OFFICIAL MAIL MANAGEMENT MANUAL (OMM)

NAVEDTRA 14198A
S/N 0504LP1110354

February 2011

NOTICE: For content issues, contact the servicing Center of Excellence: Center for Service Support (401) 841-1057 or DSN: 841-1057

DISTRIBUTION STATEMENT A: Approved for public distribution is unlimited.
Although the words "he," "him," and "his" are used sparingly in this course to enhance communication, they are not intended to be gender driven or to affront or discriminate against anyone.

DISTRIBUTION STATEMENT A: Approved for public release; distribution is unlimited.
Sailor's Creed

"I am a United States Sailor.

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

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

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

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

GUARDIAN OF OUR COUNTRY
The United States Navy is responsible for maintaining control of the sea and is a ready force on watch at home and overseas, capable of strong action to preserve the peace or of instant offensive action to win in war.

It is upon the maintenance of this control that our country's glorious future depends; the United States Navy exists to make it so.

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

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

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

<table>
<thead>
<tr>
<th>Role</th>
<th>First Name</th>
<th>Last Name</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>LSCM (SW)</td>
<td>Otilio</td>
<td>Santos</td>
<td>FISC Jacksonville Det Mayport</td>
</tr>
<tr>
<td>LSCS (SW)</td>
<td>John</td>
<td>Murphy</td>
<td>COMPACFLT, HI</td>
</tr>
<tr>
<td>Mr.</td>
<td>Thomas</td>
<td>Rittle</td>
<td>NAVSUP 54</td>
</tr>
<tr>
<td>Mr.</td>
<td>Mike</td>
<td>Zabarouskas</td>
<td>COMFISCS 42</td>
</tr>
<tr>
<td>Mr.</td>
<td>Michael</td>
<td>Arnold</td>
<td>FISC Yokosuka</td>
</tr>
<tr>
<td>Mr.</td>
<td>Jeffrey</td>
<td>Gibbs</td>
<td>FISC Norfolk</td>
</tr>
<tr>
<td>Mr.</td>
<td>Tommie</td>
<td>Kelley</td>
<td>MPSA</td>
</tr>
<tr>
<td>Mr.</td>
<td>Dale</td>
<td>Pinchart</td>
<td>COMFISCS 42</td>
</tr>
<tr>
<td>Mr.</td>
<td>Charles</td>
<td>Sharpe</td>
<td>NAVSUP 54A</td>
</tr>
<tr>
<td>Mr.</td>
<td>Charles</td>
<td>Ramsey</td>
<td>FISC Jacksonville</td>
</tr>
<tr>
<td>Mr.</td>
<td>Joe</td>
<td>Martin</td>
<td>FISC San Diego</td>
</tr>
<tr>
<td>Mr.</td>
<td>Robert</td>
<td>Shaw</td>
<td>FISC San Diego</td>
</tr>
</tbody>
</table>

RTM Development Group personnel who provided direct support for this RTM:

Mr. Richard Price  NRTC Model Manager/Conference Facilitator

The Model Manager for this RTM is Center for Service Support Newport, RI DSN 841-1057
PREFACE

About this course:

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

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

COURSE OVERVIEW: In completing this non-resident training course, you will demonstrate knowledge of the subject matter by correctly answering questions on the following subjects: The military postal service, designations and terminations, mail packaging and acceptance, domestic mail, international mail, registered mail, finance, handling and transportation, claims and inquiries, directory service, equipment and supplies, official mail, audits, reports and inspections.

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

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

COURSE OBJECTIVE

The objective of this course is to provide information on the Navy’s Official Mail Management (OMM).

INSTRUCTIONS FOR TAKING THE COURSE ASSIGNMENTS

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

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

SUBMITTING YOUR ASSIGNMENTS

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

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

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

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

To submit your assignment answers via the Internet, go to the following site:

https://www.courses.netc.navy.mil

Grading by Mail: When you submit answer sheets by mail, send all of your assignments at one time. Do NOT submit individual answer sheets for grading. Mail all of your assignments in an envelope, which you either provide yourself or obtain from your nearest Educational Services Officer (ESO). Submit answer sheets to the following:

Commanding Officer
Center for Personal and Professional Development
ATTN: VOLED Det. (NRTC)
6490 Saufley Field Road
Pensacola, FL 32509

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

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

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

PASS/FAIL ASSIGNMENT PROCEDURES

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

COMPLETION CONFIRMATION

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

https://www.courses.netc.navy.mil
STUDENT FEEDBACK QUESTIONS

We value your suggestions, questions, and criticisms on our courses. If you would like to communicate with us regarding this course, we encourage you, if possible, to use e-mail. If you write or fax, please use a copy of the Student Comment form that follows this page.

For subject matter questions:

Contact the Center for Service Support, Newport, RI

Email: NWPT_CSS_RTM@navy.mil

Phone: 401-841-1057 or DSN 841-1057

For enrollment, shipping, grading, or completion letter questions:

Email: NRTC@navy.mil

Phone: Toll Free 1-877-264-8583

Comm: 850-452-1511

DSN: 922-1511

FAX: 850-452-1370

(Do NOT fax answer sheets.)

ADDRESS:

Commanding Officer
Center for Personal and Professional Development
ATTN: VOLED Det. (NRTC)
6490 Saufley Field Road
Pensacola, FL 32509

Privacy Act Statement: Under authority of Title 5, USC 301, information regarding your military status is requested in processing your comments and in preparing a reply. This information will not be divulged without written authorization to anyone other than those within DOD for official use in determining performance.
Students’ Comments

Course Title: Official Mail Management (OMM)

NAVEDTRA: 14198A Date: ______________

We need some information about you:

Rate/Rank and Name: _________________________________

Command/Unit: ____________________________________

Street Address: ________________________________

City: ____________________________________________

State/FPO: ______________________________________

Zip: ____________________________________________

Email Address: _____________________________ DSN: ______________

Your comments, suggestions, etc: __________________________________________

_____________________________________________________________________

_____________________________________________________________________

_____________________________________________________________________

_____________________________________________________________________

_____________________________________________________________________

_____________________________________________________________________

_____________________________________________________________________

_____________________________________________________________________

_____________________________________________________________________

_____________________________________________________________________

_____________________________________________________________________

_____________________________________________________________________

_____________________________________________________________________

_____________________________________________________________________

_____________________________________________________________________

_____________________________________________________________________

___________________________________________________________________
TABLE OF CONTENTS

CHAPTER                                    PAGE
1. Navy Official Mail Management Program......................................................... 1-1
2. Mail Center Operations................................................................. 2-1
3. Mail Classification and Services......................................................... 3-1
4. Outgoing Mail Processing Procedures................................................................. 4-1
5. Funding........................................................................................................... 5-1
6. Inspection/Training/Reports.............................................................................. 6-1

Appendix I Acronyms Used to Develop the TRAMAN........................................... Appendix I-1
Appendix II References Used to Develop the TRAMAN........................................ Appendix II-1

Assignment 1 - Chapter 1.................................................................................... AS1-1
Assignment 2 – Chapter 2.................................................................................... AS2-1
Assignment 3 – Chapter 3.................................................................................... AS3-1
Assignment 4 – Chapter 4.................................................................................... AS4-1
Assignment 5 – Chapter 5.................................................................................... AS5-1
Assignment 6 – Chapter 6.................................................................................... AS6-1
CHAPTER 1

NAVY OFFICIAL MAIL MANAGEMENT PROGRAM

Learning Objective: Upon completing this chapter, you should be able to do the following:

— Explain the Official Mail Cost Control Program and how it is implemented.
— Understand the purpose of official mail consolidation.
— Describe the Official Mail Managers (OMMs) responsibility in regards to Security of postage.

INTRODUCTION

You will learn about cost-saving measures, the consolidation of mail and the functions of Navy Consolidated Mail Facilities (CMFs). Activities not served by CMFs will identify other means to reduce postage cost.

OFFICIAL MAIL COST CONTROL PROGRAM

The Official Mail Cost Control Program (OMCCP) shall manage appropriated funded postage through monitoring and surveying outgoing and incoming official mail. Each command shall maintain accountability of appropriated funds by implementing an OMCCP (see Chapter 3 & 4 for some examples). Additional OMCCP examples are the establishment of CMFs where feasible and ensuring that there is one centralized metering site on each installation.

The overall goal of the OMCCP is to control Department of Defense (DoD) official mail costs. This is accomplished through the cost-effective use of the United States Postal Service (USPS), available discounts, DoD official intra-theater mail, CMF, guard mail and the use of GSA authorized commercial carriers.

Navy Commands shall establish an OMCCP to review local Official Mail matter mailing practices. By definition, Official mail matter is any letter, flat, publications or parcel relating to the business of the U.S. Government. This program is used to ensure cost-effective use of appropriated funds is being accomplished. Commands shall designate an Official Mail Manager (OMM) and Assistant Official Mail Manager (AOMM) as described in chapter 2.

The OMM shall monitor unauthorized use of official mail and notify the tenant activity OMM or commanding officer of any incident of misappropriations of official mail funds, unexplained missing, misdirected or delayed official mail.

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

- Navy Official Mail Management Instructions, OPNAVINST 5218.7 (series)
- DoD Official Mail Manual, DoD 4525.8M
- DoD Official Mail Instruction, DoDI 4525.08 (series)
OFFICIAL MAIL CONSOLIDATION

Consolidation is the process of combining into one container two or more pieces of mail directed to the same addressee or installation on the same day. A complete description of the consolidation process can be found in Chapter 4. The Navy created the Consolidated Mail Facility (CMF) process in 1992 to significantly reduce the cost of official mail. CMFs are large official mail metering and processing centers established to process all Navy official mail in select areas where there is a large concentration of government activities.

Currently, the Navy operates CMFs serving the following geographic area:

CONUS:
- Bremerton, WA
- Great Lakes, IL
- Millington, TN
- Norfolk, VA
- Pearl Harbor, HI
- Pensacola, FL
- San Diego, CA
- Washington, DC

OCONUS:
- Manama, Bahrain
- Guam, Marianas Islands
- Yokohama/Yokosuka, Japan

Through the centralization of functions that have commonality, many naval activities have been able to eliminate postage metering equipment requirements, associated lease/maintenance costs and duplication of messenger services.

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

The transportation network of a CMF can ensure the delivery of correspondence between area government activities without applying postage. A CMF can greatly reduce costs by establishing pick-up/delivery routes and through the sorting/distribution of guard mail providing each statute contained in USPS publication 542, Understanding Private Express Statutes is followed. Activities not served through a CMF can reduce postage costs through proper mail piece preparation, class/service selection and selecting the appropriate medium by which information is transmitted.
SECURITY OF POSTAGE

To prevent unauthorized use of postage (e.g. stamps, postage meters), the OMM will ensure proper records are maintained as described in Chapter 2.

SUMMARY

In this chapter, we have discussed the Official Mail Cost Control (OMCCP) Program and its implementation. The reduction of postage costs through the consolidation of mail was explained. We have also explained the role of the OMM in regards to security of postage.
CHAPTER 2

MAIL CENTER OPERATIONS

Learning Objectives: Upon completion of this chapter, you should be able to do the following:

— Understand the hierarchy and types of Official Mail Managers (OMM).
— Determine OMM and Postal personnel qualification, designation and assignment.
— Identify the security requirements for the protection of facilities, equipment and mail.
— Identify required publications.
— Explain information required in command Postal Standard Operating Procedures (SOP).
— Identify mail bomb or suspicious package characteristics.

INTRODUCTION

In this chapter we will discuss the designation prerequisites for personnel performing Official Mail duties, security requirements relative to Official Mail processing and how to prepare an SOP. Pertinent publications and identification of suspicious articles will also be covered in this chapter.

OFFICIAL MAIL MANAGERS

Installations, units, staff elements, and the DoD Components shall appoint OMMs. Refer to figure 2-1 that depicts the hierarchy and types of OMMs in DoD.
DESIGNATION

- Official Mail Manager (OMM) and Assistant Official Mail Manager (AOMM):
  - Responsible for the overall security and management of the Command’s Official Mail Program. Requirements are listed in DoD 4525.8M and DoDI 4525.08 (series).
- Military and civilian personnel working in the official mail centers.
  - Requirements are listed in DoD 4525.8M and DoDI 4525.08, Director of Postal Operations for Consolidated Mail facilities (CMF).
- Director of Postal Operations for Consolidated Mail Facilities (CMF).
  - Designated by letter from the Commanding Officer
  - Meets the qualifications as described for OMM
  - Distribution of copies can be found in Chapter 6.

Figure 2-1, Hierarchy and Types of OMM in DoD.
SECURITY

Security of the mail is a command responsibility. Mail consigned for processing and/or dispatch is always delivered to a responsible postal agency, military or commercial carrier, or the authorized agents of these carriers who can make a reasonable guarantee of onward dispatch to achieve ultimate delivery as intended. Personnel will be held liable for any loss or delay of mail caused by their failure to handle mail properly. The Military Postal Service (MPS) and the United States Postal Service (USPS) rank second to none in the security given to mail articles that are accepted for delivery. The privacy to which every letter and parcel is entitled is established by law and regulations.

CONSOLIDATED MAIL FACILITIES

Consolidated Mail Facilities (CMFs) and Official Mail are official mail metering and processing facilities established to process all official mail in select areas where there is a large concentration of government activities. They can range in size from a single room with a safe to an entire building with an enclosed accountable mail section, utilizing barcode sorters, canceling machines and other automated equipment.

Facility Requirements and Access

Must be limited to authorized personnel only, all others must sign into the facility and be escorted during the visit. All personnel who are not directly involved with the handling of official mail are prohibited from entry to the office working spaces unless escorted. The only exceptions to this rule are the Commanding Officer (CO), Executive Officer (XO), and those personnel who are members of an official inspecting party while carrying out assigned duties. If the office operates on a 24-hour basis, off-duty personnel should not be allowed access. When a working party is required to handle mail, the members of the working party may be authorized entry to the working space while closed mailbags are being handled. Supervision will always be provided while the working party is handling the mail. Accountable Section entry must be documented to maintain control and accountability of the restricted area.

Each Postal facility should be appropriately identified with an outside sign restricting access. General structural requirements are required to provide a safe and healthy work environment for customers and assigned personnel as well as secure storage for Postal Effects and Classified Material. Requirements for space criteria, Intrusion Alarm Devices (IAD), lighting, docking space, parking, outside signs are listed in DoD 5200.1R, DoD 5200.08-R, DoD 4525.6M and Unified Facilities Criteria (UFC) 4-010-01.

Key Control, Combinations and Equipment

Postal activities must provide proper security and accountability for all keys and/or combinations to collections boxes, delivery receptacles, facility doors, accountable mail section and safes. In larger offices there may be an extra key assigned by duty personnel. This key must be controlled at all times by maintaining a daily log assigning the responsibility and accountability to the person holding the duty key. Safe opening and closings must be documented on SF 702.

Duplicate keys and combinations must be sealed in PS Form 3977 or SF 700 and receipted for on a modified PS Form 1096 and retained by the assigned command representative. Refer to DoD 4525.6M and OPNAVINST 5112.6 (series) for additional information on completion and distribution requirements. Figure 2-1 is an example of a properly sealed PS Form 3977.
Figure 2-1, Duplicate Key Envelope, PS Form 3977, showing completed front and back.
MAIL SECURITY

While in the performance of your OMM duties, you may come in contact with classified material. Normally, you will not actually handle classified material except as registered mail, but you will be expected to have some knowledge of the categories of classified material and the rules of security to perform your job properly. You should be able to recognize classified material and know what to do or not to do with it. Registered Mail must be secured in authorized GSA approved container approved for the storage of Secret Material. Classified material may also be received in CONUS via Certified Mail, Express Mail, FEDEX and UPS etc. Terms used in connection with security are listed in DoD 5200.1R, Information Security Program. Refer to Chapter 3 for breakdown of different classifications.

SUSPICIOUS MAIL IDENTIFICATION

Because of an increase in worldwide terrorist activities, we must be aware of the possibility of letter bombs or suspicious packages. Terrorists are always trying to find innovative ways to disrupt the USPS and/or Military Postal channels. You, as the OMM, could very well be in the position to determine what to do in a crisis situation, increase present awareness and also to provide guidance in identifying suspicious articles. In most cases Postal personnel are the first and last line of defense. The information listed below should be disseminated to all personnel processing or handling mail. They should also be instructed to immediately contact their supervisor and the appropriate officials for assistance in the event a suspicious article is discovered while processing mail. All personnel processing mail should be familiar your local SOP and understand the procedures for handling of suspicious mailings as the procedures for handling a suspected bomb differ from those of a powdery substance.

Keep in mind that a bomb can be enclosed in either a parcel or an envelope. There is no set pattern of the outward appearance of the parcel or envelope. The form of a suspicious mailing is limited only by the imagination of the sender. Suspicious articles will usually have unique characteristics. Some of these characteristics are listed as follows:

- Endorsed as either Personal or Private
- The addressee’s name and/or title may be inaccurate
- Distorted handwriting or the name and address may be prepared with homemade labels or cut-and-paste lettering
- Protruding wires, aluminum foil, or oil stains visible and may emit a peculiar odor
- Excessive amount of postage stamps affixed
- Feel rigid or appear uneven or lopsided
- Unprofessionally wrapped with several combinations of tape used to secure the package and may be endorsed “Fragile”, “Handle with Care or Rush” or “Do Not Delay”
- Buzzing or ticking noise, or a sloshing sound
- Pressure or resistance may be noted when removing contents from an envelope or parcel.

WARNING! If you discover or are suspicious of a piece of mail and are unable to reasonably verify the contents, you should take the following actions:
• **DO NOT OPEN!**
  - Isolate the article and evacuate the area immediately
  - Do not put the article in a bucket of water or a confined space such as a desk drawer or file cabinet
  - If time allows, open windows in the immediate area. This will help to clear the air of potentially explosive gases
  - It is your job to explain to your personnel that if they have any reason to be suspicious of a letter or parcel, they must react immediately
  - Make sure your personnel take NO chances or worry about possible embarrassment if the article turns out to be harmless
  - Notify the proper response agency after clearing the building.

For handling and reporting articles reasonably suspected of being dangerous to persons or suspected as letter bombs, refer to DoD 4525.6M, OPNAV 5112.6(series), USPS Pub 166 and U.S. Postal Inspection Service (USPIS).

![Figure 2-3, Example of a letter-parcel bomb.](image)
PUBLICATIONS

There are numerous publications and instructions that provide valuable information and guidance on operating a Postal facility and/or processing mail. The publications must be kept current to ensure the correct information and guidance is available to assigned personnel. Below is a listing of publications and instructions that will assist in the performance of your OMM duties. For a listing of publications that are required to be on hand refer to the Official Mail Manager Inspection Checklist located in OPNAVINST 5218.7 (series).

**OPNAVINST 5218.7 (series)** The Navy Official Mail Management Instructions, supplements policies and supports procedures outlined in the DoD Official Mail Manual DoD 4525.8M, the GSA Federal Mail Management Regulations (FMR), part 102-192, and is used as a guide to process and dispatch Navy mail.

**DoD 4525.08,** DOD Official Mail Management, provides information and guidelines for implementing an OMCCP. This manual also explains control and safeguard procedures for postage meters and postage stamps.

**DoD 4525.8M,** Official Mail Procedures Manual

**DoD 4525.6M,** DOD Postal Manual, over guidance on Postal Operations of Military Post Offices, Unit Mail Rooms and other Postal Activities.

**USPS Domestic Mail Manual (DMM)** is the primary USPS manual used in operating post offices. It contains regulations of direct interest to mailers on postage rates, mail classification, and mail preparation guidelines. It is used at each postage meter location. The activity’s OMM and host commander’s activity OMM also maintains a DMM.

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

**USPS Publication 25,** Guide to Business Mail Preparation, aids personnel in preparing letter-size mail to be compatible with USPS automated processing equipment. It also allows mailers to benefit from improved mail service and reduced mail processing costs.

**USPS Postal Bulletin (PB)** is a bi-weekly publication that provides updates to the DMM and IMM, as well as other mail related items.

**USPS Poster 123-L or 123-S,** The Postage Rates, Fees, is used at each location where domestic postage rates are calculated.

**USPS Poster 51,** The International Postage Rates and Fees, is used at each location where international postage rates are calculated.

Local Postal Zone Chart - Postal Zone Chart lists the zones in which the various ZIP Codes are located in relation to your local mailing address. Use this chart at each location where postage rates are calculated. Contact the local Postal Assistance Advisor (PAA) for the Zone Chart that corresponds to your area.

**USPS Publication 52,** Acceptance of Hazardous, Restricted or Perishable Matter, primary ruled that apply to the mailing of hazardous materials, restricted matter and perishable matter.
USPS Publication 166, Mail Center Security Guide, provides advice and recommends protective measures to help supervisors assess, prevent and respond to mail theft, package bomb or bomb threats and chemical, biological or radiological threats.

OPNAVINST 5112.6 (series), Navy Postal Instruction, provide guidance for the administration and operation of the Military Postal Service within the Navy.

Administrative Support Manual (ASM), provides the USPS Administrative procedures of Postal Operations.

Postal Operations Manual (POM), Contains information on retail management, philately, collection service standards, mail processing procedures, mail transportation, delivery services, postal vehicle services and special services.

USPS Publication 223, The USPS Directives and Forms Catalog, provides detailed listing of all available USPS Forms and Directives used in the day to day operation of a Post Office.

Navy Cash (Pub 727) provides detailed instructions on the use of the Navy Cash card.

GSA Mail Center Security Guide (series), provides a general overview of the security requirements for operating a mail center.

LOCAL DIRECTIVES REQUIRED by POSTAL FACILITIES

Standard Operating Procedures (local) issued in the form of a postal directive/instruction citing pertinent information relative to mail services and facilities of the command. SOPs are required at all locations providing Postal/Official Mail Services. For minimum required information see DoD 4525.6M.

5 Year Plan (Local) (DoD 4525.8M)
Mail Center Security Plan/Business (DoD 4525.8M)
Recovery Plan (Local) (DoD 4525.8M)
Customer Service Guide (CMF only) (OPNAVINST 5218.7 (series))

Note: Additional information is detailed in DoD 4525.6M and OPNAVINST 5112.6(series).

SUMMARY

In this chapter we discussed the OMM/AOMM and Postal personnel designation requirements and identified the facility requirements necessary to protect mail and postal equipment. We also identified the Postal publications that must be available for assigned personnel to conduct day to day business in a CMF or other mail processing facilities and specific items that are required in developing a Postal SOP were also addressed. In closing we discussed the common characteristics of suspicious mailings and what actions assigned personnel should take; in addition to the proper processing, security and transmission of classified material.
CHAPTER 3
MAIL CLASSIFICATION AND SERVICES

**Learning objectives:** Upon completing this chapter, you should be able to do the following:

— Describe the different classes of mail.
— Define categories of mail and shipping services.
— Describe the different Special Services available for official mail.
— Define Restrictions that apply to Special Services.
— Explain the different types of items that may be sent as official mail.
— Determine the class of mail based on contents, Required Delivery Date (RDD) and service desired and authorized.
— Identify the instructions and manuals used for mail processing and classification.
— Define the security requirements for classified materials sent official mail along with identifying the proper special service to utilize based on classification and destination.

**INTRODUCTION**

In this chapter, you will learn how to classify the different categories of mail, understand the Navy’s mailing policy, what special services are available, and the restrictions that apply to each.

**NAVY MAILING POLICY**

The class of mail, service, and mode of transportation selected for official mail must meet the security IAW DoD 5200-1R, accountability, and delivery requirements of material and shipped at the lowest cost.

Parcels containing logistics material i.e., parts and supplies that do not meet maximum size and weight requirements: USPS – 130” length/girth combined, 70 lbs.; UPS – 130” length/girth combined, 150 lbs.; FEDEX – 130” length/girth combined, 150 lbs., are processed by the Transportation Office (TO) for shipment by the most economical mode of transportation available.

Shipment of items containing administrative material not subject to the Private Express Statutes, defined in U.S. Code, Title 39, i.e., parcels, books, reports, contracts, drawings, must be shipped by the most economical mode of transportation available.

Ensure all mailings destined for the same addressee or area are consolidated by class into the fewest number of mailings possible (chapter 4). Official Mail should be consolidated to the maximum extent possible, when it is more cost effective to do so. Use of flat rate envelopes and boxes can provide substantial savings. Official Mail Center’s (OMC’s) must utilize the most cost efficient method for dispatching mail and use cost comparisons with a single piece or zone rate costs for most cost effec-
tive shipment method. Direct sacks may also be used for consolidation when more cost effective than use of zone rated or flat rate containers. Up-to-date addresses to consolidate mail to are provided by the Navy’s OMM. Activities generating large quantities of mail on a consistent basis should take advantage of available postal rate/work sharing discounts.

MAIL CLASSIFICATION AND SERVICES

As the Official Mail Manager (OMM) or Assistant Official Mail Manager (AOMM), your mail center will be accepting many different types of articles, such as letters, merchandise, books, magazines, and other similar items to be mailed. Domestic mail is divided into classes according to the contents and weight of the article being mailed, the Required Delivery Date (RDD), and the service desired by the sender. Before you accept any article for mailing, you should determine the class of mail and by what method it will be sent. Domestic mail is classified by *shape, weight and destination*. Domestic mail is divided into seven classes: Expedited Services, First-Class, Priority Mail, Package Services, Space Available Mail, Media Mail and Library Mail.

When you are ready to conduct business, determine what classes of mail you will be handling. You should be familiar with domestic mail, its classes, and the *rates of postage*.

Domestic mail as stated in the *Domestic Mail Manual* (DMM) is defined as: “Mail transmitted within, among, and between the United States; its territories and possessions: Army/Air Force Post Offices (APO), Fleet Post Offices (FPO) and Diplomatic Post Offices (DPO); and mail for delivery to the United Nations, New York. “

Compute postage and fees for international mail according to the USPS – International Mail Manual (IMM) and changes announced in the USPS Postal Bulletin.

Items mailed from one overseas Military Post Office (MPO) to another overseas MPO in the same geographic theater will display the acronym Department of Defense Intra-theater Mail (DODIM) in the area where the postage is usually affixed. DODIM can be typewritten, rubber stamped, or mechanically printed.

CLASSES OF MAIL

EXPEDITED SERVICES

The most economical means of transportation must be used in meeting mission requirements. Use of General Services Administration (GSA) approved alternative shipping methods must also be considered. Per security regulations (DoD 5200-1R), GSA approved alternate carrier, e.g., FEDEX, UPS and USPS Express Mail may be used to move classified material up to Secret within CONUS, Alaska, Hawaii and territories. When using GSA approved alternate carrier to transport classified materials the sender must conform to instructions contained in DoD 5200-1R. Official Classified Mail to/from overseas APO/FPO activities must be sent as Registered Mail. Within CONUS, Alaska and Hawaii, USPS Certified Mail may be used to transport up to Confidential material. Expedited Services will not be dispatched to other government agencies located within CONUS, Alaska, or Hawaii on Thursday or Friday when delivery cannot be guaranteed for Friday or Monday due to a National holiday, and when the servicing mail center is closed. The only exception to this rule is when the originator certifies in writing that the material being shipped will be received by the addressee and is required for work to be performed before the next normal working day.

Commands requiring expedited transit and delivery of material that doesn’t qualify for Express Mail or other authorized expedited services should examine the use of USPS Priority Mail or UPS/FEDEX Ground services when available.
An Expedited service request (see figure 3-1) must be completed by the customer. The OMM reviews the request to determine if a valid requirement exists, if service is available to the addressee, and if the packaging and labels are properly prepared before signing as the approving official. A copy of the request will be maintained for 1 year.

Express Mail may not be sent to mobile units.

The USPS does not deliver Express Mail directly to the addressee at a military address. On normal working days, USPS delivers Express Mail to the branch post office or central Navy mail facility that services a Navy installation. Guaranteed next day delivery is considered accomplished at this point.

On weekends and holidays, when most Navy mail operations are closed, Express Mail will be held at the servicing USPS mail facility and delivered the next normal working day.

Commands/activities using Expedited Services, must monitor delivery to ensure the service is being provided. Request a refund when services are not met. The Expedited Service provider is required to refund all charges if guaranteed delivery is not accomplished.

Expedited Services will be controlled by the OMM of the host command or the command affixing the postage IAW OPNAVINST 5218.7 (series). Postage will be prepaid on all express mailings by affixing regular commercial postage stamps or commercial postage meter imprints. Other authorized Expedited Service provider must have an established account to effect payment.

EXPEDITED MAIL PREPARATION

Number of address and info lines are not restricted. Include any pertinent information to aid in delivery of article: Building/Room/Code numbers, Names and Telephone number

First Class Mail - Any mailable matter may be mailed as first class mail up to and including 13 ounces. If the first class mail is not letter size, it must be marked “FIRST CLASS,” (otherwise it will be mailed at the lowest rate). First class mail is generally delivered locally overnight and within two to three days to the 48 contiguous states.

Priority Mail - When the expedited services are not needed, but preferential handling is desired, use priority mail. Priority mail offers faster delivery at a lower cost. Priority mail is first class mail exceeding 13 ounces and not more than 70 pounds and 108 inches length and girth combined.

Package Services - A class of mail that comprises four subclasses: Bound Printed Matter, Library Mail, Parcel Post, and Media Mail. Each piece must not exceed 70 pounds in weight and a maximum of 130 inches in length and girth combined.

Parcel Post - Parcel Post is a subclass of Package Service. Any Package Service matter may be mailed Parcel Post.
SAMPLE FORMAT FOR EXPEDITED SERVICES

________________________
(Date)

Account # ____________________________
(Full 9 Digit Zip Codes)

From: ___________________________________________
(Command/Department)

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

1. The attached item requires delivery to the addressee within 24 hours. The following applies:
   a. _____ Mission failure probable.
   b. _____ Significant monetary penalty by Navy will occur.
   c. _____ Missing movement/transportation will occur.
   d. _____ Extreme adverse effects to operations/personnel.
   e. _____ Compelling circumstances in preparation occurred.
   f. _____ Request not received in time to meet due date.

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

_______________________________
(Approving Official)

For Friday Dispatch: Saturday Delivery Required_______________

Figure 3-1, Request for Expedited Services.
SELECTING SPECIAL MAIL SERVICES

The Government Losses in Shipment Act (40 U.S.C. 726) and the Government's general self-insurance policy prohibit Federal Agencies from using registered and insured mail for the sole or primary purpose of obtaining postal indemnity. Claims shall not be made against the USPS for indemnity on Official Mail items lost or damaged in the mail. However, Comptroller General of the United States Decision, 58 Comptroller General 14 (1978), 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 the special services to when law or DOD Regulation requires them or when mission essential. Items listed below as authorized for a special service may be sent without the special service or by a less costly special service. However, a more costly special service shall not be used. e.g., An item authorized certified service shall not be sent registered mail. The following are DOD-wide authorized uses:

- Registered/Certified and Return Receipts. Official mail is registered for security, not indemnity. The full value must be declared on registered articles and the appropriate registration fee paid. DoD 4525.8M provides guidance and authorized usages for registered, certified mail and return receipts.

If proof of delivery to another government agency is required, an internal receipt (OPNAV 5511/10 RECORD OF RECEIPT) shall be utilized and the addressee shall be instructed to acknowledge receipt of the mailing by completing the form and returning it immediately.

ENDORSEMENT

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

PERMIT IMPRINT

Naval activities desiring to make permit imprint mailings will establish a permit imprint account. Activities desiring to apply for a mailing permit imprint will submit a Mailing Permit Application and Customer Profile, PS Form 3615. Permit imprint mailings cannot be made at military post offices. A permit imprint account must be made at a local USPS post office after a Centralized Account Processing System (CAPS) account is established. No minimum dollar amount is needed to open a permit imprint account; however, sufficient funds must be available to cover the complete cost of the mailing.

CAPS accounts will be established as method of payments for deposits to a permit imprint at each point designated by the postmaster.

A Bulk Permit is best suited for large mailings of First-Class Mail weighing less than 13 ounces. Package Services requires calculation of postage by both weight and distance. Use of the Bulk Mail Permit for these two categories requires presorting into ZIP Code zones for determination of cost. The advantage of using the Bulk Mail Permit is the reduction in handling and processing time for the originator and USPS. This reduction in handling and processing provides a discount on the per-piece cost. Use of the proper permit can result in up to 24 percent savings in the total postage cost.

When Package Services is authorized to be sent by permit imprint, you should prepare a PS Form 3602-R. Commands/activities will ensure that the cost of all contractor mailings are reported
and included in the quarterly reports. The command OMM reviews and approves all requests to use mail permits. The tenant activities’ OMM maintains copies of mailing permit documents for 1 year. Mail volume and cost recorded on the documents will be reported annually. Types of permits authorized and their requirements are as follows:

- **First-Class Mail**
  - A minimum of 200 pieces or 50 pounds.
  - All pieces must be identical by size and weight.

- **Presorted First-Class Mail.**
  - A minimum of 500 pieces.
  - All pieces are identical by size and weight.
  - Pieces must be presorted by ZIP Code before delivery to a U.S. Post Office.
  - ZIP and ZIP+4 First-Class Presorted Mail.

All basic requirements for presorted First-Class Mail must bear a correct delivery point barcode for ZIP+4. Further requirements are found in the Domestic Mail Manual, please refer to the Intelligent Mail package barcode (IMpb) section at USPS Rapid Information Bulletin Board System (RIBBS).

**PERIODICALS**

All Periodical publications must be authorized mailing privileges under one of five qualification categories: (1) general publications, (2) publications of institutions and societies, (3) publications of state departments of agriculture, (4) requester publications, and (5) foreign publications. These publications are subject to the general standards outlined in the DMM for each respective category.

Sponsors of periodical mailings will ensure that the cognizant DLA Document Services office is provided with the appropriate permit number before using a printing and distribution contract. Similarly, DAPS will ensure that all sponsors of periodical mailings are promptly notified concerning any changes to these contracts, especially new vendors. Commands possessing a periodical permit will:

- Contact the USPS account representative to determine if any formatting changes are required.
- Obtain authorization to mail a publication at periodical rates by filing an Application for Periodicals Mailing Privileges (Requester), **PS Form 3500**, at the post office serving the office of publication. Pay applicable periodical application fee, original entry fee, and reentry fee as necessary.
- Pay the postage at the applicable Package Services rate while the application is pending. If the application is approved, a refund of postage paid in excess of the periodical rate is provided.

**MERCHANDISE RETURN SERVICE (MRS)**

Navy activities desiring to use MRS will obtain an MRS mailing permit.

To apply for a Merchandise Return Service permit, submit a Mailing Permit Application and Customer Profile, **PS Form 3615**, to the post office where the MRS will be returned. A fee is charged annually on the date the permit was initially received. In addition to the postage, a per parcel fee is currently charged for each item returned.

Merchandise Return Service permit holders are charged postage and fees on First-Class, priority, Package Services received from personnel they have authorized use of their MRS permit. Payment for MRS will be made by Electronic Funds Transfers (EFT).
REPLY MAIL SERVICES

Reply mail service authorizes individuals and organizations to send First-Class Mail back to the permit holder. The postage and fees are paid by the permit holder.

Business Reply Mail (BRM)

Business Reply Mail (BRM) requires specific information be preprinted on the return envelope or post card, along with barcoding.

To apply for a BRM permit, submit PS Form 3615 to the post office where the BRMs are returned along with the annual BRM permit and renewal fee. BRM enables activities to receive First-Class Mail back from addressees on a distribution list by paying postage only on the mail that is returned to them. Payment for BRM is made by setting up a BRM account. A BRM account reduces the BRM fee collected. However, it requires payment of an annual accounting fee. Business Reply Mail is a method used to provide prepaid postage to activities or individuals when the return of requested information is required from a non-government agency or private individual not required by law to reply. The use of Business Reply Mail has the following restrictions or requirements:

- Government agencies are expected to use an internal receipt when responding to another government agency. Business Reply Mail (BRM) cannot be used by commands with an FPO mailing address. Evaluate each use of Business Reply Mail to estimate the total cost. BRM is charged at the First-Class postage rate plus a handling fee per piece returned to the originator.

Procedures for initiating BRM printing are as follows:

1. Determine if you have a legal use for BRM.
2. Estimate the percentage of return expected. If the estimated return percentage exceeds 50 percent, you should not use BRM.
3. Forward the request to the OMM for approval and barcoding of a sample envelope or post card. Present your sample, along with the provided barcoding information, to the command or company who will do the printing.
4. A permit will be filed at the USPS branch office servicing the activity holding the permit for using BRM. Before distributing BRM, commands should perform the following steps:
   - Coordinate with their USPS account representative to ensure BRM is formatted correctly
   - Qualify BRM for Business Reply Mail Accounting System (BRMAS) whenever possible to take advantage of the lower surcharge.

Formal application for Navy activities to use the BRM permit is made at each civil post office where mailings are to be deposited, or make the formal application to the Director, Office of Mail Classification, Rates and Classifications, Washington, DC 20260. The application can be made by letter or memorandum. A separate application is required for each class of permit imprint mailing that will be made. As a minimum, the application will identify the post office where the mailings are to be deposited and include information as to the type of class and/or service desired and the name and telephone number of the person responsible for mailings under the permit. Arrange all pieces with the address side facing the same direction. Permit mailings sent at one of the presort discount rates will be sorted by ZIP Code and bundled, placed in trays, or sacked and labeled according to USPS requirements. Permit mailings are taken to the drop office, branch, or station designated by the postmaster concerned. Permit mail will be accepted and verified by an authorized USPS employee. It may not be deposited in a USPS collection drop box.
POSTAGE DUE

Navy activities will accept postage due mail only from units operating in a hostile area. Postage due mail is paid before delivery. Postage due may be paid through the establishment of a postage due CAPS if postage due collections amount to $10 or more every 60 days.

COST REDUCTION TIPS

1. It is the Department of Defense’s policy that mailing costs must be kept to the minimum necessary to conduct essential government business. In recent years, postage cost for the DON has risen dramatically. In an effort to reduce postage cost and to conform to current DoD policies, DON activities shall ensure that their official mail practices conform with the following guideline:
   a. Consider a less expensive method of transportation be used for this material… a phone call, e-mail, fax, freight, web transfer.
   b. Can it be consolidated with other material going to the same address?
   c. Can costs be lowered by reducing size or weight of the item?
   d. Limit the use and type of USPS mailing containers.
   - Do not accept items presented for mailing in the USPS FLAT RATE or PRIORITY ENVELOPE
   - Instruct customers to use standard flat envelopes, mail center personnel will endorse it first class if weight is up to and including 13 ounces and priority for items over 13 ounces.
   e. Ensure mail clerks are familiar with the USPS FLAT RATE BOXES and know the difference between them and the PRIORITY boxes.
   f. FLAT RATE BOXES are to be used only when the cost of mailing would exceed the price of the flat rate container if mailed in regular containers.
   g. Letter size envelopes can hold six sheets of paper and shall be used whenever possible. Letter size envelopes are defined as a mail piece including cards not exceeding 11-1/2 inches long, 6-1/8 inches high and ¼ inch thick. (Note: It must be at least 5 inches long, 3-1/2 inches high.)
   h. Flat envelopes are defined as a mail piece exceeding one of the dimensions for letter-size mail, pieces weighing 1 oz. or less is subject to a non-machinable surcharge. Use flat envelopes only when:
      - The thickness of the contents and envelope would exceed ¼ inch if folded and place in a letter-size envelope
      - The envelope and its contents weigh more than one ounce when first class mail is used
      - The contents will be damaged by folding.

Authorized Uses of Appropriated Fund Postage:

- Material relating solely to the business of the U.S. Government.
- Review the DoD 4525.8M, Official Mail Manual for a detailed listing
Unauthorized Use for Official Mail:

- Material not relating solely to the business of the government
- Information by DOD components about non-mandatory events
- Invitations to social functions to satisfy personal social obligations, even if they’re the result of an official position.

Review the DoD 4525.8M.

- Official Mail Manual for a detailed list of unauthorized mailings.

SUMMARY

In this chapter we discussed the Classification and Services available for the Official Mail Management Program. We discussed requirements in determining the most cost effective method in processing Official Mail that meets the standards of the OMCCP. We also identified services that are available for the shipment of classified materials up to Secret both within CONUS, Alaska and Hawaii and at APO/FPO/DPO and foreign destinations.
(This page intentionally left blank).
CHAPTER 4

OUTGOING MAIL PROCESSING PROCEDURES

**Learning Objective:** Upon completing this chapter, you should be able to do the following:

— Explain the collection and postmarking procedures for official mail.
— Explain how to monitor official mail.
— Explain the proper address format for official mail.
— Explain the procedures for dispatching outgoing official mail.

**INTRODUCTION**

This chapter describes the processing of outgoing official mail through collection, postmarking, dispatching. You will recognize the importance of monitoring official mail operations in detecting inappropriate use of official mail and determine cost saving methods. You will learn the proper addressing format for official mail. At the end of this chapter, you will be able to prepare the prepaid postage report.

**PROCESSING OFFICIAL MAIL**

At the end of each day you shall collect, consolidate, prioritize and dispatch outgoing official mail to the local U.S. Post Office or Military Post Office (MPO) for further processing.

**COLLECTION**

Official mail must not be deposited in USPS collection boxes. Official mail should only be delivered to your Official Mail Center (OMC) or Consolidated Mail Facility for processing (CMF). Official mail found in USPS collection boxes will be returned to the originating command for reprocessing. Upon return of the official mail to the originating command, the OMM will conduct additional training with command official mail handling personnel to ensure they are fully aware of official mail dispatching procedures. (If there are any suspicious articles found, refer to chapter 2 for disposition).

**POSTMARKING**

Postmark and meter official mail along with ordinary outgoing mail. Postmark mis-sent official mail with the all purpose date stamp (APDS) on the back to show the date received before dispatching it to its final destination.

**SORTING**

Official (non-accountable) mail is sorted, bundled and dispatched with ordinary outgoing mail. Handle official mail the same as ordinary outgoing mail, provided no special services are added. Registered mail is always handled with more security than ordinary mail. Incorrect sorting or bagging of mail will result in mail delays and excessive costs. Place certified mail and balloting materials in the front of letter mail trays when dispatching letter mail.
DISPATCHING OUTGOING OFFICIAL MAIL

Consolidation of outgoing official mail is mandatory. USPS flat rate boxes and envelopes shall be used to the maximum extent possible when it is cost effective. When USPS Flat Rate Boxes/envelopes are not cost effective priority boxes via the zone rate will be utilized. Mail Room employees must be familiar with cost saving measures and utilize best practices.

If volumes do not warrant the use of flat rate boxes and envelopes then use of pouches are authorized for dispatch of official mail after postage is affixed to the mail piece.

A pouch is a mailbag that is identified by a leather strap or Velcro strap. The Velcro is used to secure the pouch. The clear pouch is commonly used for ordinary mail and an opaque pouch for registered mail. Use the special blue and orange pouch for Express Mail service when available.

A sack is a bag used to transport non-preferential Periodicals, Standard Mail (A) and Standard Mail (B). It is closed with a draw cord and fastener. Tag mail in accordance with (pub--). A tub is used for flats and a tray for letters, depending on the tray dimensions. Outgoing official mail is pouched, sacked, or trayed as ordinary outgoing mail before any of the mail is dispatched. All mail must be pouched, sacked, or trayed by classification and service, considering priorities, transportation policies and cost. All Official Mail Centers and MPOs will use the following general guidelines:

- Dispatch priority mail in priority parcel pouches and First-Class letter mail in letter trays or number 1 or 2 sacks
- Dispatching activities must not comingle First-Class Mail or Priority Mail (preferred package service) with Standard Mail (deferred package service) or other classes of mail
- Dispatch directory service letter mail in a separate tray identified as directory mail.
- Items that could possibly damage mailbags or other mail may not be pouched or sacked, but will be dispatched as outside pieces (OSPs)
- Place all mail in sacks, pouches, or trays, then properly label and tag them. When labeled and tagged correctly, the least amount of mail delay can be expected if the mail is handled correctly. Since slide labels and tags are the only external identifiers of end destinations for mail contained in the pouch or sack, be careful to label all mail correctly before dispatching.

MONITORING OFFICIAL MAIL

Monitoring your official mail operations is a necessary requirement that will save you time and money.

You can monitor your OMCCP by ensuring registered, certified, delivery confirmation, signature confirmation and/or official mail/material with Return Receipts complies with current instructions. Inspection may include opening of official correspondence to determine the contents and special service requirements prior to postage being applied. However, this does not apply to classified mailings.

ADDRESS FORMAT

To be compatible with USPS automation requirements, the Department of Defense (DoD) has directed that the delivery line include a street address or post office box for all official mail addresses located in areas served by USPS in accordance with USPS Pub 28. In addition, except for invitations to social functions where handwritten addresses are prescribed by social custom, the delivery address on official mail will be typed or printed by mechanical means in upper case (capital) letters and contain no punctuation except for the hyphen in the ZIP+4 Code.
Commanders/commanding officers of activities located within the United States and its territories and possessions, except those having an MPO address or approved by Congress for closure, who have not done so already, will:

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

Official mail addresses (both delivery and return) will be typed in uppercase letters, limited to five lines, formatted with a uniform left margin and be limited to a maximum of 47 characters per line including spaces. The only authorized punctuation is the hyphen (-) in the ZIP+4 Code. The following is an example of an official mail address:

**TITLE OF OFFICIAL IN CHARGE**

**OPTIONAL LINE**

**NAME OF ACTIVITY**

**DELIVERY ADDRESS**

**CITY STATE ZIP+4 CODE**

**Title of Official in Charge**

Navy correspondence will be addressed to the official in charge of the activity (such as Director, Commander, Commanding Officer and so forth). When known, the action officer’s name may be placed at the end of this line or an optional line may be used to identify a specific person or section within the activity.

**Optional Line**

This line may be used to direct mail to a specific person or section when the name of the activity line and the title of official in charge line do not adequately identify the addressee.

**Name of Activity**

Although the long title will still appear in the Standard Navy Distribution List (SNDL), for addressing purposes, the short title Plain Language Address (PLA), less city and state, will be used. For example, the activity line for Commander, Naval Supply Systems Command, will be addressed “COMNAVSUPSYSCOM”.

**Delivery Address**

This line, except for ships, will consist of either a street address, post office box number, postal service center number and box number or unit number.
Examples:
Street Address: 1775 JOHN PAUL JONES BLVD
Post Office Box Number: PO BOX 405
Postal Service Center Number: PSC 467 BOX 291
Unit Number: UNIT 30001
Unit Number with Box Number: UNIT 62001 BOX 426

City, State, ZIP+4 Code

The post office (city), state and ZIP+4 will appear in that order on the bottom line of the address. Except for MPO addresses, the standard two-letter abbreviation will be used for the state. In the case of MPO addresses APO or FPO is used instead of the city and “AE” (Armed Forces Europe), “AA” (Armed Forces Americas), or “AP” Armed Forces Pacific) rather than the state.

Examples:
Civilian Post Office Address: NORFOLK VA 23511-5218
Military Post Office Address:
   FPO AE 09501-4665
   FPO AA 34093-2329
   FPO AP 96349-1100

Randomly survey outgoing official mail by checking for proper address format, proper postage and fees applied.
Return official mail/material in noncompliance with existing regulations to the originating command/activity.

The Official Mail Manager (OMM) or Assistant Official Mail Manager (AOMM) are the only persons authorized to open official material before the application of postage. The inner wrapper of classified material is never authorized to be opened. The OMM/AOMM will maintain a log to document anytime a piece of official material is opened for inspection purposes. The log will contain the following information:

- Date
- Full name of command/activity originating the material
- Command to which material is addressed
- Registered/Certified number, if applicable
- Signature of OMM/AOMM who opened the material.

SUMMARY

In this chapter we talked about mail processing procedures through the collection, postmarking, sorting and dispatching outgoing official mail. We discussed monitoring official mail operations, explained correct addressing format and concluded the chapter by reemphasizing the need for adequate security. You should now realize the importance of monitoring your official mail operations. By monitoring each operation, you can avoid problems that can cost you time and money. Share learned
cost-saving practices with others involved in official mail management. With the knowledge you gain in this chapter, you can detect and eliminate the abuse of the Official Mail Management Program.
(This page intentionally left blank).
CHAPTER 5

FUNDING

**Learning Objectives:** Upon completion of this chapter, you should be able to do the following:

— Identify the different types of funding used in processing official mail.

— Describe the difference between types of Permit Imprint mailing.

— Explain what the Centralized Accounting Processing System (CAPS) is used for

— Explain how to procure an official postage meter.

— Explain the Computerized Meter Resetting System (CMRS) as it pertains to the application of funds to postage meters.

**INTRODUCTION**

This chapter will discuss the various types of funds for which you, as an official mail manager (OMM), will be responsible. We will also discuss the accounting system for prepaid postage, metering systems and various cost-saving services.

**TYPES OF FUNDS**

There are three basic types of funds:

- Appropriated Operations and Maintenance, Navy (O&MN)
- Non-appropriated funds (NAF)
- Navy Working Capital Funds (NWCF).

Appropriated Operations and Maintenance, Navy and Navy Working Capital Funds are authorized by Congress, whereby non-appropriated funds are obtained from various Department of the Navy (DON) funding.

*Note: Naval Reserve activities are funded through Appropriated Operations & Maintenance, Navy Reserves (O&MN, R). For the purposes of this document, O&MN, R funding is treated the same as O&MN.*

**APPROPRIATED**

An appropriated fund is the money allocated by Congress to the Department of the Navy for the O&MN fund. Official postage funding is part of the appropriated allocation. Official mailings of host activities for support to tenant activities are authorized from appropriated funds for the following organizations:

- Navy and Marine Corps tenant activities on a non-reimbursable basis
- Other government agencies, e.g. U.S. Army, U.S. Air Force on a reimbursable basis.

The only mailings authorized from O&MN funds for non-appropriated fund activities, such as clubs and recreational services are reports and correspondence concerning regulations or policies...
administered by the Department of the Navy (DON). Operational mailings, such as Military, Welfare and Recreation (MWR) advertising matter, may not use appropriated funds.

NONAPPROPRIATED FUNDS

Non-appropriated funds (NAF) are generated from service fees and other Navy recreation revenue-generating sources. A portion of these funds are then used for official mailings by NAF activities. Navy exchanges may use Department of Defense (DoD) official intra-theater mail for official mailings between overseas exchanges of uniform items that the exchanges are required to carry by the Navy.

NAVY WORKING CAPITAL FUNDS

Navy Working Capital Funds is money allocated by U.S. Congress to DoD for operational matters. Official postage funding is a portion of this allocation. Official mailings of tenant activities maybe paid for through the Navy Working Capital Funds of the host activity on a reimbursable basis. It also may be known as a working capital fund, established to finance inventories of supplies or to provide working capital for industrial-type activities.

CENTRALIZED ACCOUNTING PROCESSING SYSTEM (CAPS)

The Centralized Accounting Processing System is an electronic postage payment system that provides business mailers in CONUS and US Possessions as a centralized, convenient and cost-effective way to fund:

- Permit Imprint
- Business Reply Mail
- Merchandise Return Service
- Postage Due Account
- Address Element Correction.

A CAPS account can be established by completing USPS Form 6001 and Form 6002 and submitting to:

- CAPS Service Center
- 2700 Campus Drive
- San Mateo, CA 94497-9442

OMMs at Fleet and Industrial Supply Center (FISC) metering sites must utilize Navy Enterprise Resource Planning (NERP). Prepare purchase requisition for postal services and submit completed SF-1034 to the FISC financial analyst for submission to Defense Finance and Accounting Services (DFAS) for payment. OMMs that do not fall under a FISC shall follow guidance provided by their Major Claimant. The OMM shall review CAPS balances monthly to ensure the effective use of available funds.

CHARGING POSTAL SERVICES AGAINST a CAPS ACCOUNT

Each time there is a charge or debit against a CAPS account, USPS will issue a receipt signed by the appropriate postal representative to the OMM. The OMM will certify that the services described
have been received and any discrepancies will be investigated and reconciled with the local Postmaster.

**PURCHASE of U.S. POSTAGE STAMPS**

The OMM must utilize NERP to prepare a purchase requisition for postal services. Once approved, the OMM will purchase postage stamps from a local post office utilizing a government purchase card.

**POSTAGE METERING EQUIPMENT**

Navy commands authorized to use a postage meter(s) should use it to the fullest extent possible. Postage meters provide a means of achieving accountability in two ways:

- The exact amount of postage paid may be imprinted directly on an envelope or a postage meter
- The meter records the value of the postage paid on official mailings.

Postage metering equipment may be purchased or leased from a USPS authorized manufacturer. By law, the postage meter head can only be rented. A license is required from the USPS for each postage meter leased. The license identifies the official mail operation where the postage meter is registered and the location and model number of the postage meter. The OMM will initially set postage on the meter, then reset it each time additional postage is required.

A meter shall be reset at least quarterly for the estimated amount of postage to be used on that meter. 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 must be added together. If their sum is not the same as the control number, the meter may have malfunctioned. Before the meter is used again, have it serviced by an authorized agent. If your command has a postage meter, it should also have the necessary directions on file to be followed if the equipment malfunctions.

To calculate the amount of postage used on any given day, subtract the descending register reading for the day from the descending register reading from the previous day. Your official mail control site will report these amounts when required for use in random surveys to report official mail costs. Other postage metering systems are those mailing systems designed to meter postage on official mail. These postage metering systems consist of a mailing machine, electronic scale, an electronic interface, an accumulator and the postage meter. The electronic scale should weigh mail in one half ounce increments up to 70 pounds. It computes the required postage electronically. The interface sends the required postage electronically to the metering and mailing machine. Then the interface either prints the meter imprint directly on the envelope or produces a tape with the meter imprint on it. The accumulator is a piece of electronic accounting equipment that is connected to the scale. It records official mailings of various commands, tenant activities, departments, divisions or offices. The operator can print out information gathered in the accumulator for management use in analyzing and controlling official postal costs.

**REQUEST FOR POSTAGE METERS**

Commands desiring to obtain postage metering equipment will request approval from Naval Supply Systems Command (NAVSUP 54) via their chain of command and include the following information:
• Type, quantity and estimated cost of postage metering equipment to be procured
• Estimated volume of official mail to be processed on a daily basis
• Current method of processing official mail
• Endorsement/recommendation of the host or senior command in the area and the command that operates the closest official mail metering site.

Before operating a postage meter, consult OPNAVINST 5218.7 (series), to determine the correct procedure for applying for a meter license from the USPS. The meter manufacturer's representative can assist commands served by civil post offices in completing and submitting an Application or Update for a License to Lease or Purchase.

DEPOSITING FUNDS INTO A POSTAGE BY PHONE ACCOUNT

Postage Meter settings at Official Mail Centers will be accomplished by using the following procedures:

The OMM will prepare a purchase request (PR) in NERP and when completed submit into workflow, additionally, the OMM must prepare a SF 1034 to support the PR. The completed SF 1034 must be submitted to the local Financial Program Analyst for submission to DFAS. The exact amount to be set on the meter will be specified in the “ARTICLES OR SERVICES” section of the SF 1034.

Note: Funds should always be deposited into USPS vice vendor bank accounts.

SETTING POSTAGE METERS BY TELEPHONE

Official mail centers that use postage meters are authorized to set and reset their meters by the Computerized Meter Resetting System (CMRS).

The benefits of setting postage meters by phone are as follows:

• Eliminates the need to have funds for postage on back-up meters
• Enables naval activities that use several meters to deposit funds for postage into one account.

The initial step to establish “Postage by Phone” is to contact the local manufacturer of the meters currently on hand, and request a representative meet with the command official mail manager. The representative will arrange for manually set meters to be exchanged for electronic meters that can be remotely set. The local Post Office will be informed that current meter licenses must remain in effect. Do not apply for a new license. This is not necessary and could cause problems. Each activity desiring to set postage by phone must have an established “Postage by Phone” account number. For activities with more than one meter, a master account number will be established. This allows an activity to set all meters from one account. The representative from the meter manufacturer will provide USPS the CMRS lockbox address and obtain the “Postage by Phone” account number for the OMM.

Activities will receive the new electronic meters after all USPS regulations have been satisfied and an account is properly set up. The meter manufacturer informs the OMM when all requirements have been met and then provides the account number.

To prepare for an initial deposit, the OMM determines how much postage will be needed for a three-month period. When the account number is known and purchase requisition is processed in NERP, a completed SF 1034 will be sent to the local paying authority. The OMM must ensure the
vendors Data Universal Numbering System (DUNS) and Commercial and Government Entity (CAGE) codes and account number are included to ensure the funds are deposited in the correct account. The initial and subsequent payment for postage will be made payable to the USPS and sent to the address provided by the meter manufacturer representative. Federal law mandates that all payment for postage be submitted via Electronic Funds Transfer.

The meter manufacturer will provide an instruction booklet that lists the step-by-step procedures required to set postage by phone.

Meters should be reset at least quarterly. To reset the meter(s), official mail managers will utilize CMRS. Enough funds must be in the account to cover the amount of postage that will be set on the meter.

REFUNDS

When incorrect postage is printed, the OMM must make every effort to use it on another piece of mail. When it cannot be used on the same day as the date on the meter tape it must be submitted to the USPS for refund. The OMM must prepare a PS Form 3533 and submit to the local postmaster for a refund. Request the post office issue a check or money order payable to the U.S. Treasury. When received, immediately turn over to your financial analyst for processing.

SUMMARY

In this chapter we defined appropriated, nonappropriated and Navy Working Capital Funds. We also discussed the accountable system for prepaid postage and the use of CAPS. We talked about the use of the postage metering system, the use of meters, forms, mailing permits and other cost-saving postal services.
CHAPTER 6

INSPECTION/TRAINING/REPORTS

Learning objectives: Upon completing this chapter, you should be able to do the following:

— Identify training and appointment requirements for personnel to perform official mail duties.
— Define the requirements and periodicity for official mail training and inspection’s.
— Identify the checklist used for conducting Official Mail Inspections.
— Identify and locate references used for the Official Mail Training and Inspection programs.
— Recognize requirements for controlling Official Mail costs.
— Identify the duties and requirements of a Regional Official Mail Manager, Installation OMM and Tenant Command OMM.
— Identify retention requirements for Inspection and Training records.
— Define the requirements for the Prepaid Postage report.

INTRODUCTION

In this chapter we will look at the Official Mail Management Program (OMMP) Inspections, training requirements, preparation and submission of related reports. We will talk briefly about official mail inspection and training requirements, reports and metrics that are a part of all Official Mail operations. Official Mail Manager’s (OMM’s) will implement/maintain an official mail management program that trains and appoints the personnel necessary in performance of any work that deals with official mail processes. OMM’s will, at a minimum, meet DoD and DON periodicity requirements towards meeting their OMM training and inspection requirements.

INSPECTIONS

The OMM is responsible for the inspection of the Official Mail Program at all activities under his or her authority. Official mail management regulations, policies and procedures are generated by the Navy Command Inspection Program, SECNAVINST 5040.3 (series). Component Headquarters, Major Commands (MACOM’s), and Intermediate Commands must conduct internal headquarters OMM inspections at least once a year. Inspections of subordinate installations and activities must be conducted at least every 3 years. These inspections may be combined with other inspections and staff assistance visits.

Installation or equivalent OMMs will annually inspect all staff activities, subordinate activities and tenant activities. These inspection reports will be made available for review during MACOM and Inspector General inspections and staff assistance visits. Staff, subordinate and tenant activities must keep all previous inspection reports on file for a period of 3 years.
OFFICIAL MAIL MANAGER’S INSPECTION CHECKLIST

The Navy Official Mail Manager’s Inspection Checklist, provided in OPNAVINST 5218.7 (series) will be used for all inspections. Local reproduction is authorized. Be sure you understand the references shown at the end of each inspection item listed on the checklist.

To control DoD official mail costs and prepare for inspections, all OMMs must do the following:

- Make sure official mail users know when and how to contact their OMM
- Supervise mailing practices
- Report any misuse of official mail to their Commanding Officer
- Set up controls on postal expenses to create a cost-effective mail management program.
- Conduct assessments on subordinate activities.

Command OMMs are required to do the following:

- Keep their Commanders informed of the effectiveness of the Official Mail Cost Control Program (OMCCP) and any problem areas
- Supervise the command’s OMCCP
- Provide assistance, guidance, and training to subordinate and tenant Commands
- Discuss mailing requirements with activities within their jurisdiction that produce forms, publications and periodicals (Keep records of these discussions to make future inspections easier)
- Inspect incoming mail at least once a week and report discrepancies to the originating command’s OMM
- Inspect outgoing mail at least once a week at the final preparation point:
  — Review spoiled postage meter tapes and establish procedures to reduce their occurrence and ensure proper disposition has been made.
  — Analyze the use of postage and use the results to make your official mail usage program more cost-effective.
- Coordinate with supporting supply and procurement activities to ensure postal-related items being procured such as envelopes, cards and labels meet the following standards:
  — USPS Publication 28 (access through USPS.COM).
  — The Navy Official Mail Management Instruction, OPNAVINST 5218.7 series.
  — Your command’s postal Standard Operating Procedures.
- Liaison with USPS account representatives and other appropriate USPS officials. When possible, belong to and attend meetings of the local USPS-sponsored Postal Customer Council.

TRAINING

Official Mail Managers must complete training located on the Navy Knowledge Online (NKO) website prior to being designated by their servicing command. After logging into NKO select this link;
then in the Official Mail section, select the link for Official Mail Manager Training. The original training document must be kept on file with all required designation paperwork (OMM Designation Letter) and available for inspection. A copy of the training certificate must be provided with the designation paperwork to your next higher echelon.

Distribute copies as follows:

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

The establishment of formal training for all personnel involved with the handling of official mail is mandatory. Installation and Tenant command OMMs are responsible for initial and annual refresher training for all their servicing mail clerks/orderlies. The same training links above, NKO website and this link, list required training and additional training for personnel designated to handle official mail. Onboard ships and mobile FPO commands, the Postal Officer is responsible for their Command’s Mail Orderly Training Program. Assistance in establishing training at the command level will be provided upon submission to their MACOM OMM, servicing area Installation OMM and/or Regional OMM.

OMM Training seminar schedules should be published 30 days in advance. Regional and Tenant Command OMM’s may direct immediate and periodic training evolutions to be conducted by Official Mail handling activities. All training documentation must be kept on file for inspection purposes a minimum of 3 years.

The OMM should be available to give command level briefings upon request.

REPORTS

The Prepaid Postage Report (DoDI 4525.08) is required by the General Services Administration (GSA) and is submitted as an annual report to the Naval Supply System Command for the period 1 October through 30 September as follows:

- Installation OMMs submit report to their Regional OMM
- Atlantic Fleet report is consolidated and completed by FISC Norfolk Regional OMM
- Pacific Fleet report is consolidated and completed by PACFLT OMM
- Regional OMMs consolidate installation reports and submit to NAVSUP.

SUMMARY

In this chapter, we discussed the Official Mail Management Program requirements for Inspection, Training and Reports in conformance with the applicable instructions directed towards management of the OMCCP and processing of Official Mail. We discussed the Requirements of the OMM to implement and maintain an Inspection and Training program that enables official mail operations throughout the assigned areas of responsibility. We also discussed the need and requirement for collecting metrics and submitting periodic reports that measure the effectiveness of the official mail program.
(This page intentionally left blank).
**APPENDIX I**

**ACRONYMS USED IN THIS TRAMAN**

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AOMM</td>
<td>Assistant Official Mail Manager</td>
</tr>
<tr>
<td>APDS</td>
<td>All Purpose Date Stamp</td>
</tr>
<tr>
<td>APO</td>
<td>Army/Air Force Post Office</td>
</tr>
<tr>
<td>ASM</td>
<td>Administrative Support Manual</td>
</tr>
<tr>
<td>BRM</td>
<td>Business Reply Mail</td>
</tr>
<tr>
<td>BRMAS</td>
<td>Business Reply Mail Accounting System</td>
</tr>
<tr>
<td>CAPS</td>
<td>Centralized Accounting Processing System</td>
</tr>
<tr>
<td>CAGE</td>
<td>Commercial and Government Entity</td>
</tr>
<tr>
<td>CMF</td>
<td>Consolidated Mail Facility</td>
</tr>
<tr>
<td>CNO</td>
<td>Chief of Naval Operations</td>
</tr>
<tr>
<td>CO</td>
<td>Commanding Officer</td>
</tr>
<tr>
<td>DD</td>
<td>Defense Department (form)</td>
</tr>
<tr>
<td>DFAS</td>
<td>Defense Finance and Accounting Services</td>
</tr>
<tr>
<td>DOD</td>
<td>Department of Defense</td>
</tr>
<tr>
<td>DODIM</td>
<td>Department of Defense Intratheater Mail</td>
</tr>
<tr>
<td>DUNS</td>
<td>Data Universal Numbering System</td>
</tr>
<tr>
<td>EFT</td>
<td>Electronic Funds Transfer</td>
</tr>
<tr>
<td>FEDEX</td>
<td>Federal Express</td>
</tr>
<tr>
<td>FPO</td>
<td>Fleet Post Office</td>
</tr>
<tr>
<td>GSA</td>
<td>General Services Administration</td>
</tr>
<tr>
<td>IAD</td>
<td>Intrusion Alarm Devices</td>
</tr>
<tr>
<td>IMM</td>
<td>International Mail Manual</td>
</tr>
<tr>
<td>MACOM</td>
<td>Major Command</td>
</tr>
<tr>
<td>MPC</td>
<td>Military Postal Clerk</td>
</tr>
<tr>
<td>MPO</td>
<td>Military Post Office</td>
</tr>
<tr>
<td>MPS</td>
<td>Military Postal Service</td>
</tr>
<tr>
<td>MPSA</td>
<td>Military Postal Service Agency</td>
</tr>
<tr>
<td>MRS</td>
<td>Merchandise Return Service</td>
</tr>
<tr>
<td>MPO</td>
<td>Military Post Office</td>
</tr>
<tr>
<td>MWR</td>
<td>Military, Welfare and Recreation</td>
</tr>
<tr>
<td>NAF</td>
<td>Non Appropriated Funds</td>
</tr>
<tr>
<td>NERP</td>
<td>Navy Enterprise Resource Planning</td>
</tr>
<tr>
<td>Acronym</td>
<td>Description</td>
</tr>
<tr>
<td>---------</td>
<td>------------------------------------------</td>
</tr>
<tr>
<td>NWAF</td>
<td>Navy Working Capital Funds</td>
</tr>
<tr>
<td>OMC</td>
<td>Official Mail Center</td>
</tr>
<tr>
<td>OMCCP</td>
<td>Official Mail Cost Control Program</td>
</tr>
<tr>
<td>OMM</td>
<td>Official Mail Manager</td>
</tr>
<tr>
<td>OMMP</td>
<td>Official Mail Management Program</td>
</tr>
<tr>
<td>OMN</td>
<td>Operation &amp; Maintenance Navy</td>
</tr>
<tr>
<td>OPNAV</td>
<td>Office of the Chief of Naval Operations</td>
</tr>
<tr>
<td>OSP</td>
<td>Outside Pieces</td>
</tr>
<tr>
<td>PAA</td>
<td>Postal Assistance Advisor</td>
</tr>
<tr>
<td>PB</td>
<td>Postal Bulletin</td>
</tr>
<tr>
<td>PLA</td>
<td>Plain Language Address</td>
</tr>
<tr>
<td>PO</td>
<td>Post Office</td>
</tr>
<tr>
<td>POM</td>
<td>Postal Operations Manual</td>
</tr>
<tr>
<td>POP</td>
<td>Postal Operating Procedures</td>
</tr>
<tr>
<td>PS</td>
<td>Postal Service (form)</td>
</tr>
<tr>
<td>RIBBS</td>
<td>Rapid Information Bulletin Board System</td>
</tr>
<tr>
<td>SECNAV</td>
<td>Secretary of the Navy</td>
</tr>
<tr>
<td>SF</td>
<td>Standard Form</td>
</tr>
<tr>
<td>SNDL</td>
<td>Standard Navy Distribution List</td>
</tr>
<tr>
<td>SOP</td>
<td>Standard Operating Procedures</td>
</tr>
<tr>
<td>TO</td>
<td>Transportation Office</td>
</tr>
<tr>
<td>UFC</td>
<td>Unified Facilities Criteria</td>
</tr>
<tr>
<td>UPS</td>
<td>United Parcel Service</td>
</tr>
<tr>
<td>USPIS</td>
<td>U.S. Postal Inspection Service</td>
</tr>
<tr>
<td>USPS</td>
<td>United States Postal Service</td>
</tr>
<tr>
<td>XO</td>
<td>Executive Officer</td>
</tr>
</tbody>
</table>
REFERENCES USED TO DEVELOP THE TRAMAN

Department of the Navy Information and Personal Security Program Regulation
DoD 4525.6-M Department of Defense Postal Manual
DoD 4525.8-M DOD Official Mail Manual
DoDI 4525.08 DOD Official Mail Management
OPNAVINST 5112.6 Navy Postal Instructions
OPNAVINST 5218.7 Navy Official Mail Management Instructions
Postal Agreement, between the U.S. Postal Service and the Department of Defense, Washington, DC, September 1980
USPS Domestic Mail Manual
USPS Publication 28 Address Standardization
USPS Publication 166 Mail Center Security Guide
(This page intentionally left blank).
Assignment Questions

**Information:** The text pages that you are to study are provided at the beginning of the assignment questions.
# ASSIGNMENT 1


<table>
<thead>
<tr>
<th>1-1. The Navy Official Mail Cost Control Program is designated by what OPNAV instruction?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. 5212.8</td>
</tr>
<tr>
<td>2. 5218.7</td>
</tr>
<tr>
<td>3. 5112.6</td>
</tr>
<tr>
<td>4. 5112.4</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1-2. What is the Navy’s program to manage appropriated funded postage?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Consolidated Mail Facilities</td>
</tr>
<tr>
<td>2. Official Mail Cost Control Program</td>
</tr>
<tr>
<td>3. Official Mail Manager</td>
</tr>
<tr>
<td>4. Assistant Official Mail Manager</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1-3. What is the goal of the Official Mail Cost Control Program?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Consolidate mail</td>
</tr>
<tr>
<td>2. Manage appropriated funds</td>
</tr>
<tr>
<td>3. Cut postage costs</td>
</tr>
<tr>
<td>4. Reduce misdirected mail</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1-4. Consolidated mail reduces the number of individual official mailings and reduces what other factor?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Mail handling</td>
</tr>
<tr>
<td>2. Individual accountability</td>
</tr>
<tr>
<td>3. Overall postage costs</td>
</tr>
<tr>
<td>4. Mishandling of the mail</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1-5. How many CMFs are operated by the Navy?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. 7</td>
</tr>
<tr>
<td>2. 15</td>
</tr>
<tr>
<td>3. 4</td>
</tr>
<tr>
<td>4. 11</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1-6. Who is responsible for the security of postage?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. OMM</td>
</tr>
<tr>
<td>2. LCPO</td>
</tr>
<tr>
<td>3. LPO</td>
</tr>
<tr>
<td>4. Commanding Officer</td>
</tr>
</tbody>
</table>
(This page intentionally left blank).
### ASSIGNMENT 2

**Textbook Assignment:** “Mail Center Operations”, Chapter 2.

#### 2-1. Which of the following personnel meets the qualification to be designated as the Command Official Mail Manager?

1. YN2 Arnold  
2. CS1 Shaw  
3. CPL Santos  
4. LCPL Ramsey

#### 2-2. Who is responsible for the overall security management of the Official Mail Program?

1. Admin Officer  
2. Independent Duty Postal Clerk  
3. Supply Petty Officer  
4. Official Mail Manager

#### 2-3. The command OMM is designated by letter from which of the following individuals or organizations?

1. Commanding Officer  
2. Postal Officer  
3. PERS  
4. NAVSUP

#### 2-4. Which of the following DOD instructions list the requirements to be designated as the Official Manager?

1. 4526.7 (series)  
2. 4526.8 (series)  
3. 4525.6 (series)  
4. 4525.5 (series)

#### 2-5. Which of the following personnel can tour the consolidated mail facility without being escorted?

1. LS1 Rittle assigned to Admin, on working party  
2. LS3 Pinchart assigned to the CMF, however not on duty  
3. LSCS Martin assigned to security, screening incoming mail  
4. LSC Gibbs assigned to COMFISC, conducting an inspection

#### 2-6. LS1 Kelley is securing for the day, what form is used on the document the closure of the safe containing accountable mail?

1. PS Form 3977  
2. PS Form 1096  
3. SF 700  
4. SF 702

#### 2-7. Duplicate keys and combinations must be sealed in what form?

1. PS Form 3977  
2. PS Form 1096  
3. SF 701  
4. SF 702

#### 2-8. Registered Mail must be secured in what type of devise?

1. GSA approved container  
2. FSA approved container  
3. Desk drawer  
4. File cabinet
2-9. LSSA Zabarouskas assigned duties in the CMF accountable mail section, must ensure personnel entering perform what action?

1. Sign into accountable section log
2. Remove cell phone from pocket
3. Submit entry request 24 hours in advance
4. Submit entry request 48 hours in advance

2-10. Registered mail may contain material classified up to what level?

1. UNCLASSIFIED
2. CONFIDENTIAL
3. SECRET
4. TOP SECRET

2-11. When sealing an official registered mail package what type of tape must be used?

1. Cellophane tape
2. Scotch tape
3. Duct tape
4. Paper tape

2-12. Classified material may be transported by which of the following types of mail?

1. Certified
2. First Class
3. Parcel Post
4. Space Available

2-13. Listing of publication required to be on hand at an Official Mail room are contained in what OPNAVINST instruction?

1. 5112.6(series)
2. 5112.8(series)
3. 5218.7(series)
4. 5218.8(series)

2-14. While processing mail, LS3 Murphy discovered a suspicious package, what action should be taken?

1. Open it
2. Put in a desk drawer
3. Immerse in water
4. Notify your supervisor
# ASSIGNMENT 3

**Textbook Assignment:** “Mail Classification and Services”, Chapter 3.

### 3-1 When computing postage for domestic mail, you should refer to Poster 123-L or 123-S, the USPS Postal Bulletin, and what other publication?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>International Mail Manual</td>
</tr>
<tr>
<td>2.</td>
<td>Domestic Mail Manual</td>
</tr>
<tr>
<td>3.</td>
<td>Nearest Post Office</td>
</tr>
<tr>
<td>4.</td>
<td>OPNAVINST 5112 (series)</td>
</tr>
</tbody>
</table>

### 3-2 Items mailed from one overseas MPO to another overseas MPO in the same theater must have what words placed where the postage is normally affixed?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Free Mail</td>
</tr>
<tr>
<td>2.</td>
<td>Endorsement</td>
</tr>
<tr>
<td>3.</td>
<td>MPS</td>
</tr>
<tr>
<td>4.</td>
<td>Intratheater</td>
</tr>
</tbody>
</table>

### 3-3 Mail destined for the same address or area should be dispatched by using what method?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Registered Mail</td>
</tr>
<tr>
<td>2.</td>
<td>Certified Mail</td>
</tr>
<tr>
<td>3.</td>
<td>Consolidated Mail</td>
</tr>
<tr>
<td>4.</td>
<td>UPS</td>
</tr>
</tbody>
</table>

### 3-4 Express Mail may NOT be sent to which of the following locations?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Alaska</td>
</tr>
<tr>
<td>2.</td>
<td>Hawaii</td>
</tr>
<tr>
<td>3.</td>
<td>Virginia</td>
</tr>
<tr>
<td>4.</td>
<td>USS ABRAHAM LINCOLN</td>
</tr>
</tbody>
</table>

### 3-5 Activities desiring to establish an Express Mail Corporate Account should submit what PS Form?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>PS FORM 5639</td>
</tr>
<tr>
<td>2.</td>
<td>PS FORM 3811</td>
</tr>
<tr>
<td>3.</td>
<td>PS FORM 3877</td>
</tr>
<tr>
<td>4.</td>
<td>PS FORM 5619</td>
</tr>
</tbody>
</table>

### 3-6 Ordinary correspondence presented for mailing weighing 15 ounces should be sent by what class of mail?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>First Class Mail</td>
</tr>
<tr>
<td>2.</td>
<td>Priority Mail</td>
</tr>
<tr>
<td>3.</td>
<td>Standard Mail</td>
</tr>
<tr>
<td>4.</td>
<td>Space Available Mail</td>
</tr>
</tbody>
</table>
(This page intentionally left blank).
ASSIGNMENT 4


4-1. Where should Official mail be deposited?

1. USPS Collection Boxes
2. Official Mail Center
3. Installation Collection Boxes
4. USPS Post Office

4-2. When should official mail be postmarked/metered?

1. After the close of business
2. At time of receipt
3. The following day
4. When time permits

4-3. When dispatching Official Mail using a letter tray, what action should be taken?

1. Comingle Official Mail with ordinary mail
2. Prepare a separate tray for Official Mail
3. Place Official Mail in front of ordinary mail
4. Place Official Mail in back of ordinary mail

4-4. A pouch is a mailbag identified by what characteristics?

1. Leather strap or Velcro
2. Draw string
3. Green in color
4. One standard size

4-5. When should you use a flat rate box or envelope?

1. When you are out of pouches
2. At all times
3. When it is cost effective
4. At the discretion of OMM

4-6. In what publication can you find the Official Mail Manager’s Inspection Checklist?

1. OPNAV 5111.1
2. DOD 4525.6M
3. OPNAV 5218.7
4. DOD 4525.8M
## ASSIGNMENT 5

**Textbook Assignment:** “Funds”, Chapter 5.

### 5-1. How many types of funds can an OMM use to support postal operations

1. 4
2. 2
3. 1
4. 3

### 5-2. What agency must reimburse Navy Mail Centers for postal services

1. Personnel Support Detachment
2. Marine Corps Security Force Detachment
3. Army Corps of Engineers
4. Naval Criminal Investigative Service

### 5-3. Which type of mail cannot be used in conjunction with CAPS?

1. Business Reply
2. Postage Due
3. First Class Letters
4. Express

### 5-4. Who can authorize commands to rent/lease postage metering equipment?

1. Major Claimant
2. Chief of Naval Operations
3. Naval Supply System Command
4. Commanding Officer

### 5-5. What is the purpose of CMRS?

1. Remotely set postage on postage meters
2. Count pieces of mail processed
3. Purchase postage stamps
4. Form used to order supplies

### 5-6. SF Form 1034 is used to do which of the following functions

1. Order USPS postal supplies
2. Lease postage metering equipment
3. Purchase postage stamps from USPS
4. Pay overtime for mailroom employees

### 5-7. How do you request a refund for spoiled or unused postage meter tapes

1. Submit to your local Postmaster
2. Submit form from OPNAV 5110.5 to your comptroller
3. Submit a PS Form 3533 to your local postmaster
4. Submit a PS Form 3335 to your local Comptroller

### 5-8. At a minimum, how often should a Postage Meter be reset?

1. 90 days
2. 60 days
3. 120
4. 20
## ASSIGNMENT 6

**Textbook Assignment:** “Inspection/Training/Reports”, Chapter 6.

### 6-1 The Official Mail Manager’s Inspection Checklist is located in what OPNAV instruction?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>5212.8</td>
</tr>
<tr>
<td>2.</td>
<td>5218.7</td>
</tr>
<tr>
<td>3.</td>
<td>5112.6</td>
</tr>
<tr>
<td>4.</td>
<td>5112.4</td>
</tr>
</tbody>
</table>

### 6-2 The Official Mail Manager should conduct mandatory training for tenant command or activity OMM's at least how often?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Biannually</td>
</tr>
<tr>
<td>2.</td>
<td>Annually</td>
</tr>
<tr>
<td>3.</td>
<td>Semiannually</td>
</tr>
<tr>
<td>4.</td>
<td>Quarterly</td>
</tr>
</tbody>
</table>

### 6-3 The OMM may be a DOD civilian, GS-6 minimum or an active duty military person of what minimum paygrade?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>0-2</td>
</tr>
<tr>
<td>2.</td>
<td>0-3</td>
</tr>
<tr>
<td>3.</td>
<td>E-6</td>
</tr>
<tr>
<td>4.</td>
<td>E-7</td>
</tr>
</tbody>
</table>

### 6-4 Request for annual training should be submitted to?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Military Postal Service Agency</td>
</tr>
<tr>
<td>2.</td>
<td>Naval Supply Systems (NAVSUP)</td>
</tr>
<tr>
<td>3.</td>
<td>TYCOM</td>
</tr>
<tr>
<td>4.</td>
<td>MACOM</td>
</tr>
</tbody>
</table>

### 6-5 How often should incoming and outgoing mail be inspected for compliance?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Daily</td>
</tr>
<tr>
<td>2.</td>
<td>Weekly</td>
</tr>
<tr>
<td>3.</td>
<td>Monthly</td>
</tr>
<tr>
<td>4.</td>
<td>Every other Wednesday</td>
</tr>
</tbody>
</table>

### 6-6 Upon completion of an OMM inspection, a copy of the report must be filed. What is done with the previous report?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Retain</td>
</tr>
<tr>
<td>2.</td>
<td>Dispose of as waste</td>
</tr>
<tr>
<td>3.</td>
<td>Forward to DOD OMM</td>
</tr>
<tr>
<td>4.</td>
<td>Forward to NAVSUP OMM</td>
</tr>
</tbody>
</table>
(This page intentionally left blank).