



Defense Logistics Agency **INSTRUCTION**

DLAI 4525
Effective February 6, 2013

DS

SUBJECT: Official Mail Program

References: Refer to Enclosure 1.

1. PURPOSE. This Issuance updates policy, responsibilities, and procedures to receive, process, dispatch and deliver incoming and outgoing official mail throughout DLA.
2. APPLICABILITY. This DLAI applies to all of DLA.
3. POLICY. DLA shall use cost-effective measures to process and transport official mail and official matter by using mail carriers, the United States Postal Service (USPS), commercial carriers, international mail, and the mail services of other countries.
4. RESPONSIBILITIES. See Enclosure 2.
5. PROCEDURES. See Enclosure 3.
6. INTERNAL CONTROLS.
 - a. Official Mail Managers (OMMs) 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.
 - b. OMMs will annually inspect the site Official Mail Center (OMC). Inspection reports will be made available for review during DLA OMM site inspection and assistance visits. OMMs must keep all previous inspection reports on file for a period of three years.

c. OMMs will account for non-reimbursable postage and commercial carrier expenditures on a quarterly basis. Non-reimbursable postage and commercial carrier expenditures will be reported on a quarterly basis via the Automated Military Postal System (AMPS).

7. RELEASABILITY. RESTRICTED. This instruction is approved for restricted release. It is available to users with Common Access Card authorization on the internet from the DLA Issuances website at <https://hq.dla.mil/Issuances/Pages/default.aspx>.

8. EFFECTIVE DATE. This instruction:

a. Is effective on February 6, 2013.

b. Must be reissued, cancelled, or certified current within 5 years of its publication in accordance with DLAI 5025.01, DLA Issuance Program. If not, it will expire effective February 6, 2023 and be removed from the DLA Issuances Website.

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Enclosures(s)

Enclosure 1 - References

Enclosure 2 - Responsibilities

Enclosure 3 - Procedures

TABLE OF CONTENTS

ENCLOSURE 1: REFERENCES.....	Page 4
ENCLOSURE 2: RESPONSIBILITIES.....	5
ENCLOSURE 3: PROCEDURES.....	9
GENERAL.....	9
OFFICIAL MAIL.....	9
PERSONAL MAIL.....	10
ACCOUNTING FOR POSTAGE EXPENDITURES.....	10
PAYMENT FOR OFFICIAL MAIL COSTS.....	11
HOURS OF OPERATIONS.....	11
OMC SECURITY AND ACCESS.....	11
PERSONAL PROTECTIVE EQUIPMENT.....	13
CONTRACTORS.....	13
MAIL SCREENING AND SORTING.....	13
UNDELIVERABLE MAIL.....	13
RECEIPT AND DELIVERY OF ACCOUNTABLE MAIL.....	13
SECURITY.....	14
TRANSPORT AND DISTRIBUTION.....	14
SPECIAL SERVICES.....	14
COMMERCIAL CARRIERS – EXPEDITED DELIVERY SERVICES.....	15
SUSPICIOUS MAIL.....	16
MAIL PREPARATION.....	20
PACKAGING MATERIAL.....	21
FORMS AND SUPPLIES.....	22
MAILING LISTS.....	22
SEARCH AND SEIZURE.....	22
POSTAGE METERING EQUIPMENT.....	22
OMC MAIL PERSONNEL QUALIFICATIONS.....	22
CHANGES/RECOMMENDATIONS.....	23
FIGURES	
1. USPS POSTER 84, SUSPICIOUS MAIL AND PACKAGES.....	19
2. EXAMPLE OF A CORRECTLY FORMATTED ENVELOPE.....	20
APPENDIX	
APPENDIX D TO SECTION 1910.134, INFORMATION FOR EMPLOYEES USING RESPIRATORS WHEN NOT REQUIRED UNDER THE STANDARD.....	24
GLOSSARY.....	25
ABBREVIATIONS AND ACRONYMS.....	25

ENCLOSURE 1

REFERENCES

- (a) DLA Instruction 4202, Official Mail, October 22, 2004, Modified October 29, 2008 (superseded).
- (b) DoD Official Mail Management Instruction, DoDI 4525.08, August 11, 2006
- (c) DoD Official Mail Manual, DoD 4525.8-M, December 26, 2001
- (d) Military Postal Service Agency Memo dated September 30, 2005, SUBJECT: Reporting of Chemical, Biological, and Explosives Incidents in DoD Mail Facilities
- (e) Federal Management Regulation, Chapter 102, Part 192 (41 C.F.R. Part 102-192)
- (f) GSA Guidelines for Safe Mail Centers
- (g) DoDM 5200.01, Volume 3, DoD Information Security Program: Protection of Classified Information
- (h) DLAI 6304, Information Security Program, March 16, 2010
- (i) Unified Facilities Criteria (UFC) 4-010-01
- (j) Mailing Standards of the United States Postal Service, Domestic Mail Manual (DMM)
- (k) Mailing Standards of the United States Postal Service, International Mail Manual (IMM)
- (l) U.S. Postal Inspection Service Publications
 - (1) Publication 25, Guide to Business Mail Preparation
 - (2) Publication 54, Notice of Bomb Threat
 - (3) Notice 71, Bombs by Mail
 - (4) Poster 84, Suspicious Mail and Packages
 - (5) Publication 166, Mail Center Security Guide

ENCLOSURE 2

RESPONSIBILITIES

1. THE DIRECTOR, DLA INSTALLATION SUPPORT SHALL:

- a. Be responsible for the overall management and administration of the DLA Official Mail Program.
- b. Develop and issue official mail management policy.
- c. Ensure adherence to policies and procedures under the auspices of the DLA Official Mail Program.
- d. Appoint the DLA OMM.

2. THE DLA OMM SHALL:

- a. Manage the DLA Official Mail Program (OMP).
- b. Serve as the single point of contact with the Military Postal Service Agency on official mail policy matters and with the Headquarters, USPS on official mail operational matters.
- c. Ensure that mail users know when and how to contact the OMM.
- d. Provide training for employees who originate or prepare material for mailing.

3. THE HEADS OF PRIMARY LEVEL FIELD ACTIVITIES SHALL:

- a. Implement a DLA Official Mail Cost Control Program (OMCCP) within their area of responsibility. In areas where a host site is providing official mail support to other area tenants, the host site is responsible for administering the OMCCP for that site, installation, or area. If there is a consolidated mail facility (CMF) in the area, the director of postal operations at the CMF shall be designated in writing to administer the OMCCP. The designated command will be the primary point of contact for tenant OMMs and responsible for providing official mail training to all area designated OMMs.
- b. Appoint a PLFA OMM. An assistant OMM may be appointed to perform the duties when the primary OMM is absent.
- c. Provide adequate space and equipment necessary for the proper handling and security of the mail.
- d. Budget for postal expenditures.
- e. Ensure all appointed mail personnel have adequate time to perform mail related duties efficiently.

- f. Keep personnel informed of the expected standard of mail service.
- g. Report and take required action on postal offenses and losses.

4. THE PLFA OMM SHALL:

- a. Ensure personnel residing off-post or in quarters where USPS provides delivery service are receiving their personal mail at their off-post or quarters address and not through the installation mailroom.
- b. Keep the DLA OMM informed on the efficiency and effectiveness of mail operations.
- c. Ensure that each individual who prescribes, creates, designs, or prepares official mail for mailing and distribution complies with regulations, policies, and procedures.
- d. Supervise official mail practices within the organization.
- e. Report misuse of official mail to the DLA OMM and Commanders or Directors of alleged violators.
- f. Establish controls on postal expenditures to create a cost-effective mail management program.
- g. Establish procedures for billing and reimbursement services to USPS and other DoD agencies.
- h. Serve as the liaison between appointed mail handlers and customers.
- i. Possess an e-mail address and internet access so information can be rapidly distributed.
- j. Ensure USPS equipment is used only for its intended purpose.
- k. Ensure that DoD personnel and resources are not being used to do functions that USPS is obligated to do by law or agree to perform.
- l. Ensure emergency response procedures are posted and visible in areas where mail is processed.

5. THE MAILROOM SUPERVISOR SHALL:

- a. Develop a standard operating procedure (SOP) to prescribe uniform mail handling, administrative, and operational procedures. SOPs are required at all locations providing Official Mail Services and should be reviewed/updated annually.
- b. Supervise mail functions including courier delivery and pickup service.
- c. Establish and post courier schedule(s).

- d. Monitor mail practices to ensure that mail is dispatched in the most cost effective manner and report misuse of official mail through the chain of command.
- e. Ensure that DOD personnel and resources are not being used to do functions that USPS is obligated to perform by law or agrees to perform.
- f. Establish controls on postal expenditures to create a cost-effective mail management program.
- g. Keep the OMM informed on the efficiency and effectiveness of mail operations.
- h. Inspect incoming and outgoing mail at least once a week and report any deficiencies to the responsible organization.
- i. Ensure all OMC personnel are properly trained in their duties and responsibilities and meet the qualifications prior to their assumption of duties.
- j. Ensure that suspected cases of rifling, mishandling, loss or destruction, and other postal offenses are reported to the OMM, the PLFA Site Director and the USPS immediately upon discovery. Assist during investigations as necessary.
- k. Perform duties and responsibilities in accordance with current regulations, policies, and procedures.
- l. Ensure that all supported DLA and tenant activities appoint an organizational OMM(s) to serve as the liaison between the Installation/site OMM and the organization.
- m. Maintain a roster of all appointed organizational OMMs.
- n. Identify and implement consolidated mailings.
- o. Ensure personnel residing off-post or in quarters where USPS provides delivery service are receiving their personal mail at their off-post or quarters address and not through the Mailroom.
- p. Keep customers informed of the expected standard of mail service.
- q. Ensure USPS equipment is used only for its intended purpose.
- r. Ensure all street addresses on installations are assigned Zone Improvement Plan (ZIP) + 4 code.
- s. Assist customers in selecting the most cost-effective mail delivery method.

6. MAIL HANDLING PERSONNEL SHALL:

- a. Screen all mail and packages. Items shall be stored in a secure facility until delivered. Items must be safeguarded at all times.
- b. Perform duties and responsibilities in accordance with current regulations, policies, and standing operating procedures.
- c. Accept, process, and handle mail and distribution. All official mail that requires postage shall be processed through the OMC. Internal mail shall be treated as distribution.
- d. Ensure that suspected cases of rifling, mishandling, loss or destruction, and other postal offenses are reported to the chain of command immediately upon discovery.
- e. Track all accountable mail from receipt, throughout the screening process, and until delivered to the recipient or a designated representative. Undeliverable accountable mail must be secured in the mail center in a separate area until delivery can be made.
- f. Keep the Mailroom Supervisor informed on the effectiveness of mail operations.

7. DLA EMPLOYEES SHALL:

- a. Maximize use of electronic means for communication and transmitting documents to reduce transportation and postage costs.
- b. Comply with this Instruction and all references herein.
- c. Not have personal mail sent to the office.
- d. Not use official postage to mail job applications, retirement announcements, greeting cards, personal items, etc.
- e. Open mail with a letter opener or another method that minimizes skin contact with the mail and is least likely to disturb contents.
- f. Keep hands away from face (nose and mouth) when handling mail.
- g. Wash hands after handling mail.

ENCLOSURE 3

PROCEDURES

1. GENERAL. All Official Mail Manager (OMM) appointments shall be in writing. Copies of the appointment memos shall be provided to the DLA OMM.

a. Official matter will move at the lowest postage and fees cost to meet the required delivery date, security, and accountability requirements. Shipment of items containing administrative material not subject to the Private Express Statutes as defined in U.S. Code, Title 39 (i.e., parcels, books, reports, contracts, and drawings) must be shipped by the most economical mode of transportation available.

b. Official mail costs shall be managed through the Official Mail Program (OMP). OMMs shall record all postage expenditures in the Automated Military Postal System (AMPS).

c. The OMP is not a logistics or humanitarian distribution channel. Parcels containing logistics material i.e., parts and supplies from a materiel distribution center that do not meet maximum size and weight requirements shall not be processed by the OMC.

d. OMC preparation procedures and processing will be integrated to ensure optimum use of personnel, equipment, and postage cost reduction practices such as consolidated mailings, presort discounts and permit mailings. Each installation will have only one OMC that processes outgoing and incoming mail and distribution. The OMC will provide sorting of official mail and distribution, meter all outgoing mail, and delivery.

2. OFFICIAL MAIL. Official mail is all material in the custody of the USPS before delivery to, after receipt from, or having been postmarked by an OMC. For the purpose of this instruction, commercial carriers (FedEx, UPS, DHL, etc.) correspondence/packages received and dispatched are considered official mail. Contractors shall not receive mail support unless it is specifically stated in the contract with the government. All DLA organizations are authorized to use official mail except:

a. For private use/personal mail.

b. Correspondence that is not exclusively DLA business.

c. Correspondence from non-appropriated fund instrumentalities on the buying or selling of non-appropriated fund merchandise or services.

d. Holiday or birthday greetings, unofficial retirement announcements or job resumes

e. Non-mailable items (obtain a list of non-mailable items from OMC or local post office).

f. Mailing costs associated with payment of a Government Travel Charge Card (i.e., Individually Billed Account (IBA)).

g. Mailings by or for private associations, or mailing matter donated by individuals for donation to other individuals or charitable organizations.

3. PERSONAL MAIL. Personal mail is any correspondence which does not pertain solely to the business of the U.S. Government. Personal mail is not processed by OMCs. The mailroom shall not mail outgoing personal mail for customers, to include mail with postage already applied.

4. ACCOUNTING FOR OFFICIAL MAIL COSTS. The OMP is based on a positive accountability system for postage costs. Positive accountability provides cost data that is used to evaluate postal costs.

a. The DLA goal is 100 percent positive accountability for all official mail. USPS and commercial carrier charges for DLA official mail are determined by any of the following methods:

(1) Official Postage Meters. Postage meters imprint the postage on each piece of letter mail or print a gummed tape to be placed on parcels. The meters keep a running total of postage expended and postage available for use.

(2) Express Mail Account Number. This is an individual control number upon which postage for official express mail shipments may be charged.

(3) Permit Imprints. The use of permit imprint on the mailing piece eliminates the need to meter each piece of mail. Permit imprint mail is used for large volume mail outs (generally greater than 200 per mailing) of uniform size and weight. Permit imprints can be used for almost any class of mail.

(4) Bulk Rate Permit. The regular bulk rates may be applied to mailings of qualifying pieces separately addressed to different addresses in quantities of not less than 200 pieces or 50 pounds.

(5) Business Reply Mail. Use Business Reply Mail for all occasions when mail is to be returned for reply purposes. The post office charges first-class postage only when the letter/card is returned to the sender.

(6) Special Postage Agreements. The USPS will enter into special agreements, such as computerized postage, for high volume mailers with unique automated equipment. The local USPS Customer Service Representative should be contacted for assistance.

(7) Postage Stamps. OMCs without a backup metering system may maintain no more than a 10 day emergency supply of postage stamps or a set Trust Account with USPS.

(8) Correspondence/packages dispatched using commercial carriers.

b. OMCs having direct financial dealings with the USPS shall enter all official mail purchases into AMPS by the 10th day of the following quarter. Purchases shall be reported on a quarterly basis using the mail codes listed in AMPS (show a zero where applicable). The OMM is responsible for obtaining data from field activities, verifying the accuracy of the data, and consolidating the official mail purchase information into a single report. The report will cover all official mail postage expenditures for the quarter. AMPS postage expenditures shall not include costs associated with non-DLA reimbursable activities. DLA activities using a host installation mail services shall provide postage expenditures to the DLA OMM quarterly. The DLA OMM will consolidate the information received and forward a single prepaid postage report to the DoD OMM by the date established by the DoD OMM.

5. PAYMENT FOR OFFICIAL MAIL COSTS.

a. DLA host sites shall coordinate mail support within the area to ensure:

(1) All DLA activities receive mail processing and postage metering support from the OMC serving their area. This policy applies to all outgoing non-production mail, unless the OMC or originating activity determines it is not cost effective to do so, or this practice will result in a substantial increase in mail transit times.

(2) The establishment of permit imprints and Business Reply Mail (BRM) permits are kept to a minimum consistent with area needs and to avoid the cost of establishing separate permits.

b. Host sites shall provide official mail support on a reimbursable basis to the following organizations:

(1) Other DoD components and tenant activities.

(2) DLA Energy.

(3) DLA Strategic Materials.

(4) DLA Document Services.

c. Host sites providing official mail support shall maintain records reflecting the total cost of the support provided to each activity served.

6. HOURS OF OPERATION. Each OMC hours of operation is published in the OMC SOP. OMCs are normally open 7:30 a.m. – 3:30 p.m. each duty day.

7. OMC SECURITY AND ACCESS.

a. Access. OMCs are limited to authorized personnel only. Visitors 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. Accountable Mail Section entry must be documented to maintain control and accountability of the restricted area. Each OMC 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 classified material. Requirements for space criteria, Intrusion Alarm Devices (IAD), lighting, docking space, parking, and outside signs are listed in DoDM 5200.01, DoD 5200.08-R, DoD 4525.6-M and Unified Facilities Criteria (UFC) 4-010-01.

b. Keys and Combinations. OMCs must provide proper security and accountability over all keys and/or combinations to collections boxes, delivery receptacles, facility doors, Accountable Mail Section and safes. Keys must be controlled at all times by maintaining a log assigning the responsibility and accountability to the person holding the key. Safe opening and closings must be documented on SF 702, Security Container Check Sheet. Duplicate keys and combinations must be sealed in a SF 700, Security Container Information, and receipted.

c. Daily Opening and Closing Procedures. Mail personnel should prepare detailed procedures for opening and closing the OMC, ensuring logs and SF 701, Activity Security Checklist are filled out and signed daily.

d. Checklist for Opening the Mail Center. The checklist for opening the mail center should include:

- (1) Check all locks/entrances
- (2) Start visitor log
- (3) Verify contents of safe/vault
- (4) Take meter readings

e. Checklist for Closing the Mail Center. The checklist for closing the mail center should include:

- (1) File visitor log
- (2) Create safe/vault contents log
- (3) Secure meters
- (4) Take meter readings
- (5) Secure all mail
- (6) Check all locks/entrances

f. Cleaning. Establish daily procedures for cleaning the area and equipment used to process inbound mail. All flat work areas should be wiped down daily with disinfectant. All machines should be cleaned with disinfectant wipes and vacuums equipped with high efficiency particulate air (HEPA) filters. Do not use pressurized air to clean equipment and machinery.

8. PERSONAL PROTECTIVE EQUIPMENT (PPE). Vinyl, non-allergenic gloves must be available for mail center workers. N95 dust respirators will be available for employees who choose to wear them voluntarily. Mail employees who choose to wear a N95 dust respirator are required to read and sign Appendix D to Section 1910.134, Information for Employees Using Respirators When Not Required under the Standard (Appendix). The signed copy must be maintained by the supervisor. Employees who choose to voluntarily wear N95 dust respirators should first check with their private physician to ensure there are no medical complications associated with wearing respirators or any other PPE.

9. CONTRACTORS. When OMC operations are contracted out, the contract must specify security procedures that the contractor and contract personnel must follow. The contracting officer's representative will ensure that the contractor's quality of performance meets all requirements of this instruction.

10. MAIL SCREENING AND SORTING. Mail screening should take place in a dedicated facility, hardened to protect against explosive devices, with separate heating, ventilation, air conditioning (HVAC) system, and negative pressure mail screening facilities. OMCs that are within shared facilities or buildings housing an organization's offices should contain a negative pressure mail room (NPMR) within their existing space for mail screening purposes. The NPMR provides protection against the spread of biohazards during the initial screening process. OMCs that do not have negative pressure environments should take special precautions to limit exposing the mail to the rest of the office building or facility. If the mail cannot be brought directly into the mail center through a loading dock, it should be transported through the building in a negative pressure mail cart or other sealed container, if possible.

11. UNDELIVERABLE MAIL. OMC personnel will make all attempts to locate the addressee. If unable to locate the addressee, the item will be set aside for possible inquiry by the addressee. If no inquiry is made and all resources to locate the addressee have been exhausted, the items will be processed "not deliverable as addressed" in accordance with below:

(a) Official accountable mail shall be held for the following periods unless the article is refused or the organization is delayed in claiming it due to mission requirements.

- (1) Express..... 5 days
- (2) Registered.....15 days
- (3) Certified.....15 days
- (4) Insured.....15 days
- (5) Signature Confirmation.....15 days

(b) Any mail that is refused by the addressee or authorized agent shall be returned to the sender the following duty day.

12. RECEIPT AND DELIVERY OF ACCOUNTABLE MAIL. OMCs shall establish a closed-loop manifest system for all accountable mail (e.g., certified mail, registered, UPS, FedEx, etc.).

Each delivery manifest sheet shall be verified to ensure receipt of all mail listed. Accept complete shipments only. OMCs shall retain copies of all accountable mail manifests. A closed-loop system means that someone signs for each piece of accountable mail whenever possession changes. For example, the receiving clerk should require internal couriers to sign for all mail that they deliver. A signature for accountable mail is always required at the final point of delivery. Accountable mail shall not be left unattended in a hallway or at an unoccupied desk or distribution mailbox. Outgoing classified mail will be hand-carried to the mailroom for accountability and processing. OMCs shall maintain a log book to track the chain of custody of each article. The organization/office, tracking number, date received, and signature of recipient shall be annotated in the log book. If cost effective, install an electronic manifest system to speed up the process and increase accuracy. An electronic system also makes it easier to conduct research on past deliveries.

13. SECURITY. Mailroom personnel should be able to recognize classified material and handle it according to the provisions of DoDM 5200.01. Registered Mail must be secured in an authorized GSA approved container approved for the storage of SECRET Material. Registered mail cages shall be secured and segregated from other mail areas to ensure proper handling and processing of this mail. Mailroom personnel shall process and handle all USPS Express, Registered, Certified Mail and all commercial carrier materials arriving from a CONUS location by GSA Contract Carrier (i.e., Federal Express, DHL, etc.) as containing classified material (SECRET or CONFIDENTIAL).

14. TRANSPORT MAIL AND DISTRIBUTION. A government closed-body vehicle equipped with lockable doors shall be used to transport mail between separate buildings. Unattended mail shall not be left in an unlocked vehicle. Privately owned vehicles (POV) shall not be used to transport mail. Accountable mail and packages shall be secured in a lockable mail cart storage area when being transported/delivered within a building. All mail, except oversized packages, shall be transported in USPS mailbags, tubs, or trays.

15. SPECIAL SERVICES. The USPS offers extra services through the use of its certified and registered mail products. Limit the use of special services to when law or DoD Regulation requires them or when mission essential. If proof of delivery to another government agency is required, use DD Form 2825, Internal Receipt or other internal agency approved receipt instead of PS Form 3811 "Return Receipt" or other special services whenever possible.

a. Certified Mail. With certified mail, the mailer receives a receipt stamped with the date of mailing. Each item has a unique article number that allows delivery to be verified via www.usps.com. As an additional security feature, the recipient's signature is obtained at the time of delivery and a record is maintained by the USPS. This service can only be used for CONUS.

b. Registered or Insured Mail. Mail is registered for security, not indemnity. Registered mail provides an even higher level of security by incorporating a system of receipts to monitor the movement of the mail through the USPS sorting and delivery system. The Government Losses in Shipment Act (40 U.S.C. Chapter 173) 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 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. The full value must be declared on registered articles. DoD 4525.8-M provides guidance and authorized usages for registered, certified mail and return receipts.

16. COMMERCIAL CARRIERS - EXPEDITED DELIVERY SERVICES. The most economical means of transportation must be used in meeting mission requirements. Use of GSA approved alternative shipping methods must also be considered. Per DoD Information Security Program: Protection of Classified Information, DoDM 5200.01 Volume 3, 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 Information Security Program: Protection of Classified Information, DoDM 5200.01 Volume 3. Classified mail to/from overseas Army Post Offices (APOs)/Fleet Post Offices (FPOs) 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. The “Waiver of Signature and Indemnity” block on the USPS Express Mail Label 11-B may not be executed under any circumstances when transmitting classified information. Personnel requiring expedited transit and delivery of material that does not qualify for USPS Express Mail or other authorized expedited services should examine the use of USPS Priority Mail or FedEx/UPS ground services when available.

a. Request for Expedited Delivery Services. The sender must complete DLA Form 1924, Request for Expedited Delivery Services when requesting expedited delivery services. An approving official must sign the form. The OMM will review the request to determine if a valid requirement exists, if service is available to the recipient, and if the package and labels are properly prepared. Expedited services will be controlled by the OMM of the host command or the command affixing the postage. The OMM or his/her representative is the final authority in approving the use of expedited delivery services. A copy of the completed DLA Form 1924 will be maintained in the OMC for 1 year. USPS Express Mail is not available to all APOs/FPOs. Contact the OMC or visit www.usps.com for USPS Express Mail availability.

b. Tracking Information. The OMC shall provide tracking numbers to customers via email for all outgoing accountable mail by the close of business the day the mail is dispatched. Personnel using expedited services must monitor delivery to ensure the requested service has been provided. The sender must notify the OMM when services and delivery times have not been met. The OMM shall request a refund for all service failures. The expedited service provider is required to refund all charges if guaranteed delivery is not accomplished. Postage on all express mailings will be prepaid by affixing regular commercial postage stamps or commercial postage meter imprints. OMCs using other authorized expedited delivery service providers must have an established account to effect payment. The following methods should be used to track and confirm delivery of mail and packages:

(1) USPS Express, Certified, and Registered. USPS Express, certified and registered mail can be tracked by telephone at 1-800-222-1811 or use the internet at: <http://www.usps.com>.

(2) FedEx. FedEx items can be tracked by telephone at 1-800-463-3339 or use the internet at: <http://www.fedex.com>.

(3) UPS. UPS items can be tracked by telephone at 1-800-742-5877 or use the internet at: <http://www.ups.com>.

(4) DHL. DHL items can be traced by telephone at 1-800-225-5345 or use the internet at: <http://www.dhl.com>. DHL items received through the USPS shall be redirected through the USPS.

c. Other Deliveries. There are other companies and/or individuals that deliver items to an installation and/or OMC on a daily basis. These include newspaper and magazine services, florists, office supply vendors, and large third-party logistics trucking firms that are hired to deliver products from the original manufacturer or retailer. Each of these sources of deliveries has an associated risk and must be considered on an individual basis. Wherever possible, it is best to incorporate them into the OMC screen and delivery process to the fullest extent.

17. SUSPICIOUS MAIL. We must be aware of the possibility of letter bombs or suspicious packages because of an increase in worldwide terrorist activities. Terrorists are always trying to find innovative ways to disrupt the USPS and/or postal channels. All personnel processing mail should be familiar with the OMC SOP and understand the OMC's procedures for handling suspicious mail. Mail Center personnel must be trained to recognize suspicious mail and packages (see Figure 1. USPS Poster 84, Suspicious Mail or Packages) and know how to respond when such items appear. No individual shall be allowed to operate the screening equipment unless properly trained in its use. All screeners must undergo refresher training on the equipment they use on at least an annual basis.

a. Appearance/Characteristics. Suspicious mail/packages often have characteristics that can alert handlers or recipients to potentially harmful contents. Possible indicators and characteristics of suspicious mail/packages are:

- (1) Inappropriate or unusual labeling.
- (2) Excessive postage.
- (3) Handwritten or poorly typed address.
- (4) Misspelled common words.
- (5) Fictitious, strange or no return address.
- (6) Postmarked from a city or state that does not match the return address.
- (7) Inaccurate addressee name or title.

- (8) Not addressed to a specific person.
- (9) Restrictive markings such as “Personal,” “Private,” “Confidential,” or “Do not X-ray.”
- (10) Marked with threatening, insulting, or disparaging language.
- (11) Protruding wires, aluminum foil, discolorations, or oil stains.
- (12) Peculiar odor emitting from the package.
- (13) Unprofessionally wrapped with several combinations of tape used to secure the package.
- (14) May be endorsed “Fragile – Handle With Care” or “Rush – Do Not Delay”
- (15) Pressure or resistance may be noted when removing contents from an envelope or parcel.
- (16) Excessive weight.
- (17) Powdery substance felt through or visible on the package or envelope.
- (18) Lopsided or uneven envelope.
- (19) Excessive packaging material such as masking tape or string.
- (20) Ticking sound.

b. Handling Instructions.

- (1) Unopened letter/package.
 - (a) Do not open the letter/package.
 - (b) Remain calm.
 - (c) Do not attempt to move the suspicious item. Do not shake or empty the contents.
 - (d) Put the envelope or package on a stable surface if it is currently being carried or handled by mail center personnel. (Do not put the article in a confined space such as a desk drawer or file cabinet).
 - (e) Alert others in the area.
 - (f) Have a supervisor verify that the item looks suspicious before making a 911 call unless it is absolutely clear that the item is suspicious (i.e., leaking powder/other substance, etc.).
- Note: In case a determination for the item is unclear, the supervisor should check with the addressee to see if they are expecting the item from the sender.

(g) Leave the area, close any doors, and take actions to prevent others from entering the area. If possible, shut off the ventilation system.

(h) Call 911 or local law enforcement/security.

(i) Wash hands with soap and water if contact with the outside of the letter/package is made.

(j) Create a list of persons who were in the room or area when the suspicious letter or package was recognized and a list of persons who may have handled it.

(k) Wait for help to arrive.

(l) Give the list(s) to law enforcement officials for follow-up investigations and advice.

(2) Opened letter/package that contains a powdery substance.

(a) If the letter has already been opened and a powdery substance spills out, do not clean it up or brush it off clothing. Do not disturb the package any further. Do not pass the package around. Keep others away from the area.

(b) Cover the letter/package if conditions permit, to limit and/or contain aerosolization of the powder. (This must be performed with resources located in the immediate vicinity without leaving the room and in less than a minute, so improvise. If the letter/package cannot be covered, exit the area immediately).

(c) Leave the contaminated area, go to a clean isolated area, and close off the area to limit access to the package. Lock the room, and/or leave a guard outside. Place a sign explaining the emergency and restrict access/entrance into the contaminated area.

(d) Shut down the building ventilation system, and turn off fans and equipment that are circulating air around the workspace if possible. This will minimize aerosolization of the substance.

(e) Notify the supervisor, law enforcement officials, and other emergency response personnel.

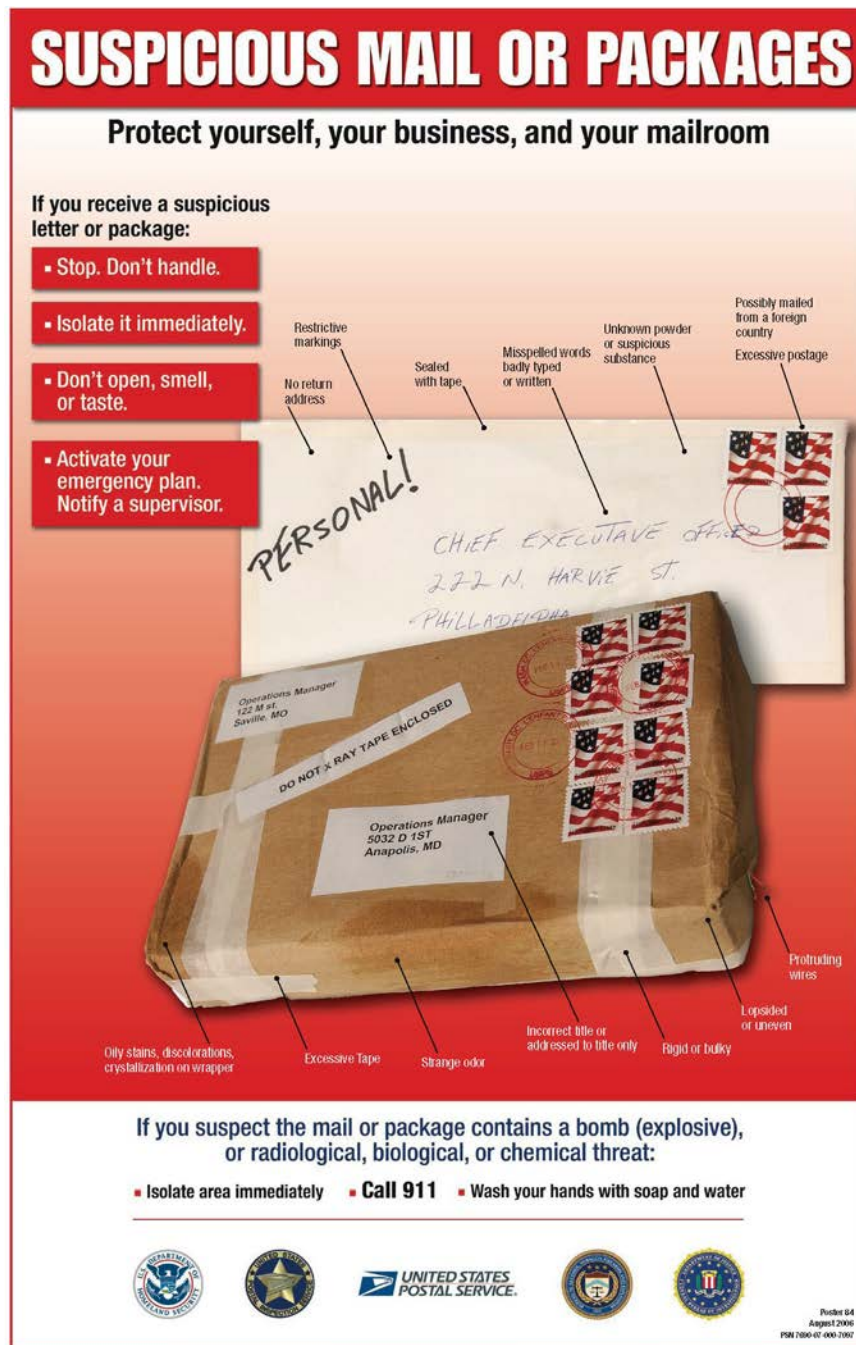
(f) Ensure that all persons who have handled the letter/package wash their hands.

(g) Create a list of persons who were in the room or area when the suspicious letter or package was recognized and a list of persons who may have handled it.

(h) Wait for help to arrive.

(i) Give the lists to law enforcement officials for follow-up investigations and advice.

Figure 1. USPS Poster 84, Suspicious Mail or Packages



c. SITREP/Postal Offense Report. In the event an incident occurs that can or does result in temporary closure or disruption of the OMC, the site OMM will submit an electronic SITREP/postal offense report within two hours of the incident. The SITREP/postal offense report will be submitted through the applicable reporting chain with a copy to the DLA OMM. As a minimum, the report will indicate the location, type of suspected incident, date and time, approximate time of mail delays, man-hours lost due to evacuation, test results (if known), and a brief synopsis of the incident.

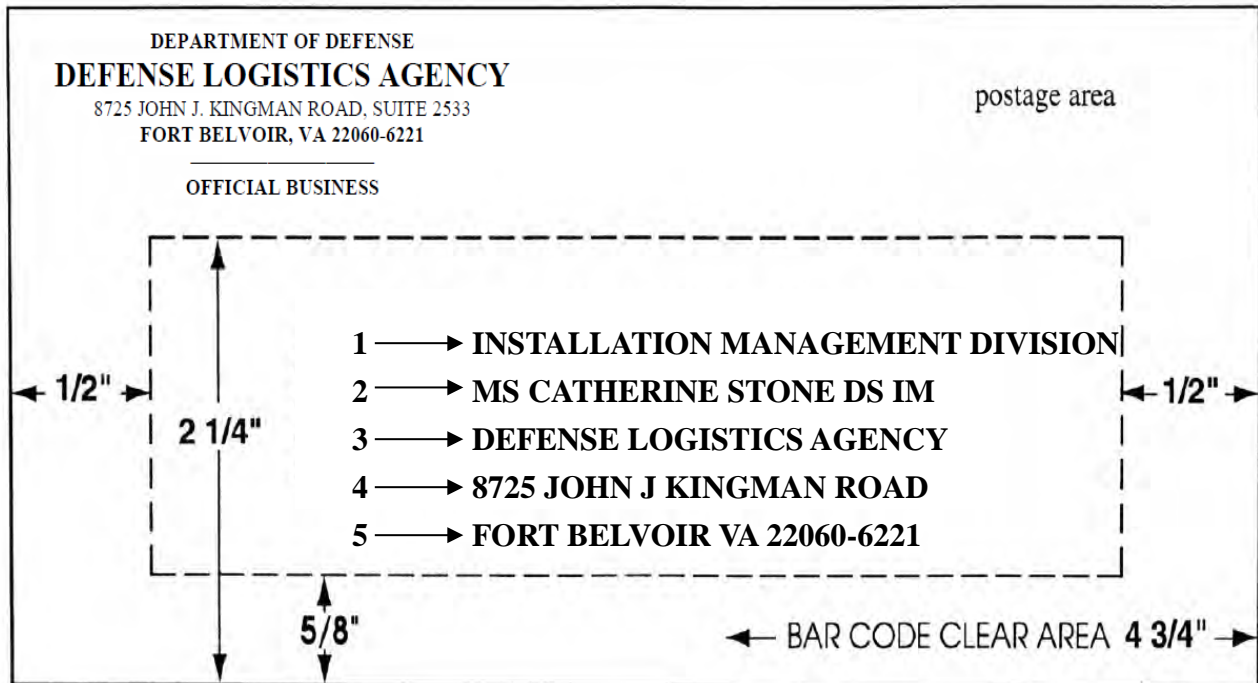
18. **MAIL REPARATION.** See Figure 2, Example of a Correctly Formatted Envelope. To be compatible with USPS automation requirements, the delivery line of all official mail addresses must include a street address or post office box. The delivery address on official mail must be typed or printed by mechanical means in upper case letters and contain no punctuation except for the hyphen in the ZIP + 4 code. Each address line will be limited to a maximum of 40 characters (including spaces) with a maximum of 8 separate words. Addresses shall have a minimum of three lines and not more than five lines arranged in the following order:

- Line 1 OPTIONAL LINE
- Line 2 ATTENTION LINE
- Line 3 NAME OF DOD ACTIVITY
- Line 4 DELIVERY ADDRESS (STREET ADDRESS, SUITE # OR PO BOX)
- Line 5 CITY STATE ZIP+4 CODE

a. **Return Address.** All official mail, except Business Reply Mail, must contain a complete return address of the mailing activity in the upper left corner of the envelope. "OFFICIAL BUSINESS" should be typed below the last line of the return address.

- Line 1 DEPARTMENT OF DEFENSE
 - Line 2 ATTN MS CATHERINE STONE
 - Line 3 DEFENSE LOGISTICS AGENCY
 - Line 4 8725 JOHN J. KINGMAN ROAD
 - Line 5 FORT BELVOIR VA 22060-XXXX
- OFFICIAL BUSINESS

Figure 2. Example of a Correctly Formatted Envelope



b. Addressing Standard.

(1) Addresses will be typed or printed by mechanical means. Plain computer generated labels are encouraged. Do not use italic, artistic, or script-like fonts. The preferred font size range is 10 - 12 pitch.

(2) Handwritten and rubber stamped addresses are not authorized for either return or delivery addresses. Exceptions:

(a) Delivery addresses may be hand printed (no script) only when no automation or other methods of typing are available.

(b) The attention line within the return address may contain handwritten characters to identify a specific office, section, or person.

(3) Use a single space between lines.

(4) Use standard letter-size envelopes for six sheets of paper or less, unless the contents cannot be folded.

(5) Use flat-size envelopes when the contents will be damaged by folding (e.g., certificates) or the contents are more than six sheets of paper.

(6) Use only black or dark blue ink on address labels.

(7) Do not enclose clasps, staples, paper clips, or other similar securing devices within the envelope.

(8) Ensure addresses are readable, accurate, and complete.

(9) Do not use envelopes stating: "Penalty for Private Use, \$300."

(10) The mailroom shall place all mail class imprints on mailings.

(11) Shipping containers shall be strong enough to protect its contents in transit.

(12) Brown paper wrapping shall only be used on registered mail.

c. Weight Limits. The maximum weight of an individual piece of mail authorized to be shipped through an OMC is 70 pounds. OMMs for host site locations that do not have proper street addresses shall:

(1) Coordinate with local USPS officials to revise and or reformat their official mailing address and those of their tenant activities.

(2) Assign street numbers (addresses) and place on all buildings.

(3) Provide tenant activities and local USPS officials with new official addresses.

(4) Provide new official mailing addresses (including tenant activities' addresses) to the Office of Strategic Communications for inclusion in the DLA Distribution List.

19. PACKAGING MATERIAL. Material used for packing shall be of such strength and durability as to provide security protection while in transit, prevent items from breaking out of the container and to facilitate the detection of any tampering with the container. Refer to DoDM 5200.01 Volume 3, DoD Information Security Program: Protection of Classified Information, for proper instructions for preparing classified information for mailing. OMC personnel receiving the article shall inspect the article(s) prior to metering, to determine whether the packaging material is suitable for mailing or whether the article should be repackaged or transmitted by other approved means.

20. FORMS AND SUPPLIES. The OMC shall supply internal and external customers with USPS forms as requested. The OMC does not provide mailing supplies to customers, except USPS packaging material such as boxes and envelopes. Customers are responsible for preparing their mailing prior to dispatch.

21. MAILING LISTS. All DLA organizations responsible for mailing lists will review and update those lists annually to eliminate improper addresses, duplicate addresses, and the names of those addressees no longer desiring to receive materials. Where possible, DLA organizations will consolidate mailings to a single addressee to save postage and other costs. The mailing list will be limited to the minimum consistent with the needs and best interests of the agency.

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

23. POSTAGE METERING EQUIPMENT. OMCs should coordinate all mailing equipment purchases and leases through the DLA OMM. 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. 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. OMCs will report these amounts when required for use in random surveys to report official mail costs. 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. Information in the printout will be used to identify large volume mailers and users of large amounts of certain classes of mail or special postal services. Their mailings will be periodically analyzed to see if the items can be shipped more economically by other means.

24. OMC MAIL PERSONNEL QUALIFICATIONS. All personnel shall:

- a. Possess a high degree of honesty and be trustworthy.
- b. Not have been convicted of crimes involving theft.
- c. Not have been previously removed for cause from work in a postal, mail, or other communications activity.
- d. Not have physical restrictions prohibiting duty involving prolonged standing, walking, or lifting weights up to and including the maximum weight for a mail piece (70 lbs.).
- e. Have an Interim Secret clearance or be eligible for a Secret clearance based on having a favorable Entrance National Agency Check (ENTNAC) or National Agency Check (NAC) on file.

25. CHANGES/RECOMMENDATIONS. Changes/recommendations to these procedures should be submitted to the DLA Official Mail Manager or OfficialMail.Manager@dla.mil.

APPENDIX

APPENDIX D TO SECTION 1910.134, INFORMATION FOR EMPLOYEES USING RESPIRATORS WHEN NOT REQUIRED UNDER THE STANDARD



- Part Number: 1910
- Part Title: Occupational Safety and Health Standards
- Subpart: I
- Subpart Title: Personal Protective Equipment
- Standard Number: 1910.134 App D
- Title: (Mandatory) Information for Employees Using Respirators When not Required Under Standard.

Appendix D to Sec. 1910.134 (Mandatory) Information for Employees Using Respirators When Not Required Under the Standard

Respirators are an effective method of protection against designated hazards when properly selected and worn. Respirator use is encouraged, even when exposures are below the exposure limit, to provide an additional level of comfort and protection for workers. However, if a respirator is used improperly or not kept clean, the respirator itself can become a hazard to the worker. Sometimes, workers may wear respirators to avoid exposures to hazards, even if the amount of hazardous substance does not exceed the limits set by OSHA standards. If your employer provides respirators for your voluntary use, or if you provide your own respirator, you need to take certain precautions to be sure that the respirator itself does not present a hazard.

You should do the following:

1. Read and heed all instructions provided by the manufacturer on use, maintenance, cleaning and care, and warnings regarding the respirators limitations.
2. Choose respirators certified for use to protect against the contaminant of concern. NIOSH, the National Institute for Occupational Safety and Health of the U.S. Department of Health and Human Services, certifies respirators. A label or statement of certification should appear on the respirator or respirator packaging. It will tell you what the respirator is designed for and how much it will protect you.
3. Do not wear your respirator into atmospheres containing contaminants for which your respirator is not designed to protect against. For example, a respirator designed to filter dust particles will not protect you against gases, vapors, or very small solid particles of fumes or smoke.
4. Keep track of your respirator so that you do not mistakenly use someone else's respirator.

[63 FR 1152, Jan. 8, 1998; 63 FR 20098, April 23, 1998]

Print Name _____ Date _____

Signature _____

GLOSSARY

ABBREVIATIONS AND ACRONYMS

HQC	Andrew T. McNamara Headquarters Complex
PLFA	Primary Level Field Activities
USPS	United States Postal Service
OMM	Official Mail Managers
OMC	Official Mail Center
AMPS	Automated Military Postal System
OMP	Official Mail Program
OMCCP	Official Mail Cost Control Program
CMF	Consolidated Mail Facility
SOP	standard operating procedure
ZIP	Zone Improvement Plan
IBA	Individually Billed Account
IAD	Intrusion Alarm Devices
HEPA	high efficiency particulate air
PPE	personal protective equipment
HVAC	heating, ventilation and air conditioning
NPMR	negative pressure mail room
POV	privately owned vehicles
APO/FPO	Army Post Offices/FPOs
SITREP	situation report
ENTNAC	Entrance National Agency Check
NAC	National Agency Check