted for the name of a city. The abbreviation “AE” (Armed Forces Europe), “AA” (Armed Forces Americas), or “AP” (Armed Forces Pacific) will be substituted for the state. The following is an example of the differences between city, state, ZIP code and APO/FPO addressing:

Civilian Post Office Address: NORFOLK VA 23511

Military Post Office Address:
- FPO AE 09501
- FPO AA 34093
- FPO AP 96349

Remember that all outgoing official mail should be randomly checked for the proper address format, postage, and applied fees. Official mail items that are out of compliance will be returned to the originating command or activity. Figure 4-3 is an official mail address interactive exercise.

![Interactive Address Formatting](image)

Figure 4-3 — Official mail address formatting.
SUMMARY

This chapter provided an overview of the processing procedures through the collection, postmarking, sorting, and dispatching of official mail. Effectively monitoring official mail will save time and money. In addition, using the correct address formatting will ensure that official mail items are processed and delivered to the addressee on time. OMMs should take the time to share best practices with other personnel involved in the processing of official mail. Sharing best practices will aid other OMMs in detecting and eliminating the abuse of the official mail program.
Review Questions

4-1. Which of the following is an authorized place to drop off official mail?

A. Mailbox
B. Consolidated Mail Facility (CMF)
C. United States Postal Service Collection Box
D. FedEx Collection Box

4-2. What person is responsible for ensuring that mail handling personnel are fully aware of official mail dispatching procedures?

A. Director of mail
B. Official mail handler
C. Postmaster general
D. Official mail manager

4-3. What location on incorrectly sent official mail items will be marked with an all-purpose date stamp before the items are dispatched?

A. Back
B. Front
C. Top
D. Bottom

4-4. What mail items are always handled with more security than other mail items?

A. Certified
B. Registered
C. Reimbursable
D. Standard Post

4-5. Official mail monitoring operations are a necessary requirement that will save time and _________.

A. increase postal expenses.
B. reduce unneeded postal expenses.
C. increase mail processing timeframes.
D. delay delivery.

4-6. Other than the official mail manager, what person is authorized to inspect official mail items?

A. Base security
B. Postal account representative
C. Assistant official mail manager
D. Command security manager
4-7. What are the addressing requirements for official mail?
   A. All Capital Letters only
   B. “DEPARTMENT OF THE NAVY” only
   C. Title of Official in Charge only
   D. All of the above

4-8. What United States Postal Service publication contains information about address formatting?
   A. 26
   B. 28
   C. 30
   D. 32

4-9. An official mail address should NOT exceed what total number of characters per line?
   A. 27
   B. 37
   C. 47
   D. 57

4-10. All official mail items that are out of compliance will be returned to the _________.
    A. delivery agent.
    B. Military Post Office.
    C. servicing post office.
    D. originating command or activity.
RATE TRAINING MANUAL – USER UPDATE

CSS makes every effort to keep their manuals up-to-date and free of technical errors. We appreciate your help in this process. If you have an idea for improving this manual, or if you find an error, a typographical mistake, or an inaccuracy in CSS manuals, please write or e-mail us, using this form or a photocopy. Be sure to include the exact chapter number, topic, detailed description, and correction, if applicable. Your input will be brought to the attention of the Technical Review Committee. Thank you for your assistance.

Write: CSS Rate Training Manager
1183 Cushing Road
Newport, RI 02841

E-mail: Refer to NKO CSS Web page for current contact information.

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CHAPTER 5

HOST COMMAND RESPONSIBILITIES

This chapter provides an overview of the types of funds and how they relate to official mail, and examples of the host command’s responsibility in providing official mail support. Finally, a brief overview of the process to request a postage refund is provided.

LEARNING OBJECTIVES

When you have completed this chapter, you will be able to do the following:

1. Identify the different types of funding used in processing official mail.
2. Describe the host command’s responsibility in providing official mail support.

TYPES OF FUNDS

There are three basic types of funds:

- Appropriated Operations and Maintenance, Navy (O&M, N)
- Non-appropriated funds (NAF)
- Navy Working Capital Fund (NWCF)

The O&M, N fund and NWCF are authorized by Congress, whereas NAF are obtained from various Department of the Navy (DON) funding activities. Figure 5-1 illustrates the relationship between the three types of funds and the military postal system.

Appropriated Operations and Maintenance, Navy

The O&M, N appropriation finances the day-to-day cost of the operating naval forces, including fuel, supplies, maintenance of ships, aircraft, and weapons systems, and the support establishment ashore. Congress provides the authorization and the allocation amount for the O&M, N fund. Funding for official postage is a component of the appropriated allocation of the O&M, N fund.

Official mailings of host activities in support of tenant activities are authorized from appropriated funds for the following organizations:

- Navy and Marine Corps tenant activities on a non-reimbursable basis
- Other government agencies on a reimbursable basis

The only mailings authorized from O&M, N funds for NAF activities, such as clubs and recreational services, are reports and correspondence concerning regulations or policies that are administered by the DON. Operational mailings, such as Morale, Welfare, and Recreation (MWR) advertising matter, may not use appropriated funds.
Non-Appropriated Funds

NAF are generated from service fees and other Navy recreation revenue-generating sources. A portion of these funds are used for official mailings by NAF activities.

Navy Exchange Service Command

The Navy Exchange Service Command (NEXCOM) provides a variety of global benefits to sailors and their families. Some of the examples of the opportunities provided by NEXCOM are retail, service, hospitality, and distribution operations. The Navy Exchange retail outlets are one of the key NAF revenue generating activities for NEXCOM. Navy Exchange retail outlets are authorized to use Department of Defense intra-theater mail (DoDIM) for official mailings between overseas exchanges to mail uniform items. The types of uniform items sent using DoDIM must be sanctioned by the DON.

Navy Working Capital Fund

The NWCF is a revolving fund that finances DON activities that provide products and services on a reimbursable basis, based on the customer-provider relationships between operating units and NWCF support organizations. The funding for official mail postage is a part of this appropriation. Official mail provided by tenant commands may be paid for through the NWCF of the host activity on a reimbursable basis. The host command responsibilities section of this chapter provides more information on reimbursable and non-reimbursable official mail support.

HOST COMMAND RESPONSIBILITIES

Official mail support will be provided by host commands to activities on either a reimbursable or non-reimbursable basis. Non-reimbursable support is provided by the various DON funds. Reimbursable support is only provided if the activity has the funds and the ability to support the transaction. The following information is an overview of the types of non-reimbursable and reimbursable activities.

- Host commands shall provide official mail support on a non-reimbursable basis to the following activities:
  - Tenant Navy commands
  - Tenant Marine Corps commands
  - Squadrons, Seabee battalions, and other mobile Navy and Marine Corps commands that routinely embark with, or to, a host command for deployments

- Host commands shall provide official mail support on a reimbursable basis to the following activities:
  - Official mail support for other DoD component tenant activities
  - Medical facilities funded by the United States Public Health Service
  - MWR
  - Defense Commissary Agency

NOTE

Naval Reserve activities are funded through the O&M,N Reserve (R). For the purposes of this document, O&M,N and O&M,N are treated the same.
- All NWCF activities (include Marine Corps activities)
- Homeported afloat units

Host commands that provide official mail support shall maintain records reflecting the total cost of the support provided to each activity that was served. Payment for postal service can be made using a Navy Purchase Card or electronic funds transfer.

**REFUNDS**

Every effort must be made by an OMM to reuse postage on another item when it is incorrectly printed. If the postage cannot be used on the date that is listed on the meter tape, the OMM must submit the postage to the United States Postal Service (USPS) for a refund. OMMs will be required to submit a Postal Service (PS) Form 3533 to the local postmaster to request a refund. The OMM will receive an issued check or money order payable to the U.S. Treasury when the refund has been approved. The check or money order should be immediately turned over to the command financial analyst for processing.

**SUMMARY**

In this chapter information was provided about the appropriated funds, NAF, and the NWCF. The host commands responsibility in providing reimbursable and non-reimbursable support to activities was presented. Finally, information about the processes and the required forms used to request a postage refund were provided.
End of Chapter 5
Host Command Responsibilities

Review Questions
5-1. What type of fund is NOT authorized by the United States Congress?
   A. Appropriated
   B. Working capital
   C. Non-appropriated
   D. Operations and maintenance

5-2. What type of fund finances the day-to-day cost of the operating naval forces?
   A. Process
   B. Non-appropriated
   C. Navy Working Capital
   D. Operations and Maintenance, Navy

5-3. Morale, Welfare, and Recreation may NOT use what types of funds to mail advertising matter?
   A. Emergency
   B. Appropriated
   C. Navy Working Capital Fund
   D. Non-Appropriated

5-4. Official mail provided by tenant commands may be paid for through the Navy Working Capital Fund of the host activity on a ________ basis.
   A. reimbursable
   B. non-reimbursable
   C. case-by-case
   D. revolving

5-5. Host commands shall provide official mail support on a non-reimbursable basis to which of the following activities?
   A. Medical facilities
   B. Homeported ships
   C. Defense Commissary
   D. Tenant Navy commands

5-6. Host commands shall provide official mail support on a reimbursable basis to which of the following activities?
   A. Defense Commissary Agency
   B. Seabee battalions
   C. Tenant Navy commands
   D. Embarked Marine Corps units
5-7. What United States Postal Form must be submitted by an official mail manager to request a refund?

A. 3531  
B. 3532  
C. 3533  
D. 3534

5-8. Official mail managers will receive a check or money order payable to what organization when a refund has been approved?

A. United States Postal Service  
B. United States Treasury  
C. Navy Comptroller  
D. Department of Defense
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This chapter will cover the details about official mail inspections, training requirements, and the preparation and submission of reports. Official mail inspections are an effective tool in achieving and maintaining an effective official mail program. Official Mail Managers (OMMs) are responsible for the establishment of an official mail training program whose goal is to train and appoint official mail handling personnel. OMMs will meet, at a minimum, the Department of Defense (DoD) and Department of the Navy (DON) training and inspection periodicity requirements.

LEARNING OBJECTIVES

When you have completed this chapter, you will be able to do the following:

1. Identify the requirements for official mail inspections.
2. Describe the purpose of the OMMs checklist.
3. Identify training and appointment requirements for personnel to perform official mail duties.
4. Identify the OMM’s training requirements.
5. Define the requirements for the Prepaid Postage report.

INSPECTIONS

OMMs are responsible for the inspection of the official mail program at all activities under his or her authority. The Navy Command Inspection Program, Secretary of the Navy Instruction (SECNAVINST) 5040.3(series) generates the official mail inspection regulations, policies, and procedures. Internal headquarters official mail inspections must be conducted at least once a year by component headquarters, major commands, and intermediate commands. Subordinate installations and activities inspections must be conducted at least every 3 years. Activities should make every effort to schedule official mail inspections with other postal inspections and assistance visits.

Installation or equivalent OMMs are responsible for the inspection of all staff activities, subordinate commands, and tenant activities. The reports from the regional OMM inspections will be made available to major command and Inspector General Inspections and postal assistance visits. Previous staff, subordinate, and tenant activity inspection reports will be kept on file for a period of 3 years.

Official Mail Center’s/Unit Mailroom Inspection Checklist

The Official Mail Center's (OMC)/Unit Mailroom (UMR) Inspection Checklist, Office of the Chief of Naval Operations (OPNAV) 5218/6 (Figure 6-1, frames 1 through 3) is used for official mail inspections. The local reproduction of the checklist is authorized. OMMs should pay close attention to the references that are listed on the checklist.

OMMs must perform the following steps to control DoD official mail costs and to prepare for inspections:

- Ensure official mail users know when and how to contact the command OMM
- Supervise mailing practices
- Report any misuse of the official mail program to the commanding officer
- Create controls on postal expenses to implement a cost-effective mail management program
- Conduct assessments on subordinate activities

**Figure 6-1 — OPNAVINST 5218/6.**

Command OMMs are required to perform the following tasks:

- Supervise the command Navy Official Mail Cost Control Program (NOMCCP)
- Inform the commanding officer of the effectiveness of the NOMCCP and identify any problem areas
• Provide assistance, guidance, and training, as applicable, to subordinate and tenant commands
• Discuss official mail requirements with subordinate activities and tenant commands, as applicable, that produce forms, publications, and periodicals (maintain a record of the discussions to reference during future inspections)
• Inspect incoming mail at least once a week and report discrepancies to the originating command’s OMM
• Inspect outgoing mail at least once a week at the final preparation point
• Review spoiled postage meter tapes
• Establish procedures to mitigate the occurrence of spoiled postage meter tapes
• Ensure the proper disposition of spoiled postage meter tapes
• Analyze the use of postage to improve the cost-effectiveness of the command postage usage program
• Ensure that procured postal-related materials meet the standards listed in the following references:
  o Postal Addressing Standards, United States Postal Service (USPS) Publication 28
  o Navy Official Mail Management, OPNAVINST 5218.7(series)
  o Command local postal Standard Operating Procedures (SOPs)
• Maintain contact with USPS account representatives and other USPS officials
• Attend meetings, when possible, of the local USPS-sponsored Postal Customer Council

TRAINING
A prospective OMM and official mail handling personnel must complete mandatory training before being appointed. The servicing postal activity provides formal instruction to personnel covering the proper execution of the OMM and official mail handling duties. The following are examples of the topics that are covered during a training session:

• Safeguarding mail
• Handling of accountable mail
• Timely delivery of mail
• Consequences of negligence in carrying out OMM duties

Offenses Against the Mail
In addition to the mandatory training, personnel that handle official mail are required to complete and sign an Offenses Against the Mail Orderly and Mail Orderly Designation Form (Notice and Acknowledgement), OPNAV 5112/1 (Figure 6-2, frames 1 and 2). The Offenses Against the Mail form provides the signee with an overview of the following items:

• Tampering
• Safeguarding mail
6-4

Figure 6-2 — OPNAV 5112/1.

- Moving the mail
- Associated criminal statutes

Tampering

Official mail handling personnel will not break or permit to be broken the seal of First-Class® matter while in military postal channels. Parcel post mail matter that is believed to contain non-mailable materials may be opened by postal officers in the presence of a witness.
Safeguarding Mail

Official mail handling personnel may be held responsible for the loss brought on by the failure to safeguard mail entrusted to his or her care. Receptacles for registered and certified mail will be locked when official mail handling personnel are absent from the official mail center or space. Any mail in the custody of official mail handling personnel will not be subject to delay, interception, or search. Official mail will be delivered to the addressee, an agent designated by the addressee in writing, or the servicing post office for outgoing mail.

Moving the Mail

Official mail handling personnel must protect mail in all respects and move or permit the mail to move without interruption to its destination. The exception to this statement occurs when postal regulations, written procedures, or authorized personnel, such as the United States Postal Inspection Service, provide specific instruction to handle the mail in an alternate manner. For example, a military post office encounters a suspicious package.

Associated Criminal Statutes

The following are examples of the criminal penalties that official mail handling personnel might face if mail is improperly handled:

- Obstruction of correspondence and theft or receipt of stolen mail matter—applies to any person that steals, takes, or obtains by fraud any stamped letter, post card, package, or pouch from an authorized mail depository; removing, opening, or destroying the mail subjects the person to a fine of not more than $2,000 or imprisonment of up to 5 years, or both; in addition, any person that buys, receives, conceals, or unlawfully possesses mail or the contents thereof will also be subjected to fines or imprisonment

- Mailing obscene or crime inciting matter—the deposit of any letter, package, or other mail matter that contains obscene or indecent pictures, writing, or publications subjects that person to a fine of not more than $5,000 or imprisonment of up to 5 years, or both

- Removal of postage stamps from mail—any person that unlawfully or willingly removes postage from any mail matter is subject to fines or imprisonment of up to 1 year, or both

- Intentional destruction of mail bags or other equipment—any person that damages a mailbag or postal equipment with intent to steal or render the equipment useless can be fined or imprisoned up to 3 years, or both

- Punishment of accessories after the fact—any person that knows of an offense that was committed against the USPS or military postal service and provides assistance to the offender can be punished as an accessory after the fact; an accessory after the fact is subject to not more than one-half of the maximum sentence prescribed for the punishment of the principal

- Theft of property used by the USPS—any person that steals or embezzles any property of the USPS or appropriates the property for his or her use can be subjected to fines or imprisonment of up to 3 years, or both; if the property value is less than $1,000, the principal offender can be subjected to fines or imprisonment up to 1 year, or both

- Uniform Code of Military Justice (UCMJ)—military personnel accused of any offenses against the mail may be subjected to punishment under the following UCMJ articles:
  - Article 92, Dereliction of Duty
  - Article 92, Failure to Obey Order or Regulation
  - Article 134, General Article
Government service and contract employees are subject to United States Code Title 18 (1707-1709) for any violation of postal laws and regulations. Local National employees will be referred to the host country law enforcement officials for prosecution and terminated from any postal handling duties.

**Designation Procedures**

Formal training for all personnel involved in the handling of official mail is mandatory. Installation and tenant command OMMs are responsible for ensuring that the initial and annual refresher training are completed by all mail orderlies and clerks. The postal officer on board ships and at mobile Fleet Post Office (FPO) commands is responsible for the management of that command’s mail orderly training program. Major command, installation, or regional OMMs will provide assistance in establishing a command level postal training program when requested.

Completed original mail training documents will be maintained on file with all required designation letters. The mail training documents and designation letters are inspectable items. Copies of the training document and designation letter must be provided to the next higher OMM. *Figure 6-3* is an example of the typical format for an OMM letter of designation.

Distribute copies as follows:

- Major claimant OMMs—send copies to the appropriate Immediate Superior in Command (ISIC) OMM and the Navy OMM
- Host command OMMs—send copies to the appropriate ISIC OMM
- Tenant command OMMs—send copies to the appropriate Host ISIC OMM or host command OMM

OMMs should publish official mail training seminar notifications at least 30 days in advance. Regional and tenant commands may direct subordinate official mail training activities to conduct immediate or periodic training evolutions as required. All training documentation must be kept on file for inspection purpose for a minimum of 3 years. OMMs should make themselves available to conduct command level briefing upon request.
(Must be on Command Letter Head)

From: Commander, Operational Test and Evaluation Force
To: Program Manager for Supply and Logistics, Fleet Logistics Center Norfolk (Code 000.0)

Subj: DESIGNATION OF OFFICIAL MAIL MANAGER

Ref: (a) OPNAVINST 5218.7(series)
     (b) COMNAVREGMIDLANT INST 5218.2

1. Per references (a) and (b) the following personnel are hereby designated as official mail managers for this command. All personnel are familiar with references (a) and (b), the designation will remain in effect until their detachment, or otherwise revoked.

<table>
<thead>
<tr>
<th>RATE/RANK/NAME</th>
<th>POSITION</th>
<th>MIL/PRD</th>
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<tbody>
<tr>
<td>YNCS (SW) Robert Smith</td>
<td>OMM</td>
<td>01 OCT 18</td>
</tr>
<tr>
<td><a href="mailto:r.smith@optev.navy.mil">r.smith@optev.navy.mil</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>YN1 (SW) James Miller</td>
<td>AOMM</td>
<td>01 OCT 18</td>
</tr>
<tr>
<td><a href="mailto:j.miller@optev.navy.mil">j.miller@optev.navy.mil</a></td>
<td></td>
<td></td>
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</tbody>
</table>

COMMANDER
OPERATION TEST AND EVALUATION FORCE
7979 DRIVEN STREET
NORFOLK, VA 23505-1498

2. This letter supersedes all previous designation letters.

SIGNATURE

Figure 6-3 — Sample official mail manager designation letter.
REPORTS

All commands that have financial dealings with the USPS or Military Post Offices shall report all official mail purchases, such as prepaid postage, to their major claimant, other reporting claimant, or Systems Command in accordance with the DoD Official Mail Management Instruction, DoDI 4525.08. Major commands, such as the Commander, Naval Air Systems Command (NAVAIR), are responsible for collecting the reports from all of their subordinate activities. A complete listing of the major commands is located in the Navy Official Mail Management Program instruction, OPNAVINST 5218.7(series).

The official mail purchase reports will be consolidated into a single report and forwarded to Naval Supply Systems Command (NAVSUP) 54A no later than the 15th of October following the end of each fiscal year. The official mail purchase report will cover all of the official mail postage expenditures for that fiscal year. NAVSUP will consolidate all of the information received from the major commands and forward a single Navy prepaid postage report to the DoD OMM no later than the date established by the DoD OMM.

SUMMARY

The official mail management program requirements for inspections, training, and reports were provided in this chapter. OMMs are required to establish and maintain a training program that supports official mail operations throughout the assigned area of responsibility. In addition, this chapter covered information about the procedures used to submit the annual official mail purchases report to the proper authorities for disposition.
End of Chapter 6
Inspections/Training/Reports

Review Questions
6-1. What Secretary of the Navy instruction series generates the official mail inspection regulations, policies, and procedures?

A. 5040.1  
B. 5040.2  
C. 5040.3  
D. 5040.4

6-2. Staff, subordinate, and tenant activities inspection reports will be kept on file for what number of years?

A. 2  
B. 3  
C. 4  
D. 5

6-3. Official mail managers should pay close attention to what items on the Official Mail Center's/Unit Mailroom Inspection Checklist?

A. References  
B. Overall score  
C. Score column  
D. Numbered steps

6-4. What officer on board ship is responsible for the management of the commands' official mail orderly training program?

A. Sales  
B. Postal  
C. Training  
D. Engineering

6-5. What number of times a week, at a minimum, should an official mail manager inspect incoming mail?

A. 1  
B. 2  
C. 3  
D. 4
6-6. Which of the following statements is NOT a task official mail manager’s should perform to prepare for inspections?

A. Supervise mailing practices  
B. Create controls on postal expenses  
C. Collect spoiled postage meter tapes  
D. Report the misuse of the official mail program to the commanding officer

6-7. Completed original mail training documents will be maintained on files with all required letters.

A. finance  
B. postal  
C. designation  
D. delivery

6-8. Official mail manager training seminar notifications should be published what number of days in advance?

A. 15  
B. 20  
C. 25  
D. 30

6-9. What Office of the Chief of Naval Operations instruction series lists the major commands that are tasked with forwarding postal expense reports to the Naval Supply Systems Command?

A. 5218.5  
B. 5218.6  
C. 5218.7  
D. 5218.8

6-10. Which of the following organizations receives the consolidated Navy prepaid postage report?

A. Department of Defense  
B. Department of the Navy  
C. Department of the Army  
D. Department of the Air Force
CSS makes every effort to keep their manuals up-to-date and free of technical errors. We appreciate your help in this process. If you have an idea for improving this manual, or if you find an error, a typographical mistake, or an inaccuracy in CSS manuals, please write or e-mail us, using this form or a photocopy. Be sure to include the exact chapter number, topic, detailed description, and correction, if applicable. Your input will be brought to the attention of the Technical Review Committee. Thank you for your assistance.

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APPENDIX I

ACRONYMS

AA—Armed Forces Americas
AE—Armed Forces Europe
AOMM—Assistant Official Mail Manager
AP—Armed Forces Pacific
APO—Army/Air Force Post Office
BRM—Business Reply Mail
BRMAS—Business Reply Mail Accounting System
CAPS—Centralized Account Processing System
CMF—Consolidated Mail Facility
CNO—Chief of Naval Operations
CONUS—Continental United States
DAPS—Defense Automated Printing Service
DHL—Dalsey, Hillblom, and Lynn
DLA—Defense Logistics Agency
DMM—Domestic Mail Manual
DoD—Department of Defense
DoDI—Department of Defense Instruction
DODIM—Department of Defense Intratheater Mail
DoDM—Department of Defense Manual
DON—Department of the Navy
EFT—Electronic Funds Transfer
FMC—Fleet Mail Center
FPO—Fleet Post Office
GSA—General Services Administration
IMM—International Mail Manual
ISIC—Immediate Superior in Command
MCCS—Marine Corps Community Services
MPSA—Military Postal Service Agency
MRS—Merchandise Return Service
MSC—Military Sealift Command
MWR—Morale, Welfare, and Recreation
NAF—Non-Appropriated Funds
NAVAIR—Naval Air Systems Command
APPENDIX II
REFERENCES

Although the following references were current when this NRTC was published, their continued currency cannot be assured. When consulting these references, keep in mind that they may have been revised to reflect new technology or revised methods, practices, or procedures; therefore, you need to ensure that you are studying the latest references.

If you find an incorrect or obsolete reference, please use the Rate Training Manual User Update Form provided at the end of each chapter to contact the CSS Rate Training Manager.

Chapter 1


Chapter 2


Chapter 3


Chapter 4


Chapter 5


Chapter 6


*Inspections within the Department of the Navy*, SECNAVINST 5040.3(series), Office of the Secretary of the Navy, Washington, DC, 13 July 2000.


APPENDIX III
Answers to End of Chapter Questions

Chapter 1 — Navy Official Mail Management Program

1-1. C
1-2. D
1-3. B
1-4. B
1-5. A
1-6. C

Chapter 2 — Official Mail Manager Responsibilities

2-1. C
2-2. D
2-3. B
2-4. C
2-5. D
2-6. C
2-7. A
2-8. C
2-9. B
2-10. C
2-11. B
2-12. A
2-13. C
2-14. D
2-15. A
2-16. B
2-17. D
2-18. D
2-19. D

Chapter 3 — Mail Classification and Services

3-1. C
3-2. A
3-3. C
3-4. B
3-5. D
3-6. C
3-7. A
3-8. B
3-9. A
3-10. B
3-11. D
3-12. D
3-13. A
3-14. C
3-15. D
### Chapter 4 — Outgoing Mail Processing Procedures

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### Chapter 5 — Host Command Responsibilities

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### Chapter 6 — Inspections/Training/Reports

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End of Book Questions Chapter 1
Navy Official Mail Management Program

1-1. According to the consolidated mail facility program, each installation will have what total number of centralized metering sites when feasible?

A. One  
B. Two  
C. Three  
D. Four

1-2. Any letter, publication, or parcel directly relating to the business of the government is known as what type of mail?

A. Express mail  
B. Official mail  
C. Registered mail  
D. Consolidated mail

1-3. What year did the Navy create the consolidated mail facility process?

A. 1962  
B. 1972  
C. 1982  
D. 1992

1-4. What total number of consolidated mail facilities are located in the continental United States (CONUS)?

A. 7  
B. 8  
C. 9  
D. 10

1-5. What United States Post Office publication lists statutes involving the laws guiding the transportation of letters or parcels over post routes?

A. 502  
B. 522  
C. 532  
D. 542

1-6. To prevent unauthorized use of postage, official mail managers will ensure which of the following items are maintained at all times?

A. Date stamps  
B. Records  
C. Mail boxes  
D. Postal meters
End of Book Questions Chapter 2

Official Mail Manager Responsibilities

2-1. What commander is responsible for the administration, operation, and monitoring of the military postal service in his or her areas?

A. Post
B. Fleet
C. Air wing
D. Battle group

2-2. To remain up-to-date with any policy or procedure changes that may affect official mail programs, command official mail managers must maintain contact with the __________.

A. postal director.
B. regional mail center.
C. regional official mail manager.
D. assistant official mail manager.

2-3. What organization designated Naval Supply Systems Command as the single point of contact for postal policies?

A. Postmaster General
B. Secretary of Defense
C. Chief of Naval Operations
D. Military Postal Service Agency

2-4. Which of the following statements is NOT a responsibility of an official mail manager?

A. Operating postal vehicles and deliver mail
B. Scheduling the overseas movement of military mail
C. Maintaining a working relationship with the Postmaster General
D. Managing the training and appointment of mail orderlies and clerks

2-5. In addition to laws, what other documents entitle the privacy for all articles of mail?

A. Regulations
B. Directives
C. Instructions
D. Publications

2-6. Personnel NOT authorized to be in official mail processing areas must __________ and remain escorted during the visit.

A. sign in
B. provide a driver’s license
C. surrender their Government identification card
D. present a signed letter granting access to the facility
2-7. An official mail facility’s structural makeup must have a secure area for what type of materials, in addition to postal effects?

A. Bulk mail  
B. Periodical mail  
C. Classified materials  
D. Large and bulky packages

2-8. Other than a Standard Form 700, what Postal Service Form can be used to seal duplicate keys?

A. 3967  
B. 3977  
C. 3987  
D. 3997

2-9. What Postal Service Form number is provided as receipt for duplicate keys?

A. 1096  
B. 1097  
C. 1098  
D. 1099

2-10. A Standard Form 702 is used to document what safe operations?

A. Closing only  
B. Opening only  
C. Opening and closing  
D. Combination changes

2-11. General Services Administration-approved containers must be cleared to what classification level to store materials?

A. Confidential  
B. Secret  
C. Top Secret  
D. Sensitive Compartmented Information

2-12. The Department of Defense (DoD) Official Mail Manual, DoD __________ prescribes uniform procedures and responsibilities for administering DoD official mail.

A. 4525.08  
B. 4525.09  
C. 4525.6-M  
D. 4525.8-M
2-13. What United States Postal Service manual is the primary document used in operating post offices?

   A. Domestic Mail  
   B. International Mail  
   C. Postal Operations  
   D. Official Mail

2-14. What United States Postal Service publication is published biweekly and provides updated information about policies, procedures, forms, and manuals?

   A. Postal Corner  
   B. Postal Updates  
   C. Postal Bulletins  
   D. Postal Operations

2-15. What United States Postal Service publication number provides a detailed listing of all forms and directives used in the day-to-day operations of a post office?

   A. 223  
   B. 224  
   C. 225  
   D. 226

2-16. What standard operating procedure component provides the reader with information on how to store postal equipment at the end of the work day?

   A. Risk assessment plan  
   B. Security plan  
   C. Business recovery plan  
   D. Disaster recovery plan

2-17. Which of the following Department of Defense Manuals provides more information about standard operating procedures?

   A. 4522.6-M  
   B. 4523.6-M  
   C. 4524.6-M  
   D. 4525.6-M

2-18. Other than the appropriate officials, what person should be contacted when a suspicious package is suspected?

   A. Supervisor  
   B. Explosive ordnance disposal  
   C. Executive officer  
   D. Commanding officer
2-19. What local document provides the procedures that should be followed when a suspicious package is encountered?

A. 5-year plan  
B. Official Mail Manual  
C. International Mail Manual  
D. Standard operating procedures

2-20. Which of the following examples is NOT a characteristic of suspicious mail?

A. Endorsed as personal or private  
B. Excessive tape or sealing material  
C. Command name and address that match  
D. Buzzing, ticking, or sloshing sound
End of Book Questions Chapter 3

Mail Classification and Services

3-1. What method of transportation should be used to ship administrative materials not subject to the Private Express Statutes?

A. Expedited  
B. Economical  
C. Effective  
D. Efficient

3-2. What type of mail is domestic or international mail that, at some stage in the process, comes into the possession of the Department of Defense?

A. Military  
B. Standard  
C. Expedited  
D. Consolidated

3-3. What type of over-ocean container is used to transport mail by ship?

A. Seatruck  
B. Seacar  
C. Seavan  
D. Seacor

3-4. What type of vehicle is also included in the local movement of mail?

A. Private  
B. Control  
C. Command  
D. Commercial

3-5. Domestic mail is categorized into classes based on contents, Required Delivery Date, and what other category?

A. Size  
B. Weight  
C. Height  
D. Length

3-6. What online tool can be very helpful to an official mail manager in determining the cost of postage?

A. Postage Fee Calculator  
B. Postage Cost Calculator  
C. Postage Price Calculator  
D. Postage Shipping Calculator
3-7. What method of transportation must be utilized to send postal items used to meet the requirements of the mission?

A. Economical  
B. Expensive  
C. Expedited  
D. Ecological

3-8. Standard Post items can weigh up to what total number, in pounds?

A. 50  
B. 70  
C. 90  
D. 110

3-9. What total number of factors guides the United States Postal Service in determining insured mail reimbursement?

A. One  
B. Two  
C. Three  
D. Four

3-10. A certificate of mailing can be purchased for which of the following class or classes of mail?

A. Insured only  
B. Certified only  
C. First-Class® only  
D. All of the above

3-11. Restricted delivery service applies to insured mail exceeding the total cost?

A. $100  
B. $200  
C. $300  
D. $400

3-12. For classified materials being sent using registered mail, which of the following factors should NOT be estimated?

A. Contents  
B. Weight  
C. Height  
D. Value

3-13. Controlled test items are authorized to be sent by what class of mail?

A. Standard  
B. Insured  
C. Certified  
D. Registered
3-14. The Department of Defense manual 4525.8-M provides a complete listing of items and services for what type of mail?

A. Insured  
B. Official  
C. Standard  
D. Expedited 

3-15. What type of materials or information, if disclosed, can cause exceptionally grave damage to the national security of the United States?

A. Classified  
B. Secret  
C. Confidential  
D. Top Secret
End of Book Questions Chapter 4
Outgoing Mail Processing Procedures

4-1. Official mail managers are responsible for the __________, consolidation, prioritizing, and dispatching of outgoing official mail.

   A. collection  
   B. distribution  
   C. contribution  
   D. identification

4-2. Official mail items deposited into a United States Postal Service collection box are returned to what location?

   A. Post office  
   B. Deliver agent  
   C. Originating command  
   D. Consolidated Mail Facility

4-3. Other than certified mail, what other mail items should be placed at the front of a letter mail tray?

   A. Personal letters  
   B. Balloting materials  
   C. Insurance policies  
   D. Government contracts

4-4. Official mail without added services should be handled the same as what type of mail?

   A. Regular  
   B. Insured  
   C. Certified  
   D. Express

4-5. What wrapping of classified mail are official mail managers never authorized to open?

   A. Outer  
   B. Inner  
   C. Interlaced  
   D. Superficial

4-6. The official mail manager will use what item to document the opening of official mail for inspection?

   A. Diary  
   B. Journal  
   C. Agenda  
   D. Logbook
4-7. Official mail addresses are formatted with what uniform margin direction?
   A. Upper
   B. Lower
   C. Left
   D. Right

4-8. What line of an official mail address is optional to use?
   A. Attention
   B. Name of activity
   C. City, state, ZIP code
   D. Title of official in charge

4-9. On an official mail address, what title is used in the name of the activity line?
   A. Long
   B. Short
   C. Indented
   D. Italicized

4-10. All outgoing official mail items should be randomly checked for proper address format, postage, and _________.
   A. postage due.
   B. delivery date.
   C. classification.
   D. applied fees.
End of Book Questions Chapter 5
Host Command Responsibilities

5-1. Official mail funding is part of what Congress-appropriated allocation?

A. Operations only  
B. Maintenance only  
C. Operations and maintenance  
D. Morale, welfare, and recreation

5-2. Non-appropriated fund activities may use official mail to send reports concerning regulations administered by what Department?

A. Navy  
B. Army  
C. Marines  
D. Air Force

5-3. Other than the Operations and Maintenance, Navy what other fund is authorized by Congress?

A. Process  
B. Non-appropriated  
C. Navy Working Capital  
D. Morale, Welfare, and Recreation

5-4. What fund finances the Department of the Navy activities that provides products and services on a reimbursable basis?

A. Navy Working Capital  
B. Navy Mutual and Insurance  
C. Operations and Maintenance  
D. Defense Authorized Spending

5-5. The Navy Exchange Service Command can ship what items using the Department of Defense intra-theater mail?

A. Appliances  
B. Uniforms  
C. Auto parts  
D. Cosmetics

5-6. Host commands shall provide tenant Navy commands with __________ official mail support.

A. revolving  
B. contingency  
C. reimbursable  
D. non-reimbursable
5-7. Host commands shall provide the Defense Commissary Agency with __________ official mail support.

A. revolving  
B. contingency  
C. reimbursable  
D. non-reimbursable  

5-8. Official mail managers will be required to submit a request for a refund to what person?

A. Division officer  
B. Local postmaster  
C. Regional mail manager  
D. Commanding officer
End of Book Questions Chapter 6
Inspections/Training/Reports

6-1. At what interval, in years, should inspections be conducted on subordinate installations and activities?

A. 2  
B. 3  
C. 4  
D. 5

6-2. Component headquarters, major, and intermediate commands should be inspected at least what number of times a year?

A. 1  
B. 2  
C. 3  
D. 4

6-3. What Chief of Naval Operations checklist is used for official mail inspections?

A. 5218/4  
B. 5218/5  
C. 5218/6  
D. 5218/7

6-4. Command official managers must ensure the proper disposition of what spoiled items?

A. Correspondence routing sheets  
B. All purpose date stamps  
C. Guard mail envelopes  
D. Postage meter tapes

6-5. What Chief of Naval Operations Form describes the offenses against the mail?

A. 5110/1  
B. 5111/1  
C. 5112/1  
D. 5113/1

6-6. Official mail handling personnel will not break or permit to be broken the seal of _________ matter while in military postal channels.

A. First-class®  
B. Media mail™  
C. Periodicals  
D. Standard post
6-7. Official mail handling personnel training documents should be kept on file for what minimum number of years?

A. 2
B. 3
C. 4
D. 5

6-8. Major claimant official mail managers should send designation letter copies to the Navy official mail manager and what other command?

A. Postmaster general
B. Fleet Forces Command
C. Tenant commanding officer
D. Immediate superior in command

6-9. The consolidated single official mail purchase report is forwarded to the Naval Supply System Command by the 15th of what month?

A. October
B. November
C. December
D. January

6-10. What Department of Defense instruction directs commands to report all official mail purchases?

A. 4525.08
B. 4525.09
C. 4525.10
D. 4525.11