

**Department of the Army
Pamphlet 25–53**

**Information Management: Records
Management**

Official Mail and Distribution Procedures

**Headquarters
Department of the Army
Washington, DC
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UNCLASSIFIED

SUMMARY

DA PAM 25-53
Official Mail and Distribution Procedures

This new pamphlet, dated 7 April 2020--

- o Provides Army personnel with specific guidance and procedures for Official Mail and Distribution procedures (throughout).
- o Adds DA Form 7224-1 (Advance Deposit Trust Account (ADTA) Worksheet) and DA Form 7224-2 (Private Carrier Service Worksheet) (throughout).

Information Management : Records Management
Official Mail and Distribution Procedures

By Order of the Secretary of the Army:

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History. This publication is a new Department of the Army pamphlet.

Summary. This pamphlet establishes procedures for use of postage meters, mailing permits, special mail services, postage stamps, correspondence distribution management, standardized street addressing, and mailing procedures for certain U.S. Army activities and U.S. citizens overseas.

Applicability. This pamphlet applies to the Regular Army, the Army National Guard/Army National Guard of the United States, and the U.S. Army Reserve. It also applies to other organizations for which the Army is the Executive Agent. This Regulation does not apply to postal operations described in the AR 600 series or DOD 4525.6–M. This regulation applies during partial and full mobilizations.

Proponent and exception authority. The proponent of this pamphlet is the Deputy Chief of Staff, G–1. The proponent has the authority to approve exceptions to this pamphlet that are consistent with controlling law and regulation. The proponent may delegate this approval authority, in writing, to a division chief with the proponent agency or its direct report unit or field operating agency, in the grade of colonel or the civilian equivalent. Activities may request a waiver to this pamphlet by providing justification that in-

cludes a full analysis of the expected benefits and must include formal review by the activity's senior legal officer. All waiver requests will be endorsed by the commander or senior leader of the requesting activity and forwarded through their higher headquarters to the policy proponent. Refer to AR 25–30 for specific guidance.

Suggested improvements. Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publication and Blank Forms) directly to the Commander, U.S. Army Human Resources Command, (AHRC–PDP–P), 1600 Spearhead Division Avenue, Fort Knox, KY 40122–5408 or email to: armypostal@mail.mil.

Distribution. This pamphlet is available in electronic media only and is intended for the Regular Army, the Army National Guard/Army National Guard of the United States, and the U.S. Army Reserve. .

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Glossary

Chapter 1 Introduction

1–1. Purpose

This pamphlet complies with Part 102–192, Title 41, Code of Federal Regulations (41 CFR 102–192), and establishes the procedures for all elements of the Department of the Army (DA) to administer the Official Mail and Distribution Management Program (OMDMP). The OMDMP should not be confused with Army Post Office (APO) functions. Both the Official Mail and Distribution Center (OMDC) and APO functions are separate programs. Installation OMDCs are not required to be co-located with Army Post Offices, but in the interest of efficiency, co-location is strongly encouraged.

1–2. References and forms

See appendix A.

1–3. Explanation of abbreviations and terms

See the glossary.

Chapter 2 Official Mail

Section I

Use of Official Mail Resources

2–1. Official mail attributes

U.S. Army official mail is—

- a.* Paid by appropriated funds.
- b.* Authorized only for business pertaining solely to the U.S. Federal Government.
- c.* Used per the Private Express Statutes to transfer information by—
 - (1) The U.S. Postal Service (USPS) when the postage and fees are prepaid.
 - (2) Private carriers when—
 - (a)* The postage and fees are prepaid.
 - (b)* The postage and fees are billed.

2–2. Personal mail

Personal mail is any correspondence that does not pertain solely to the business of the U.S. Government. Mail is considered personal when the address contains an individual name, but does not have a job title, or is not in the attention line. Personal mail may be delivered through the OMDC as an exception if it meets the criteria of paragraph 2–41*b* (4).

SALES DEPARTMENT MANAGER
ABC ELECTRONICS
123 N OAK STREET
PARIS, IL 61944-1230

CHIEF OF CHAPLAINS
2700 ARMY PENTAGON
WASHINGTON DC 20310-2700

MR THOMAS CLARK
117 RUSSEL DRIVE
LONDON WIP6HQ
ENGLAND

MS C. P. APPLE
APARTADO 3068
46807 PUERTO VALLARTA, JALISCO
MEXICO

Figure 2-1. Addressing format

2-3. Military post offices

Official mail moves within the Postal Operations Network under the provisions of DODI 4525.09 and AR 600-8-3.

2-4. Private Express Statutes

- a. The U.S. Army will comply with all provisions of the Private Express Statutes.
- b. The USPS will be used for all U.S. Army—
 - (1) First-class official mail as defined by the DMM.
 - (2) Non-first-class official mail when rates are less than or equal to private carrier rates.
- c. Private carriers may be used for all U.S. Army first-class official mail when—
 - (1) Appropriate USPS postage is affixed.
 - (2) A written agreement exists between the Army or the carrier, and the USPS.
 - (3) There is no charge by the carrier.
 - (4) The delivery time of the private carrier is shorter than the delivery time of the USPS.
- d. Private carriers will be used when their non-first-class rates are less than USPS rates.
- e. Control of Army official mail may be transferred to an individual or organization who is not the addressee, the addressee's agent, or Army/DOD personnel when the official mail—
 - (1) Is en route to or from the USPS.
 - (2) Does not leave the military/DOD installation.
 - (3) Has USPS postage paid and affixed, if the individual is delivering the mail in lieu of using the USPS and the mail is addressed to a location not on the same military/DOD installation.

2-5. Search and seizure

USPS inspection, search procedures, and postal laws apply to official mail only while it is mail. Supervisory personnel will ensure that official mail manager (OMM) authority to search official mail is not abused by employees opening official mail out of curiosity and individual's privacy rights are not violated. Official mail may be searched or seized by OMMs—

- a. Before outgoing official mail items—
 - (1) Are postmarked by a postage meter.
 - (2) Bearing postage stamps or permit imprints are placed in a USPS mailbox, or placed under control of USPS, or their representative, whichever occurs first.

b. After control of incoming official mail items passes from USPS, other private express carriers, or their representative to representatives of the addressee.

2–6. Penalties for non-compliance

Violation of the Private Express Statutes may subject the offender to administrative sanctions, action under the Uniform Code of Military Justice (UCMJ), or penalties under other Federal law.

2–7. Penalty for private use

The personal use of any official envelope, label, or endorsement authorized by law, in order to avoid the payment of postage, may subject the offender to administrative sanctions, action under the UCMJ, or penalties under other Federal law. Penalties for private use are in Title 18, United States Code (18 USC).

2–8. Accounting for Army official mail funds

Official mail funds will be accounted for per Army resource management regulations, policies, and procedures. Postage stamps are negotiable instruments and will be accounted for as such. All installation or equivalent OMMs will coordinate all official mail and distribution matters with the installation or equivalent director of resource management (DRM). As a minimum, Advance Deposit Trust Account (ADTA), and meter balances will be inspected at the end of the fiscal year to ensure that funds remaining do not exceed 45 days estimated usage. Trust accounts will not be routinely used to replenish postage meters. The Automated Military Postal System (AMPS) will be used to account and report official mail expenditure reporting. OMMs will ensure they login AMPS every 30 days to ensure their account is not inactivated. AMPS are automatically inactivated after 30 days of inactivity.

2–9. DA Form 7224–1 and DA Form 7224–2

- a.* Information on official mail expenditures will be maintained by—
 - (1) The installation for all expenditures.
 - (2) The Army command (ACOM), Army service component command (ASCC), and direct reporting unit (DRU) for all ACOM, ASCC, and DRUs operating OMDCs that apply postage for expenditures.
 - (3) The Army OMM, based on information provided by all ACOM, ASCC, and DRU headquarters that operate OMDC which apply postage.
- b.* Information on official mail expenditures for USPS and private carrier services will be submitted monthly.
- c.* The OMM will report official mail expenditures for USPS and private carrier services per DODI 4525.09. AMPS will be used for this purpose. This information will be based upon reporting data provided by the ACOM, ASCC, and DRU OMMs.
- d.* DA Form 7224–1 (Advance Deposit Trust Account (ADTA) Worksheet), may be used for tracking ADTA deposits and withdrawals. Locally developed automated methods may be used in lieu of DA Form 7224–1 provided they provide the same, or greater, tracking capability. This information will be maintained at all Army OMDCs. It will be used to reconcile ADTA purchases and balances with the USPS and the local finance and accounting office.
- e.* Information on official mail expenditures for services provided by private carriers, in compliance with the Private Express Statutes, will be maintained at all Army OMDCs on DA Form 7224–2 (Private Carrier Service Worksheet). Locally developed automated methods may be used in lieu of DA Form 7224–2 provided they provide the same or greater tracking capability.
- f.* AMPS system administered by the Military Postal Service Agency (MPSA) will be used for reporting expenditures monthly and electronic records keeping purposes.

Section II

Mail Preparation

2–10. Mail entry and labeling requirements

All official mail entering the USPS postal system will be prepared according to instructions provided in the USPS Publication 25, the DMM, and the USPS International Mail Manual (IMM) as appropriate. Contact the OMM if additional guidance is needed. All official mail entering private carrier systems will comply with instructions issued by the private carrier. If additional guidance is needed, contact the OMM. Labels may be used for addressing mail.

2-11. Envelopes

a. Conservation. Use the smallest envelope possible. Do not use large envelopes for correspondence of six pages or less unless contents warrant otherwise; for example, certificates, officer evaluation reports, and other items that may not be folded. OMDC personnel should report all misuse of envelopes to their supervisor.

b. Envelope size. Do not use envelopes, to include cards, or self-mailers, that are less than 5 inches in length, or 3 1/2 inches in width (height), or 0.007 inches thick.

c. Intra-installation mail. Do not use stamped envelopes for sending or remailing correspondence to an organization located within the same building or installation.

d. Inter-installation mail. Do not use printed, stamped, or metered envelopes to mail or remail correspondence from one installation to another when the correspondence is carried by a DOD employee or contract carrier unless required by the Private Express Statutes. Use U.S. Government Messenger Envelopes or similar items.

(1) Non-DOD personnel may carry Army non-first-class official mail from one installation to another that does not meet the definition of a letter as specified in the Private Express Statutes.

(2) Any first-class official mail carried by non-DOD personnel from one installation to another must have the appropriate USPS postage affixed.

e. Use of officially stamped envelopes or metered mail. The use of official envelopes or official mail funds is restricted to Army personnel (DOD civilian and active duty military, and Government contractors, when specified in the contract) for official mail (see 39 USC 3204). They are to be used only to conduct business related to the mission of the Army, or to the agency cited in the return address. The personal use of official indicia envelopes or metered mail is prohibited, except as indicated below. Offenders are subject to administrative sanctions, action under the UCMJ, or penalties under other Federal law.

(1) Mail marked "EXCLUSIVE FOR" per AR 25-50 will be delivered to the addressee unopened unless opening by mail center personnel is dictated by security conditions as part of the mail screening process. Communications within these envelopes will not be read by mail center personnel.

(2) For correspondence or mail containing information covered by the Privacy Act, mark the envelopes to preclude them from being opened by anyone other than the addressee or their designated representative, unless security provisions dictate opening of this mail by mail center personnel as part of the mail screening process. Communications within these envelopes will not be read by mail center personnel.

(3) Mark envelopes per the provisions of AR 25-55.

(4) Individual Government paychecks and bonds.

f. Dispatch of personal correspondence or mail. The use of official distribution systems for dispatching personal correspondence or mail is prohibited except for certain U.S. citizens overseas (see paras 2-20, 2-21, 2-22, and chap 4).

g. Sealing correspondence. Correspondence is subject to inspection by the installation OMM. Correspondence that has been inspected will be resealed by the OMM. Exceptions are correspondence protected by the Freedom of Information Act (FOIA), Privacy Act, or "EXCLUSIVE FOR" information, or classified material prepared for mailing per AR 380-5, unless mail screening security procedures dictate opening of this category of mail for the purpose of detection of hazardous materials.

h. Freedom of Information Act requests. All FOIA requests will be marked on both sides on both letter and envelope per AR 25-55.

2-12. Addresses

Addresses will be typed.

a. Format.

(1) The proper method of addressing mail and envelopes for dispatch through USPS mail channels is shown in figure 2-1.

(2) Consolidated mail (CM) will be placed immediately below the return address on consolidated mailings. These containers are to be opened and sorted in the receiving OMDC. First-class mail containing classified information will be marked "POSTMASTER: RETURN SERVICE REQUESTED" on the front of the envelope in the lower left corner, stamped in black ink approximately 1/4 inch in size, or larger than typed text.

(3) When directed by the overseas command responsible for postal operations, outside the continental United States (OCONUS) units will utilize the unit number assigned to them by the servicing OMDC. OCONUS Postal Command authority are required to maintain a master list of all units serviced in their respective OCONUS theaters. Unit numbers and Zone Improvement Plan (ZIP)+4 will be entered into AMPS of all units serviced by the OCONUS OMDC. This does not apply to the continental United States (CONUS)-based units.

b. Office symbols. Use office symbols of addressees to ensure proper distribution of mail. When it is necessary to send attention line correspondence to an individual, the sender will ensure that—

- (1) The individual is present to accept.
- (2) The action is exclusive for the individual.
- (3) There is no short deadline or suspense to be met.

c. Return address. Place the complete return address in the upper left corner of all labels and envelopes. The return address will be prepared per the DMM and DOD 4525.8–M. The statement “Penalty for Private Use \$300” will not be used by DA. Proper format is shown in figure 2–2.

US ARMY INSTALLATION MANAGEMENT COMMAND
2405 GUN SHED ROAD
FORT SAM HOUSTON, TX 78234-1223

OFFICIAL BUSINESS

Figure 2–2. Return address format

2–13. Zone Improvement Plan codes

a. The Zone Improvement Plan+4 code. The ZIP+4 code is the standard ZIP code format for the Army. Its use, when the USPS has assigned one, is mandatory in both return and delivery addresses. When the ZIP+4 code has not been assigned, use of the 5-digit ZIP code is mandatory.

b. Foreign postal codes. Mail destined for foreign countries not addressed to military post offices (MPOs) will have the destination—

- (1) Country code and city placed on the next to the last line of the address as shown in the IMM. Obtain foreign postal codes from the local USPS.
- (2) Country spelled out on the last line of the address in English.
- (3) USA will be indicated as the last line of the return address. Undeliverable foreign mail cannot be returned unless the country of origin is stated in the return address.
- (4) Mail addressed to an Army/Airforce Post Office (APO)/Fleet Post Office (FPO) is not considered international mail and will not have the city or country name placed in the address.

2–14. Packaging

All official mail matter entering the USPS system will be packaged and presorted per the requirements of the DMM. Consult the local USPS account representative or APO for further advice, if required.

- a.* Correspondence too bulky to be placed in envelopes will be put in adequate containers and properly wrapped and sealed to avoid damage and ensure delivery.
- b.* All official mail packages will be closed and reinforced prior to release to the USPS or a private carrier.
- c.* Consult AR 380–5 for packaging classified mail.

2–15. Consolidated mail

Consolidate and forward correspondence addressed to a single addressee or installation in one envelope or container, where possible.

- a. Containers.*
 - (1) The proper selection of the container is critical to the success of consolidated mailings. See the DMM for tips on package preparation. The container must—
 - (a) Be inexpensive, lightweight, yet strong enough to protect its contents in transit.
 - (b) Fit closely around the contents to minimize their movement.
 - (2) USPS-owned pouches will not be used as a container for consolidated mailings; however, USPS provided Priority envelopes and boxes may be used and are cost effective.
- b. Preparation.*
 - (1) Individual consolidated mail shipment will be packaged as required by the DMM for the appropriate class of mail and applicable postal services.

(2) First-class mail should be consolidated in a separate container from non-first-class mail. However, non-first-class mail may be combined with first-class mail only when cost effective, and the postage is paid at the first-class rate.

(3) Large paper envelopes or cartons may have the address and postage placed on the container, or on an address label.

2-16. Drop-shipment

a. Drop-shipments require the mailer to—

- (1) Enter the items into the USPS at the delivering post office.
- (2) Provide the transportation to the delivering post office.
- (3) Pay for the transportation to the delivering post office.
- (4) Apply local zone postage.

b. Items may be drop-shipped to USPS facilities in the appropriate MPO gateway cities (New York, Miami, San Francisco), but will not be drop-shipped directly to postal facilities operated by the military.

2-17. Presorting to Zone Improvement Plan code sequence

First-class mailings meeting the minimum quantity of identical pieces will be presorted in ZIP code sequence. Contact local postmasters or USPS account representatives for guidance on the proper method of packaging and sacking mailings in ZIP code sequence. Postmasters will furnish, on request, current information on ZIP codes and the services available at local post offices.

2-18. Mailing lists

a. All Army organizations responsible for mailing lists will review and update those lists annually to eliminate improper addresses, duplicate addresses, and the names of those addressees no longer desiring to receive materials. Where possible, Army organizations will consolidate mailings to a single addressee to save postage and other costs.

b. The mailing list will be limited to the minimum consistent with the needs and best interests of the command.

Section III

Postage

2-19. Controls and safeguards

This section sets forth the policies for controlling and safeguarding appropriated fund postage.

a. Safeguarding appropriated fund postage from unauthorized use is the responsibility of all official mail services users.

b. Controlling official mail funds is a joint effort between the installation DRM and the installation OMM. Official mail meters and ADTAs will carry only the minimum required balances for one fiscal quarter's usage plus a 45-day carryover. OMMs will inform the installation DRM of funding requirements for official mail.

2-20. Authorized use of appropriated fund postage

Appropriated fund postage may be used—

a. Only for mailings pertaining to Federal matters. Such matters may include official correspondence between activities, Army records, instructional material from Army schools, and Army school correspondence course answer sheets when a preprinted courtesy reply envelope has been provided.

b. By an activity or activity commander for sending invitations to official Army social functions held on behalf of the Army, or sponsored in the name of the Army. The official status of the function will be clearly stated in the invitation as pertaining exclusively to the business of the U.S. Government. For example, an installation commander is authorized to use appropriated fund postage to invite community officials to an installation open house.

c. By the Army National Guard (ARNG) only for mailings pertaining to Federal Government matters.

d. By retired members of a DOD Component for mail that is clearly Government business, but only in the form of merchandise return or business reply items furnished to them for reply purposes.

e. Official announcements of retirement, promotion, award, and change-of-command ceremonies may be mailed using appropriated fund postage. The location and time of a directly related reception may be noted if it does not result in any increased cost to the Government. Announcements will not contain any advertisements, endorsements of products or businesses, or revenue producing functions.

(1) As a cost-saving measure, the Army has adopted usage of the Air Force Institute of Technology's E-Invitation system available at <https://einvitations.afit.edu>.

(2) The E-Invitation system should be utilized to the maximum extent possible send invitations and manage responses.

f. For mailing change of address cards only when the change of address results from carrying out written military orders. A copy of the orders must be presented with the cards.

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

h. By contractors and vendors. All applications, contracts, or purchase requests for contractor use of appropriated fund postage require the approval of the installation, activity, or other local Army OMM.

(1) Vendors must prepay postage and fees.

(2) Use of all penalty indicia is prohibited.

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

(4) Envelopes and labels used by a contractor will bear the preprinted return address of the furnishing Army activity and not that of a private person, concern, organization, or contractor.

(5) When authorized, the appropriate type of special service will be preprinted on the envelope or label in the manner required by the USPS. Contractors will not add their own markings for these services.

(6) A permit may be used for large mailings if USPS mailing requirements are met. Contractor use of permits must be approved by the funding ACOM, ASCC, or DRU OMM. Applications will be submitted per the DMM for prepaid postage.

(7) Postage meters may be used when approved by the funding OMM.

(8) When the use of a permit or postage meter is not practical, contractors will prepay the postage and fees and be reimbursed by including such costs as separate items on the invoice.

i. To send DA publications when—

(1) Distribution is mandated by Army regulation or directive.

(2) Individual copies are sent to higher headquarters in the chain of command and other public affairs offices for administrative purposes.

(3) Copies to subordinate units for distribution to the units' members are sent in bulk. Other less expensive transportation methods will be used if they can provide the same or faster delivery time than mail.

(4) A copy is sent to a private person, firm, or organization in response to a specific, written, unsolicited request only if the periodical contains no advertising. The request will be kept on file in the respondent's office as long as the publication continues to be mailed in response to that request. The mailing list will be limited to the minimum consistent with the needs and best interests of the command and will not duplicate the initial distribution list.

(5) Copies are sent to other Government agencies and libraries, hospitals, or schools to promote the overall Command Public Affairs Program.

(6) Copies of state ARNG and U.S. Army Reserve command-level periodicals containing no advertising are sent to the home address of individual members. These copies will be mailed at Standard Mail rate or appropriate Periodicals rate. The mailing of lower command-level periodicals is not authorized.

j. To mail commercial enterprise newspapers only per paragraphs 2-20i(1) and 2-20i(2), and as bulk shipments to deployed units when that is the most cost effective way to ship them. Postage on such shipments must be applied by the Army activity, not the commercial enterprise publisher.

k. By nonappropriated fund instrumentalities, including the exchange services and the *Stars and Stripes*, only for official administrative (managerial) mailings related exclusively to the business of the U.S. Government. This does not include any function that would be a normal expense of a similar commercial business, such as financial reports, personnel management, payroll, inventory procurement and sale, collection of income, advertising, mailing of films for paid exhibition, and equipment maintenance. For example, appropriated fund postage will not be used for the preparation and internal distribution of financial reports, as this is a normal business expense; however, it may be used to mail copies of the report to the supervising DOD Component as this is not a normal business expense.

l. When commanders, with advice from the local staff judge advocate general and the OMM, make the final determination to use appropriated fund postage to discharge their morale, welfare, and recreation (MWR) mission per AR 215-1. Commanders may not include revenue-producing information in such mailings. Appropriated fund postage may be used to mail a consolidated packet containing information regarding the existence of all available MWR activities to personnel eligible to use them; however, the packet will neither contain information on revenue-producing

items or events, nor violate other parts of this regulation. A revenue producing item or event is one where the recipient or participant pays for all or part of the cost of the service or goods received. The category of the organization providing the goods or service is immaterial.

m. By prisoners in a nonpay status for personal mail.

n. By Army Junior and Senior Reserve Officers' Training Corps (ROTC) activities only on mailings that are the exclusive business of the U.S. Government. The return addresses must be those of the professors of military science of U.S. Army ROTC detachments. For permit mailings, the return address must be authorized per permit restrictions and may be the university or college address when use of that permit is formally agreed upon.

o. Items associated with command sponsored tax-filing programs established under 10 USC 1044.

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

q. Due to consolidation and regionalization of personnel offices and other functions, the following and similar items may be mailed using appropriated fund postage:

(1) Military/civilian retirement packages.

(2) Items sent to various enlisted promotion boards and officer selection boards after the command sent the initial package.

(3) Individual requests for microfiche copies of military and civilian personnel files.

(4) Changes to individual's Thrift Savings Plan account and Government-sponsored life/health insurance policy.

(5) Request by military personnel that they be added to the housing list at their next duty station.

(6) Paperwork relating to do-it-yourself moves and personal property damage claims resulting from permanent change of station moves.

r. To pay for the official mail carried by private carrier.

2-21. Unauthorized use of appropriated fund postage

Do not use appropriated fund postage on—

a. Mail that is not exclusively U.S. Government business.

b. Nonmailable items, per USPS DMM restrictions and IMM restrictions for items being sent to international mail, including items that are undersized and oversized, overweight, or otherwise do not meet the shape/size requirements of USPS. Obtain information about items that are not mailable from the local post office.

c. Nonappropriated fund instrumentalities or their functions, except as specified in paragraph 2-20*k*.

d. Postcards, unless the cards are DOD or DA-approved forms or those USPS forms designated in paragraph 2-20*f*.

e. Information sent by DOD components about nonmandatory events. Use the installation OMDC, the installation bulletin or newspaper, or other methods to distribute this type of information.

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

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

h. Personal mail, holiday and birthday greetings, retirement announcements, completed employment applications, resumes, and similar material. However, activities may use appropriated fund postage for holiday greetings when international diplomacy dictates.

i. Correspondence from international commands, such as North Atlantic Treaty Organization (NATO) official correspondence. This mail normally must be prepaid in the country in which it is posted. When appropriated fund postage is provided for official mail, the administrative agent is responsible for procuring it and monitoring its use.

j. Correspondence of foreign military personnel. Foreign military personnel who are required by regulations of their own government to file reports or otherwise correspond with their embassy or government will do so at their expense. However, appropriated fund postage may be used if the correspondence can be certified by the parent U.S. Government activity as exclusively the business of the U.S. Government.

- k. Mail posted in foreign post offices. Such mail must bear the postage of the country where it is mailed unless there is a bilateral agreement in effect with the country which has special procedures for accepting DOD mail.
- l. Anything mailed by concessionaires or their employees. This does not preclude use authorized by this chapter.
- m. Fund drives or other types of charity drives not officially endorsed by DOD or the Army. Business reply mail (BRM) will not be used on officially endorsed drives.
- n. Unofficial biographies and unit histories.
- o. Dependent school yearbooks and other unofficial items such as announcement cards, thank you cards, memory albums, and biographies.
- p. Announcements and attendance responses related to Army branch anniversary parties and similar events.
- q. Mailings by or for private associations, such as technical and professional organizations, unit associations, Association of the U.S. Army, Spouses' clubs, Boy or Girl Scouts, and so on.
- r. Mailing matter donated by individuals for donation to other individuals or charitable organizations.
- s. Social events related to the reassignment or resignation of individuals not in command positions.
- t. Response to invitation items. The rate of return on these items is too low to justify the expense of pre-paying the postage on each item.
- u. Mailing costs associated with payment of Government travel credit card billings. Travelers are automatically reimbursed for these costs in the part of the per diem that covers incidental expenses.
- v. All similar matters that do not relate exclusively to the business of the U.S. Government.

2-22. Reporting misuse of appropriated fund postage

- a. Report unauthorized use of appropriated fund postage to—
 - (1) The commander and resource manager.
 - (2) The OMM and the resource manager of the next higher organization.
 - (3) The commanding officer or supervisor of the suspected individual(s) involved for appropriate investigation.
- b. The commander will review the unauthorized use of appropriated fund postage to determine any appropriate reimbursement of postage and fees costs. Legal or administrative action will be taken to obtain reimbursement when appropriate.

2-23. Nonprofit and subsidized rates

Per DOD 4525.8-M, the DA is not authorized to send mail at nonprofit or subsidized rates (that is, special bulk Standard rates, Library rates, and the following Periodicals rates; in-country, special nonprofit, classroom, science of agriculture, limited circulation, and limited circulation science of agriculture).

2-24. Computation of postage and fees

- a. Postage and fees for domestic mail will be computed according to the DMM and changes announced in the USPS Postal Bulletin. USPS Poster 123-L and 123-S provides the information in convenient, easy-to-use form. USPS Poster 123-L or 123-S must be used with the USPS Postal Zone Chart for the post office where the item will be mailed.
- b. Postage and fees for international mail will be computed according to the IMM and changes announced in the USPS Postal Bulletin.
- c. Properly programmed electronic scales may be used to meet the requirements of paragraphs 2-24a and 2-24b.
- d. Items mailed from one MPO to another MPO that does not enter the USPS network within the United States, its territories, or possessions may be sent without payment of postage and fees. DOD Official Intratheater Mail (DODIM), will be typewritten, rubber stamped, or mechanically printed in the area where the postage and fees for special services normally would be placed on U.S. mail. It can be used on all classes of mail. It will be treated and processed within the Military Postal Service (MPS) as if postage and fees had been paid. Claims may be made and will be processed in accordance with normal procedures up to the point of making payment. Payments will not be made for lost or damaged items, or refunds of postage. Claimants will be told whether the item was signed out by the delivering MPO and who signed for it. In the case of registered mail, claimants will be told where and when it was last signed for. Additional guidance can be found in DOD 4525.6-M.

2-25. Obtaining commercial postage

- a. *Penalty mail.* The Army is not authorized to use the USPS penalty mail system. All Army official mail postage must be paid at the time of mailing with the exception of Intratheater Delivery Service and Postage Due Penalty Mail when authorized. The Army is only authorized to use regular postage stamps, commercial meters, personal computer (PC) postage, or other means available to private sector mailers.

b. Postage Due Penalty Mail. When DOD activities are engaged in hostile operations or operating under arduous conditions, Postage Due Penalty Mail is authorized for use to send official mail through USPS when postage is not available. The postage is collected from the addressee.

(1) Postage Due Penalty Mail will be prepared per the DMM.

(2) Postage Due Penalty Mail WILL NOT BE USED to notify next of kin of casualties, to send items to addressees outside the DOD, or to international mail addresses.

(3) DOD addressees will pay the postage due when the item is delivered. Only postage stamps, postage meter strips, or cash are acceptable.

(4) Notification to the DOD OMM is required by the combatant commander per DOD 4525.8–M.

(5) Use of Postage Due Penalty Mail is restricted to periods of 120 days.

(6) Postage stamps or postage meters will replace Postage Due Penalty Mail as soon as possible.

c. Payment. No USPS service, including those at MPOs (that is, APOs/FPOs), will be provided to Army activities without prepayment of postage. All transactions with the USPS must be—

(1) Paid at the time the service is received.

(2) Accomplished by an approved payment method such as a credit card or electronic funds transfer. A Centralized Automated Processing System (CAPS) or commercial meter, remotely set (CMRS) will be used for all transactions possible. CAPS are not available at MPOs.

(3) When authorized by USPS, the General Services Administration (GSA) Smart Card will be used for all transactions when CAPS and CMRS cannot be used. CAPS and CMRS is always the preferred method of payment.

(4) Trust accounts at local post offices can only be used when one of the preceding methods cannot be used.

(5) Procedures detailed in DOD 4525.8–M will be followed for procurement of postage using a Standard Form 1034 (Public Voucher for Purchases and Services other than Personal).

(6) Agreed to, and in concert with, the established policies and procedures of the USPS and the local finance and accounting office.

d. Penalty stamps and envelopes. The USPS will no longer allow Army activities to purchase penalty mail stamps or preprinted penalty envelopes.

e. Postage due mail. All postage due mail, except Address Correction Charges, will be returned to sender at the sender's expense. Do not refuse Postage Due Penalty Mail originating in a hostile environment.

f. Express mail. Express mail items may be paid by either stamps, meter strips, or through an Express Mail Corporate Account.

2–26. Postage stamps, personal computer postage, prestamped envelopes, and ePost

USPS postage stamps can be purchased at local post offices. Advance notice may be needed if large amounts of stamps will be purchased at any given time. An ADTA cannot be used for stamps. Commercial postage stamps will be used on official mail that cannot be sent under a permit or cannot be metered.

a. Use. Postage stamps, PC postage, prestamped envelopes, and ePost (where available) may be used by all Army mailers including—

(1) Small volume Army mailers where the use of postage meters is not cost effective. See the DMM for guidance on PC Postage.

(2) Activities without a backup metering system. This supply of stamps should not exceed an average 10-day usage and should be used to supplement metering operations.

(3) Overseas commands and deployable units may—

(a) Maintain 60-day stock of postage stamps for use when deployed to areas without meters. Stock will be centralized and closely controlled by the activity OMM.

(b) Have hand stamps made for use only in a hostile environment. The stamp mark will be placed in the upper right-hand corner of the mailed item. Figure 2–3 shows what will appear on the hand stamp.

Hand stamp

Armed Forces
Postage Due Mail
Collect Postage From
Addressee Per DMM 137.5
DO NOT RETURN TO SENDER
FOR POSTAGE DUE

Figure 2–3. Sample hand stamp

b. Ordering. Only small volume mailers, deployable units, and activities without a backup metering system are authorized to order postage stamps directly from USPS or MPOs. The activity OMM verifies quantities received.

c. Security measures. All personnel are responsible for preventing the theft, misuse, waste, or loss of postage stamps, PC Postage, and prestamped envelopes. Postage stamps and prestamped envelopes will be secured in locked containers (safes, file cabinets, desk drawers, and so on) or a locked room. Activities may establish additional local controls.

d. ePost. The USPS is developing a number of different electronic mail services under the ePost Program. Use these services whenever volume allows and they are the most cost effective means to obtain the services needed.

2–27. Postage meters

a. Metered mail. Metered postage will be used to the maximum extent possible on mail that cannot be sent under a permit. Only CMRS will be leased by Army activities. Proper planning should alleviate the need to load meters more than once a quarter. Meters will not be loaded with more than one quarter's postage requirement, plus a 30-day carry-over.

b. Logos and slogans.

(1) Logos and slogans on advertising plates that conform with the DMM are authorized.

(2) Borders, markings, slogans, or designs will not be printed on mailing envelopes except when approved by the GSA, through command channels, and in conformance with postal regulations. An exception has been granted for slogans promoting U.S. Savings Bonds.

(3) When authorized, place and print in a manner that does not interfere with automated mail processing.

c. Required licenses. Postage meter agreements are required and obtained before use of postage evidencing systems. A meter lease or rental agreement with an authorized provider is required for postage meter use.

(1) Implementation of the agreement is typically facilitated by the provider on behalf of USPS. Hardcopy meter license are not printed and sent to the user. USPS keeps the record copy of the postage meter license online.

(2) A license is issued by USPS to a new postage meter user when the new meter is ordered. Normally the provider extracts the operator information needed by USPS from the purchase order. No other action is required on the part of the user.

(3) The meter user must provide updated address information to the provider in the event of meter relocation.

(4) Postage meter manufacturers must conduct inspection of certain meters on a scheduled basis. The user will make the meter available for provider inspection or USPS examination when required.

d. Setting and payments.

(1) Meters will be placed in and out of service per the DMM and providers instructions.

(2) Follow the procedures in DOD 4525.8–M for setting postage meters.

(3) The above procedures apply only to USPS postage. Meter setting charges for private carrier services are the responsibility of the metering installation.

e. Validation of meter readings. A daily record of meter register readings will be maintained for each meter. Most metering systems record these readings electronically and these system-generated printed records may be used for this purpose. If metering systems in use do not perform this function, use a manual system, or a computer generated spreadsheet.

(1) When the meter is set or reset, add the amounts appearing in the ascending and descending registers before the meter is used. The resulting sum becomes a control number. At the close of business each day these two registers will be added together. If their sum is not the same as the control number, then the meter may have malfunctioned. Contact the vendor service representative before the meter is used again.

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

f. Spoiled or incorrect meter postage. Do not throw out spoiled meter strips or stamps. Submit a request for refund to the local USPS Postmaster on Postal Service (PS) Form 3533 (Application for Refund of Fees, Products, and Withdrawal of Customer Accounts).

(1) Submit requests for refunds when authorized. The DMM explains the conditions and procedures to be followed.

(2) Immediately report equipment malfunctions causing spoiled meter postage to the manufacturer's representative.

g. Metered mail preparation.

(1) The meter imprint acts as a postmark and allows mail to skip the canceling process. The meter operator will ensure the imprint is bright and clear, has the correct date, and fluorescent ink is used.

(2) All addresses must face the same way, and five or more pieces of metered mail must be bundled with rubber bands or paper straps. Place large volumes of metered mail in appropriate sized letter trays or flat containers. Trays and similar items are usually provided free of charge by USPS and will not be used for other purposes.

h. Equipment operation.

(1) The OMM and all personnel involved in mail processing will receive detailed instructions from the vendor when new equipment is installed. During initial use, the meter operator or OMM will call the service representative when questions arise.

(2) The meter operator will check each scale for accuracy daily before it is used. This will be accomplished by weighing an object of known weight or acquiring a calibrated weight set, if possible. Appropriate calibrations will be made before the scale is used.

i. Equipment failure.

(1) Immediately report failures of meters, mailing machines, scales, and so on, to the service representative. Display the service representatives' telephone numbers prominently in the vicinity of the equipment.

(2) Do not tamper with the postage meter under any circumstances. It is a postal offense for anyone other than USPS personnel or authorized vendor repair personnel to tamper with postage meters. Local repairs of postage meters by other than authorized personnel will not be done.

(3) All new equipment is initially covered by a warranty. Maintenance contracts should be used after the warranty expires.

j. Meter security.

(1) *Meters.*

(a) Remove the meter and place it in a locked safe, locked file cabinet, or in a separate locked room overnight. Do this any time adequate surveillance cannot be maintained to prevent unauthorized use of the meter. Meters requiring a code or password for operation need not be removed during temporary absences of the operator. Meters that lock in place on mailing machines need not be removed from the mailing machine during non-duty hours as long as the mailing machine is in a secured room.

(b) Immediately report the loss, theft, and recovery of a lost or stolen meter to the local post office, the equipment vendor, and through command and functional channels to the Commander, U.S. Army Human Resources Command (AHRC-PDP-P), 1600 Spearhead Division Avenue, Department 480, Fort Knox, KY 40122-5408, for forwarding to MPSA. Reports will include the meter make, model, and serial number; the date, location, and details of the loss, theft, or recovery; and a copy of the police report when applicable.

(2) *Meter keys.*

(a) *Operating keys/combinations.* On some models, an operational key is required to unlock the meter and must be used each day the machine is operated. This key will be kept by the designated supervisor, except during periods the key and meter are signed out to a meter operator.

(b) *Meter operator absence or change.* Change the meter's combination or obtain meter keys from a meter operator when the meter operator permanently stops being a meter operator, or when he or she will be temporarily absent 1 week or longer.

(c) *Duplicate keys/combinations.* The duplicate keys, when provided, and current meter combinations, will be stored in a sealed envelope in a locked file cabinet or safe outside of the OMDC. After sealing the envelope, the designated supervisor and the OMM or assistant OMM will sign over each joint of the envelope. Transparent tape will be placed over all signatures and joints so unauthorized opening can be detected. The envelope will be clearly labeled to indicate the contents and the meter to which it belongs. The designated supervisor will obtain a receipt for the sealed envelope from the OMM or appropriate key control custodian.

(d) *Reset keys.* Army OMMs are not authorized to have a copy of the key that opens and resets the meter head. Any activity receiving such keys will immediately give them to the USPS office or MPO responsible for the meter.

k. Property accountability. The installation property book holder will account for all postage metering equipment on the property records of the using Army installation or activity. The postage meter itself is leased and cannot be purchased.

l. Supplies and services. These generally consist of meter tapes, ink, ink rollers, maintenance, rate changes, and meter leases. Meter tape and ink specifications are found in the DMM.

m. Emergency disposition of postage stamps, meters, and personal computer postage.

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

(2) If capture or loss of meters or PC Postage devices is imminent, record make, model, and serial number and destroy them if possible. Report destruction, capture, or loss per paragraph 2–27j(1)(b).

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

2–28. Permits

a. ACOM, ASCC, DRU, and installation OMMs will review and analyze requirements for permits and establish commercial permits only as needed.

b. The upper right-hand corner of all envelopes is used for permit mailings, which must be in accordance with the DMM. Guidelines for company permits are also contained in the DMM.

c. A permit imprint advance deposit account must be established with USPS in order to acquire permit imprints. No minimum amount is needed to open a permit account although sufficient funds must be available to cover the complete mailing.

d. The responsible OMM will ensure that the appropriate permit numbers are provided to individuals or organizations involved with permit mailings.

e. Before purchasing permits, the OMM will read the appropriate section of the DMM and DOD 4525.8–M for break-even analysis of permit mailings.

f. Permit mailings will be used on large volume mailings of items with a uniform size and weight when cost effective. Permit formats and instructions are in the DMM.

g. All OMMs using permit mailings must be thoroughly familiar with provisions of the DMM regarding obtaining permit authorizations, applicable fees, postage payment, permit format, presentation for mailing, and so forth. Required permit imprint formats are illustrated in the DMM. “DEPARTMENT OF THE ARMY,” the installation name and location, and the installation permit number will be printed on the mailing material.

h. Manifest Mailing System uses a permit and is applicable where large volumes of parcels are mailed. Contact the local USPS commercial account representative for details and refer to the DMM.

i. Permit mailings are not authorized at MPOs.

j. The following applies to use of permits on periodicals:

(1) Those activities authorized to make permit mailings for periodicals must be thoroughly familiar with and comply with provisions of the DMM.

(2) DA is not authorized to use certain subsidized periodical rates (see para 2–23 and the DMM).

(3) USPS requires application fees for periodical privileges. Follow procedures in the DMM while the application is pending.

(4) ACOM, ASCC, DRU, and other affected OMMs, in coordination with the installation or appropriate printing control officer, will ensure that the Government Printing Office is provided with the appropriate permit number before printing and distribution contracts are let.

2–29. Selection of mail class

Use table 2–1 as a guide in selecting the correct mail class. The DMM and IMM show the necessary endorsements, mode of transportation, and approximate transit times for each class of mail, and provide specific guidance for types of items that may be mailed under each class of mail.

2–30. Selection of special mail services

40 USC 721–729 and the Government’s general self-insurance policy prohibit Federal agencies from using registered and insured mail in order to obtain postal indemnity. Claims will not be made against the USPS for indemnity on items lost or damaged in the mail. However, Comptroller General of the United States Decision (B–114874, October 13, 1978, 58 Comp. Gen. 14) allows the Government to use registered or numbered insured mail to obtain the “special” services they offer, such as added protection or proof of delivery. Limit the use of special services to when law, DOD, or Army directives require them or when mission essential. Principal officials of DA agencies and ACOMs, ASCCs,

and DRUs are authorized to approve the use of these services on an exception basis. This authority may not be delegated lower than installation or equivalent OMM. Return receipts will not be used except as indicated below or when required by law, DOD, or Army directive. The following are Armywide authorized uses:

- a. Registered mail may be used for—
 - (1) Criminal investigation evidence.
 - (2) Cash, original vouchers (disbursing and collecting), and voided or canceled checks.
 - (3) One-of-a-kind, irreplaceable, sensitive, controlled, rare, or pilferable items and items having a replacement cost in excess of \$5,000. Such items include, but are not limited to, calibration equipment, supply items, historical matter (including films), library materials, original manuscripts, camera-ready mechanicals, and artwork. OCONUS locations may not use the MPS for weapons shipments in locations where there is ample use of the Defense Transportation System available (for example, Air Mobility Command channel flights between CONUS and OCONUS locations). Military weapons will be transported as protected cargo where possible. In locations where the Defense Transportation System is not available on a frequent or regularly scheduled basis, then registered mail may be used with prior approval in writing from the installation transportation officer.
 - (4) Mailable shipments of Government-owned firearms. (Return receipts may be used.)
 - (5) Commercial transportation tickets, boarding passes, and Air Mobility Command authorizations when personal delivery or pickup is not possible.
 - (6) Classified documents as required by DODM 5200.01 and AR 380–5.
 - (7) Environmental samples. (Return receipts may be used.)
 - (8) Notification of radiation exposure. (Return receipts may be used.)
 - (9) Mailing former evidence to its owner. (Return receipts may be used.)
 - (10) Mobilization preassignment orders to international addresses where this service is authorized. (Return receipts may be used.)
 - (11) Deceased personnel’s personal effects having intrinsic value being sent to next of kin. The value of the items must be declared and the appropriate fee paid. Any indemnity paid will be the property of the next of kin.
 - (12) Final notices to individuals about indebtedness to the Army Emergency Relief Fund.
 - (13) Other communications and parcels that by law, DOD directive, or DOD Component directive must be registered.
 - (14) All actions involving the processing of claims. (Return receipts may be used.)
- b. Certified mail may be used for—
 - (1) Letters to establishments being declared “off limits.”
 - (2) Adverse enlisted and officer evaluation reports and other similar actions.
 - (3) Controlled test material.
 - (4) Instructional material marked “For Faculty Use Only.”
 - (5) Items requiring shipment by Priority Mail when the certified fee is less than the fee for other services which provide proof of delivery.
 - (6) Equal employment opportunity case material mailed to complainants and their representatives. (Return receipts may be used.)
 - (7) Reduction-in-force notices sent to civilian employees on authorized absence. (Return receipts may be used.)
 - (8) Final decisions of a contracting officer issued under the dispute clause of a Government contract. (Return receipts may be used.)
 - (9) Show cause or cure notices issued under the default clause of a Government contract. (Return receipts may be used.)
 - (10) Claims and litigation proceedings documents.
 - (11) Any other communication for which receipts are essential to create or preserve rights granted to the United States under a Government contract. (Return receipts may be used.)
 - (12) Debarment letters. (Return receipts may be used.)
 - (13) Delayed entry packets. (Return receipts may be used.)
 - (14) Summons and subpoenas. (Return receipts may be used.)
 - (15) Adverse personnel actions for military and civilian personnel. (Return receipts may be used.)
 - (16) Illegally held identifications cards. (Return receipts may be used.)
 - (17) Traffic or driving violations. (Return receipts may be used.)
 - (18) Letters of revocation or suspension of installation driving privileges. (Return receipts may be used.)
 - (19) Dishonored checks. (Not applicable to nonappropriated fund instrumentalities.) (Return receipts may be used.)
 - (20) Classified documents as required by DODM 5200.01 and AR 380–5 (depending on origin and destination).
 - (21) Questionnaires to injured persons. (Return receipts may be used.)

(22) Official U.S. passports required by DOD employees for official travel.

(23) Legal matters including records of trial for all special and general courts-martial; decisions of the courts of military review; officer elimination cases; all actions involving the processing of claims; and any other communication, receipt of which is essential to create or preserve the rights granted to the U.S. Government in connection with criminal proceedings. (Return receipts may be used.)

(24) Other communications and parcels that by law, DOD directive, or DOD Component directive must be certified.

c. Insured mail with a retail value of \$500 (PS Form 3813 (Insured Mail Receipt – Domestic Only – \$500 and Under—previously referred to as unnumbered insured)) is delivered as ordinary mail and will not be used. No exceptions will be granted.

d. Numbered insured PS Form 3813–P (Insured Mail Receipt – Domestic Only – Over \$500.00) mail will be used only—

(1) For accountability reasons when proof of delivery is required for valuable administrative or logistical equipment, supplies, and printed matter, and postage and fees combined is cheaper than any other authorized mode which provides proof of delivery. However, logistical equipment and/or spare parts for equipment listed on the mailing organization's property book (second line destination items) must be shipped through the local installation transportation office.

(2) To return borrowed library and similar items when required by the non-Army lender.

e. Free-admission motion picture video cassettes. OMMs may authorize movement of free-admission motion picture video cassettes by numbered insured mail, return receipt for merchandise mail, or certified mail, whichever is most cost effective. Free-admission cassettes are furnished by the Motion Picture Service, through the U.S. Army Community and Family Support Center, contingent on the Army ensuring security during movement of the items.

2–31. Express mail

a. Use express mail only when it is the most cost-effective way to accomplish a mission within time, security, and accountability constraints, and to meet a mandatory effective date. Express mail should only be used in cases involving loss of life, personal injury, destruction of property, and to prevent the possibility of a judicial ruling against the Army. It will not be used—

(1) To respond to directed actions or requests for information unless it is the only way to meet a short suspense. Express mail may be used if mission criticality requires.

(2) For the purpose of correcting administrative oversights such as late suspense when adequate time existed.

(3) On days before weekends or holidays, unless it is deliverable on those days.

b. Headquarters, Department of the Army (HQDA) agencies, ACOMs, ASCCs, and DRUs are authorized to approve the use of express mail. This authority may not be delegated lower than installation or equivalent activity OMM. Other authorized overnight carriers should be used when it is more cost effective and does not violate the Private Express Statute.

c. Postage on express mail will be paid by using postage meter imprints, postage stamps, or by placing an Express Mail Corporate Account number in the customer number block on the express mail label. These accounts are only authorized at the user level. ACOM, ASCC, or DRU-wide Express Mail Corporate Accounts are not authorized as they defeat the decentralized budgeting and payment of postage policy.

d. Every piece of incoming express mail will be examined to see if it meets delivery time guarantees. When it does not, the mailer will be notified and provided a copy of the addressee's copy of the express mail label to enable them to request a refund. Local procedures should be established to control refunds.

e. Some post offices do not deliver to the addressee at DOD addresses. When this is true, use another carrier or post office to post office service instead of the more costly post office to addressee service. When using express mail or another authorized commercial overnight carrier, mailers must ensure that all provisions of AR 380–5 have been met, if applicable.

f. Tenant activities will comply with these provisions for use of express mail unless their mailing regulations specify other criteria and they are reimbursing the installation or activity for postage used.

g. Express mail service is not available to and from all MPOs. Contact the local post office for availability information.

2–32. Selection of carrier

a. GSA-approved contract carriers may be used when it is more cost effective and does not violate the Private Express Statutes or security directives.

b. The OMM authorized to approve the use of express mail is also authorized to approve use of commercial overnight carriers for items processed through the OMDC.

2–33. International mail

a. All official correspondence (letters and cards) may be sent as airmail. Packages containing official matter may be sent as airmail if the urgency in delivery justifies the costly airmail letter rates.

b. Send parcel post only as surface mail.

c. Use special delivery only for delivery in countries where special delivery is the only reliable means of ensuring prompt delivery.

d. Consult the IMM or local post office for applicable postage, customs declaration, and restrictions before preparation for mailing.

e. In all instances, the most cost effective method that satisfies mission requirements will be used for international mailings.

f. Official mailings from APO/FPOs to host country addresses should use host country postage and enter the items directly into the host country postal system when the purchase of host country postage stamps is feasible and the process is permitted by host country and international agreements. Postage stamp accountability requirements apply.

g. Address format for international mail is shown in the IMM.

2–34. Business reply and merchandise return

a. BRM and merchandise return service (MRS) will—

(1) Be addressed to a DOD activity. The address and ZIP+4 bar code will be preprinted on the item. Return address will be the same as the addressee.

(2) Be used only when a reply is requested on official business from an activity or individual outside the U.S. Government—

(a) Who is not required by law to reply.

(b) When the receipt of the reply is in the best interests of the U.S. Government.

(3) Not be used to receive responses from DOD activities or personnel except personnel who are retired or reservists who are not assigned to a unit.

b. BRM—

(1) Is charged at the first-class or Priority rate, plus a per-piece accounting fee.

(2) The qualified BRM rate will be used whenever possible (see the DMM for more information).

(3) Will be prepared per the DMM. The card format will be used whenever possible.

(4) Will not be used until USPS assigns permit number.

(5) Will not be used for fund or other types of charity drives officially endorsed by the DOD or any DOD Component.

(6) Will be used only when it is likely to be less expensive than providing pre-metered or pre-stamped postage or when the DMM does not allow use of pre-metered postage.

(7) Calculate the cost of each method of Reply Mail to determine which method is less expensive for a particular mailing. The computation methods shown in DOD 4525.8–M may be used in determining which method to use.

c. MRS—

(1) Is charged at the appropriate first-class, Priority, and package services rate plus a per-piece accounting fee.

(2) Will be prepared per DMM, for prepaid postage.

(3) Will not be used until USPS assigns a permit number.

(4) Will not be used to mail from one active DOD Component to another active DOD Component, including Army.

2–35. Other reply mail methods

Place postage stamps or pre-metered imprints only on items of known requirements. Pre-metered postage or postage stamps will be used—

a. When they are more cost effective than merchandise return or business reply.

b. When the originator is reasonably certain a response will be made.

c. When a reply is sought from an individual or organization which does not normally have access to a U.S. Government official mailroom for affixing postage.

2–36. Courtesy reply mail

- a. Courtesy reply mail consists of an envelope, card, or label bearing the correct preprinted delivery address, bar code, and Facing Identification Mark. The individual placing the item in the mail provides the return address and postage.
- b. Courtesy reply ensures use of the correct address, increases response ratios, and reduces mail processing times.

Section IV

Official Mail and Distribution Center Operations

2–37. Delivery and pickup agreements

- a. Agreements between each installation and the local USPS will be negotiated to ensure official mail pickup and delivery complies with this regulation, USPS Publications 38 and 38A, and the DMM.
- b. All outgoing mail will be centrally dispatched by the installation.
- c. All incoming mail will be delivered as addressed.
- d. The USPS is required to provide mail service to military installations per the provisions of USPS Publications 38 and 38A.
- e. When an agreement with the USPS cannot be reached, installation OMMs will contact the General Manager/Postmaster at the USPS Field Division Office responsible for the installation location. Installation OMMs should attempt to resolve these issues, in writing, through the local USPS Business Service Network.
- f. Installation or garrison commanders will not agree to USPS requests to a lesser expensive type of delivery without negotiating for delivery to unaccompanied personnel and/or business addresses.
- g. If agreement still cannot be reached, forward the matter through command and functional channels with appropriate documentation to Commander, U.S. Army Human Resources Command (AHRC–PDP–P), 1600 Spearhead Division Avenue, Department 480, Fort Knox, KY 40122–5408. The DA OMM will endorse the action and forward it to MPSA for referral to Headquarters, USPS.

2–38. Postage due mail addressed to Army activities

- a. *Payment for postage due mail.*
 - (1) Payment for postage due mail, other than for mail from a hostile operations area, is not authorized and will not be accepted by Army addressees.
 - (2) Payment for address correction services is authorized.
- b. *Insufficient postage.*
 - (1) Mail with insufficient postage will be returned to the sender for additional postage.
 - (2) Mail addressed to an Army activity and deposited without any postage will be returned to the sender without any attempt to deliver.

2–39. Postage Due Penalty Mail originating in hostile environment

Postage Due Penalty Mail will—

- a. Be used only by military units engaged in hostile operations.
- b. Be used only per the DMM.
- c. Be paid for by the addressee upon receipt by U.S. Treasury check, stamps, or meter strips.
- d. Will not be refused by the addressee.
- e. Will not be used to notify next of kin of casualties. Strictly follow established command processing procedures for casualty mail.

2–40. Opening official mail

- a. Per DODI 4525.08, items are considered official mail when addressed to an organization or when the address contains an individual's name and duty title or the name is in an attention line.
 - (1) Upon receipt from the USPS, this mail becomes official matter and is the property of the organization to which it is addressed.
 - (2) The addressee usually opens this mail, but it may be opened by anyone in the organization unless local policy states otherwise. Individuals must have appropriate security clearances per AR 380–5 for opening any items that could contain classified material.
- b. Employees authorized to open such items will only do so when necessary to fulfill assigned duties and responsibilities. Privacy rights of individuals will be protected in accordance with applicable privacy laws and directives.

c. Unsolicited and unwanted Presorted Standard Mail may be disposed of as the organization desires. It need not be returned to the post office for disposition.

2-41. Controlled mail processing

a. Correspondence distribution and controlled mail processing will be performed at the lowest cost without sacrificing efficiency, security, and privacy. Except for containers marked "Sealed Bid," "FOIA request," or "Privacy Act request," time or date stamping is not the responsibility of the OMDC. Correspondence other than classified, bids, FOIA, and Privacy Act will be controlled by the office to which it is addressed.

b. The following applies to the processing of personal or unofficial correspondence and mail:

(1) The receipt of mail that is personal, unofficial, or non-mission related is prohibited except as specified below.
(2) The dispatch of personal, unofficial, and non-mission related correspondence and mail is prohibited.
(3) When authorized, processing personal, unofficial, and non-mission related mail and correspondence will be in accordance with DOD 4525.6-M and AR 600-8-3.

(4) Exceptions—

(a) Students attending a course of instruction of 6 months or less may use official mail channels for receipt only of personal, unofficial, or non-mission related mail. Payment of postage and related fees is the responsibility of the sender (see para 2-41b(3)).

(b) Newly assigned personnel may use official mail channels for the receipt of personal, unofficial, or non-mission related mail for no more than 120 days. Commanders or agency heads may extend this 120 days where the individual is not at fault. Payment of postage and related fees is the responsibility of the sender (see para 2-41b(3)).

(c) All mail bearing an official Federal Government return address will be delivered.

(d) If a remotely located installation does not have a support agreement with the local USPS for receipt, dispatch, or delivery of personal mail, the local commander may request approval to authorize the OMDC to handle the receipt of personal, unofficial, or non-mission related mail (see para 2-41b(3)). Make requests for exception through the chain of command to: Commander, U.S. Army Human Resources Command (AHRC-PDP-P), 1600 Spearhead Division Avenue, Department 480, Fort Knox, KY 40122-5408.

(e) Appropriated fund postage may be used to send personal mail through USPS delivery channels only per paragraphs 2-20 and 2-21. OMDCs will not consolidate personal mail bearing postage. Postage for personal mail received by OMDCs must be prepaid by the sender.

(f) The OMDC will not accept cash on delivery mail.

(g) OMDCs will not operate or maintain postage stamp vending machines nor sell or offer for sale USPS postage stamps.

c. Use discretion in applying this policy to individuals who regularly deal with the public or officials outside DOD. It is common outside DOD to address official matters to an individual by name, and the address may or may not include a job title or attention line. If it is questionable as to whether a particular item is official or personal, it should be delivered to the addressee in order to prevent delay in processing official matters.

2-42. Mail requiring special handling

Certain categories of correspondence require special handling. Protection is the chief concern with this correspondence.

a. *Classified correspondence.* Correspondence that contain classified information or material, as defined in EO 13526, and require protection against unauthorized.

b. *Registered, certified, United States Postal Service express mail, first-class mail, and commercial overnight carriers.* In areas served by USPS, all registered, certified, express mail, first-class mail endorsed "Return Services Requested," and items received from commercial overnight carriers will be treated as if it contains classified information. In areas served by MPOs, only USPS registered mail can be used to send classified items up to secret; however, OMDC personnel in these areas should be watchful for classified correspondence that may have been inadvertently sent by other means. AR 380-5 has specific instructions on how to mail or ship different levels of classified information. DA Form 3964 (Classified Document Accountability Record) should be used for this purpose.

2-43. Processing incoming accountable mail

a. *Accountability.* OMDCs will treat anything they must sign for from the originator or a carrier as an accountable item and obtain a receipt for it.

b. Protection. The necessary protection to control classified and accountable documents is best decided by the principal official of the receiving office. Provisions of AR 380–5 take precedence over any provisions of this regulation regarding the processing of classified material. Principal officials of Army elements will take any additional protective measures needed to supplement those prescribed by DOD or Army regulations.

c. Recording. OMDCs must record all accountable items as described in paragraph 2–43a. PS forms designed for that purpose may be used. Automated tracking systems should be used to control accountable mail and other important items whenever cost effective.

d. Classified material. Only appropriately cleared personnel will be allowed access to items which may contain classified material.

e. Outside the continental United States. In OCONUS locations that have the required equipment and connectivity, OMDC will process incoming barcoded mail using the AMPS Program. OMDCs will scan the article at the time of arrival and time of delivery. OCONUS OMDCs will utilize PS Form 3883 (Firm Delivery Receipt for Accountable Mail and Bulk Delivery Mail) to deliver all barcoded articles to units and organizations picking up the mail. The AMPS accountable mail module may be used when generating PS Form 3883 for OCONUS locations.

2–44. Processing outgoing accountable mail

a. Consolidate outgoing accountable items when possible and cost effective. Items bearing PS Label 200 (Registered Mail), PS Form 3800 (Certified Mail: Domestic Mail Only), or PS Form 3813–P may be placed in consolidated containers. Postage and fees are not required on each individual item, only the consolidated container.

(1) The consolidated container must be registered if it contains an item with PS Label 200 (Registered Mail).

(2) If the consolidated container does not contain an item with a PS Label 200, it must be certified if it contains an item with PS Form 3800.

(3) If the container does not contain an item with a PS Label 200 or PS Form 3800, it must be insured if it contains an item with PS Form 3813–P.

(4) If the container does not have an item with any of the above labels or forms attached, it will be sent as ordinary mail.

b. Consolidated container containing items with PS Label 200, PS Form 3800, or PS Form 3813–P, will also contain PS Form 3854 (Manifold Registry Dispatch Book) or an automated tracking system-generated manifest showing these items. Maintain a duplicate copy of this form in the dispatching OMDC for a period of 2 years.

c. The originating OMDC will use PS Form 3877 (Firm Mailing Book for Accountable Mail) if three or more accountable consolidated containers are mailed at the same time.

**Table 2–1
Domestic mail classification selection table-**

	A	B	C
Rule	If matter is-	and is mailed-	then it
1	letter mail and other first-class matter weighing less than 13 ounces (oz.)	within CONUS; to, from, or between MPOs	will be sent first-class or express mail (see note 1).
2	letter mail and other first-class matter, consolidated mailings, or Joint Uniform Military Pay System pouches weighing more than 13 oz.		will be sent Priority or express mail (see note 1).
3	high priority logistic shipments such as not mission capable supply and anticipated not mission capable supply		may be sent Priority or first-class (see note 8).
4	transportation Priority 1 shipments		may be sent Priority or first-class (see note 2).

**Table 2–1
Domestic mail classification selection table—Continued**

5	transportation Priority 2 and 3 shipments		will be sent Standard Mail, Parcel Services or Standard Mail Military Ordinary Mail (MOM) or Parcel Services MOM (see note 3).
6	non-Military Standard Requisitioning and Issue Procedures (MILSTRIP) parcels (for example, unaccompanied baggage, personnel records, reference documents, or equipment for inspection or assistance teams, and so forth)	within CONUS and speed is needed to meet required delivery date	may be sent first-class, if 13 oz. or more; Priority, if over 13 oz. (see note 2).
7	non-MILSTRIP parcels	to, from, or between MPOs and speed is needed to meet required delivery date	will be sent first-class, Priority, Standard MOM, or Parcel Services MOM.
8	all other non-MILSTRIP matter not covered by rules 6 and 7 above	within CONUS: to, from, or between MPOs	shall be sent Standard Mail or Parcel Services.
9	bulk distribution of classified accountable or critical to flying or marine safety; communications systems publications; immediate action regulations or directives; or emergency publications or forms requisitions (see notes 4 and 5)	within CONUS	may be sent first-class or Priority (see note 5).
10	bulk distribution of publications (including regulations, manuals, directives, and instructions) and blank forms not covered in rule 11	within CONUS; to, from, or, between MPOs	will be sent freight, Standard Mail, Standard Mail Bulk Rate, or Media Mail.
11	bulk distribution of classified accountable or critical to flying or marine safety, and communication systems publications	to, from, or between MPOs	may be sent first-class or Priority (see note 5).
12	bulk distribution of immediate action regulations, directives, or emergency publications or form requisitions		may be sent first-class, Priority, or Standard Mail MOM or Parcel Services MOM.
13	bulk distribution of periodicals and newspapers	within CONUS; to, from, or between MPOs	will be sent Periodicals, Standard Mail, or Special Standard Mail (see note 6).
14	single copies of periodicals in rule 13 and sent to individuals or organizations		will be sent Publications Rate or Standard Mail.

Note:

¹ These items are covered by the Private Express Statutes.

² Regardless of class, USPS generally moves mail by surface to addressees within 200 miles of point of origin. Standard Mail postage with "Special Handling" may be less costly than first-class or Priority Mail and provides preferential handling to the extent practical in dispatch and transportation. See the DMM for more information.

³ (MOM) service is available only on mail addressed to or sent from an MPO.

⁴ Material will be prepared for mailing per DOD 5200.01 and appropriate DOD Component directives.

⁵ Principal officials of DOD Components may approve exceptions to use MOM on shipments from CONUS to overseas active duty target audience addresses after determining the material is time sensitive and faster delivery is needed to support an internal information program. First-class and Priority Mail will not be used.

⁶ Items must meet eligibility requirements for the third-class or requester publication rates.

Chapter 3 Distribution Management

3-1. Hours of operation and release of correspondence

a. Hours of operation of the official mail and distribution center. OMDCs will provide their customers hours of operation, distribution trip schedules, and close-out time for outgoing mail. Overseas commanders will establish operating hours to meet their needs.

b. General. The pickup of official mail and its immediate distribution will be enforced for the days and scheduled to prevent the delay of official mail deliveries. Responsible commanders, activity chiefs, and managers will be contacted in the event official mail is delayed and not picked up.

c. Release of correspondence from action offices. Release outgoing correspondence and items for control early enough to be received and processed by the OMDC before the last daily pickup by the U.S. Post Office.

3-2. Distribution of local command publications, directives, and official correspondence

OMDCs distribute local publications and directives as prescribed by the proponent. The OMDC will not reproduce publications or orders for distribution. The installation publications control or administrative officer will furnish all copies of publications to be distributed. Electronic distribution of publications should be done to the maximum extent possible (see AR 25-50 for distribution of multiple addressee correspondence).

3-3. Distribution lists and formulas

a. Distribution lists—

- (1) Are based on normal, predetermined requirements of a headquarters.
- (2) Do not fit all situations.
- (3) Will be updated as required, but at least annually, and limited to the minimum consistent with the needs and best interests of the headquarters.
- (4) Will only be used on the installation. Mail for addressees at other locations will be properly packaged and addressed per paragraph 2-12.
- (5) Will be furnished to the OMDC and will include the number of copies for each addressee. This also applies to special distribution lists. Use electronic distribution whenever possible. Figure 3-1 is an example of distribution instructions for a directive using the formula method.

b. Post the distribution formulas at each sorting compartment.

DISTRIBUTION
B

SPECIAL DISTRIBUTION:
2 Chief, Special Supply Agency
2 Principal Official, Special Project Department
2 Office of the Comptroller

Figure 3-1. Sample distribution instructions

3-4. Control and assignment of messengers

Messenger service is not required for distribution but may be established to facilitate the distribution process. When used, messenger personnel will—

- a.* Be centrally supervised and assigned.
- b.* Deliver messages and correspondence, when practical. Use separate messengers if scheduled delivery of correspondence would significantly delay delivery.
- c.* Not combine delivery of classified and unclassified correspondence during delivery of official mail.
- d.* Keep a continuous receipting system for the control of registered material or classified material requiring receipt.

- e. If contractor personnel are performing the messenger service, observe restrictions of the Private Express Statutes.

3–5. Pickup and delivery schedules

Commanders and agency principal officials will establish an internal correspondence and mail pickup and delivery schedule. The schedule will provide for—

- a. Internal pickup and delivery service at set intervals.
- b. Direct delivery of correspondence to the lowest practicable organizational level.
- c. Elimination of duplicate or overlapping pickup and delivery schedules.
- d. Coordination with local OMDC and USPS pickup and delivery schedule.

Chapter 4

Mailing Procedures for Certain U.S. Army Activities and U.S. Citizens Overseas

Section I

Mail Sent Through Department of State Diplomatic Pouch

4–1. Preparing mail

- a. Process all mail, official and personal, classified and unclassified, intended for dispatch overseas by diplomatic pouch per DOD 4525.8–M.
- b. Diplomatic pouches will not be marked in any way except as diplomatic correspondence. The pouch will not display notice labels or organizational symbols that provide clues to the nature of its contents. Pouches containing classified items will be prepared and documented in the same manner as pouches containing unclassified items; however, they are accompanied by an authorized U.S. Government employee.
- c. Army activities may use the diplomatic pouch service only if no MPS or international mail service is available. Generally, diplomatic pouches will be used only for classified material, material too large for postal channels, or to diplomatic posts without MPS support.
- d. Pouch contents will not be disclosed to any person except U.S. Government employees with the proper classification and a need to know. **UNDER NO CIRCUMSTANCES WILL THEY BE DISCLOSED TO OR DISCUSSED WITH FOREIGN OFFICIALS.**
- e. There are no limits on pouch size or weight for official items except those imposed by host governments (contact the Diplomatic Pouch and Mail Division (DPM) or diplomatic post for latest information) and the capacity of the mode of transport.

4–2. Official and personal mail

Official and personal mail that is sent through Department of State (DOS) facilities must comply with the following requirements and restrictions:

- a. Prohibited is shipment of alcoholic beverages, ammunition, animals or animal products (skins), resale items, bulk supplies of any nature, caustics, controlled substances, corrosives, currency, explosives, firearms, flammable type films, glass containers, incendiary materials, liquids, magnetic materials, narcotics, negotiable instruments, personal professional books and materials, plants, poisons, and radioactive substances.
- b. No item of mail prepared for shipment in standard diplomatic pouches will exceed 40 pounds, or 62 inches in length and girth combined, or 24 inches at its longest dimension. Items exceeding these dimensions and weight will not fit into standard diplomatic pouches. Coordinate items exceeding the above specifications with the DOS Diplomatic Pouch Branch at (202) 663–1588.
- c. Articles must be packed in double corrugated wrapping or in a box tied securely.
- d. Personal mail may not—
 - (1) Be registered, certified, or insured.
 - (2) Have cash on delivery charges due.
 - (3) Be intended for delivery to or for use by a third party.
- e. Personal airmail is normally limited to letters.
- f. Personal items exceeding the weight and size limitations above will not be shipped through the diplomatic pouch service.
- g. Personal packages originating in CONUS. Personnel at overseas posts may receive packages from CONUS. However, packages may not be sent to CONUS through DOS channels unless they contain merchandise purchased in the United States that is being returned for exchange or refund, and endorsed accordingly.

h. For further information on DOS mailing guidance, refer to the DOS 14 FAM 700 series.

4–3. Inspection of contents

a. DOS reserves the right to examine all items intended for dispatch by pouch. Each addressor or addressee using the diplomatic pouch service automatically agrees to the following types of examination procedures by DOS pouch control officers—

(1) *Electronic inspection.* All forms of electronic inspection, including X-ray and metal detectors.

(2) *Physical inspection.* Mail suspected of containing prohibited items may be opened for inspection by pouch control officers. Unclassified items may be opened without consent of addressor or addressee. Classified items may be opened only in the presence of and with the consent of the addressor or addressee. If consent is refused the item will not be accepted for pouch transmission or it will be returned to the addressor when received in an incoming pouch.

b. Violators of DOS policies for diplomatic pouch service will be subject to loss of pouch privileges and/or disciplinary action.

4–4. Official mail from diplomatic posts of United States

a. All items originating at diplomatic posts will be prepared and presented as required by the diplomatic post.

b. The originating diplomatic post will pay transportation charges for pouches they transmit. When the diplomatic post charges for the use of the pouch service, the originating DOD Component is responsible for payment.

c. Items originating at diplomatic posts intended for dispatch into the domestic postal system (USPS and MPS) are turned over to the USPS at the DPM. These items must meet USPS standards and other requirements of this regulation.

(1) The originator will apply the appropriate amount of postage at the full, single piece rate. When application of postage of official, unclassified, mailable items is not feasible at the diplomatic post, send the items to the parent DOD Component for application of postage.

(2) The various postal discounts for ZIP+4, pre-barcoded, presort, and bulk rates require special documentation and will not be used.

(3) USPS special services, such as registered, certified, insured, and so on, are not available for diplomatic pouch mail.

d. All unclassified, non-mailable items (because of size, weight, or content) will be prepared as required by DOS. Advise the addressee the item is being shipped so arrangements can be made to pick up the item on arrival at the DPM.

4–5. Classified

Classified items entered into the diplomatic pouch service must be marked “CONFIDENTIAL,” “SECRET,” or “TOP SECRET”, plus any other markings required by DOD 5200.01. These are the only classifications recognized by DOS. DOS assumes items not bearing one of those indicators are unclassified. Items marked with any other classification will not be accepted.

a. The following apply to CONFIDENTIAL and SECRET material:

(1) All CONFIDENTIAL and SECRET material must be registered per subparagraph c below.

(2) Use the diplomatic pouch service only when an MPO address cannot be used.

(3) Prepare the outer wrapper per DOD 5200.01. Address it to: Branch Chief, Diplomatic Pouch and Mail, SA–8, Department of State, Washington, DC 20522–0801.

(4) Mark the inner wrapper per DOD 5200.01. Name of Addressee, Title, and/or Agency of Addressee, Name of Overseas Mission, Department of State, Washington DC 20551–XXXX. (The plus four to the ZIP will be the code reflected in DOD 4525.8–M.)

b. Send TOP SECRET and cryptographic material through the Defense Courier Service per DODM 5200.01, V3, DODI 5200.33, AR 380–5, AR 380–40, and its own instructions. TOP SECRET material may be sent through the Defense Courier Service to the DOS for delivery by appropriate means.

c. Any item for which the originator wants a receipt signature from the DPM will be clearly marked REGISTERED and have a registry number. The registry number will be preceded by a designation which identifies it as the registry number; for example, Reg Num 123456. Registered material received for forwarding is not assigned a number by the forwarding office; the originator's registry number is perpetuated throughout the mail system. The registry number will be typewritten and appear in the lower left corner of the envelope or the address label. When items are sent to the DPM through USPS registered mail, coordinate a registry number with the USPS prior to closing the outer wrapper. Use the USPS registered mail number as the registry number on the inner wrapper. When items for more than one addressee are consolidated under one USPS registry number, identify each item by adding a different letter after the USPS registry number on the inner wrapper.

Section II

Special Mailing Procedures

4–6. U.S. Postal Service Domestic Mail Manual Restrictions

Refer to the DMM for additional restrictions on mail addressed to overseas MPOs.

4–7. Change in official mailing address

Commanders will follow provisions of AR 25–59 for entering information into the Army Addresses and Office Symbols Online database.

4–8. Special mailing

Follow instructions listed in table 4–1.

Table 4–1

Special mailing instructions

Types of mail address or handling overseas ASCCs

All mail: Communications on joint matters that are the responsibility of the unified command and that have not been assigned to an executive agent. To the applicable unified command. Communications that are not the responsibility of a unified command (that is, informational communications or directives that pertain solely to Army). Directly to the ASCC. **NATO Commands** U.S. Mission to NATO (USNATO) (falls under the DOS).

U.S. military delegation

Unclassified: U.S. MISSION TO NATO (USNATO)

PSC 81 BOX 200

APO AE 09724

U.S. MILITARY DELEGATION

PSC 80 BOX 200

APO AE 09702 For the Supreme Headquarters, Allied Powers, Europe (SHAPE). USNMR (DOCO)

UNIT 21420

APO AE 09705

b. Other Allied Command Operations organizations subordinate to SHAPE, and SHAPE itself. (Ensure authority to release information to NATO has been granted per AR 380–10) USNMR (DOCO)

UNIT 21420

APO AE 09705

c. An organization subordinate to Supreme Allied Commander, Transformation (SACT), and Allied Command Transformation. U.S. LIAISON OFFICER SACT

OFFICE OF THE CNO

NORFOLK, VA 23511–5000 **Defense Attaches (All mail):** Official action correspondence for Army attachés on internal administrative activities. Directly to the Army attaché. Official correspondence about Army representational functions. When not otherwise specified, send to the Army attaché. Send information copies to:

HQDA (DAMI–FL)

WASHINGTON DC 20310–1040 and the DEP DIR FOR ATTACHE AFFAIRS (DIAAH 10)

Table 4-1
Special mailing instructions—Continued

DEFENSE INTELLIGENCE AGENCY WASHINGTON DC 20340-5043 **Security Assistance Organizations (SAO) (classified/pouch mail)**: CONFIDENTIAL material only. Material sent through the DOS must be double wrapped, sent first-class mail, and contain the statement "POSTMASTER, RETURN SERVICES REQUESTED" in the lower left corner of the outer envelope.

- a. The outer envelope must not contain any indication as to the final addressee.
- b. The inner envelope must contain the appropriate security classification markings and address. SECRET material mail sent to the DOS pouch system must be double-wrapped and sent by registered mail.
 - a. Outer envelope must not contain any indication as to the final addressee.
 - b. Inner envelope must contain the appropriate security classification markings and the final addressee. Pouch system/envelopes
When using the DOS pouch system, mark envelopes per DOD 4525.8-M. **Official Mail for Certain People Residing in Foreign Countries (unclassified)**: Extension course material
 - a. When possible, send through MPS if the recipient has APO/FPO privileges. If not, send through the defense attaché in the country. When sent through defense attachés for transmission to foreign countries through DOS facilities address as shown in DOD 4525.8-M.
 - b. If the addressee is in a country that does not have an APO/FPO, a U.S. service attaché, or a U.S. military mission or group, send to the nearest American Consulate. Unless prohibited by a status of forces or other agreement, unclassified Army extension course material of Reserve Component personnel in a foreign country. Through international mail when—
 - a. An APO/FPO is unavailable.
 - b. Postal service cannot be provided through DOS postal facilities (that is, the defense attaché or American Consulate in the country).
When international mail is desired, request in writing, stating that—
 - a. APO/FPO facilities are not available or accessible.
 - b. Exchange mail via DOS channels cannot be arranged.
 - c. Recipient will pay return postage for course material mailed at a foreign post office. Send with the application for Army correspondence course enrollment. **Military supplies and material exceeding weight and size limits**: Prohibited in mail. Through Army transportation facilities to Army attachés, military groups, and military missions. Examples are as follows:
 - a. U.S. visitor clearances.
 - b. Transmission of communications between U.S. and foreign officials.
 - c. The arrangements for—
 - (1) Foreign officials to visit U.S. activities.
 - (2) Foreign nationals to take part in U.S. Army training programs and U.S. Army personnel to participate in foreign training programs.
 - (3) Specialized maintenance of equipment.
 - (4) Other Army programs or activities supported by the Defense Attaché System.

Chapter 5

Security and Business Recovery

5-1. Official Mail and Distribution Center security

- a. Secure the mail center against access by unauthorized persons during non-duty hours.
- b. Limit mail center access to mail center employees and supervisors. All others must be escorted.
- c. Postage stamps will be kept in locked containers when not in use.
- d. Keep postage meters secure when not in use.
- e. Supervisors and OMMs will make random and periodic (at least weekly) checks to determine if the correct amount of postage is being applied, postage is only being placed on official items, and reimbursable sub-accounts are being properly charged.
- f. Place postage on parcels so it overlaps the upper right corner of the address label or tag to prevent theft by "over labeling" the article.
- g. Employees suspected of intentional misuse of appropriated postage or stealing of mail will be removed from mail handling duties until the matter has been investigated by appropriate authorities and the employee cleared of any wrong doing. This provision should be contained in all job descriptions for Government employees in the mail center and in the contract if the mail operation is contracted.
- h. Restrict dock parking to authorized vehicles.

i. Develop and implement a security plan in accordance with provisions of DOD 4525.8–M, DODI 4525.08, and GSA directives. This plan will be based on a risk assessment conducted by qualified security personnel, reviewed and approved by appropriate level security/planning officials, and incorporated as an appendix to or a coordinated section of the installation or command security plan, as appropriate.

5–2. Official Mail and Distribution Center security and business recovery plans

A strong plan for mail center security, supplemented with regular training, rehearsals, and reviews, helps instill a culture that emphasizes the importance of security. Involving all members of the team—executives, managers, employees, contractors, security managers, building management personnel, and union representatives—during development and throughout is critical and essential to the security plan’s success. The OMM will work collaboratively with the respective antiterrorism working group in order to ensure integration of the mail center security plan into the overall antiterrorism plan.

5–3. Elements of a mail center security plan

a. A complete mail center security plan includes the elements listed below, and every Federal mail center manager should make sure that all of these are included (see para 5–3*c*). For most mail centers, each of these elements should be represented in a written document. See GSA Mail Management website for more specific guidance regarding the coordination and construction of mail center security and business recovery plans (BRPs) available at: www.gsa.gov/mailpolicy.

b. The OMM will not be required to prepare all of these plans. They should participate actively in the development and implementation of each of these elements, but other parts of the agency or outside security experts should have the lead on most of them. The OMM must ensure that they have addressed each of these elements by identifying and working with the appropriate offices. See AR 525–13 for more specific guidance regarding the coordination and construction of risk assessments.

c. Elements of a security plan—

- (1) Risk assessment.
- (2) Operating procedures.
- (3) Training, testing, and rehearsal plan.
- (4) Managing threats.
- (5) Communications plan.
- (6) Occupant emergency plan.
- (7) Continuity of operations plan.
- (8) Annual reviews.

5–4. Elements of a business recovery plan

a. The BRP is intended to ensure continuance of essential official mail functions across a wide range of potential emergencies. Essential functions are those that enable Federal agencies to provide vital services, exercise civil authority, maintain the safety and wellbeing of the general populace, and sustain the industrial/economic base in an emergency. The BRP deals with maintaining essential work once the safety of personnel has been assured.

b. The anthrax attacks demonstrated that hard-copy mail is not essential for every Federal office, but mail remains a critical function for many Federal programs. The mail manager should be thoroughly involved in the BRP process in any case. The actual steps that are included in the BRP, to keep incoming and outgoing mail flowing in the event of an emergency, depend on the degree to which mail is essential to agency operations.

c. Elements of a BRP—

- (1) Outline essential functions.
- (2) Plan decision process for implementation.
- (3) Establish a roster of authorized personnel.
- (4) Provide advisories, alerts and BRP activation, and associate instructions.
- (5) Provide an easy reference guide for emergency response.
- (6) Establish accountability.
- (7) Provide for attaining operational capability within 12 hours.
- (8) Establish procedures to acquire additional resources.

d. The following are key suggested questions that the BRP should address for mail:

- (1) What is the location of an alternate facility for processing incoming and/or outgoing mail?
- (2) How quickly should the alternate facility be ready to operate?
- (3) How much of the original operation will be reconstituted in the alternate facility?

- e. Objectives of a BRP for a mail facility—
- (1) Ensure the safety of associates during an emergency.
 - (2) Ensure the continuous performance of essential functions/operations during an emergency.
 - (3) Reduce or mitigate disruptions to operations.
 - (4) Protect essential facilities, equipment, records, and other assets.
 - (5) Reduce loss of life and minimize damage and losses.
 - (6) Facilitate decision making during an emergency.
 - (7) Achieve orderly recovery from emergency situations across wide range of potential emergencies or threats, including acts of nature, accidents, and technological and attack-related emergencies.
 - (8) Mitigate risks.

5–5. Fly-away kits

To be prepared for various types of breaches of security or different types of emergencies, each mail center should have a “fly-away kit.” At a minimum, this should consist of BRP checklists, key contact lists, diskettes, digital video disks or compact discs with critical files, any specialized tools that are routinely used, maps to alternate sites, records, and any other information and equipment related to an emergency operation. A fly-away kit should contain those items considered essential to supporting contingency operations at an alternate site. Designate a key official, and one or more alternates, to pick up the kit in an emergency. A duplicate fly-away kit should be maintained at the backup facility.

Appendix A

References

Section I

Required Publications

Unless otherwise stated, all publications are available at <http://armypubs.army.mil/>. DOD publications are available at <https://www.esd.whs.mil/dd/>. USPS publications are available at <https://www.usps.com/>. USC is available at <https://uscode.house.gov>.

AR 25–50

Preparing and Managing Correspondence. (Cited in para 2–11e(1).)

AR 25–55

The Department of the Army Freedom of Information Act Program. (Cited in para 2–11e(3).)

AR 380–5

Army Information Security Program (Cited in para 2–11g.)

AR 380–10

Foreign Disclosure and Contacts with Foreign Representatives (Cited in table 4–1.)

AR 380–40

Safeguarding and Controlling Communications Security Material (Cited in para 4–5b.)

B–114874, October 13, 1978, 58 Comp. Gen. 14

Comptroller General of the United States Decision (Cited in para 2–30) (Available at <http://www.gao.gov>.)

DMM

USPS Domestic Mail Manual (Cited in para 2–4b(1).)

DOD 4525.6–M

Department of Defense Postal Manual (Cited in title page.)

DOD 4525.8–M

DOD Official Mail Manual (Cited in para 2–12c.)

DODI 4525.09

Military Postal Service (Cited in para 2–3.)

IMM

USPS International Mail Manual (Cited in para 2–10.)

Poster 123–L and 123–S

Postage Rates and Fees (Cited in para 2–24a.)

USPS Postal Bulletin

USPS Postal Bulletin (Cited in para 2–24a.)

USPS Postal Zone Chart

USPS Postal Zone Chart (Cited in para 2–24a.)

USPS Publication 25

Designing Letter and Reply Mail (Cited in para 2–10.)

10 USC 1044

Legal assistance (Cited in para 2–20o.)

39 USC 3204

Restrictions on use of penalty mail (Cited in para 2–11e.)

40 USC 721–729

Public buildings, property, and works (Cited in para 2–30.)

Section II

Related Publications

A related publication is a source of additional information. The user does not have to read it to understand this publication. Unless otherwise stated, all publications are available at <http://armypubs.army.mil/>. DOD publications are available at <https://www.esd.whs.mil/dd/>.

AR 5-9

Installation Agreements

AR 25-1

Army Information Technology

AR 25-22

The Army Privacy Program

AR 25-30

Army Publishing Program

AR 25-59

Office Symbols

AR 25-400-2

The Army Records Information Management System (ARIMS)

AR 215-1

Military Morale, Welfare, and Recreation Programs and Nonappropriated Fund Instrumentalities

AR 525-13

Antiterrorism

AR 600-8-3

Postal Operations

DA Pam 600-8

Military Human Resources Management and Administrative Procedures

DODD 5101.11E

DOD Executive Agent for Military Postal Service (MPS) and Official Mail Program (OMP)

DODI 4000.19

Support Agreements

DODI 4525

DOD Official Mail Management

DODI 5200.33

Defense Courier Operations (DCO)

DODM 5200.01

DOD Information Security Program

DOS 14 FAM 100

Logistics Management Operations

DOS 14 FAM 700 series

Diplomatic Pouch and Mail Services

EO 13526

Classified National Security Information (Available at <https://www.archives.gov/isoo/policy-documents/cnsi-eo.html>.)

Freedom of Information Act

The Freedom of Information Act (FOIA) (Available at <https://www.foia.gov/foia-statute.html>.)

Privacy Act

The Privacy Act of 1974 (Available at <https://www.justice.gov/>.)

USPS Publication 38

Postal Agreement with the Department of Defense (Available at <https://www.usps.com/>.)

USPS Publication 38A

Guidelines for Providing Postal Services on Military Installations (Available at <https://www.usps.com/>.)

41 CFR 102–192

Mail Management (Available at <https://www.ecfr.gov/>.)

18 USC

Crimes and Criminal Procedure (Available at <https://uscode.house.gov/>.)

18 USC 1693–1699

Carriage of mail generally (Available at <https://uscode.house.gov/>.)

Section III**Prescribed Forms**

Unless otherwise indicated, DA forms are available on the Army Publishing Directorate (APD) website (<https://armypubs.army.mil/>).

DA Form 7224–1

Advance Deposit Trust Account (ADTA) Worksheet (Prescribed in para 2–9.)

DA Form 7224–2

Private Carrier Service Worksheet (Prescribed in para 2–9.)

Section IV**Referenced Forms**

Unless otherwise indicated, DA forms are available on the Army Publishing Directorate (APD) website (<https://www.armypubs.army.mil/>), DD forms are available on the Office of the Secretary of Defense (OSD) website (<http://www.esd.whs.mil/directives/forms/>), SFs are available on the GSA website (<http://www.gsa.gov/>), and PS forms are available on the USPS website (www.usps.com/).

DA Form 2028

Recommended Changes to Publication and Blank Forms

DA Form 3964

Classified Document Accountability Record

PS Form 3533

Application for Refund of Fees, Products and Withdrawal of Customer Accounts

PS Form 3800

Certified Mail Receipt: Domestic Mail Only

PS Form 3813

Insured Mail Receipt – Domestic Only – \$500 and Under

PS Form 3813–P

Insured Mail Receipt – Domestic Only – Over \$500.00

PS Form 3854

Manifold Registry Dispatch Book

PS Form 3877

Firm Mailing Book for Accountable Mail

PS Form 3883

Firm Delivery Book—Registered, Certified, and Numbered Insured Mail

PS Label 200

Registered Mail

Standard Form 1034

Public Voucher for Purchases and Services other than Personal (Available at [https://www.usaid.gov/forms/sf-1034/.](https://www.usaid.gov/forms/sf-1034/))

Glossary

Section I

Abbreviations

ACOM

Army command

ADTA

Advance Deposit Trust Account

AMPS

Automated Military Postal System

APO

Army Post Office

AR

Army regulation

ARNG

Army National Guard

ASCC

Army service component command

BRM

business reply mail

BRP

business recovery plan

CAPS

Centralized Automated Processing System

CFR

Code of Federal Regulations

CM

consolidated mail

CMRS

commercial meter, remotely set

CONUS

continental United States

DA

Department of the Army

DA Pam

Department of the Army pamphlet

DMM

Domestic Mail Manual

DOD

Department of Defense

DODD

Department of Defense directive

DODI

Department of Defense instruction

DODIM

Department of Defense Official Intra-theater Mail

DOS

Department of State

DPM

Diplomatic Pouch and Mail Division

DRM

director of resource management

DRU

direct reporting unit

FAM

Foreign Affairs Manual

FOIA

Freedom of Information Act

FPO

Fleet Post Office

GSA

General Services Administration

HQDA

Headquarters, Department of the Army

IMM

International Mail Manual

MILSTRIP

Military Standard Requisitioning and Issue Procedures

MOM

military ordinary mail

MPO

military post office

MPS

Military Postal Service

MPSA

Military Postal Service Agency

MRS

merchandise return service

MWR

morale, welfare, and recreation

NATO

North Atlantic Treaty Organization

OCONUS

outside the continental United States

OMDC

Official Mail and Distribution Center

OMDMP

Official Mail and Distribution Management Program

OMM

official mail manager

oz

ounce

PC

personal computer

PS

Postal Service

ROTC

Reserve Officers' Training Corps

SACT

Supreme Allied Commander, Transformation

SAO

Security Assistance Organizations

SHAPE

Supreme Headquarters, Allied Powers, Europe

UCMJ

Uniform Code of Military Justice

USC

United States Code

USNATO

U.S. Mission to North Atlantic Treaty Organization

USPS

U.S. Postal Service

ZIP

Zone Improvement Plan

Section II**Terms****Action office**

The Army element that takes action on a communication.

Activity

Any DOD organization such as headquarters, agency, depot, or unit.

Appropriated fund postage

Postage paid for with funds appropriated by the U.S. Congress. The postage must be prepaid.

Business reply mail

A method whereby a business reply permit holder may authorize individuals and organizations outside the Army to send first-class mail back to the permit holder and have the postage and fees paid by the permit holder.

Certificate of mailing

A postal service that may be used on any class of mail when proof of mailing is required but proof of delivery is not necessary.

Certified mail

Available only on mailable matter sent at the first-class rate (including Priority Mail). Provides the sender with a mailing receipt and, upon request, electronic verification that an article was delivered or that a delivery attempt was made. USPS maintains a record of delivery (which includes the recipient's signature) for a specified period of time. It is dispatched, handled, and treated in transit as ordinary mail.

Consolidated mail

Two or more pieces of mail placed in one container for direct mailing to a single installation/military community. The OMDC should utilize this method when there is a large volume from one installation and/or military community to another on a routine basis. This is the most cost-effective method of moving high volume mail.

Correspondence

Typed, handwritten, printed, or copied material prior to being postmarked or delivered to the USPS or an APO. Correspondence once postmarked by the OMDC is considered official mail. If postage metering equipment is not available, correspondence becomes official mail when transferred to the USPS or an MPO. Correspondence distribution operations include receiving, opening, sorting, distributing, delivering, and picking up of correspondence by messengers.

Correspondence routing guide

Alphabetical listing of subject matter and the action office to which it is to be sent.

Customs Declaration

Form that lists the details of good that are being imported or exported.

Direct accountability

A system for paying actual postage costs through the use of prepaid commercial postage stamps, meters, permits, and other methods that require a statement of mailing. Includes the Official Mail Cost Control Program and the OMDMP.

Distribution formula

A simplified way to distribute material to levels of command by assigning a letter to signify several elements. Normally this is used for internal distribution.

Flat

A flexible rectangular mailpiece that exceeds one of the dimensions for letter-size mail (11-1/2 inches long, 6-1/8 inches high, 1/4 inch thick) but that does not exceed the maximum dimension for the mail processing category (15 inches long, 12 inches high, 3/4 inch thick). Dimensions are different for Periodicals automation rate flat-size mail. Flat-size mail may be unwrapped, sleeved, wrapped, or enveloped.

Indicia

Imprint used on mail to denote payment of postage.

Installation official mail manager

An employee of the Garrison, in the grade of E-6 or above, or general schedule-06 or above, appointed in writing as the installation OMM to oversee and manage the official mail operations of the installation. This employee can be, but is not necessarily the installation OMDC supervisor who is responsible for the day to day operation of the OMDC and direct supervision of the OMDC employees. If the installation OMDC is contracted, the installation OMM should be the contracting officer's representative.

Insured mail

A service that provides indemnity coverage for a lost, rifled, or damaged article, subject to the standards for the service and payment of the applicable fee. Insurance is available for merchandise sent as first-class mail, express mail, Priority Mail, Standard Mail, and Package Services. Claims cannot be filed against USPS by the Army for payment to the Army for insured items lost, rifled, or damaged. It provides a receipt to the sender and a record of delivery at the post office of delivery is kept for numbered insured but not minimum fee insured items.

International mail

Mail addressed to an address in another country (non-MPO/APO addresses).

Letter-size mail

Mail which is at least 3 1/2 inches by 5 inches by 0.007 inches thick and not larger than 6 1/8 inches by 11 1/2 inches by 0.25 inches thick.

Library Rate

A subclass of Package Services for items sent to or from or exchanged between academic institutions, public libraries, museums, and other authorized organizations. This is a Congressionally subsidized rate and is not authorized for use by DOD activities.

Mail control operations

The receipt, control, and preparation of items for distribution with special handling required.

Mail control section

That portion of an OMDC responsible for mail control operations.

Markings

Inscriptions placed on pieces of mail to denote a mail class or special postal service.

Merchandise return service

A special service whereby an authorized company provides a customer with a special mailing tag or label to return a shipment without postage prepayment. The company pays the return postage. (Compare with BRM.)

Metered mail

Any piece of mail with postage printed by a USPS-approved postage meter or PC Postage System.

Military post office

U.S. post office operated by the DOD.

Mixed classes of mail

Two or more classes of mail combined in one package. Postage is charged at the higher class rate.

Official business reply mail

BRM pertaining exclusively to the business of the U.S. Government that is mailed using USPS-issued commercial permits.

Official mail

Pertains solely to the business of the U.S. Government. Postage and fees are paid with appropriated funds. Official mail is addressed material in the custody of the USPS or MPO before delivery to, or after receipt from, or having been postmarked by an OMDC.

Official mail policies

The USPS will be used only when it is the least costly transportation method which will meet the required delivery date, security, accountability, and Private Express Statute requirements. When mailed, official matter will move at the lowest postage rate that meets the required delivery date, security, and accountability requirements. Official matter becomes official mail when it is postmarked by a distribution center or is placed under USPS control, whichever occurs first. Official matter ceases to be official mail when control passes from USPS or its representatives to the OMDC of the addressee.

Official matter

Official matter is any item belonging to or exclusively pertaining to the business of the U.S. Government.

Registered

The most secure service USPS offers. It incorporates a systems of receipts from the point of acceptance to delivery.

Standard mail

A class of mail that weighs less than 16 ounces. It comprises the subclasses of Regular Standard Mail, Nonprofit Standard Mail, Enhanced Carrier Route Standard Mail, and Nonprofit Enhanced Carrier Route Standard Mail. These subclasses include circulars, printed matter, pamphlets, catalogs, newsletters, direct mail, and merchandise. Standard Mail may be sent at Enhanced Carrier Route, automation, non-automation, and Not Flat-Machinable rates.

PIN 123456-000

UNCLASSIFIED

PIN 206022-000