



UNITED STATES MARINE CORPS
MARINE CORPS INSTALLATIONS WEST-MARINE CORPS BASE
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MCIWEST-MCB
CAMPENO 5110.1C
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MCIWEST-MCB CAMPEN ORDER 5110.1C

From: Commanding General
To: Distribution List

Subj: MARINE CORPS INSTALLATIONS WEST-MARINE CORPS BASE, CAMP PENDLETON
POSTAL AFFAIRS

- Ref:
- (a) DoD 4525.6-M, Department of Defense Postal Manual
 - (b) DoD 4525.8-M, DoD Official Mail Manual
 - (c) DoDI 4525.09, Military Postal Service (MPS)
 - (d) United States Postal Service Handbook PO-630, Post Offices Serving DoD Installations
 - (e) United States Postal Service Publication 38A, Guidelines for Providing Postal Services on Military Installations
 - (f) MCO 1000.8, Fleet Assistance Program (FAP)
 - (g) United States Postal Service Publication 370, Extra Services
 - (h) United States Postal Service Handbook F-101, Field Accounting Procedures (FAP)
 - (i) United States Postal Service Handbook F-1, Accounting and Reporting Policy
 - (j) Mailing Standards of the United States Postal Service Domestic Mail Manual
 - (k) Mailing Standards of the United States Postal Service International Mail Manual
 - (l) MCO 5110.6C, Conduct of Marine Corps Unit Mail Rooms and Mail Distribution Centers
 - (m) United States Postal Service Publication 38, Postal Agreement with the Department of Defense
 - (n) MCO 1000.6, Assignment, Classification, and Travel System Manual (ACTSMAN)
 - (o) MCO 1200.17E, Military Occupational Specialties Manual (SHORT TITLE: MOS MANUAL)
 - (p) MCO 5530.14A, Marine Corps Physical Security Program Manual
 - (q) United States Postal Services Publication 166, Guide to Mail Center Security
 - (r) UFC 4-010-01, DoD Minimum Antiterrorism Standards for Buildings
 - (s) Public Law 111-84, National Defense Authorization Act for Fiscal Year 2010
 - (t) United States Postal Service Handbook PO-610, Signature Capture and Electronic Record Management: Manager's Guide to Standard Operating Procedures
 - (u) United States Postal Service Publication 804, Drop Shipment Procedures for Destination Entry

DISTRIBUTION STATEMENT A: Approved for public release; distribution is unlimited.

- (v) United States Postal Service Publication 28, Postal Addressing Standards
- (w) SECNAV M-5510.36, Department of the Navy Information Security Program
- (x) Directory Service Improvement Initiative Memorandum 2-18
- (y) SECNAVINST 1640.9C, Department of the Navy Corrections Manual
- (z) MCO 5110.4A, The Marine Corps Official Mail Program
- (aa) GSA 41 CFR Part 102-192 (FMR Case 2008-102-4; Docket 2008-0001; Sequence 1) RIN 3090-AI79 Federal Management Regulation (FMR); Mail Management; Financial Requirements for All Agencies
- (ab) United States Postal Services Publication 199, Intelligent Mail Package Barcode (IMpb) Implementation Guide for: Confirmation Services and Electronic Verification System (eVS) Mailers Version 20 - 10/07/2019
- (ac) MARADMIN 085/16, Service Direction for Utilization and Standardization of the Marine Corps Training Information Management System Unit Training Management/Individual Marine Management Module Across the Total Force
- (ad) Joint Publication 1-0, Joint Personnel Support
- (ae) United States Postal Services Publication 52, Hazardous, Restricted, and Perishable Mail
- (af) United States Postal Services, A Customer's Guide to Mailing
- (ag) United States Postal Service Notice 123, Price List

1. Situation. Provide further instructions to supplement references (a) through (e) and (h) through (m) providing guidance for the administration and operation of the Postal Affairs for Marine Corps Installations West-Marine Corps Base, Camp Pendleton (MCIWEST-MCB CAMPEN) and subordinate commands within the western region. This Order is a complete revision and should be read in its entirety.

2. Cancellation. MCIWEST-MCB CAMPENO 5110.1B.

3. Mission. This Order contains procedures for the administration and operation of Military Post Offices (MPO), Installation Mail Distribution Centers (IMDC), Installation Official Mail Centers (IOMC), Postal Service Centers (PSC), Unit Mail Rooms (UMR), Unit Mail Distribution Center (UMDC) and Unit Official Mail Sites (UOMS).

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent

(a) To prescribe policy and procedures, according to references (a) through (ag), for the processing and delivery of both

personal and official mail for MPOs, IMDCs, IOMCs, PSCs, UMRs, UMDC and UOMS.

(b) The proper, timely and accurate delivery of mail is paramount in maintaining good order, mission success, and the proper accountability of official and personal correspondence mission essential material. Commanding officers and Officers in Charge (OIC), at all echelons of command, shall utilize the guidance contained in this Order, and references (af) through (ag), to operate and properly maintain an efficient mail program within their respective command assuring compliance to applicable Federal, United States Postal Service (USPS), Department of Defense (DoD), Naval and Marine Corps regulations and directives.

(2) Concept of Operations. The policies outlined in this Order are applicable to all Marine Corps activities and tenant commands aboard and supported by MCIWEST-MCB CAMPEN which maintain an MPO, IMDC, IOMC, PSC, UMR, UMDC and/or UOMS.

b. Subordinate Element Missions

(1) Assistant Chief of Staff (AC/S), G-1 under the staff cognizance of the Commanding General, MCIWEST-MCB CAMPEN. Establish and maintain a Military Postal System (MPS) within the region consistent with the policy and guidance contained in references (a) through (e) and (m).

(2) MCIWEST-MCB CAMPEN Postal Director under the staff cognizance of the AC/S G-1

(a) Manage and support MPS functions and operations within the region consistent with policy and guidance in references (a) through (aa).

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

(c) Serve as the Regional Single Service Manager for Postal Affairs and all mail related matters within the western region.

(d) Provide policy oversight, guidance, and develop recommended changes consistent with the policies of the USPS and MPS.

(e) Conduct inspections of installation MPOs, IMDC, IOMC, PSC, UMR, UMDC and UOMS, utilizing the most updated Inspector General of the Marine Corps Functional Area Checklist Postal Affairs (5110), to assess effectiveness and efficiency of the MPS program as well as quality of service and utilization of available resources.

(f) Provide augment Postal Inspectors to Marine Corps Command Inspector General (CIG), as required and/or requested.

(g) Coordinate, as appropriate, MPS issues with Headquarters, U.S. Marine Corps (HQMC) staff agencies, Combatant Commands (COCOM), Major Commands (MACOM), DoD agencies, sister service headquarters, the USPS and mailing industry organizations.

(h) Develop plans, policy, and procedural guidance for the standard operation of the MPS within the western region; all locations west of the Mississippi River to the western coast of the United States.

(i) Conduct annual site assistance visits of postal activities throughout the region to ensure compliance with existing regulatory documents and agreements per references (a) through (ag) and this Order.

(j) Serve as waiver authority for request to appoint postal enlisted E-5 Military Occupational Specialty (MOS) 0161 as Marine Corps Postal Inspectors and E-4 MOS 0161 Marine Corps MPO Custodian of Postal Effects (COPE) within the western region.

(k) Establish, maintain and advocate the administrative, operational, training and support requirements within a Memorandum of Agreement between the Installation Commander and the Commanding General of 1st Marine Logistics Group (MLG) for MOS 0160 and 0161 Category (CAT) I postal personnel per reference (f). Postal will remain a member of the special staff of the MLG and installation commander's staff to ensure postal services and support to the installation and the Operating Forces (OPFOR).

(l) Serve as the military and region liaison between the USPS, installation commanders and OPFOR commanders for all mail and postal related matters.

(m) Service as the postal advisor and liaison between the law enforcement, the USPS and commanders for postal related offenses, inquiries, and investigations.

(3) Training and Education Command (TECOM) Subordinate Commands. Ensure implementation of this Order and provide oversight and resources for installation postal activities under TECOM to support installations commands, Operating Forces, tenant commands, activities, Marines, and family members.

(4) Commanders and Commanding Generals of Major Commands (MACOM)

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

(b) Ensure Postal Inspectors that are part of any installation, command or contingency inspection team are either a Marine Corps Postal Officer MOS 0160 or enlisted Staff Noncommissioned Officer MOS 0161.

(c) Ensure the results of inspections conducted by the Commanding General's Inspection Program (CGIP) of the Postal Affairs (utilizing Inspector General (IG) Functional Area Checklist Postal Affairs [5110]) are forwarded to MCIWEST-MCB CAMPEN Consolidated Postal System (CPS) Postal Quality Assurance/Quality Control (QA/QC) officer.

(5) MACOM Inspector Generals

(a) Ensure Postal Affairs is included during regular and no-notice inspections.

(b) Ensure Postal Affairs is included during joint service or agency inspections when applicable.

(6) Installation AC/S G-1 under the staff cognizance of the Installation Commander

(a) Appoint an Installation Postal Officer (IPO) to manage the postal and mail processing operations for the installation. The IPO will be a Postal Officer, MOS 0160, or a collateral duty assignment to administrators (AC/S G-1/Adjutant Branch) if the Postal Officer, MOS 0160, is not assigned to the installation.

(b) Coordinate postal matters with the regional single service manager for standardization and to maximize the efficiency and effectiveness of the MPS operations and coordination with the USPS.

(c) Manage and coordinate postal affairs policies and procedures established by this Order and references (a) through (ag), ensuring Unit Mail Officers and Unit Official Mail Managers efficiently perform their duties.

(d) Establish a Postal QA/QC program under the cognizance of IPO/MPO supervisor to ensure that postal activities, to include MPOs, IMDCs, IOMCs, PSCs, UMRs, UMDCs, and UOMs, are in compliance with the references and this Order.

5. Administration and Logistics. Directives issued by this Headquarters are published and distributed electronically. Electronic version of the MCIWEST-MCB CAMPEN directives can be found at: https://usmc.sharepoint-mil.us/sites/mciwest_G1/MCIWMCBADJ/Directives/default.aspx.

6. Command and Signal

a. Command. This Order is applicable to all commands, organizations, units, and activities under the command of MCIWEST-MCB CAMPEN.

b. Signal. This Order is effective the date signed.



R. T. ANDERSON
Chief of Staff

DISTRIBUTION: A-3
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Chapter 1

Introduction

1. General. Commands operating a Military Post Offices (MPO), Installation Mail Distribution Centers (IMDC), Installation Official Mail Centers (IOMC), Postal Service Centers (PSC), Unit Mail Rooms (UMR), Unit Mail Distribution Center (UMDC), and Unit Official Mail Sites (UOMS) shall use this Order for standardized management and control of postal effects and for the processing, dispatching, handling, transporting, and delivery of personal and official mail. This Order amplifies the information contained in references (a) through (ag), and is the authority for MPO, IMDC, IOMC, PSC, UMR, and UOMS.

2. Definitions

a. Accountable Mail. Mail with extra services which requires the signature of the addressee or authorized agent upon receipt. Accountable mail includes, but is not limited to, priority express, registered, certified, insured, and signature confirmation. Refer to reference (g) for additional guidance.

b. Automated Military Postal System (AMPS). The web-based Department of Defense (DoD) Postal Enterprise system enabling, but not limited to, postal financial, asset, transportation, mobile unit mail routing, product tracking, accounting management system, and personnel mail directory managed by the DoD's Military Postal Service Agency (MPSA), which integrates and optimizes postal business processes across the United States Postal Service (USPS), Military Postal System (MPS), and Official Mail Program (OMP) enterprise.

c. Back Stamp. A date stamp applied to the back of a mail piece to indicate the date of receipt.

d. Capital Equipment. USPS owned serialized and sensitive equipment.

e. Consolidated Mail. Two or more pieces of official matter and/or mail placed in single mailing container for direct mailing to one addressee, one IOMC, or more than one installation served by a single Mail Distribution Center (MDC), IOMC or IMDC.

f. Custodian of Postal Effects (COPE). Appointed postal personnel accountable for the administration and operation of postal retail stocks, customer retail transactions, postal finance reporting, and accountable equipment entrusted to them by the USPS and MPSA for the operation of assigned MPOs and Military Postal Activities (MPA).

g. Endorsement. A marking on a mail piece which indicates handling instructions, an extra service, or a request for an ancillary service.

h. IMDC. A centralized military mail processing facility, where official and or personal mail is received from the USPS, and other vendors per reference (u), for processing and delivery to all authorized commands, units and agencies aboard the installation. There are no postal retail services, mail routing functions or postal Quality Assurance/Quality Control (QA/QC) inspection functions or capabilities within the IMDC.

i. IOMC. A designated location within the installation where official matter is received, screened, consolidated, and processed into official mail

for dispatch into the USPS mail stream per references (b), (c), (j), (k), and (z). IOMCs enable the maximization of official matter/mail consolidations and USPS postage discounts while minimizing authorized vendor costs to ensure official matter is mailed at the most cost-effective means to the U.S. Government. Per references (b) and (c), each installation is authorized to have only one IOMC in order to maximized efficiencies while avoiding duplications of effort and expenses.

j. Mail Cover. A mail cover is the process by which a hard or digital record is made of any data appearing on the outside cover of any class of mail matter or found in the contents of any mail not sealed against inspection when such mail is opened. Must be granted specific authority to utilize outlined within references (a), (c), and (j).

k. Marine Corps Postal Clerk. An enlisted Marine who receives formal training through the Inter-Service Postal Training Activity and is given the primary Military Occupational Specialty (MOS) 0161 to perform postal functions in the operation of military postal activities within an MPO, IOMC, or IMDC. Postal clerks will not be assigned to UMRs, UMDCs, or UOMSSs to conduct or perform duties and functions as a unit mail clerk or mail orderly under any circumstances.

l. Marine Corps Postal Officer. A Marine Corps Warrant Officer, who receives formal training through the Inter-Service Postal Training Activity, assigned the MOS 0160, who is appointed in writing and manages installation MPO and IOMC operations, conducts postal retail, and financial audits and investigations on any command related postal affairs or operations matters.

m. Military Postal Activity. Any MPO, IOMC, IMDC or Mail Processing Center operated as a function of the MPS.

n. MPO. Post offices operating as an extension of the USPS by designated postal clerks to serve and perform postal functions aboard designated military bases as outlined in references (a), (c), (d), (e) and (m). All MPS postal function capabilities, to include customer postal retail services are provided by either a USPS postal clerk or Marine Corps postal clerk, are provided to the servicing installation by the MPO.

o. MPS. The command, organization, personnel, and facilities used to provide military postal activities with a means and process for the transmission of mail to and from DoD members of the Military Services, other authorized agencies and individuals as outlined in references (c), (d), (e), and (m). MPS components include the Military Services, Joint Staff, Combatant Commands (COCOMs) and Major Commanders (MACOMs). The MPS is an extension of the USPS in support of DoD authorized patrons.

p. Official Mail. Official mail is any official matter letter, publication, or parcel relating exclusively to the business of the U.S. Government, where official postage is affixed by the servicing IOMC for further processing and entering into the USPS mail stream. Only those items that can be mailed under Federal postal laws and references (b), (c), and (z) may be sent as official mail. Official mail is sealed against inspection once postage is affixed as per references (a) through (ag).

q. Installation Official Mail Manager (IOMM). A formally trained and appointed Official Mail Manager who serves as the installation's Official

Mail Program (OMP) manager for either a region or installation with oversight and responsibility for the respective OMP. This individual advises the respective commander on official mail matters.

r. Official Matter. Any official business item belonging to, or exclusively pertaining to, the business of the U.S. Government which has not had official postage affixed to it. Official matter is not sealed against inspection by the IOMM.

s. Ordinary Mail. Mail that is not classified as accountable mail.

t. Postal Effects. All stocks, funds, and accountable equipment entrusted to the DoD by the USPS for military postal operations and functions. Postal effects include postage stamps, stamped paper, and funds derived from their sale; blank money order forms, paid money orders, and money order funds; fees collected for special mail services; and any accountable equipment furnished by the USPS.

u. Postal Finance Officer (PFO). An E-7 or higher MOS 0161, Postal Clerk designated in writing, responsible for the oversight of appointed COPEs and managing postal finance and retail services at MPOs throughout the region. The PFO coordinates directly with local USPS Postmasters and USPS Retail Managers for the proper staffing and functions of MPOs as applicable. A PFO is permitted to oversee one or more MPO operations across multiple installations.

v. Postal Inspector. A Marine Corps Postal Officer, MOS 0160, or staff non-commissioned officer, MOS 0161, that is designated on NAVMC 11157 (Marine Corps Postal Inspector Identification Card) for the purpose of conducting audits and inspections of MPOs, IMDCs, IOMCs, PSCs, UMRs, and UOMSs or any other postal activities within the area of responsibility. Postal inspectors coordinate with MPSA and the United States Postal Inspection Service regarding all identified or potential postal offenses.

w. Postal Offense. Acts that violate federal laws, agreements, USPS and DoD regulations, or jeopardize the security of mail and other USPS and MPS property.

x. PSC. A central location where personal mail delivery is accomplished through assigned mail delivery receptacles for single Service Members residing within assigned bachelor billeting. PSCs can serve a unit, a camp, or an installation (multiple units). Personnel residing in locations serviced by the USPS, such as family housing and on the local economy, are not authorized PSC mail delivery or privileges.

y. Unit Mail Clerk. An individual designated by proper authority to perform mail handling duties in the operation of a UMR for a specific unit or directorate.

z. UMDC. A secure area where incoming official mail and correspondence is sorted and distributed for an individual command that does not handle personal mail, e.g., do not maintain a UMR. Delivery is accomplished through assigned mail receptacles and/or section mail call.

aa. Unit Mail Orderly. An individual designated by proper authority to pick up mail from the UMR/UMDC and deliver it to the addressee.

ab. UMR. A properly secured room or enclosure established at a regiment, battalion, squadron, or separate company level (geographically separated from their higher headquarters) which serves as a place for mail clerks to keep the mail safe and secure, process, and deliver mail to mail orderlies or other authorized personnel. Commands that do not receive and handle personal mail are not required to maintain a UMR.

ac. Unit Mail Officer (UMO) and Assistant Unit Mail Officer (AUMO). An officer, warrant officer, staff non-commissioned officer, or civilian employee (GS-9 or above) designated in writing by the unit commander to supervise and manage the operation of the UMR per reference (l).

ad. Unit Official Mail Manager (UOMM). A trained and appointed E-7/GS-09 or above who serves as the command's OMP manager with oversight and responsibility for the unit's OMP per reference (z). This individual advises on unit level official mail matters.

ae. UOMS. A designated centralized location within the command or agency where outgoing official matter and correspondence is screened by the UOMM and/or consolidated prior to being sent to the IOMC for processing and mailing.

3. Responsibilities

a. MCIWEST-MCB CAMPEN Postal Director

(1) Keep the Commanding General (CG), MCIWEST-MCB CAMPEN Assistant Chief of Staff (AC/S) G-1, and or his/her representatives advised on postal matters affecting the MPS within the western region.

(2) Serve as the MCIWEST-MCB CAMPEN Regional and Installation Postal Director.

(3) Serve as the liaison and manager for postal functions and personnel for 1st Marine Logistics Group (MLG) Category (CAT) I Fleet Assistance Programs (FAPs).

(4) Serve as the liaison between the USPS staffs and Installation Commanders within the region for postal matters.

(5) Serve as the Regional Official Mail Manager.

(6) Develop, revise, and/or employ postal directives.

(7) Maintain liaison with the other services, tenant activities, DoD, Defense Services Organization (DSO), and MPSA on postal mail matters affecting the western regional mission.

(8) Maintain awareness of investigations, inquiries, and take appropriate action concerning confirmed and suspected irregularities in postal and mail handling procedures within the region.

(9) Conduct or designate an authorized representative to assist the CIG teams throughout the region on postal and mailroom activities per the provisions established within references (a) through (ag).

(10) Ensures postal support plans in support of I Marine Expeditionary Force (I MEF) and Operating Forces (OPFOR) contingencies and exercises are created and executed, and participates in operational planning teams, as appropriate.

(11) Provide clarification of interpretation and meaning of policy provided within this Order to Commanders, COCOMs, MACOMs, and Installation Postal Officers and/or MPO/IMDC supervisors.

(12) Serve as the liaison between the USPS, the DoD, the MPS, and MCIWEST-MCB CAMPEN for postal matters to include mail support to installations, USPS personnel support and base access, and USPS related coordination.

b. MCIWEST-MCB CAMPEN Deputy Postal Director

(1) Serve as the Marine Corps base, Camp Pendleton (MCB CamPen) Installation Official Mail Manager.

(2) Supervise the management of the MCB CamPen OMP and required reporting of postage expenditures via the AMPS.

(3) Provide assistance to the Postal Director in accomplishing the daily postal mission.

(4) Manage the MPO level functional area inspection program to ensure functions of Military and Joint-USPS post offices are inspected quarterly.

(5) Manage and supervise the QA/QC compliance and operations of the PFO and MPOs throughout the region to ensure active postal retail operations, COPE stocks, retail clerk and contingency stocks, and programs are inspected quarterly.

(6) Provide oversight and guidance to local USPS postmasters to ensure USPS clerks operating aboard Marine Corps installations are operating according to USPS and DoD regulations.

(7) Manage the annual budget, contracts, and annual fiscal operational requirements of the MCIWEST-MCB CAMPEN Consolidated Postal System.

(8) Review/revise postal directives, orders, and operational procedures as require.

c. MCIWEST-MCB CAMPEN Postal Chief

(1) Serve as the Regional Senior Enlisted Leader for enlisted postal matters.

(2) Responsible for the overall training, development, guidance, mentoring, assignments, and welfare of enlisted postal Marines assigned to the MCIWEST-MCB CAMPEN Consolidated Postal System.

(3) Coordinate, manage, and update the Postal Director regarding the personnel assignments of enlisted postal Marines throughout the region in

order to ensure appropriate staffing requirements are met to provide required service and support.

(4) Serve as the Regional Occupational Field Sponsor between the MOS 0161 Occupational Field Specialist and Monitor for postal enlisted assignment matters for the region.

(5) Monitor, coordinate, and manage manpower sourcing of trained postal Marines within western region in support of I MEF/OPFOR worldwide contingency exercises and deployments.

(6) Coordinate with installation postal officers/MPO supervisors to monitor execution of postal personnel training and program initiatives relative to the MPS within the western region.

(7) Responsible for the proper check-in, in processing, administrative appointment and/or processing, and check-out of all enlisted postal Marines assigned to the MCIWEST-MCB CAMPEN Consolidated Postal System. Ensure the proper reporting of CAT I postal personnel for all applicable morning reports, training completion, MOS skill set validation, and readiness.

(8) Per reference (ac), coordinate and oversee the Marine Corps Training Information Management System (MCTIMS) training completion and utilization for all MOS 0161s Staff Noncommissioned Officers (SNCOs) and Noncommissioned Officers (NCOs) within the region.

d. IPO/MPO/IMDC Supervisors

(1) Represent the installation commander and maintain direct liaison with the MCIWEST-MCB CAMPEN Postal Director, appropriate tenant commanders, local USPS, MPS, and civilian/military postal authorities concerning postal affairs and operations matters affecting the installation.

(2) Serve as the Installation OMM.

(3) Prepare SOP to prescribe uniform and secure mail handling procedures within garrison and for deployed operations prior to execution.

(4) Provide security, including protection of mail and postal effects, access to mail work areas, and mail transportation requirements.

(5) Ensure current and clear policies for the Continuity of Operations Plan (COOP) and Emergency Actions Plans (EAP) to ensure the continued postal functions and/or the proper emergency destruction of mail and postal equipment in the case natural disasters and requiring circumstances.

(6) Coordinate for the delivery of mail during field exercises per the unit Commander's request, as appropriate.

(7) Ensure postal related correspondence for higher headquarters is routed through the MACOM via the MCIWEST-MCB CAMPEN Postal Director.

(8) Route requests for formal support agreements for postal support through the MCIWEST-MCB CAMPEN Postal Director for review, recommendations, and appropriate support actions.

(9) Ensure effective and efficient address management and mail directory service, as appropriate, per USPS and DoD regulations.

(10) Maintain a current record of installation units and those units deactivated, re-designated, or permanently departed the previous year, and coordinate changes with the servicing USPS postmaster, MCIWEST-MCB CAMPEN Postal Director, HQMC (MFP-3) and receiving installation, as appropriate.

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

(12) Ensure personnel handling mail understand and comply with current USPS and DoD postal directives and instructions.

(13) Ensure MOS and applicable training is provided and completed by all postal personnel, UOMMs, UMOs, AUMOs, and unit mail clerks.

(14) Conduct quarterly and/or annual, unannounced Functional Area inspections of MPOs, IMDCs, IOMCs, PSCs, UMRs, UOMs, and mail handling areas using the designated IG Functional Area Checklist Postal Affairs (5110).

(15) Ensure the proper personnel are appointed to sufficiently conduct postal operations, to include but not limited to, Postal Inspectors, Postal Operations Officer, PFO, COPEs, and Supply Officer/ Noncommissioned Officer in Charge (NCOIC), as appropriate.

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

(17) Ensure a sample mail address (both personal and official) is prominently displayed in the MPO and/or USPS Post Office customer lobby.

(18) Ensure postal irregularities, postal offenses, incidents, and losses are reported to the appropriate levels and MCIWEST-MCB CAMPEN Postal Director.

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

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

(21) Ensure manual and electronic verification of accountable mail is received and delivered, as appropriate.

(22) Coordinate and publish an annual Five-Year Plan capturing all postal and mail related initiatives, support/function changes, facility changes, while facilitating the communication, coordination, and continuity of effort with the MCIWEST-MCB CAMPEN Postal Director and appropriate COCOMs/MACOMs.

(23) Provide the MCIWEST-MCB CAMPEN Postal Director a monthly Postal Affairs and Capability Situational Report (SitRep) ensuring communication and situational awareness of current postal operations, functions, resources, and requirements.

(24) Ensure the validation, completion, and reporting of Postal Training and Readiness (T&R) events within MCTIMS during routine and scheduled Postal training and events.

(25) Coordinate with the installation, unit level manpower, and administrative staffs to ensure all personnel are being required to check in and out of their respective PSC or UMR to validate their authorized mailing address prior to completing appropriate Marine Corps Total Forces System (MCTFS) entries.

e. MCIWEST-MCB CAMPEN Postal Finance Officer (PFO)

(1) Serve as the Regional PFO to provide oversight, guidance, and standardization for postal retail operations to installations within the western region and I MEF/OPFOR contingency operations.

(2) Supervise and ensure efficient postal finance operations, customer postal retail transactions and postal finance reporting, and postal equipment accountability of the MPOs per references (a) and (h) through (k).

(3) Shall be designated to maintain wholesale quantities of postal effects, appropriate accountable equipment and non-accountable equipment, and supplies for the distribution to appointed COPEs for the operation of MPOs.

(4) Ensures the MCIWEST-MCB CAMPEN Consolidated Postal System staff, installation Postal Chiefs, COPEs, and MPO clerks are current with USPS, MPSA, postal affairs, and DoD publication and federal regulations and laws.

(5) Coordinate with local and district level USPS Retail managers and supervisors regarding USPS retail operations and requirements aboard MCIWEST-MCB CAMPEN installations.

f. COPE

(1) Supervise and ensure efficient postal retail operations and financial reporting. Tracks postal customer retail transactions, customer traffic, and mail delivery support requirements. The COPE is responsible for postal equipment at their assigned MPOs per references (a) and (h) through (k).

(2) Responsible for the management of stocks, funds, and accountable equipment entrusted to them by the USPS and PFO.

(3) Responsible for correcting discrepancies and findings noted on inspections.

g. MCIWEST-MCB CAMPEN QA/QC Officer

(1) Serve as the Regional and Installation Postal QA/QC Officer to provide oversight, guidance, and standardized criteria for the conduct of an

inspection of Postal Affairs for Marine Corps installations and supported activities throughout the western region.

(2) Ensure the postal Functional Areas (FA) are performing at the most optimum levels throughout the area of responsibility according to the references and applicable orders.

(3) Supervise the training and performance of MPOs, IMDCs, PSCs, UMRs UMDCs, and UOMSSs to ensure full compliance of the Order is being upheld. Will oversee the validation, completion, and reporting of Postal T&R events within MCTIMS during routine, quarterly, and annual postal FA inspections as well as scheduled postal training and events.

(4) Manage the MPOs/MPAs Quality Assurance/Quality Control section to ensure UMRs, UOMSSs, MDCs, and unit official mail programs are inspected quarterly.

(5) Provide oversight and guidance to local commanders to ensure UMRs, UOMs, MDCs, and unit official mail programs are operating according to regulations.

(6) Inspect and validate postal functional areas, and commands of postal operations within the area of responsibility, are completed quarterly.

(7) Identify trends, concerns, and best practices through the inspection/assessment process and provide specific recommendation and assistance for correction.

(8) Ensure postal inspectors support local CGIP.

(9) Assist in mail inquiries.

(10) Assist and report postal and mail related investigations.

(11) Publish a quarterly informational and competitive assessment newsletter to all IPOs, IOMMs, UMOs, and UOMMs identifying inspection and training trends, best practices, updated postal related policy and procedures and upcoming postal/mail training opportunities.

h. MCB CamPen Postal Operations Officer

(1) Serve as the Regional and MCB CamPen Postal Operations Officer.

(2) Ensure the proper and timely receipt, processing, handling, and dispatch of mail received from the local USPS and supported MPOs, IMDCs, and IOMCs.

(3) Supervise and manage the Regional Consolidated Postal Supply section for the Region. Coordinate postal supply and equipment requisitions and deliveries with servicing Joint Military Postal Activity (JMPA) and supporting USPS staffs.

(4) Coordinate and/or assist with mail transportation requirements within region with the USPS, local supporting agencies, and commanders. Coordinate the transportation of mail and postal equipment for supported exercises and/or contingences.

(5) Coordinate unit Mail Routing Requests (MRR) and establish requested mobile unit addresses and coordinate mail routing request via AMPS.

(6) Ensure Mail Handling Procedures (MHP) and internal Floor Changes (FC) are developed and disseminated properly.

(7) Coordinate with local USPS transportation managers for USPS access to installations, mail delivery, and mail dispatch into the USPS mail stream.

(8) Coordinate with commanders and staff for postal related support and services during local and worldwide contingency operations, unit exercises, etc.

(9) Coordinate and maintain direct coordination with respective 1st MLG/OPFOR G/S-3/4 departments and shops to ensure proper engagement, planning, training, and support of postal taskings and operations of I MEF/OPFOR contingencies, deployments, and exercises per reference (ad) and this Order.

(10) Coordinate with all supported and requesting commanders, IPOs, UMOs, UOMMs and Deployment Readiness Coordinators (DRC) ensure the understanding and completion of the postal and mail portion of MRRs, the use and capabilities of Marine Corps Mobile Unit (MCMU) addresses and pre-deployment briefs for Service Members and families.

i. Postal Clerks

(1) Provide mail service at the MPO, IMDC, or PSC.

(2) Safeguard the mail at all times.

(3) Perform postal retail, supply and equipment, operations/receipt and dispatch, accountable services, directory service, registry service, and transportation duties (must have a valid driver license).

(4) Report known or suspected postal offenses to the MCIWEST-MCB CAMPEN Postal Director and/or Installation Postal Officer.

(5) Not authorized to perform the duties or functions of unit mail clerks or unit mail orderlies under any circumstances.

j. Regional Official Mail Manager

(1) Keep the CG MCIWEST-MCB CAMPEN, AC/S G-1, and or his/her representatives advised on postal matters affecting the OMPs within the western region.

(2) Provide guidance, direction, and clarification to Installation Official Mail Managers (OMM) within the western Region.

(3) Coordinate and engage with the local USPS Postal Customer Council (PCC) ensuring OMPs throughout the western Region are advised regarding USPS changes, postage discounts and USPS and DoD programs, and authorized vendors. Refer to: <https://about.usps.com/postal-customer-council/local-pcc.htm>.

k. Installation OMM

(1) Supervise and manage the policy and training of the installation OMP and the daily operations of the IOMC mailing practices.

(2) Report misuse and violations of the installation OMP or installation OMC to the installation Commander and Regional OMM via the Installation Postal Officer.

(3) Establish controls on postal expenditures and OMC equipment to create and maintain a cost-effective OMP. Installation official matter/mail consolidation programs will be maximized.

(4) Ensure official mailings are the official business of the U.S. government mailed at the most cost-effective mail class to meet the required transit times and services required by USPS, DoD, DSO, Naval, and Marines Corps rules and regulations.

(5) Coordinate and engage with the local USPS PCC ensuring installation OMP is current with USPS changes, postage discounts, and USPS programs and support. Refer to: <https://about.usps.com/postal-customer-council/local-pcc.htm>.

l. Installation Commanders

(1) Appoint the IPO and IOMM as the functional manager of all postal affairs matters per references (a), (b), (c), and this Order.

(2) Ensure IPO/IOMM coordination with the MCIWEST-MCB CAMPEN Postal Director and Regional Official Mail Manager regarding all installation level postal affairs operations, concerns, USPS engagement, and staffing.

(3) Ensure base access to all USPS personnel who possess a valid USPS badge and require access to transport mail aboard the Installation, USPS carriers who deliver mail to base housing residence, work at a Post Office/MPO/IMDC aboard the base or require access to complete USPS management, audits, and other official USPS or mail related work related requirements.

m. Commanding Officers at all Levels

(1) Ensure official and personal mail is properly delivered to the intended addressee or authorized agent, as applicable.

(2) Establish and maintain a UMR, MDC, and/or PSC with adequate space and equipment necessary for proper mail handling and security and ensure appointed mail clerks and mail orderlies have sufficient time to properly perform their duties.

(3) Ensure the UMR or MDC is operated in accordance with reference (1) and this Order.

(4) Report and act on postal offenses and losses per reference (a), (c), (1), and this Order.

(5) Appoint individuals in writing to receipt for and open official mail to include official accountable mail.

- (6) Appoint a UMO and AUMO, E-6/GS-09 or above, in writing to supervise and manage the daily operation of the UMR or MDC.
- (7) Ensure the UMO and AUMO attend the unit mail indoctrination course within 30 days of their appointment.
- (8) Establish and maintain a UOMS for the centralized receipt, screening, and consolidation of official correspondence and matter sent to the IOMC for mailing.
- (9) Appoint a UOMM and assistant UOMM, E-7/GS-09 or above, in writing to oversee and manage the UOMS.
- (10) Establish and publish a unit mail handling order, refer to reference (1) for additional guidance.
- (11) If a Commanding Officer does not maintain a UMR, he or she must establish a UMR 45 days prior to deploying.
- (12) Provide the serving MPO/IMDC with written requests to hold mail when their UMR is temporarily closed due to field exercises and other mission requirements.
- (13) Notify the serving MPO/IMDC in writing at least 60 days prior to re-locating to a new facility or installation.
- (14) Ensure authorized government assets enabling their appointed unit mail clerks to pick-up mail from the servicing MPO/IMDC daily.
- (15) If the unit's single Service Members are serviced by a PSC maintained by the MPO/IMDC, the commander will ensure all single Service Members check-in and check-out with the servicing PSC as well as provide a barracks roster to the MPO at least annually.
 - (a) The roster will be utilized to validate the eligibility of personnel authorized PSC privileges and be assigned an individual Post Office (PO) Box receptacle within the MPOs PSC section.
 - (b) Checking in and out with the PSC will ensure all single Service Members know where the PSC is, the services the PSC offers, receive a correct mailing address, and be able to have personal mail services while stationed aboard MCIWEST-MCB CAMPEN installations.
- (16) If unit maintains a UMR, require all personnel (married and single) to check-in and out with the UMR per the unit mail handling order. If the unit does not maintain a UMR, require and validate single Service Members check-in and out with the servicing MPO to be assigned or close their individual PO Box receptacle.
- (17) Ensure only a valid and complete mailing address is entered into the MCTFS and or Marine Online (MOL) by the units Adjutants, supporting G/S-1 staffs, and supporting Installation Personnel Administration Centers (IPAC).

(a) Physical street addresses consisting of building numbers, barracks numbers and locations, room numbers, etc., are not authorized mailing addresses for single Service Members supported by UMRs and PSCs.

(b) The official mailing listing for federal departments and agencies is generated by the Defense Enrollment Eligibility Reporting System (DEERS) which is populated by the entries from MCTFS/MOL at the time of the individual Service Member's check-in/out of the command.

(c) Adjutants, supporting G/S-1 staffs, and supporting IPACs must only enter the unit's official address for all single Service Members supported by a UMR when completing the check-in/out process within MCTFS/MOL.

(d) Adjutants, supporting G/S-1 staffs and supporting IPACs must only enter the P.O. Box address provided by the serving PSC for all single Service Members supported by a PSC when completing the check-in/out process within MCTFS/MOL.

n. UOMM

(1) Attend UOMM training provided by the installation OMM within 90 days of appointment.

(2) Ensure command leadership are aware and familiar with the current unit mail handling order.

(3) Supervise and manage the operations of the UOMS.

(4) Report misuse of the unit official mail site to the unit Commander and IO MM.

(5) Ensure unit mail clerks attend local mail indoctrination course prior to appointment and assuming unit official mail handling duties.

(6) Ensure the proper control, screening, and consolidation of official matter designated to be sent to the IOMC and processed as official mail.

(7) Ensure only personnel appointed in writing by the commander are authorized to receive and open official accountable mail per reference (z).

(8) Ensure a chain of receipts are completed and maintained for all official accountable mail received and official accountable matter dispatched, by the command.

o. UMO and AUMO

(1) Ensure unit mail clerks attend mail indoctrination course prior to appointment and assuming unit mail handling duties.

(2) Ensure unit mail orderlies receive unit level training on mail handling procedures prior to appointment and assuming mail handling duties.

(3) Ensure the UMR/MDC is operated in compliance with reference (1), this Order, and the current unit mail handling order.

(4) Conduct random weekly unannounced UMR/MDC inspections utilizing the Inspector General (IG) Postal Affairs 5110 FA Checklist.

(5) Notify the unit commander and IPO of suspected or known postal offenses or losses within 24 hours of discovery.

(6) Verify official accountable mail has been properly delivered to authorized agents appointed in writing by the commander daily.

(7) Control and secure duplicate keys or combinations to the UMR/MDC.

(8) Appoint unit mail clerks/orderlies in writing that meet the qualifications to perform unit mail handling duties.

(9) Ensure the unit mail directory file cards and unit mail processing records are properly filed and maintained. When authorized per reference (x), ensure unit mail clerks have readily access to Marine Profile in place of mail directory file cards.

(10) Notify the IPO and submit a Mail Routing Request (MRR) as soon as possible regarding unit deployments to coordinate and establish the unit's individualized mobile unit address and mail routing requirements as applicable.

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

(12) Attend the local mail indoctrination course within 30 days of appointment.

(13) Ensure command Service Members are aware and familiar with the current unit mail handling order. Unit mail handling orders shall be published in forms and platforms providing readily access to command personnel; e.g. SharePoint and command read boards.

(14) Ensure all personnel checking in and out of the command properly check in and out with their servicing UMR, MDC, or PSC as part of the unit's official check-in and out process ensuring proper mailing addresses and avoiding delays in mail processing due to incomplete or incorrect addresses.

p. Unit Mail Clerks

(1) Operate the UMR/MDC in accordance with reference (1) and this Order.

(2) Pick up the mail at specified times from servicing MPO and return undeliverable accountable mail, if applicable, to the servicing MPO/IMDC daily.

(3) Safeguard the mail at all times.

(4) Ensure entry to the UMR/MDC is limited to authorize personnel.

(5) Perform directory service on undeliverable mail and return it to the servicing post office at the next available unit mail call.

(6) Attend the local mail indoctrination course prior to assuming mail handling duties.

(7) Back stamp mail that is received in the UMR/MDC to show date of receipt from the servicing MPO/IMDC.

(8) Ensure official mail, to include official accountable mail, is delivered to the authorized agent designated in writing by the current commanding officer. Properly completed accountable mail records must be verified by the appointed UMO and maintained within the UMR/MDC confirming proper delivery to authorized agents.

(9) Report known or suspected postal violations to the UMO and/or the AUMO upon discovery.

q. Unit/Section Mail Orderlies

(1) Pick up mail from the UMR/MDC at specified times, daily.

(2) Safeguard the mail at all times.

(3) Ensure personal mail is delivered only to the intended addressee. Delivery to addressee's OIC/NCOIC for subsequent deliver is not authorized.

(4) Return undeliverable mail to the UMR the same day it is received with supporting documentation stating the reason it could not be delivered, e.g., Temporary Additional Duty, annual leave, etc.

(5) Report known or suspected postal violations to the UMO and/or the AUMO upon discovery.

(6) Attend unit level training on mail handling procedures prior to assuming mail handling duties.

(7) Review and sign the Statement of Understanding with UMO or AUMO.

(8) Required to be a U.S. citizen if they handle registered, classified or sensitive mail for any reason.

Chapter 2

Military Post Office and Installation Mail Distribution Center

1. General Information

a. The structure, support, and services of the MPS are an extension of the United States Postal Services (USPS) services and capabilities per references (d), (e), and (m). Marine Corps Postal Officers and Clerks perform postal functions and operations within Military Post Office (MPO), Installation Official Mail Center (IOMC) or Installation Mail Distribution Center (IMDC), and servicing installations and contingency operations. MPOs, IOMCs, and IMDCs must conform to current postal agreements between the Department of Defense (DoD), Defense Services Organization (DSO), USPS, federal regulations, and other related instructions published by higher authority.

b. Military postal services, support, and facilities operated by the Marine Corps shall be equally available to all authorized users of the Military Postal System (MPS), unless prohibited by applicable agreements or other USPS, DoD, or DSO regulations. MPOs and IMDCs shall operate in accordance with reference (d) and established local support agreements with the servicing USPS. Commands shall coordinate their postal services with those of other local United States (U.S.) military services to avoid duplication and to attain maximum effectiveness and economy.

c. Installation Commanders, in coordination with the installation postal officers/MPO supervisors, shall comply and enforce the policies and procedures outlined in references (a) through (ag) and this Order to ensure an effective and efficient official and personal mail program.

2. Selection of MPO Personnel. Per reference (a), personnel who perform postal duties must be loyal, trustworthy, and honest. By agreement between the USPS and the DoD, personnel of questionable integrity may not be assigned to duties in MPOs, Military Post Affairs (MPA), IMDCs, IOMCs, Postal Service Center (PSC), or other postal facilities. Required to be a U.S. citizen if they handle registered, classified or sensitive mail for any reason.

3. Designation of Personnel/Augments. Postal personnel and assigned postal augments will be designated per reference (a) and this Order. Each location will have their files readily available for examination during inspections by proper authority.

a. The Installation Postal Officer (IPO) will ensure all assigned Fleet Assistance Program (FAP) and Camp Assistance Program (CAP) augments meet the requirements and appropriate appointments of a postal clerk within reference (a), (n), and this Order. The IPO and Postal Finance Officer (PFO) will ensure postal FAP/CAP agreements are current and documented between the respective commands and installation/supporting MPO/IMDC/PSC for clarification of requirements, responsibilities, reporting, and services provided.

b. The IPO and PFO will oversee and ensure the proper postal Military Occupational Specialty (MOS) related training and certification of all assigned augments within 30 days of assignment to the FAP/CAP. FAP and CAP augments are not authorized to be assigned or complete postal retail

functions or registered mail billets and duties. These MOS billets and functions will only be held by trained MOS 0161 postal clerks.

c. FAP and CAP augments will be granted appropriate Automated Military Postal System (AMPS) MPO account permissions for the duration of their assignment to the MPO, IMDC, or PSC. The IPO and PFO will ensure the timely and proper assignment and deactivation of all AMPS accounts for augments.

d. The core mission of all FAP/CAP augments is for the mission completion of the MPO/IMDC/PSC assigned to as part of the FAP/CAP. The IPO and PFO are to ensure all augments are integrated with postal personnel, postal training program, and the installation's (garrison) postal operations mission during non-customer hours of operation for their assigned MPO/IMDC/PSC.

4. Terminating Designations

a. When designated postal personnel (Postal Clerks and Postal Augments) are relieved, the designating official voids the original appointment letter, and retains it on file for two years after the termination date. The designating official terminates individual designations for the following reasons:

(1) A change from one designation to another, such as from postal clerk to COPE or from COPE to PFO.

(2) Reassignment to a new duty location.

(3) Reassignment to duties other than postal.

(4) Termination of military service.

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

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

(7) Continual overages or shortages in account audits.

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

b. Postal personnel suspected of theft will be removed from postal duties until the matter has been investigated.

c. Military or civilian personnel who are relieved for reasons provided in para 4a (5) through (8) above, are not eligible for further postal assignments or positions.

(1) The IPO/MPO supervisor will provide relief information through the chain of command to the Marine Corps Installations West-Marine Corps Base, Camp Pendleton (MCIWEST-MCB CAMPEN) Postal Director for further processing to MFP-3 and MPSA via AMPS to prevent assignment/hiring of the individual by other MPS entities.

(2) Civilian or military person who are relieved of mail related duties must be immediately identified to their command Security Manager. The Security Manager will submit an Incident Report in Joint Personnel Adjudication System (JPAS) regardless if the commander determines not to complete administrative or Non-Judicial Punishment for their actions.

d. When unit mail clerks are relieved, the unit designating official voids the appointment letter and DD Form 285, retains on file for two years, and notifies the servicing MPO in writing of the revocation accompanied with a DD Form 285. The MPO shall attach the revocation letter to the voided appointment letter and retain on file for two years.

5. Voiding Primary MOS 0161

a. Per references (n) and (o), primary MOS 0161 for enlisted personnel can be voided/revoked only by the Deputy Commandant (DC) for Manpower and Reserve Affairs (M&RA). Primary Military Occupational Specialty (PMOS) 0161 Marine Corps postal clerk is voided/revoked under the following circumstances:

(1) Continual overages/shortages in account audits.

(2) Failure by the Marine to show progress in training programs.

(3) Conviction of a crime, such as theft or an offense of moral turpitude.

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

(5) Loss of secret security clearance or secret security clearance eligibility.

b. Commands are responsible to submit required documentation for voiding/revoking MOS 0161 to DC the M&RA via CG MCIWEST-MCB CAMPEN in a timely manner.

6. Required Training

a. MPOs and IMDCs shall develop a local continuing training for military and civilian postal personnel and should cover at a minimum, postal retail and finance procedures, mail processing and dispatch procedures, postal inquiries/claims processing, Postal Service Center (PSC) operations, Postal supply ordering and accountability procedures, accountable mail procedures, and official mail procedures. MPOs and IMDCs must have a structured, documented, and viable training program.

b. Installation MPOs and IMDCs shall provide formal training, utilizing the Headquarters Marine Corps (HQMC) (MFP-3) Mail Indoctrination Course, to appointed UMOs, AUMOs, UOMMs, and unit mail clerks in aspects of unit mail handling operations, official mail site procedures, and their responsibilities.

c. Installation MPOs and IMDCs will maintain documentation on personnel that successfully completed the mail indoctrination course and will maintain on file for two years. A certificate of completion, with an original or

digital signature from the servicing MPO/IMDC must be presented to the individual for individual and unit records. Once a UMO, AUMO, UOMM, unit mail clerk or unit official mail clerk transfers to a new duty station, he or she must attend the local mail indoctrination course, if being assigned to postal related duties.

7. Standard Operating Procedures (SOPs). Each installation MPO and IMDC shall be responsible for promulgating SOPs (Installation/Base Order) for postal affairs operations and procedures. The SOPs will include detailed instructions for each functional area of postal operations not specifically covered by the USPS regulations and instructions, DoD directives, and this Order. At a minimum, SOPs will include information that is unique or has significant impact on the operation to include hours of operation, key points of contact, alternative operation sites in the event the facility becomes inoperative, contingency procedures, resource protection, emergency destruction plan, local SOPs, Postal Net Alerts (PNAs), quality initiative program, security, and emergency destruction of USPS accountable items including the following:

a. Security (including protection of mail and postal effects, access to MPO working areas, access to customer lobbies, and requirements for mail transportation).

b. Emergency destruction of USPS funds, accountable paper, mail, and postal equipment.

8. AMPS

a. AMPS is the DoD's Postal Enterprise System and is designed to provide timely and useful information derived from data generated through the MPS functions of transporting mail and operating MPOs, IMDCs, and IOMCs. AMPS is the system utilized for both MPS and OMP hosted and maintained by MPSA at: <https://amps.usps.gov/>.

b. MPOs and IMDCs will maintain an updated profile in AMPS, as applicable. At a minimum, MPO/IMDC profiles must be updated no later than the 5th duty day of each quarter.

c. Request yearly, or as necessary, through installation commander's manpower officer staff; data concerning the population their MPO/IMDC serves.

(1) List this data by Military Service and other authorized user categories (e.g., civilian and family members, by category of the sponsor) within the respective MPOs/IMDCs profile within AMPS. Include all activities, units, and installations serviced by the postal activity.

(2) All postal activities operating PSCs will request and validate the single Service Member population, per command, of all commands and agencies their postal activity supports. This information will be utilized to validate all single Service Members are check-in/out of the servicing PSC.

(a) During the annual validation of the single Service Member population, the MPA will validate that all supported commands and agencies are requiring their Service Members to check-in/out of the postal activity to ensure proper mail support and services.

(b) The IPO will engage all commands and agencies of Service Members who are not being required to check-in/out of the postal activity as part of the command/agency's check-in/out processes for proper resolution per this Order and the references.

d. Key postal personnel, e.g., postal officers/chiefs, operations officers/chiefs, Installation OMMs, PFOs, COPEs, postal retail clerks, MPO supervisors, PSC clerks, and Supply clerks are required to have an active AMPS account.

9. Publications and Posters for MPOs. MPOs and IMDCs shall maintain copies of publications according to the current version of the HQMC (MFP-3) Postal Publications Listing at:

https://www.manpower.usmc.mil/portal/page/portal/M_RA_HOME, under "Postal Link," click on "Required Publications for MPOs, IMDCs, and IOMCs." Access to the website requires submitting a request. If postal activities have reliable access to electronic copies of the required publications via internet, CD-ROM, or share drive/point, paper copies of the publications are not required. At least one paper copy listing the links to the required electronic references shall be maintained in plain sight within each postal activity.

10. Postal Information Program. Each MPO/IMDC location must maintain a highly visible publicity program. Information such as type of mail service available, finance and unit mail call window hours, completing information on Change of Address (COA) form upon Permanent Change of Station (PCS), and other good mailing practices should be disseminated periodically through various media sources, MPO/IMDC lobby posters, or pamphlets. Examples of publicity campaigns may include but are not limited to: new join briefs, base bulletins and newspapers, official websites, customer lobby posters, etc. Additionally, locations are required to develop and execute a holiday mailing information program, which at a minimum, continually reminds patrons of the overseas Fleet Post Office (FPO) and Army/Air Post Office (APO) addresses to Continental United States (CONUS) and CONUS to overseas (FPO/APO addresses) mailing deadlines.

11. Address Management System (AMS)

a. USPS AMS certifies, maintains, and provides address management capability by maintaining current data on each civilian and military delivery point and regularly provides that data to postal service facilities and customers.

b. Each CONUS installation postal officer/MPO supervisor shall coordinate with their local USPS postmaster and Regional Postal Director to ensure mailing addresses serviced by the MPO is incorporated into the USPS AMS database. The Regional Postal Director will coordinate with local USPS AMS Managers regarding address quality and provide more timely delivery point address information for use in automated mail processing, barcoding, and sorting operations equipment.

c. Improving address quality reduces the amount of Undeliverable-As-Addressed (UAA) mail, improves the effectiveness of the USPS automated mail processing operations and capabilities and reduces MPO and IMDC manpower requirements.

d. The MCIWEST-MCB CAMPEN Postal Director or his/her representative will continue to coordinate with MPSA Operations via AMPS to update and validate military mailing addresses for their locations.

12. Complaints and Inquiries

a. Postal activities shall establish command procedures for monitoring and processing customer complaints and inquiries. Encourage customers to officially report dissatisfaction with mail service, instances of loss, rifling, and other mistreatment of mail. The responsible installation postal officer is required to provide a formal response within 30 days of receipt for all complaints.

b. If a postal offense occurs, take proper action, and report it. Postal offense reports must be submitted to MPSA through AMPS within 72 hours. Ensure a case number is assigned or obtained from the local military investigating agency when available. The installation postal officer is responsible to update the postal offense report within AMPS as information is made available, but at a minimum will be updated every 30 days until the case is adjudicated.

c. Customers mailing from or to a military address (APO, FPO or DPO) may submit complaints and inquires on the USPS website at:
<https://www.usps.com/help/missing-mail.htm>.

(1) Once an inquiry is submitted to the USPS website, the inquiry will automatically be forwarded to the responsible local USPS Postmaster and/or installation postal representative for review and action.

(2) The office of resolution will resolve the complaint/inquiry through USPS to ensure completion of the action and for oversight by higher headquarters.

d. Customers can file a missing mail inquiry with the USPS Mail Recovery Center at: <https://www.usps.com/help/missing-mail.htm>.

e. USPS Military and Diplomatic Mail Information. The sender is responsible for mailing your package according to the destination country's regulations and requirements. For Military and Diplomatic Mail regulations, go to: <https://www.usps.com/ship/apo-fpo-dpo.htm>.

13. Mail/Retail Privacy

a. Postal personnel will protect the security of mail and related postal records in their custody from unauthorized acts, tampering, or personnel.

b. Without a properly executed search warrant, no person may open, read, search, or divulge the contents of mail classes sealed against inspection, even if such mail may be believed to contain criminal or otherwise non-mailable matter or evidence in the commission of a crime.

c. Without a properly executed mail cover, postal personnel will not disclose information derived from the outside cover of any piece of mail. Postal personnel may disclose, to appropriate officials for official use when there is reasonable basis to suspect that information is evidence of a commission of a crime. IPOs will maintain rigid controls and supervision for

use of mail covers. An IPO/MPO supervisor receiving a request from federal law enforcement agencies or from a foreign government for access to, or information about, a particular mail item in the custody of the MPS, or an addressee serviced by the MPO/IMDC, will notify the MCIWEST-MCB CAMPEN Postal Director and refer the request to the military official authorized to order mail covers.

d. A mail cover may be ordered when a written request is received from military law enforcement, investigative authority, or from the commanding officer of the person whose mail is to be subjected to the mail cover process.

e. Per references (a) and (c), mail covers require the written authorization by the commander in the grade of O-6 or above, in the chain of command at the installation where the investigation is taking place. Mail covers are issued as part of the investigative process and are in force for a limited and specific duration.

f. Per reference (h), the Office of Inspector General (OIG) is responsible for Federal law enforcement and the oversight agency authorized by law in 1996 to conduct independent financial audits, evaluations, and investigations of Postal Service programs and operations. The OIG has oversight for activities of the U.S. Postal Inspection Service (USPIS). The OIG is headed by the Inspector General, who is independent of postal management, is appointed by, and reports directly to the nine Presidential appointed Governors of the Postal Service.

14. Security of Personnel and Mail

a. Installation commanders, in coordination with the IPO/MPO supervisor, are required to provide a safe and healthy work environment for customers and personnel to include secure storage for postal effects and classified material. Security and protection will be maintained at all times per the requirements within the references.

b. Per references (a), (c), (p), and (q), IPO/MPO supervisors will ensure the minimum required physical security measures are met, maintained, and resourced appropriately.

c. Accommodations for MPOs will afford security against unauthorized entry and provide adequate working space. Particular attention will be given to the procurement and use of safes and other appropriate receptacles for safeguarding postal effects.

d. Personal effects may not be stored in MPOs/IMDCs and personal funds may not be kept in safes or other receptacles in the MPO/IMDC.

e. Access to postal facility work areas is limited to those personnel conducting official business at the facility. Maintenance personnel, security personnel, and work details are allowed access only when escorted or under constant surveillance by postal personnel. UMOs, UOMMs, and unit mail clerks will be escorted when entering the MPO/IMDC work area.

f. MPO, IMDC, IOMC, and PSC facilities will be locked during non-duty hours or when not in use. Only PSC customer lobbies and approved retail customer lobbies may be opened to 24-hour access at the discretion of the IPO

and Installation Commander. The PFO and/or MPO COPE is the custodian of the post office keys and keeps a current list of postal personnel who are issued a key. IPOs will take measures to minimize the number of keys issued. Facility and equipment keys will be strictly controlled, to include for USPS clerks and supervisors. IPOs/PFOs/COPEs will create and use a master key log to issue (keys) record the total number of keys available and issued for the entire postal facility. At a minimum, the logbook will contain the facility's name, the key number, date/time assigned, name and signature, and date/time returned.

g. The IPO shall request annually, in writing, to the responsible agency that a physical security inspection be conducted for each postal facility. The IPO initiates the follow-up actions to correct deficiencies identified in the physical security inspection.

h. When a MPO, IMDC, PSC, or IOMC does not meet the requirements of reference (a), the responsible IPO/MPO supervisor will submit appropriate documentation to upgrade or replace the facility to the host Installation Commander. If the restricted areas within the postal facility cannot meet the physical security requirements, then a waiver/exception must be submitted IAW reference (p).

i. Installation commanders must utilize references (a), (b), (c), and (r) in new construction and major renovations. Reference (r) establishes standards that provide minimum levels of protection against terrorist attacks for the occupants of DoD inhabited buildings. A DoD postal subject matter expert must review the DoD Component's plans prior to finalizing facility layouts and obligating funds. Plans must meet postal requirements for efficient processing, security controls, and force protection directives.

15. Supplies and Equipment

a. At least one individual at each MPO/IMDC will be designated, in writing, to act as postal supply clerk in addition to carrying out regular duties. The postal supply clerk will monitor the stock level of supplies, via AMPS, to prevent overstocking and will requisition items necessary to maintain operations. Specific duties include ordering supplies, receiving and issuing supplies, inventory control (posting and inventorying), care and preservation of supplies, and the disposal and replacement of obsolete supplies.

b. MCIWEST-MCB CAMPEN Consolidated Postal Supply section will act as the regional consolidation point for major postal supply and equipment requisition in order to increase cost-saving measures and reduce duplication of effort throughout the region. Subordinate MPOs/IMDCs will coordinate with MCIWEST-MCB CAMPEN Postal Supply Chief for the requisitioning and coordination of USPS and DoD postal supplies and equipment.

c. Postal supply clerks control supplies utilizing PS Form 1586 (Supply Record), the 1586 contained within the AMPS supply module, or an equivalent computer automated program (if AMPS is not accessible). If used, the computer program must include the same information as the PS Form 1586. A separate PS Form 1586, or computer record, must be maintained for each USPS

supply item. PS Form 1586 must reflect the PS item (form number), national stock number, item description, unit of issue, source of supply, min/max levels, balance on hand, quantity issued, received, ordered, and inventory date.

d. Inventory control is a supply management function establishing stock quantities of postal supplies to meet current operational requirements. Inventory control consists of establishing a maximum stock quantity to ensure a proper balance between the time required for resupply and the maintenance of various inventory quantities stored in anticipation of future needs. The time required for resupply determines the minimum stock level or reorder point quantity. At that time, action will be taken to reorder stock. At a minimum, postal supplies will be inventoried during the months of January and July. Inventory will include a physical count of all items. That count will be entered on PS Form 1586 or automated equivalent.

e. Supplies shall be maintained in a secure area. A location numbering system or identification system shall be established to aid in locating each item. The location shall be posted on the PS Form 1586 or automated program.

f. MPOs/IMDCs shall maintain at least three months, but not more than a five month, level of supplies; time waivers can be requested from the MCIWEST-MCB CAMPEN Postal Director. Consideration based on forecasting from recent historical records must be considered regarding the amount of time it takes to receive supplies and the amount of supplies that should be maintained on hand.

g. MPOs/IMDCs that are required to maintain contingency postal kits will ensure the kits are inventoried on a routine basis. USPS equipment designated for the A-Sets and B-Sets shall be operation tested semi-annually to ensure it is functioning properly. A three month supply of postal items shall be maintained for each C-kit.

h. Calibration of MPO, Controlled Mail Facility (CMF), and Official Mail Center (OMC) scales must be performed and documented annually per USPS and DoD requirements.

16. Postal Retail Operations

a. MPOs conducting postal retail transactions on Point of Sales (POS) equipment will follow the guidance per references (a), (h), and (i) and the most current policies and procedures for administration of the POS/Retail Software System (RSS).

b. MPOs conducting postal retail transactions using manual postage meters and scales will follow the guidance per reference (a), (i), and the applicable Digital Mailing Systems Operations Guide and Retail Postage Meter Reference Guide on AMPS.

17. Postal Finance Officer (PFO)

a. The MCIWEST-MCB CAMPEN Postal Director will appoint a PFO to provide oversight and guidance for postal retail operations to installations and contingency operations within their area of operation (AO) and supported contingency locations.

b. The PFO will coordinate COPE requirements with the respective IPO, MCICOM, MPSA Operations, local USPS Postmaster, and USPS retail manager.

c. The PFO will be an E-7 or above and under the direct cognizant of the MCIWEST-MCB CAMPEN Deputy Postal Director. A COPE for an MPO will not be designated as the PFO.

d. The PFO will maintain oversight and report the status and capabilities of all MPO and PSC operations to the MCIWEST-MCB CAMPEN Postal Director.

e. The PFO will ensure the completion of monthly audits of COPE and clerk retail stocks as well as validate the proper processing, handling, and delivery of all official and personal accountable mail for all MPOs and PSCs.

f. The PFO will ensure all COPEs are familiar with and able to access postal forms, publications, price listings, and regulations via USPS PostalPro at: <https://postalpro.usps.com/> and USPS Postal Explorer available at: <https://pe.usps.com/>.

g. The PFO will ensure all MPO COPEs and postal retail clerks are trained and able to readily access reference (ae), (af), and (ag) in the performance of their duties; refer to <https://pe.usps.com/>.

18. Custodian of Postal Effects (COPE)

a. The COPE is the custodian of the flexible/fixed stamp account and equipment assigned to the MPO. The COPE billet shall be filled at all times by a qualified person, will be a Noncommissioned Officer (NCO) or above, and designated by DD Form 2257. The COPE shall be charged with the financial responsibility of the MPO and shall hold a proper receipt, PS Form 3369 (Consigned Credit Receipt), from the financial postal clerks for that portion of the stamp credit held in sub-custody. The serving PFO, as appropriate, will be furnished with a PS Form 3369 for a flexible credit account for the entire amount of the stamp credit advanced to the MPO. Additionally, PS Form 1590 (Supplies and Equipment Receipt) will be submitted via AMPS upon assignment as COPE and any time there is a change of custody for postal equipment. The PFO must be assigned administrative rights via AMPS for the incoming COPE in order to be able to receipt for and accept all equipment on PS Form 1590.

b. COPEs will receipt for capital and sensitive equipment on PS Form 1590. Each time equipment is received, transferred, or returned; a new PS Form 1590 must be accomplished in AMPS. When there is a change of the COPE, an inventory must be jointly conducted by the outgoing and incoming COPE; this includes temporary transfer of a COPE account. In addition, a complete inspection shall be conducted by the incoming COPE, utilizing the current IG Postal Affairs 5110 checklist, for review and appropriate filing by the MCIWEST Postal Quality Assurance/Quality Control (QA/QC) inspector staff and the Postal Director.

c. The COPE must review, update, and validate the PS Form 1590 information at least annually. This is accomplished by completing the annual review in AMPS from the Operations tab and selecting the following links Equip/Supplies - Equipment Management.

d. The COPE will maintain custody of the stamp stock credit assigned to the MPO. Strict accountability and security of postal funds will be maintained. The COPE will also act as custodian of accountable USPS stamping devices and imprinters for units which are inactive.

e. Retail postal clerks are responsible to the COPE for any stamps or funds entrusted to their care.

f. Provide safes, lockable counter drawers, and cash boxes to clerks to ensure security of stock and funds. Do not store personal property in safes or containers used for postage stock or funds.

g. As a seller of postal retail products, Postal Clerks must comply with the Bank Secrecy Act (BSA) and other federal regulations that help prevent crimes of money laundering and terrorist financing. Per BSA Compliance requirements, manual MPOs (non-RSS locations), USPS Headquarters BSA Compliance Office mandated a Daily Money Order Tracking Log to be completed at the time of sale. The log has been enhanced to assist employees with BSA Compliance at manual Post Offices selling Postal Money Orders. Per USPS Headquarters BSA/ Anti Money Laundering (AML) Compliance:

(1) The Daily Money Order Tracking Log and Work Instruction with all Manual MPOs including Contract Postal Units (CPU)/Chief Postal Offices (CPOs) and MPOs.

(2) Require the use of the Daily Money Order Tracking Log at all Manual Offices effective October 31, 2018.

(3) Utilize PS Form 8105-A Tracking Log with RSS Offices under your responsibility and communicate the required use of the PS Form 8105-A Tracking Log at all RSS Offices effective October 31, 2018.

(4) MPO operating RSS' are to complete paper PS Forms 8105-A and the 8105-A Tracking Log when a network issue prevents the successful submission of an electronic PS Form 8105-A via RSS.

(5) MPOs operating RSS should not submit a manual PS Form 8105-A if the electronic PS Form 8105-A was successfully submitted via the RSS.

h. MPO COPEs and Postal Noncommissioned Officers In Charge (NCOIC) co-located with USPS retail clerks will retain control of the delivery of all accountable mail to units, agencies, and individuals supported by Unit Mail Call and a Military PSC. This will ensure the proper chain of receipts, accountability and receipt by authorized agents for all accountable mail per USPS, DoD, and Marine Corps regulations and directives.

(1) The COPE/Postal NCOIC will provide the USPS clerk a daily tally of official and personal accountable mail delivered each workday.

(2) The USPS retail clerk will enter the delivered accountable mail tally individually as a non-revenue and a non-automated Mail Pick-up (POS) customer transaction within their RSS. This action validates the actual staffing earn time of the MPO/MPA required for USPS and DoD reporting.

19. Designation of Temporary COPEs and PFOs

a. If the COPE is temporarily absent (greater than 5 consecutive working days, but less than 31 total calendar days), designate another qualified person, in writing, as a temporary COPE. Exchange the PS Form 3369 for stamps and funds; DD Form 885 (Money Order Control Record) for money orders; and PS Form 1590 between the two members. Retain the original appointment letter of temporary designation in the activity's file.

(1) When the COPE returns, terminate the temporary designation and repeat the exchange of the PS Forms 3369 and 1590, and DD Form 885.

(2) A complete inspection shall be conducted by the incoming COPE, utilizing the current IG Postal Affairs 5110 checklist, for review and appropriate filing by the MCIWEST Postal QA/QC inspector staff and the Postal Director.

b. An inventory and audit should occur during any transfer between COPEs or PFOs.

c. The PFO will conduct an emergency change of custody of COPEs in the presence of the oncoming COPE when the current COPE is not available to complete the change of custody (e.g., emergency leave, hospitalization, etc.).

20. Authorized Retail Transactions

a. MPOs retail services will accept cash, credit and debit cards as payment for postage stamps, money orders, products, and services as outlined in references (h) and (i). When applicable, Eagle Cash or Navy Cash may be accepted; this is normally during contingency operation environments; i.e., Special Purpose Marine Air-Ground Task Force (SPMAGTF), Marine Expeditionary Unit (MEU), etc.

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

c. Payment for any postal services by check is not authorized.

d. Postal clerks will not conduct or solicit any business, act as an agent for any individual or commercial business, or receive any money for such services, in the performance of their postal duties.

e. Deposits of money, or other associated articles, will not be accepted by postal clerks for safekeeping.

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

g. Postal clerks will not accept funds for payment of postage with the intention of affixing the stamps to the article after acceptance for mailing.

h. Postal clerks will not affix stamps to articles for the mailer. It is the responsibility of the mailer to affix postage to articles prior to mailing. In the case where a large number of postage stamps are used, the postal clerk may assist the customer in applying the postage stamps only after the amount has been verified by the customer. This must be done with

the customer still present. Postage retail labels will be placed on the article by the postal clerk after the amount printed on the postage label is verified by the customer.

21. Postal Operations Officer

a. The MCIWEST-MCB CAMPEN Postal Director will appoint a Postal Operations Officer. The Postal Operations Officer will appoint a Postal Operations Chief. The Postal Operations Chief will be an E-6 or above.

b. The Postal Operations Officer will provide oversight and management of regional and installation postal operations to include mail receipt and dispatch, processing and handling at IMDCs and MPOs to satellite MPOs, PSCs, UOMSS and to UMRs.

c. The Postal Operations Officer will coordinate with units aboard Marine Corps Base, Camp Pendleton (MCB CamPen), and subordinate MPOs/IMDCs, for the proper Mail Routing Request (MRR), establish deployed mailing addresses, publish Mail Handling Procedures (MHP), complete mail routing requirements prior and during unit deployments, conduct unit pre-deployment briefs, and complete transportation requirements for mail onto and aboard the installations. The Postal Operations Officer will be a Warrant Officer or above.

d. Postal Operations Officer will maintain liaison with respective USPS transportation managers, Military Postal Service Agency transportation managers, JMPA gateway managers and Naval Supply Global Logistic Support Mail Routers for the coordination, processing, handling, and routing of military mail to support Marine Corps unit's deployments, exercises, and requirements worldwide.

e. Postal Operations Officer will maintain liaison with respective OPFOR Operations Officers and staff for the planning, coordination, processing, handling, and routing of military mail to support Marine Corps unit's deployments, exercises, and requirements worldwide.

f. The Postal Operations Officer is the Consolidated Postal System's manager for the planning, coordination, oversight, and overall completion of the Postal MOS pre-deployment Training, Exercise, and Employment Plan (TEEP) for all Postal Marines identified and assigned to deploy In Support Of (ISO) I MEF/OPFOR contingency, deployment, or exercises.

g. The Postal Operations Officer will ensure all Postal NCOICs are familiar with and able to access postal forms, publications, price listings, and regulations via USPS PostalPro at: <https://postalpro.usps.com/> and USPS Postal Explorer at: <https://pe.usps.com/>.

22. Mail Processing. The processing and makeup of mail is the first step in the mail delivery cycle. This phase of operation involves collecting, postmarking, sorting, pouching, sacking, and utilizing a letter tray for mail dispatch. Once mail is collected and brought to the processing facility, it must be distributed, transported, and delivered to its final destination.

23. Mail Acceptance

a. All mail items considered by the accepting postal clerk to be improperly prepared to withstand handling in transit through the postal system, will not be accepted for mailing. Refer to references (j) and (k) for specific mail acceptance requirements.

b. The sanctity of the mail is considered inviolable while in postal channels. Mail is considered to be in USPS or MPS channels from the time it is deposited in an authorized mail collection box or is accepted by an authorized military or USPS postal clerk, until it is delivered to the addressee or a designated representative authorized by the addressee in writing.

c. All mail must have the following clearly printed on it for acceptance:

(1) Return address in upper left-hand corner.

(2) At least a three-line address on the face of the mail piece.

(3) A valid five-or nine-digit zip code for domestic and military mail or a valid country code for international mail. Current domestic zip codes and international country codes can be located at:
<https://tools.usps.com/go/ZipLookupAction!input.action>.

24. U.S. Mail Collection Boxes

a. Mail collection boxes will be made available at each location as needed to support the base population. Personal mail is collected from collection boxes by military/USPS personnel or accepted across postal customer retail windows. When collecting mail from collection boxes, postal personnel must take precautions to safeguard the mail at all times.

b. Mail collection boxes are easily identified by their blue coloring and the USPS emblem (eagle) on the sides. Collection boxes are located throughout the installation/camp to adequately and conveniently serve the population.

c. Hours of collection are posted on each collection box. Collection of mail may not be earlier than the posted times and not later than 30 minutes after the scheduled collection time. Collection times must coincide with dispatch schedules of the servicing MPO or IMDC to prevent the unnecessary delay of mail.

d. MPOs and IMDCs must provide proper security and accountability for the keys to collection boxes. Control spare keys and combinations for collection boxes in accordance with reference (a), (d), (e), and (j). Immediately submit a repair request with the supporting USPS Postmaster via a PS Form 4805 for structural, rust, and replacement of faulty locks. A request, per PS Form 4805, must be submitted immediately to change locks if keys are lost.

e. Control of installation, removal, changes in location, and hours of collection are the responsibility of the IPO. Requests for an increase or decrease in the number of collection boxes, changes in their location or hours of collection must be submitted to the IPO along with justification.

f. Installation of mail collection boxes by other than postal personnel is prohibited. The MPO/IMDC will not accept responsibility for mail deposited in unauthorized mail collection boxes.

g. Unit official matter is collected from appointed unit mail clerks and unit mail clerks by the IOMC for screening and processing. Official matter is not authorized to be deposited within mail collection boxes, and if found, must be returned to the sending unit's OMM for proper receipt, screening, and disposition to the IOMC.

25. Absentee Ballots and Election Material

a. This is applicable to overseas MPOs and IMDCs., i.e., contingency and enduring OPFOR operations such as the MEU, Special Purpose Marine Air Ground Task Force (SPMAGTF), etc. Processing and handling of absentee ballots during federal elections will be handle per MPSA and area single service manager guidance.

b. All MPOs and IMDCs, to include CONUS locations, must provide voting and balloting material directory service immediately. If the material is undeliverable, and a forwarding address is not known, annotate the reason for non-delivery on the material and forward to the supporting USPS Computerized Forwarding System (CFS)/Postal Automated Redirection System (PARS) facility. Do not hold this type of mail for personnel due to arrive, unless they are due within 30 days of receiving the material. Tie or tray returned or forwarded balloting material on top of letter bundles or in front of the identified letter tray.

c. Voting application can be placed in MPO customer retail and PSC lobby. However, it is not the MPO's, IMDC's, or COPE's responsibility to maintain any voting information or displays. The Installation Voting Officers are required to request, set-up, maintain, and disassemble voting materials and displays within any MPO customer lobby.

d. The MCIWEST Consolidated Postal System will publish guidance of voting action annually and provide to MPOs and MPAs throughout the region.

e. Additional information can be located at:
<https://about.usps.com/gov-services/election-mail/welcome.htm>.

26. Mail Scanning (Electronic Mail Tracking)

a. MPOs, IMDCs, and IOMCs are required to electronically scan all mail pieces possessing barcodes with extra services, USPS tracking, or other Intelligent Mail Package Barcode (IMpb) labels to provide disposition of mail piece to the customer per references (j), (r), (s), (t), and (ab).

b. A customer receives start-the-clock tracking information indicating when the mail piece was accepted by the postal service and stop-the-clock information when the mail piece receives an Acceptable Delivery Event (ADE)

scan upon arrival and/or delivery to the individual/authorized agent at the pick-up point or delivery location.

c. Servicing MPOs, IMDCs, and IOMCs are required to enter data into appropriate AMPs modules or the USPS per references (t), (u), and (ab). Postal officers/MPO supervisors shall ensure postal personnel are trained to identify and process prograde (incoming) and retrograde (outgoing) mail with IMpb's, Intelligent Mail barcodes (IMb), extra services, and other USPS tracking labels.

27. Data Collection for Prograde and Retrograde Mail

a. Each MPO, IMDC, and IOMC receives and dispatches mail daily from and to the USPS. References (a), (j), (t), and (ab) requires each installation to accurately collect data for prograde and retrograde mail processed by their MPO/IMDC/IOMC in order to evaluate trends, to perform a business analysis, to justify resource requirements and ensure proper staffing.

b. For these reasons, the standardized data collection of each MPO/IMDC/IOMC daily prograde and retrograde mail volumes is required. It is the responsibility of each IPO/MPO supervisor to know, understand, and enforce the capturing and reporting of data in regard to prograde and retrograde mail. AMPS can also be utilized for MPO/IMDC/IOMC's to capture and report the daily and annual prograde and retrograde mail volumes per MPA facility.

c. Prograde Mail. Prograde mail refers to incoming mail from the USPS and authorized private carriers (UPS, FedEx, etc.) identified within reference (u).

(1) Prograde mail volumes received each day will be captured utilizing the Mail Volume Chart.

(2) After mail is dispatched, each MPO/IMDC is then required to input the data onto Excel Prograde and Retrograde Mail Collection Template.

(3) USPS Conversion Chart will be utilized to calculate the volume of prograde mail the MPA/MPO/IMDC receives on a weekly and monthly basis.

d. Retrograde Mail. Retrograde mail refers to the outgoing mail that is dispatched from the MPO/IMDC into the USPS mail stream.

(1) Retrograde mail includes mail received over customer retail counters, processed by IOMC, etc.

(2) Mail volumes dispatched from the MPO/IMDC to the USPS will be captured within Figure (1) and (2) each workday.

e. MPO/IMDC supervisors will submit prograde and retrograde volume reports, Figure (2) along with scanned copies of Figure (1), monthly to the MCIWEST-MCB CAMPEN Consolidated Postal System (CPS) Postal Operations Officer each month.

(1) Prograde and retrograde mail volume reports are due by the 5th day of the following month, e.g., September's report is due 5 October.

(2) The CPS Postal Operations officer will complete a monthly detailed analysis of mail trends throughout the region to the MCIWEST-MCB CAMPEN Postal Director by the 15th of each month.

(3) Reports are to be emailed to: mcbcampenpostal@usmc.mil. identify and process prograde (incoming) and retrograde (outgoing) mail with IMpb's, Intelligent Mail barcodes, IMb, extra services, and other USPS tracking labels.

28. Date Stamping of Prograde Mail

a. Prograde mail received at MPAs, MPOs, IMDCs, and PSCs will be date stamped to indicate the date of receipt prior to processing the mail for final delivery through unit mail call or individual receptacles.

b. Requiring MPAs, MPOs, and IMDCs to date stamp prograde mail prior to delivery, will further establish and clarify the chain of receipt and/or custody from the date the mail enters the MPS to the date it is delivered to the intended addressee.

c. Prograde mail will be date stamped utilizing the All-Purpose Date Stamp (APDS) or automatic cancelling machine. The date stamp impression must be legible and clearly indicate the office and nine digit ZIP code of the MPA, MPO, IMDC, or PSC.

d. For uniformity and consistency, MPOs and IMDCs will date stamp prograde mail on the left side of the mail piece. The date stamp will be on the reverse side of where the postage is placed.

e. Media mail circulars (i.e., Marine Corps Community Services (MCCS) exchange circulars) are not required to be date stamped per this Order.

29. Non-Mailable Matter

a. Non-Mailable matter includes matter which is by law, regulation, or treaty stipulation prohibited from being sent in the mail or which cannot be forwarded to its destination because of illegible, incorrect, or insufficient address. Matter is also non-mailable when it fails to comply with postal regulations regarding preparation for mailing, size, weight, rates, or postage. Refer to references (j) and (k) for specific mail acceptance requirements.

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

(1) Intoxicating liquors.

(2) Habit-forming drugs and drugs, which has been declared to be illegal by Federal and/or local law.

(3) Any articles, compositions, or materials which may kill or injure another or damage the mail or other property.

(4) Ammunition and explosives of any type.

(5) Obscene and indecent matter.

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

(7) Lotteries, frauds, and libelous matter.

(8) Any letters, publications, or other items containing any matter advocating or urging treason, insurrection, or forcible resistance to any law of the United States, or any letter or other matter containing any threat to take the life of or inflict bodily harm upon the President of the United States.

(9) Publications which violate copyrights granted by the United States.

(10) Perishable matter, plant quarantines, switch blade knives, and canceled firearms except under special rules, conditions, and restrictions.

(11) U.S. Government property intended for personal use, except for those items that have been sold through authorized agencies of the government and are accompanied by purchase and/or sales receipts.

c. The mailer is responsible for compliance with applicable postal laws and regulations governing mail ability and preparation for mailing, as well as non-postal laws and regulations pertaining to the possession, treatment, transmission, or transfer of matter. When mailers are in doubt as to whether any matter is mailable, they should inquire at their serving post office. Every post office will be furnished with listings of non-mailable items, matter mailable under special rules or conditions, and articles which are prohibited in the mail to MPOs and postal activities overseas. The mailer will be held liable for introducing non-mailable matter into the USPS and MPS mail systems.

d. USPS Postal Bulletins, published bi-monthly, should be reviewed to verify current non-mailable matter requirements identified per addressee zip code. Refer to: <https://about.usps.com/resources/postal-bulletin.htm>.

e. Additional information regarding mailing restrictions can be found at: <https://www.usps.com/ship/shipping-restrictions.htm>.

30. Transportation

a. The installation commander must provide the IPO/MPO supervisor with adequate transportation assets to meet requirements for the collection and delivery of mail.

b. Reliable and lockable, closed bodied vehicles shall be provided for the transportation of mail.

c. Postal clerks shall not leave mail vehicles except while loading, unloading, or collecting mail at which time the vehicles shall be kept locked and in plain sight.

d. Installation commanders must ensure USPS and authorized contracted carriers have access to installations to deliver incoming mail and receive outgoing mail from the serving MPO, IMDC, IOMC, and/or USPS post office in accordance with references (d), (e), (m), and local support agreements.

e. Installation commanders must ensure no mail is handled, compromised, taken, or relocated by non-postal personnel to non-postal facilities without proper jurisdiction and documentation as outlined within this Order and the references. Emergency response and investigative personnel do not have automatic authorization to handle, search, or retain any mail without proper written authorizations.

31. Mail Irregularities

a. MPAs/MPOs/IMDCs/IOMCs report errors in the makeup and dispatch of mail for overseas locations on DD Form 2273 (Irregularities in Makeup and Dispatch of Mail). Report USPS and MPS errors noted on DD Form 2273, via AMPS, to the servicing MACOM and Joint Military Postal Activity (JMPA). DD Forms 2273 are also utilized to report irregularities in the make-up and dispatch of mail between MPAs for the appropriate notification and resolution.

b. When MPOs/IMDCs report errors on DD Forms 2273, submit copies of slide labels (EDLs), facing slips, and AV-8 Label/Tag, and USPS GBS Tags, as applicable, as attachments to the report. These items assist in specifically identifying facilities, isolating errors, and speeding corrective action. Show a concise explanation of the irregularity in the "Remarks" section of the DD Form 2273.

32. Registry Section

a. Take care in the receipt, documentation, handling, delivery, and dispatch of registered mail. Give registered mail the highest security and keep it under direct and constant surveillance by postal clerks or secure it properly in a General Services Administration-approved security container or other secure areas while in custody of the MPO/IMDC.

b. Assign a primary registry clerk, in writing, to oversee the operation and security of the registry cage.

c. To maintain proper security, clerks will always assume that official registered mail contains classified material up to and including SECRET. As such, only U.S. citizens eligible for a secret clearance may transport and handle registered official mail. Postal personnel assigned as registry clerks must be U.S. citizens and possess, at a minimum, SECRET clearance eligibility. A favorable Access National Agency Check with Inquiries (ANACI) background check will be on file for civilian employment purposes. Marines require a favorably adjudicated National Agency Check with Law and Credit Check (NACLIC).

d. Postal clerks that are not U.S. citizens and or without secret eligibility can still handle registered personal mail which includes acceptance, processing, and delivery but will not be assigned to the registry section.

e. MPOs, IMDCs, and IOMCs that handle and store registered mail will designate a secure area or registry section for this purpose. The registry section will be constructed and equipped properly to provide appropriate security and suitable protection for registered mail. Separate the registry

section from the rest of the work areas by a wire partition extending to the ceiling, if the top is not self-contained.

f. Secure the registry cage by a GSA-approved, three-position, dial-type combination, or electronic combination lock for the storage of official registered mail and the use of a GSA-approved, three-position, changeable combination padlock to secure the container. A hasp must be affixed on the outside of the container to utilize the registry seals. To maintain proper security, refer to references (a), (j), and (k).

g. Only registry clerks, witnesses, the MPO supervisor, and personnel authorized to inspect and audit DoD postal facilities are allowed entry into the registry work areas. The on-duty registry clerks will control access to the area. If official mail is present in the registry section, then all personnel must be U.S. citizens with a SECRET clearance.

h. Record and store combinations to registry sections and containers in accordance with references (a) and (j).

i. Accept, process, handle, dispatch, and transport registered mail in accordance with references (a) and (j).

j. Documentation and forms supporting DD Form 2261 must be generated from the AMPS Accountable Module. If the module is not applicable, a hard copy must be produced, and maintained.

33. Mail Delivery Receptacles

a. Mail Delivery receptacles (P.O. Boxes) within CONUS are assigned for single Service Member's exclusive use and shall be used only for the delivery of matter bearing postage, official postal notices, matter authorized by the USPS, MPSA, installation commander, or other matter specifically authorized by the Postal Director and/or Postal Finance Officer. Service Members and personnel eligible for mail delivery services via the USPS through on-base housing or the local economy are not authorized to duplicate services through a Military operated mail delivery receptacle, UOMS or UMRs. Mail receptacles will be assigned in the following priority:

(1) Single Service Members (E-1 to E-5) living in the Bachelor Enlisted Quarters (BEQ).

(2) Staff Non-Commissioned Officers and above serving on a restricted (unaccompanied) tour who are residing in a BEQ/Bachelor Officer Quarters(BOQ).

(3) Anyone requesting a P.O. box not covered above must submit a written request to the MCIWEST-MCB CAMPEN Postal Director, CPS. If approved the PFO, CPS, and IPO will provide the patron with a letter authorizing them to maintain a P.O. box. A copy of the letter of authorization from the PFO will be used to open the box, and a copy of the authorized letter must be maintained with receptacle folder. Patron must renew annually from the date of effect.

b. Receptacle Use. The following is guidance relative to the purpose for which individuals may use assigned mail receptacles.

(1) Mail receptacles will not be assigned to more than one person.

(2) Persons not authorized MPO privileges are not authorized to receive mail through the receptacle of an authorized box holder.

(3) When it has been detected that an unauthorized person is receiving mail through the receptacle of an authorized user, mail will be returned to sender endorsed "ATTEMPTED NOT KNOWN."

(4) Receptacles may not be used to conduct business undertakings for personal gain or profit.

(5) Receptacles will not be used for the delivery of mail addressed "In Care Of" or "c/o." Mail will be processed as described in paragraph (2).

(6) Personnel are not authorized to grant access (via key, combination, etc.) to any other individual without providing written authorization to the servicing postal activity. The written authorization must contain the ranks, full names, specific time frame and reasonable justification for the postal activity to accept the request. The written justification will be attached to a completed DD Form 2258 at the respective receptacle.

c. Application

(1) Applicants requesting a receptacle must provide the servicing MPO's PSC section with a copy of their orders attaching them to a command supported by the MPO.

(2) Applicants must provide the servicing MPO's PSC section with a copy of their BEQ/BOQ occupancy verification to validate residency.

(3) Applicants must complete a PS Form 1093 (Application for Post Office Box) and USPS Notice 32-N (No-Fee Post Office Box Renewal Notice/ Annual Verification) in order to update the USPS systems and AMS staffs. Applicants must also complete a PS Form 3575 to ensure the USPS is provided the new/updated address for the individual to avoid mail processing delays.

(4) MPO/PSC clerks will add the applicant's information into the AMPS Directory module assigned to the appropriate receptacle number and address.

d. Active File. This file will consist of DD Forms 2262 for the mail receptacles currently being used. The "Active" file will be maintained separately from the "Inactive" file. The DD Forms 2262 in the "Active" file will be filed in numerical sequence.

e. Inactive File. This file will consist of DD Forms 2262 Figure (11) of receptacles that are not currently assigned to individuals within an assigned mail receptacle box range. The DD Forms 2262 in this file are to be maintained according to the closure date (not in numerical sequence) for the specific box range. In maintaining the "Inactive" file, the DD Forms 2262 of the most recently closed receptacle within the box range will be filed at the back of the file and the receptacle that has been closed/un-used for the longest period within the box range will be filed at the front of the file.

(1) When assigning an authorized user, always select the first DD Form 2262 in the "Inactive" file (the receptacle that has been unused for the longest period of time) for the respective box range.

(2) MPO COPEs/PSC NCOICs will ensure all information contained on Active and Inactive DD Form 2262s match the information contained within their PSC's AMPS Directory module.

f. Assignment of Receptacle. The MPO will designate a box range of mail receptacles for units serviced by the MPO. Box ranges for units will be based off the historical average single population for the specific unit plus ten percent (allowing additional receptacles for personnel fluctuation periods). For example: single Service Members assigned to 1st Battalion, 11th Marines are assigned a mail receptacle within the pre-designated box range of 430001-430300 at the 43 Area MPO aboard MCB CamPen.

g. Closure. When closing a receptacle, the clerk will remove the DD Form 2262, of the receptacle to be closed, from the "Active" file for the respective box range and enter the "date closed" in the space provided. At this time the clerk should set the card aside so that the receptacle combination can be changed (this must be accomplished within 5 working days), routine maintenance can be performed, and a record of these actions annotated on the card. Once the combination has been changed, the clerk must indicate the date of the change in the block marked "date combination changed" and then list the new combination in the "receptacle combination" block.

(1) The MPO clerk will ensure a completed PS Form 3575 is completed for all personnel checking out of the PSC and closing their receptacle.

(2) The MPO clerk will ensure the AMPS Directory module is updated with the receptacle being closed and the new forwarding address of the individual.

NOTE: When closing a receptacle make sure to block off the box with cardboard (O-53 A/B), this is to prevent mail being put into the box. Using a label write the date the receptacle was closed, previous sponsor's last name, and the receptacle number and place the label on the cardboard blocker.

h. Compromised Combination/Lost Keys. It may be necessary to change the lock cylinder of a receptacle because the receptacle holder believes he/she has lost their keys or combination has been compromised. When these situations arise, the clerk will notify the COPE/NCOIC and then advise the customer to please come back on the next working day to receive their new keys. Hand deliver mail to patron, ensure you verify ID prior to delivery. The COPE/NCOIC will ensure the PFO is notified for assistance and resolution.

NOTE: After the Key cylinder is changed the clerk will make the appropriate changes to the "RECEPTACLE RECORD" card. You will notice the date the key lock cylinder was changed has been entered in the "date comb changed" block. The reason for the change is entered in the "receptacle record area" block. In addition, the new key lock cylinder serial number was entered in the "receptacle combination" block immediately below the original entry.

i. Checking the Use of Assigned Receptacles

(1) Visually/Physically check each receptacle at least weekly for

old mail or non-use (i.e., designate a unit's box range to be check and verified each work week). Make sure that each individual piece of mail in the receptacle is inspected. If old mail is found (anything over 30 days from the date received per the MPOs/PSCs date stamp), the COPE/MPONCOIC will contact the individual and/or identified command representative for the mail's pick-up within the next business day. Always try to contact the receptacle holder either through their command or other appropriate sources.

(a) Individual P.O. box holders can be contacted by their contact information contained within the MPOs/PSCs AMPS Director module.

(b) If old mail continues to accumulate within the mail receptacle, the mail will be return to sender.

(c) If you identify that the sponsor is not able to pick up their mail because of TAD, leave, or other authorized absence, prepare a temporary mail disposition instruction (DD Form 2258). Indicate on the 2258 who/where you obtained the information on the receptacle holder, attach any supporting documentation you may receive and then place the DD Form 2258 on the back of the receptacle.

(2) If box holder is no longer attached to their command (and did not check out of the MPO), their mail will be endorsed "MOVED LEFT NO ADDRESS." Complete the closure procedures for the receptacle and annotate the receptacle with, "moved left no address." At no time will the MPO close a receptacle, if any sources states, "sponsor is still attached to the local command."

(3) Receptacle holders must use DD Form 2258 (Temporary Disposition of Mail) any time the sponsor will be absent for more than 15 consecutive days (Figures 2, 3, 25, 28-31 are examples of different uses of DD Form 2258). Figure 32 is an example of a closed out (Revoked) DD Form 2258.

j. PS Form 3907 (Notice to Call at Window) will be completed within AMPS with a hard copy printed and placed within the appropriate receptacle when receiving large articles or excessive quantities of mail. Delivery clerks must exercise good judgment in placing large items in mail receptacles. The contents can be damaged and the patron may not be able to remove the articles from his/her box; even if the clerk may be able to squeeze it into the receptacle.

(1) If a written-up article has not been claimed after 15 days, the clerk will re-confirm the receptacle for the original PS Form 3907 is still inside the receptacle making sure to match the date on the PS Form 3907 with the date on the article. The clerk will then verify that there is a hard copy PS Form 3907 for each article on the shelf/tub, and an electronic copy within AMPS, with that date.

(2) Verify if there is a DD Form 2258 on the receptacle showing mail on hold, forward, etc. If there is a DD Form 2258 indicating special instructions for that receptacles mail, make sure to indicate the information

on the article. Mail on Hold; write "hold" on article and list hold dates (from date to the return date).

(3) If neither of the above apply, you will need to use a red ink pen and indicate (Second/Final notice) on the article. APDS the article with the date of the second notice complete a PS Form 3907 for the article and indicate, "Second Notice." Ensure a second notice PS Form 3907 is completed within AMPS matching the dates indicated on the mail piece and the hard copy PS Form 3907.

k. Patrons must use DD Form 2258 any time they will be temporarily absent for more than 15 days. DD Form 2258 will not be used for more than 90 consecutive days unless it is used to forward mail when the sponsor is in a deployed status. If the patron requests to use a DD Form 2258 for more than 90 days (other than for a deployment), the PFO must approve.

1. Postal Service Center Directory System

(1) The PSC will maintain an up-to-date electronic directory file system. The AMPS Directory Module is the preferred direct system for all PSCs. The directory file will list personnel who receive mail through assigned mail receptacles as well as the forwarding addresses of those personnel who have transferred or closed their assigned mail receptacle within the preceding 12 month period.

(2) The PSC directory file will consist of properly completing a directory file/authorized information card. This information can be maintained electronically within the AMPS Directory module.

(3) Directory file cards are to be maintained in one file system in alphabetical order without regard to the sponsor's rank or status.

(4) The electronic directory system should be used for completing directory service; however, a current copy must be accessible and maintained to ensure directory services can be completed during system outages. COPEs, NCOICs, QA/QC staffs, and supervisors must randomly check the "No Recorded" mail with the data base to ensure all information is accurate.

(5) The required mail handling and processing procedures for MPAs, MPOs, IMDCs, and IOMCs regarding all mail classes and categories of UAA and "Unclaimed" mail are described in detail reference (j).

m. Change of Address procedures and cards (PS Form 3575; if available) must be provided to patrons maintaining a receptacle. Patrons should be encouraged to complete an intern Change of Address (iCOA) at: www.usps.com.

n. Accountable Mail. Receptacle holders will be notified of the receipt of accountable mail by placing a properly completed Delivery Notice/Reminder/Receipt (PS Form 3849) in the addressee's receptacle. Accountable mail will process within and per the AMPS Accountable Mail Module.

(1) Priority Express Mail. Upon receipt of express mail, the post office will create a PS Form 3849 within AMPS followed by attempting to contact the addressee via phone. Inform the addressee they have a Priority Express Mail piece they are required to sign for and pick up at the MPO. If the addressee is not available, the clerk must leave a message with the person or machine. If the article has not been picked-up by the 7th working day, the post office will make a final phone call to the addressee informing them that the article will be Returned to Sender (RTS) at the close of business.

(a) Clerks are to annotate the information in the remarks section of the PS Form 3849 within AMPS.

(b) At the end of the day if the article has not been picked up, the clerk will endorse the PS Form 3849 "Unclaimed" and RTS the article (Figure 5-2).

(2) all other accountable mail (Certified, Insured, Registered, etc.) will be processed similarly within the AMPS Accountable Mail Module per their specific mail retention periods.

(3) All Second/Final Notices must be entered in the AMPS Accountable Mail Module to include if the accountable mail piece is forwarded, Returned to Sender, or on hold. The clerk must annotate within the remarks section of the PS Form 3849 actions taken to include dates, times, and personnel contacted.

34. Parcel Lockers. Used for parcels and large flat mail pieces enabling secure 24-hours/seven days a week access for customers with mail receptacles (P.O. Box).

a. The use of parcel lockers should be used prior to the utilization of PS Form 3907s whenever possible. Mail with USPS barcodes will be scanned "Delivered to Locker" by applicable USPS and/or DoD scanner when mail piece is placed within the parcel locker.

b. Clerks will ensure that mail placed in parcel lockers are delivered within five days. If mail is still in the parcel locker after five consecutive days, the packages/large flats will be removed from the parcel locker with an AMPS PS Form 3907 completed for final delivery.

c. The keys for individual parcel lockers will have Air Contract Transportation (ACT) tags with instructional labels affixed to them providing the customer with directions of use.

d. Parcel lockers will only be utilized for the delivery of official mail or unit mail when measures are in place to ensure the MPO/PSC staff can validate that the mail is delivered to an authorized agent as well as validate the actual time and date the parcel locker was accessed by the authorized agent. Parcel locker keys will not be issued out to units as the MPO/PSC staff will not be able to validate the control or custody of the keys at the time and date the locker was accessed making the mail delivery accessible to unauthorized agents and theft.

35. Postal Directory Service

a. MPOs/IMDCs will process UAA and "Unclaimed" mail in accordance with reference (j) ensuring proper routing to the servicing USPS Computerized Forwarding System (CFS) and Postal Automated Redirection System (PARS) facility.

b. UAA and directory (re-work) mail received from UMRs, UOMSSs, and OMCs must be monitored when returned to the servicing MPO/IMDC by unit mail clerks to ensure clear and proper endorsement, the proper delivery attempt, and that the directory justification is provided prior to the MPO/IMDC staff further processing of the mail to the USPS. If the computerized directory database annotates the date directory service was provided on the printed label, date stamping on the back of the piece of mail is not required.

c. The Marine Corps Marine Profile System provides one standardized Marine Corps wide program for use in providing directory service on UAA and "Unclaimed" mail. Marine Profile shall be the primary source to be utilized when providing directory service by UMRs. Mail directory service shall not be used as a base locator service.

d. Back stamp each piece of mail receiving directory service. If directory mail is not processed on the date of receipt, annotate the date processed. If processing a large volume of directory mail, postmark it on the reverse side of the address by machine instead of manually back stamping.

e. IPOs, Postal Officers, and MPO Supervisors will ensure all directory mail markings, endorsements, preparation, and dispatch are in accordance with reference (j) for current USPS, PARS, and CFS requirements.

36. Mobile Unit Addresses (Deployed Address)

a. Mail Routing Requests (MRR). MRRs are source documents that provides the Postal Operations Officer/Postal Operations Chief with required authorization and information needed to support the MCMU address creation, routing and coordination for deployable units. MRRs will be submitted to the Postal Operations no later than 30-days prior to the unit's scheduled departure date. A Return Mail Routing Request (RMRR) will be required to be submitted to the servicing MPO/postal activity atleast 30-days prior to a unit returning from a deployed theater to ensure proper routing and handling of the unit's mail.

b. Mail Handling Procedures (MHP). MHP will be created and published for deployed units by the Postal Operations Officer/Chief once the unit Mail Routing Request has been received, processed, and approved within AMPS by the USPS and MPSA. The MHP will be published to the deploying unit's Commanding Officer, UMO, AUMO, Executive Officer, Electronic Key Management Systems Manager (EKMSM), unit Substance Abuse Control Officer (SACO), and the unit's DRC as a reference and guide for

mail handling requirements throughout the unit's deployment. The individual MCMU addresses provided within the MHP are the only addresses that the unit will be authorized to utilize throughout the duration of the deployment. At no time will a unit be authorized to utilize another unit's deployed address.

(1) Per USPS and DoD regulations, addresses for units deploying will be activated 10-days prior to the unit's advance party departure date; no sooner. Neither the USPS or DoD have facility, container, or resource spaces to hold and store mail for units and Service Members who have not arrived or located at the intended destination.

(2) It is the responsibility of the UMO and AUMO, as appointed by their unit commander, to ensure that information applicable to their unit contained within the MHP is enforced and adhered to.

(3) Unit and supporting DRCs, SACOs, and EKMSMs will only provide the deployed address information contained within the published MHP for the respective unit to families as well as supporting commands, agencies, and organizations.

c. Floor Changes (FC). FC are created for internal MPA, MPO, IMDC, and IOMC use only identifying and communicating unit movement changes to the internal supporting postal staff. An FC will be established by the Postal Operations Officer/Chief to ensure that personnel within the CPS are cognizant of units deploying, redeploying, or re-locating (facilities, camps, etc.) ensuring the timely processing, handling, and delivering of the respective unit's mail.

(1) FC are also utilized to communicate when new addresses are established, addresses are closed, or units have moved to a new location aboard the installation or within the region.

(2) FC will be disseminated to outer satellite post offices to the MPO COPEs/IMDC NCOICs as a reference and guide for prograde and retrograde mail if applicable to their MPA.

37. Installation Official Mail Managers. See Chapter 4.

38. Audits and Inspections

a. References (a), (b), (h), and (i) establish standard procedures for audits of postal effects, stocks, funds, and equipment entrusted and/or controlled by a designated postal clerk, COPE, or PFO as well as for the inspection of MPAs, MPOs, IMDCs, IOMCs, and PSCs for compliance with existing regulatory documents and agreements.

b. Audits and inspections are management tools designed to ensure the administration of the MPS and OMP are in compliance per established USPS and DoD policies, procedures, and agreements. Each installation and MPA shall establish a postal QA/QC section to monitor and comply with all audit and inspection requirements contained within the references and this Order.

c. IPOs shall appoint Postal Inspectors, E-6 or above holding the MOS 0161, as part of a QA/QC section. Grade waiver of E-5 can be submitted in writing, via the chain of command, to the MCIWEST-MCB CAMPEN Postal Director for review and approval. Grade waiver request must identify the commands current necessity and mission requirements failure if the request is not approved.

d. MPA, MPO, IMDC, IOMC, PSC, UMR, MDC, UOMS, and OMC FA Inspection reports will be made available for review during all inspections and staff assistance visits.

e. References (i) and (j) requires periodic audits of postal accounts advanced by the USPS to ensure these accounts are protected. Audits normally pertain only to MPO activities; however, IOMCs are also subject to audits of their appropriated funds per reference (b), (c), and (aa).

f. Per the provisions outlined in references (a) and (c), a Postal Officer, holding the MOS 0160, shall conduct an unannounced inspection and audit of accountable postal effects and monies, including stamp fixed/flexible credit, money order funds and money orders, and verify the accuracy of administrative records. The audit shall cover customer and business transacted since submission of the previous inspection of the PFO's, COPE's, and postal clerk's accounts.

g. Audits and inspections of MPOs shall be conducted at no set time and without prior notice to PFOs, COPEs, retail postal clerks, or other personnel having custody of postal funds. Postal officers conducting audits and inspections shall be familiar with the sources of information and instructions contained in reference (a), (b), (c), (h), (i), (aa), and this Order.

h. Care shall be taken that inspections are strict, thorough, and accurate since the performance of the inspection may result in the discovery of irregularities, theft, and embezzlement by postal personnel.

i. USPIS inspectors, upon proper identification and justification, are authorized to conduct inspections and audits of MPOs as per references (a) through (ag). Commanders, IPOs, and Postal Officers shall offer complete cooperation to USPIS inspectors.

j. Additional audits and inspections of MPOs may be ordered when it is considered necessary or desirable.

k. COPEs shall conduct bi-weekly unannounced and random audits of all postal clerks' finance accounts. Audits shall be completed on the appropriate PS Form 3294 and shall be recorded on PS Form 3368 (Accountability Examination Record). Audit worksheets shall be retained for review by the IPO and/or Postal Officer until the next quarterly MPO audit

and inspection and then filed as appropriate. Stock and fund overages and shortages that are not within the established USPS and DoD tolerance standards shall be immediately reported to the PFO and postal officer for resolution.

l. The IPO, MPO supervisor, or designated representative (Postal Inspectors), shall conduct unannounced and random inspections of MPAs, MPOs, IMDCs, IOMCs, and UMRs under their cognizance, at least quarterly, utilizing the IG Postal Affairs 5110 Checklist. UMOs and OMCs shall be inspected annually.

m. Inspection briefs shall be conducted with the Commanding Officer (CO) or Executive Officer (XO), if available, by the inspectors. Briefs for "non-mission capable" UMRs, UOMs, and OMCs shall be conducted with the CO or XO. Postal inspectors shall make an appointment with the CO/XO if he/she is not available at the time of the conclusion of the inspection.

n. Retention Period. USPS and DoD official correspondence pertaining to the sole business of the MPA, MPO, IMDC, and IOMC must be retained for a certain period according to USPS law, reference (h), and Marine Corps Record Management regulations and guidelines.

39. Required Inspection Reports

a. Consolidated quarterly UMR, OMC, and UOMS inspection summary reports shall be completed and sent to the respective MACOM Inspector General (i.e. I Marine Expeditionary Force, MCIWEST-MCB CAMPEN, 1st MLG, 3rd Marine Aircraft Wing, 1st Marine Division, Marine Corps Installations Command, Training and Education Command, Special Operations Command, etc.) for their review and files. These consolidated quarterly reports will contain, at a minimum, the following information:

(1) The number of UMRs, OMCs, and UOMS inspected during that quarter with remarks of mission capable or non-mission capable.

(2) The number of UMRs, OMCs, and UOMS not inspected with valid reason, e.g., unit deployment.

(3) The top three most frequently noted discrepancies and/or trends from that quarter's inspections. This will only be a listing of findings and/or discrepancies; unit information need not be included.

(4) Postal subject matter experts recommendations, if any, as to the possible systematic causes of the top three findings and/or discrepancies. This section will also include any noteworthy comments, recommendations, or concerns received by Commanders regarding the inspection, inspection results, or inspection process.

(5) Any best practices noted during the quarter.

(6) Any other information deemed appropriate.

b. Reports will be completed by the CPS QA/QC Officer and submitted electronically, signed by the MCIWEST-MCB CAMPEN Postal Director, by the last day of January, April, July, and October.

c. The data compiled will assist in the analysis of the program effectiveness and compliance.

40. Locations and Hours of Operation of MPAs/MPOs/IMDCs/IOMCs. The MPAs/MPOs/IMDCs/IOMCs are located at various locations on each installation. All military postal operations are closed on Saturday, Sunday, and holidays, unless otherwise required. The MPAs/MPOs/IMDCs/IOMCs provides and/or coordinates postal administration, parcel delivery, PSC, official mail, deployed unit mail operations, mail distribution, postal training, and stamp and money order which are identified under services as Mail Call, Parcel Delivery, Retail, PSC Window, and/or Official Mail. The locations, hours of operation and services provided for the MCIWEST-MCB CAMPEN and western region can be viewed at: https://usmc.sharepoint-mil.us/sites/mciwest_G1/MCIWMCBADJ/Directives/default.aspx.

Chapter 3

Unit Mailroom Operations

1. General Information

a. Commanding officers (CO) shall ensure the core mission of the Unit Mail Room (UMR) is accomplished. Commanders will establish a UMR section in order to provide mail services at the unit level to the personnel assigned to their command. The mission of the UMR is to ensure that eligible personnel receive proper mail delivery service in a secure and timely manner. These instructions apply only to letters and parcels delivered through the United States Postal Service (USPS), Military Postal System (MPS), and UMR herein referred to as mail.

b. The delivery of mail through mail receptacles, commonly referred to as mailboxes or Post Office (P.O.) boxes, is another method COs can provide the delivery of mail to their personnel. The procurement, installation, maintenance, and operation of these mail receptacles are the responsibility of the CO. COs who desire to use receptacles in their UMR or in another location, e.g. barracks, shall coordinate with the Installation Postal Officer (IPO) for proper installation, security, control, and to establish addresses that conform to USPS addressing standards in reference (v) and this Order. The IPO/MPO supervisor will provide training and quarterly inspections of the Postal Service Center (PSC) section. Refer to references (a), (j), and (l) for procedures and guidance for mail delivery through the receptacles.

c. Installation or Camp Commanders desiring authorized Service Members within their area of operation be serviced by a PSC section vice a UMR must coordinate with the IPO/MPO supervisor and base facilities. The Commander will be responsible to obtain the required facility space, receptacles, and augmented manpower to expand the current MPO facility, operations, and support, as well as maintain future mail service and support operations.

d. The receipt of personal mail through the UMR or unit PSC is restricted to personnel residing in military barracks where USPS does not deliver mail. Marines residing in military housing or in off-base quarters where USPS delivers are not authorized to duplicate services, receiving personal mail through the UMR/PSC, may not use their military address to receive bank statements, credit card invoices, or magazine subscriptions.

e. Activities that do not maintain a UMR, i.e., do not receive or handle personal mail, shall still be required to appoint unit official mail clerks/orderlies to receipt for official mail and to deliver incoming official mail, to include official accountable mail, to appointed authorized agents. These activities, known as unit Mail Distribution Center (MDC) may utilize PS Form 3801, "Standing Delivery Order," to designate authorized agents to receipt for the mail. The CO or equivalent must sign the PS Form 3801, no delegation or by direction is authorized.

f. Commanders shall ensure and require all personnel checking in-and-out of the command, check in-and-out of the units servicing UMR, PSC, or MDC.

g. Commanders shall ensure that only complete and authorized mailing addresses are entered into Marine Corps Total Forces System (MCTFS) and/or Marine OnLine (MOL) by their staff, S-1s, and supporting Installation Personnel Administration Center (IPACs). Barracks, buildings, and room numbers are not authorized.

h. All commands operating a UMR or MDC shall use this Order for standardized mail processing, distribution, and delivery procedures.

2. Qualifications of Unit Mail Clerks and Unit Mail Orderlies

a. Personnel conducting unit mail handling duties in the UMR will be designated as a unit "mail clerk"; and personnel that handles mail for individual sections or shops will be designated as a unit "mail orderly." These personnel must have no record of:

- (1) Conviction by court-martial under the UCMJ.
- (2) Punishment under UCMJ, Article 15.
- (3) Civil court conviction related to a theft, financial, or postal incident.
- (4) Derogatory information or unfavorable conduct that casts doubt on the individual's trustworthiness and integrity such as theft or perjury.
- (5) A history of psychiatric disorder, alcoholism, or drug abuse, unless a medical evaluation determines the condition no longer exists.
- (6) Having been previously relieved of postal duties for cause.

b. Be a United States (U.S.) citizen with a secret clearance eligibility if handling official registered mail. Non-U.S. citizens will not handle official registered mail.

c. Must be able to lift and handle packages and containers weighing up to 70 pounds.

3. Designation of Personnel

a. The UMO and AUMO will be designated in writing by the CO to supervise and manage the operations of the UMR. Authorized personnel working in the UMR shall be designated by utilizing DD Form 285 (Appointment of Military Postal Clerk, unit mail clerk, or mail orderly) and DD Form 2260 (unit mail clerk/mail orderly Designation Log); refer to reference (1) for designation procedures.

b. Designated personnel must be informed and acknowledge their responsibilities, obligations, and liabilities in handling mail. Mail orderlies will complete and sign a statement of understanding.

c. The command will keep the number of designated unit mail clerks and orderlies to a minimum to allow efficient and effective handling and delivery of the mail. A minimum of two-unit mail clerks and orderlies will be appointed per each unit or section.

d. Unit mail clerks shall have their DoD Common Access Card (CAC) for active duty personnel, or appropriate additional identification for civilian personnel, when performing mail handling duties and present it with their DD Form 285 when receipting for mail.

4. Terminating Designations. When unit mail clerks are relieved, the unit designating official voids the DD Form 285, retains on file for two years, and notifies the servicing MPO in writing of the revocation. Refer to reference (1) terminating procedures.

5. Required Training

a. COs shall ensure UMOs/AUMOs, UOMMs, unit mail clerks, and orderlies are knowledgeable in all aspects of mail handling operations, familiar with this Order, the unit mail handling order, and properly trained in their responsibilities prior to designation.

b. UMOs and AUMOs are required to attend a local mail clerk indoctrination course within 30-days of appointment. Unit mail clerks shall attend mail indoctrination course prior to being assigned mail handling duties. Commands that are not serviced by MPOs will request support from the host IPO or contact MCIWEST-MCB CAMPEN Postal QA/QC Officer for further guidance on satisfying this training requirement.

c. An original copy of a certificate of completion from the servicing MPO/IMDC must be on file at the unit and readily available for review upon request.

d. Once a UMO, AUMO, UOMM, or unit mail clerk transfers to a new duty station, they must attend the local mail indoctrination course when appointed for mail handling duties at their gaining command.

e. Section mail orderlies must attend unit level training prior to assuming mail handling duties. Commands may use locally developed military postal programs to satisfy this requirement and must keep results of completion on hand.

f. Assistant Chiefs of Staff, Directors, Officers in Charge (OIC), etc. of mail clerks and/or mail orderlies appointed on a PS Form 3801 shall require their mail clerks and/or mail orderlies to attend mail indoctrination training, provided by the servicing MPO/IMDC, within 30-days of being appointed. Clerks appointed on a PS Form 3801 are only authorized to receive, handle, and deliver official mail; no personal mail. Mail orderlies who only handle official mail shall be appointed on a PS Form 3801 by their Directorate, Department, or section OIC.

6. Required References. Each UMR and OMC is required to maintain a copy of the most current edition of the required publications/directives. UMRs with reliable access to electronic copies of the required publications do not require paper copies of the publications. The below listed references are required to be maintained in the UMR:

a. DoD 4525.6-M, DoD Postal Manual.

b. MCO 5110.4C, Conduct Of Marine Corps Unit Mail Rooms And Mail Distribution Centers.

c. MCIWEST-MCB CAMPENO 5110.1C, Marine Corps Installations-Marine Corps Base, Camp Pendleton, Postal Affairs.

d. Unit Mail Handling Order.

7. Unit Mail Handling Order. Commands operating UMRs and OMCs are responsible for promulgating unit mail handling instructions as well as ensuring they are published and enforced throughout their command. The command's mail handling order, at a minimum, will include:

a. The correct and complete mailing address to be used by personnel attached to the command, official and personal mailing addresses, as applicable.

b. The location and hours of operation of the servicing MPO, IMDC, or IOMC.

c. The location and hours of operation of the UMR.

d. The location and hours of the last pick up from USPS collection mailboxes provided for posting outgoing mail.

e. The time and method of distributing incoming mail.

f. Information regarding the UOMS.

g. Require personnel to update their mailing address within MOL upon checking in, when they check-out, etc., of the Command as part of the Command's official check-in-and-check-out process monitored by the Command Adjutant/Administrative Chief.

h. Require only complete and authorized mailing addresses are entered into MCTFS and/or MOL by their staff, S-1s, and supporting IPACs for all personnel upon their check-in and out of the Command. Barracks, buildings, and room numbers are not authorized.

i. Information about the security of mail center, its mail, its personnel and postal effects; refer to reference (q).

j. Procedures for screening registered and certified mail for classified material, PII, etc., as applicable.

k. Procedures for handling mail for personnel temporarily absent from the command, e.g., Temporary Additional Duty (TAD)/annual leave.

l. Delivery of mail during exercises, as applicable.

m. Instructions on suspicious package procedures, e.g., bombs/anthrax; refer to reference (q) and (r).

n. Instructions on utilizing the Marine Profile System and proper maintenance of the directory file cards, as applicable.

o. Instructions and procedures for submitting a Mail Routing Request (MRR) to the servicing MPO for deployment addresses and proper mail handling instructions.

p. Instructions for utilizing OPNAV 5110/5 (Change of Address Card) and PS Form 3575 (USPS Change of Address).

q. Any additional postal information deemed appropriate by the promulgating authority to include command "guard" mail procedures.

r. Commands without UMRs shall, at a minimum, provide policy on incoming and outgoing of official mail through their designated UOMS and how their single personnel are to receive mail services.

8. Security of Mail

a. Unit mail clerks and section mail orderlies shall safeguard mail in their possession at all times and may be held liable for failure to handle mail properly. The UMR will be locked when the mail clerk is not present.

b. Only deliver mail to authorized addressees, mail orderlies, and authorized agents named in writing by the CO. Mail may not be delayed, intercepted, opened, rifled, or left unattended when not in an authorized secure area. Unit mail clerks and section mail orderlies may not remove stamps from mail entrusted to them.

c. Limit access to the UMR to designated postal personnel conducting official business at the facility or official inspections and visits. Allow maintenance personnel and work details access only when escorted or under constant surveillance by unit mail clerk or UMO. The unit mail clerk must verify identification and authorization of personnel prior to allowing entry into the UMR. An access roster must be posted outside the UMR in order to properly identify any personnel authorized to be within the UMR unsupervised. Any personnel other than the CO and XO, must be properly appointed and identified to operate within the UMR.

d. Only mail received from USPS and MPS mail channels, postal records, and essential furniture will be in the UMR. Personal briefcases, backpacks, paper sacks, or other containers are not allowed into areas where mail is processed. The UMR will not be used to store other gear that is not related to the delivery or processing of mail. Guard mail and similar administrative correspondence will not be processed or stored in the UMR or intermingled with U.S. Mail. Articles shipped through Federal Express (FedEx), United Parcel Service (UPS), and other independent shipping companies will not be processed or stored in the UMR unless received through USPS or MPS mail channels.

e. UMRs will prominently display DD Form 1115 "Mail Room No Admittance Except to Authorized Personnel" on or near the entrance to the UMR indicating the hours of operation and an example of a correct personal and official mailing address for the command.

9. UMR Structural Requirements. Construct UMRs to provide adequate space and security for mail. The following are minimum structural requirements for a UMR located in a permanent structure:

a. Locks and door hinges shall be mounted inside or in such a manner to prevent easy removal, i.e., spot welding of door hinges mounted on the outside.

b. Easily accessible windows, such as those located on the first floor/ground level or those reachable via catwalk or adjoining rooftops, shall be equipped with bars or heavy wire mesh to prevent intrusion.

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

d. Receptacles, when used, will be installed to prevent access to or from other receptacles or access via a customer service window.

10. Control of Keys or Combinations

a. The UMO will be the custodian of the UMR keys and will keep a current list of those individuals issued a key. Strict control and safeguard of the keys is paramount. The primary unit mail clerk for that day will sign a key logbook which will indicate the date/time received and the date/time returned. The key will be returned to the UMO daily for proper storage; at no time will the unit mail clerk be authorized to keep the UMR key overnight, or in their personal possession when not conducting UMR duties.

b. A separate key log will be maintained for the purpose when the primary unit mail clerk is required to transfer the key to another designated unit mail clerk to perform mail function in his/her absence. This separate key log will not be maintained within the UMR.

c. The duplicate key(s) or combination to the UMR shall be sealed in a plain envelope or a PS Form 3977 (Duplicate Key Envelope) which can be obtained through the servicing MPO and kept in a safe controlled by the UMO or a representative designated by the CO. The UMO and designated unit mail clerk will both sign across the back flap of the envelope and endorse the front of the envelope to show its contents and date sealed. Prior to sealing the duplicate key in the envelope, ensure the key works properly. A new envelope will be prepared whenever the duplicate key or combination is used. The UMO or representative designated by the CO holding the duplicate key(s) will sign the key logbook which will indicate the date received and the date returned.

11. Transporting Mail

a. Use a closed-body government vehicle equipped with lockable doors to transport mail to and from the servicing MPO. When a closed-body government vehicle is unavailable and another type of government vehicle is used, unit mail clerks or section mail orderlies will ride in the compartment that holds the mail, or at least maintain visual contact, with the mail. Always protect mail being transported in other than closed-body government vehicles from inclement weather or possible loss.

b. Privately Owned Vehicles (POVs) shall not be used to transport unit mail unless written approval is requested and received from the IPO; primary for units and agencies who are not assigned/allotted government vehicles.

(1) If an emergency situation occurs requiring the use of a POV on a temporary basis, the unit commander shall request, in writing, an exception

to policy through the installation postal officer. The use of POVs to transport mail will not be a routine or permanent standard operating procedure.

(2) It is the command's responsibility to coordinate and obtain a government vehicle for this purpose.

c. When using any vehicle to transport mail, passengers not authorized to handle mail will not have access to the mail.

d. USPS and MPS equipment will only be used to transport mail, excluding oversize pieces. USPS and MPS equipment will be returned to the servicing MPO when not needed to accomplish the mission of the UMR.

12. Privacy of Mail

a. The privacy of mail and postal records shall not be violated. Unit mail clerks and section mail orderlies shall not break the seal of any mail matter nor are they authorized to release any information about mail contained within postal records. Requests for information will be referred to the UMO or UOMM for further coordination with the IPO.

b. Personal addresses of personnel are privileged information and will not be divulged to anyone except in the course of official business. UMOs and unit mail clerks will refuse telephone inquiries and "third party" requests for personal addresses.

13. Emergency Destruction of Mail and Postal Records

a. Destruction plans of Marine Corps activities operating UMR shall include instructions for disposing of mail and equipment in emergencies involving natural disasters, danger, or capture. Refer to reference (1), for guidance and procedures.

b. Personnel conducting emergency destruction shall submit a list of items destroyed to the IPO/MPO supervisor as soon as practical, but no later than 48-hours after the incident.

14. UMR Inspections

a. UMOs or AUMOs will check the UMR daily to ensure that the mail is handled correctly and promptly.

b. The UMO or AUMOs will conduct weekly inspections utilizing the IG Postal Affairs 5110 Checklist, Subsection 2. UMR inspections will be conducted unannounced and at random so as not to establish a trend when inspections are accomplished.

c. The IPO, MPO supervisor, or designated postal inspector will conduct unannounced inspections of UMRs served by the command at least quarterly, utilizing the IG Postal Affairs 5110 Checklist. Inspection briefs shall be conducted with the CO or Executive Officer (XO), if available, and include the UMO and/or the AUMO. All briefs for "non-mission capable" shall be conducted with the CO or XO. Postal inspectors shall make an appointment with the CO/XO if he/she is not available at the time of the conclusion of the inspection.

d. UMRs receiving a non-mission capable rating during a quarterly inspection will be inspected monthly by the servicing MPO until they receive at least two consecutive ratings of mission capable.

e. A report of corrective action taken for the non-mission capable and findings issued will be forwarded from the command to the QA/QC section no later than 30-days from the date the postal inspection report was submitted to the command.

f. Commands not served by a Marine Corps MPO/IMDC will contact the host Installation and/or MCIWEST-MCB CAMPEN QA/QC for support and guidance.

g. Weekly UMR inspection checklists may be destroyed after the unit has been inspected by the installation postal officer, MPO supervisor, or designated postal inspector each quarter. Quarterly UMR inspection checklist shall be kept on file in the UMR for two years.

h. Proper identification is required prior to granting access to the UMR. UMOs and unit mail clerks are required to request to view the inspector's credentials prior to entry to the UMR. Marine Corps Postal Inspectors shall be identified by a NAVMC 11157 (Marine Corps Postal Inspector Identification Card).

i. Commands that do not maintain a UMR, i.e., do not receive and handle personal mail, will not be inspected as a UMR. Postal inspectors and UOMMs should only include the inspection of the UOMS and delivery of official mail procedures within the command. Command UOMS shall be inspected annually.

15. Processing of Mail

a. Before receipting for mail from the servicing MPO/IMDC, unit mail clerks shall ensure that any damaged articles are endorsed properly and rewrapped, if needed. Make every effort to match articles found loose in the mail with their original envelopes or wrappers and return unmatched articles to the servicing MPO/IMDC. If unit mail clerks and section mail orderlies receive damaged articles in closed bags, repair such articles and endorse them "Received in damaged condition." Include the date of receipt, unit mail clerk's/mail orderly's initials, and identify the unit repairing the article in the endorsement. UMOs will report these incidences to the servicing MPO.

b. Unit mail clerks are required to back stamp all mail received from the servicing MPO upon returning to the UMR to reflect a date of receipt on the right reverse (non-address) side of the mail article. The UMR shall return rework/redirect mail back to the servicing MPO the next business day for proper disposition. At no time will mail be held for than 24-hours (not including weekends and holidays) without proper supporting documentation. If the UMR does not have the proper container to store official accountable mail, then undeliverable official accountable mail will be returned to the servicing MPO the same day, refer to paragraph 19.c. of this Chapter for requirements.

c. Section mail orderlies shall pick up mail from the UMR daily at the designated time(s) identified within the unit mail handling order. Section mail orderlies shall return undeliverable mail to the UMR the same day as it is received with supporting documentation stating the reason it could not be

delivered, e.g., TAD, annual leave, in the field, etc. At no time will section mail orderlies place endorsements directly on the mail.

d. The UMR will maintain a mail receipt log for each workday mail is delivered to the unit section mail orderlies. The mail receipt log sheet will be kept for two years and then destroyed. At a minimum, the mail receipt log shall contain the following information:

- (1) Company, work section, department, etc.
- (2) Date and Time.
- (3) Legible printed last and first name of section mail orderly.
- (4) Signature of section mail orderly.

(5) Remark section for reasons of non-delivery, e.g., no mail, section did not pick-up, section day off/secured, etc. This will assist commanders on identifying potential mail delivery and delay issues.

16. Delivery of Personal Mail

a. References (a), (d), (e), and (m), prohibits using DoD personnel and resources to duplicate services which are provided by the USPS, by law or agreement. Personnel residing in the local economy, family housing or billeting, where USPS delivers mail will receive their personal mail at those locations and not through the UMR or servicing PSC.

b. Personally addressed mail is considered official when the delivery address includes a duty title or when the mail was sent in an official envelope from a Marine Corps or DoD activity paying with official postage.

c. Recently transferred or transferring personnel, not residing in the barracks, may use their unit's military address and UMR for mail delivery service until they establish permanent quarters. In doing so, they must check-in with their servicing UMR and notify their correspondents of a permanent address within 30-days after joining the command. Any mail received after the permanent quarters have been established will be returned to sender or forwarded to the Service Member's residence with an appropriate endorsement. Once permanent quarters have been established, it is the Service Member's responsibility to notify the serving UMR and their correspondents of their new address. Service Members are highly encouraged to complete a temporary or permanent change of address with the USPS at www.usps.com.

d. Personal mail must never be left unsecured by being left on racks, placed under doors, in or on desks, sent through guard mail, etc. Additionally, personal mail may not be given to the addressee's OIC, SNCOIC, NCOIC, roommate, squad leader, or any other individual for subsequent delivery to the addressee unless that individual has been authorized by the addressee in writing as an authorized agent to receipt for mail on his/her behalf.

e. Proper delivery occurs when custody of a piece of personal mail is directly passed from the hand of the appointed unit mail clerk/mail orderly to the hand of the addressee, or to the hand of an agent which the addressee has authorized in writing to receipt for their mail, and then only after the identity of the addressee/agent has been properly verified.

f. At no time will UMOs or unit mail clerks open, read, or store personal mail addressed to them in the UMR. Designated mail orderlies from the unit mail clerk's section will sign for their mail and deliver as appropriate upon their return.

17. Personal Accountable Mail

a. Unit mail clerks and orderlies are not authorized to handle personal accountable mail. Unit mail clerks will receipt for a PS Form 3849 (Delivery Notice/Reminder/Receipt) from the servicing MPO/IMDC and deliver it to the individual or the responsible mail orderly. PS Form 3849s will be handled and processed as if it is a First-Class Letter by the UMR.

b. Individuals are responsible for picking up their own accountable mail and cannot appoint unit mail clerks or orderlies as agents in this regard.

(1) Exceptions to this policy can be made if the unit is located in a remote area where the individual Service Member does not have access or transportation to the post office where the accountable mail is held. Request for the exception to this policy will be submitted, in writing, by the CO to the IPO for approval. This exception to policy only authorizes the unit mail clerk/mail orderly to be considered as an authorized agent to sign for personal accountable mail; ultimately it is the individual addressee's discretion to authorize the unit mail clerk/mail orderly by signing the appropriate block on the back of the PS Form 3849.

(2) If approved and to protect the unit mail clerk/mail orderly, it is recommended that a logbook is maintained with date of delivery, tracking number, individual's name, and signatures for future reference and verification.

(3) Exception to this policy does not construe that unit mail clerks can process and store personal accountable mail in the UMR. All undeliverable accountable mail must be returned to the servicing MPO the same day.

18. Delivery of Official Mail

a. In accordance with reference (a), consider mail as official if it includes a duty title, office symbol, or is addressed by title (such as Supply Officer or First Sergeant). Process and deliver mail addressed to "Commander of" an individual as official mail for the commander.

b. Official mail delivered to the UMR is considered as delivered by USPS, but to protect the unit mail clerk and have record of its delivery, official mail shall be delivered to an authorized agent of the command whom has been designated in writing to receive official mail addressed to that command by the CO.

c. Official mail will not be opened in the UMR under any circumstance and must be delivered as directed by the CO or their designated representative, e.g., section mail orderlies, UOMM, etc. Official accountable mail shall not be delivered to the section mail orderlies.

d. The commander may designate, in writing, individual(s) in his/her staff to receive and open regular official mail as a screening measure before delivering to the appropriate section/addressee.

19. Official Accountable Mail

a. COs shall designate in writing personnel authorized to receipt for and open official accountable mail addressed to the unit. The authorization letter must be signed by the current CO only. "By Direction" authority is not authorized. The authorization letter will contain a sample signature of the individuals authorized to sign for and open official accountable mail addressed to the CO. A single letter may authorize more than one individual; however, any change to the authorization letter will require cancellation of the previous letter and publishing of a new letter.

b. In order to have proper accountability, the unit mail clerk or unit section mail orderly shall not be designated as an authorized agent to receipt for and open official accountable mail. Authorization letters will be maintained for a period of two years after cancellation in the UMR/UOMM files.

c. UMRs are authorized to store official accountable mail overnight utilizing a GSA approved security container that meets the requirements for storing SECRET material per reference (w). If the UMR does not have the proper container, all undelivered official accountable mail will be returned to the servicing MPO that day for delivery the following day. When accountable mail is returned, the mail clerk will complete a new PS Form 3883 and a postal clerk will sign for the accountable mail.

d. The UMO will verify the delivery of accountable mail daily to ensure delivery has been made to an authorized agent by initialing the PS Form 3883, in the lower right-hand corner, on the day of delivery. If the UMO or AUMO are designated as an authorized agent to receipt for official accountable mail and they sign for the piece of accountable mail, then their initials are not required.

e. COs shall establish standard operating procedures, as applicable, to include screening points such as a unit official mail site, in order to ensure that incoming official mail is secured until a determination is made as to whether or not they contain classified information. Overnight storage of certain unopened mail, USPS Priority Express, First-Class, Certified, or Registered Mail (all of which could contain classified information), shall be safeguarded per reference (w).

20. Absentee Balloting Materials

a. Voting materials will be handled in the most expeditious handling and transmission practicable in postal channels regardless of their mail class. Processing of absentee ballots must be given special attention and must be processed in an expeditious manner.

b. UMRs must provide voting and balloting material directory service immediately. If the material is undeliverable, and a forwarding address is not known, annotate the reason for non-delivery on the material and return it to the servicing MPO. Do not hold this type of mail for personnel due to arrive, unless they are due within 30-days of receiving the material. Tie or tray all returned or forwarded balloting material on top of letter bundles or in front of a tray.

21. Directory Service

a. Mail directory service is maintained to provide proper disposition of personal mail received by the command. Accurate and timely directory service is an important mail handling responsibility. Transferred personnel should receive their mail as soon as possible. The individual service member is responsible for providing current directory file information to the UMR when checking in and out of the unit. The command will ensure all personnel checks in and out with the UMR to avoid delays in mail delivery service.

b. The Marine Corps Manpower and Reserve Affairs' Marine Profile system is authorized to be utilized in place of the NAVMC 10572 (Mail Directory File Card [DFC]) to meet the intent of reference (a) and (1) when the requirements of this Order are met.

c. Marine Profile system provides commands and UMR staffs the capability to verify Marine Corps personnel command and mailing address information populated within MCTFS. The use of Marine Profile enables UMR staffs to verify up-to-date information regarding individual Service Member's official duty status, current command, and current mailing address enabling the most accurate information to ensure proper mail directory services.

d. UMR must meet the following requirements to be authorized to utilize Marine Profile in place of DFCs:

(1) An authorized government computer must be connected to the Marine Corps Enterprise Network (MCEN) within the UMR.

(2) Have an authorized Dymo Label Writer (Printer) installed on the government computer.

(3) UMR requires personnel checking in and out of the unit to complete a change of address card; either an OPNAV 5110/5 or PS Form 3575. The change of address card must be turned into the servicing post office the following business day after being completed by the Service Member.

(4) The individual service member is responsible for keeping the UMR informed as to their current status to ensure the timely delivery of their mail. The mail room will still require other source documents (such as Unit Morning Report) to provide information when the individual service member does not or cannot provide this information.

e. UMRs meeting the requirements to utilize Marine Profile will no longer be required to maintain DFCs. This includes the requirements for Service Members to complete DFCs when checking in and out of the unit.

f. UMR that relocate or deploy to a location where a government computer connected to MCEN cannot be maintained within the UMR are required to maintain DFCs per references (a), and (1).

22. Directory File System. Marine Corps commands that do not utilize Marine Profile will maintain a directory file system for all personnel authorized to receive personal mail at the unit, refer to reference (1), for guidance and procedures. Directory file cards are not required for personnel residing in family housing or billeting where USPS delivers mail.

23. Processing Instructions for Directory Mail. UMR shall give directory service to all UAA mail. Each piece of mail will be endorsed by the UMR with the reason and returned to the MPO/IMDC for further disposition, as applicable:

a. Forward Mail. Service Members being transferred are required to check out with the UMR and provide a forwarding address or instructions on how to handle any mail received after transfer. Failure to do so may result in the delay of forwarding or delivery of their mail. Unit mail clerks will place the correct address to the right of the original address. On the left reverse (non-address) side of the mail piece, the unit mail clerk will place the endorsement "Forwarded" or "FWD" along with the date, unit, and the unit mail clerk's initials:

FWD/DATE/UNIT/UNIT MAIL CLERK'S INITIALS

b. Missent Mail. Mail inadvertently received by a unit that is addressed to another unit is considered missent mail. The unit mail clerk will not make any markings to the front of the mail. On the left reverse (non-address) side of the mail piece, the unit mail clerk will place the endorsement "MISSENT" or "MS" along with the date, unit, and the unit mail clerk's initials:

MS/DATE/UNIT/UNIT MAIL CLERK'S INITIALS

c. No Record. Mail received by the unit mail clerk to addressees for whom there is no record available will be returned to sender. The unit mail clerk will draw a thick diagonal line through the incorrect portion of the address. On the left reverse (non-address) side of the mail piece, the unit mail clerk will place the endorsement "No Record" or "NR" along with the date, unit, and the unit mail clerk's initials:

NR/DATE/UNIT/UNIT MAIL CLERK'S INITIALS

d. Deserters. Mail for personnel in an unauthorized absent status will be held in the UMR with appropriate documentation until the addressee has returned or has been declared an official deserter by the unit. When a Service Member is declared a deserter, the unit mail clerk will enter the following information on the DFC: write the word "Deserter" in the new duty station block, enter the desertion date, unit diary number and discard date. The unit diary will be used as the source document for this entry. In no case will the UMR endorse any mail to indicate that the individual is a deserter. On the left reverse (non-address) side of the mail piece, the mail clerk will place the endorsement "Moved Left No Address" or "MLNA" along with the date, unit, and the unit mail clerk's initials:

MLNA/DATE/UNIT/UNIT MAIL CLERK'S INITIALS

e. Correctional Facility. Mail for confined personnel will be processed in the same manner as transferred personnel. The forwarding address must show a post office receptacle number, building number, or other ID that may be applicable to the correctional facility. It must not, however, indicate or be endorsed that the addressee is confined. In addition to this Order, correctional facilities must process mail for personnel confined in accordance with reference (y). On the left reverse (non-address) side of the mail piece, the unit mail clerk will place the endorsement "Forwarded" or "FWD" along with the date, unit, and the unit mail clerk's initials:

FWD/DATE/UNIT/UNIT MAIL CLERK'S INITIALS

f. In Hands of Civilian Authorities (IHCA). The UMO will coordinate appropriate civilian authorities to verify the correct address of the civilian facility and if the Service Member will be authorized to receive mail at the facility. If the Service Member is authorized to receive mail at the facility, place mail for personnel confined by civilian authorities into an official mail envelope addressed to the person in charge of the facility and include a letter of explanation from the command. If the unit confirms that the Service Member is not authorized to receive mail, mail can be held in the UMR with appropriate documentation until authorization is received from the confirmed Service Member regarding to whom and the address their mail is to be forwarded to.

g. Handling Mail for Casualties

(1) Under no circumstances will mail for casualties be returned to sender or forwarded to next of kin (NOK) until absolute verification is received that the next of kin have been notified by the command casualty officer. Once the NOK has been notified, the UMO will notify the servicing MPO and fill out a mail disposition form with instructions, including the unit diary as the source documentation. The UMR will complete the appropriate directory service on the mail and return the mail to the servicing MPO with a copy of the mail disposition form.

(2) This mail may be held as long as necessary to preclude inadvertent disclosure of casualty status prior to official notification of the NOK. Once the NOK has been notified, mail will be returned to sender or forwarded to NOK per their wishes. In no case will the UMR endorse any mail to indicate that the individual is a casualty.

(3) Mail for casualties will be verified and endorsed by the servicing postal activity.

h. Personnel Due to Arrive. If an addressee is due to arrive, unit mail clerks must endorse the mail with the arrival date displayed on the unit inbound roster, and hold their mail in the mail room. Screen mail being held for personnel against on hand DFCs, at least weekly.

24. Source of Information for TAD/Leave. The individual Service Member is responsible for keeping the UMR informed as to their current status to ensure the timely delivery of their mail. The UMR shall require other source documents to provide information when mail received for individuals cannot be forward because the individual Service Member does not or cannot provide this information. This information may be supplied by obtaining the morning report, etc. The UMR may destroy the source information used once mail has been properly delivered.

25. Directory Service for Deactivated or Relocated Units

a. The deactivated unit shall coordinate with and notify, in writing, the serving MPO on the proposed closing date of the UMR, last day the unit will pick up mail, request a final inspection of the UMR, and designate an activity to do directory service for the deactivated unit. COs of units being deactivated shall furnish the designated postal activity with a complete directory of all personnel, showing the new duty station, or in the case of those separated from the military, the forwarding address furnished by the Service Member. Directory service must be done by the designated activity for a 60-day period after the deactivation. During that time, the designated unit shall forward personal mail, and open and screen official mail, for necessary action or other disposition. Returned mail, received after the 60-day mail directory service expires, to the sender after endorsing it "De-activated."

b. Relocating units shall notify their servicing MPO to coordinate with the servicing MPO or postal activity at their new location for proper notification and to request a new official unit address at that location. The unit will be responsible for providing the new unit address to their Chain of Command to be published in the unit's official relocation orders prior to being published and released by HQMC. The guidance above in paragraph 25.a. should then be followed.

c. Postal Operations Officers/Chiefs will ensure applicable units and supporting postal activities are provided a MHP which contains guidance regarding addressing, restrictions, commander's requirements, etc. in accordance with corresponding postal directives. Postal operations will also publish an internal FC to ensure proper procedures are communicated to the entire postal staff and contained within the appropriate records.

d. The regional Postal Director will coordinate with the supporting USPS Address Management System (AMS) managers to update USPS address databases accordingly.

26. Mail Routing Instructions (MRI) for Deploying Units

a. COs or their UMOs will notify the servicing MPO no later than 30 days prior regarding their upcoming unit deployment and coordinate any required mail routing changes. The MPO will request and provide a deployed mailing address to the command no earlier than 10 days from the estimated date of departure of the unit's advance party.

b. Under no circumstance will a unit utilized another unit's deployed address in order to circumvent the 10 day policy. Lessons learned have shown that this type of practice has caused mail delays and mail being returned to sender, as well as substantial mail transportation, claim, and handling costs to the DoD and the Marine Corps. Contact the servicing MPO for further guidance on procedures for deploying units.

Chapter 4

Official Mail Program

1. General Information

a. This chapter provides information and direction concerning the requirements for using United States (U.S.) Marine Corps Official Mail Program (OMP). Installation OMPs are to be designed and managed to provide cost effective policies and procedures to include postal cost management, positive accountability of postal expenditures, mail piece design, selecting the proper mail class, extra services, and military mail addressing standards which are to be used in the preparation of official matter for entry into the United States Postal Service (USPS) and Military Postal Service (MPS) System. Marine Corps activities that utilize U.S. Marine Corps official mail, to include organizations not affiliated with the Marine Corps and other entities serviced by a Military Post Office (MPO)/Installation Mail Distribution Centers (IMDC)/Installation Official Mail Centers (IOMC) must comply with references (b) and (z), and this Order.

b. Official mail is to be used solely for official business of the U.S. government. Official mail is not authorized for personal use or for transmitting matter for the promotion of private groups, individuals, or for non-appropriated fund instrumentality activities. Misuse of official mail may result in criminal charges being brought against the offender and unit/agency. The responsibility to determine eligibility of matter for official mail is that of the originating command. Commanders shall refer to references (b) and (z), and this Order for detailed information regarding the use of official mail.

c. The USPS will be used as the carrier of first-class official mail per 39 USC 401, 404, 601-606, 18 USC 1693-1699, and 39 CFR Part 310 and 320, hereinafter referred to as the Private Express Statutes. Other classes of mail may be transported by private carriers other than the USPS depending on if the carrier meets the requirements to accept, transfer, and deliver the classification of the matter within the official mail.

d. Official mail will move at the lowest postage and fees cost to meet the required delivery date, security, and accountability requirements to the U.S. government. Commanders shall ensure official matter to be sent as official mail is provided to the IOMC in a timely matter to meet required transit times. Delays in delivery of the official matter to the IOMC will not constitute a justification to utilized official mail funds to mail the matter at a more expeditious mail class, postage cost, and/or fee cost.

2. Definition of Official Mail and Official Matter

a. Official Mail. Any letter, publication, or parcel relating exclusively to the business of the U.S. Government, which is mailed using official postage. Only those items that can be mailed under postal laws may be sent as official mail.

b. Official Matter. Any item belonging to or exclusively pertains to the business of the U.S. Government which has not had official postage affixed to it.

3. Search and Seizure. USPS inspections, search procedures, and postal laws apply to official mail. Official matter is not considered mail until official postage is affixed. Official mail is considered delivered once it is receipted for by an authorized agent. Until postage is affixed to official matter by the IOMC, it may be searched, and/or seized by the Installation OMM or Assistant OMM as necessary, e.g., to determine whether an item meets the criteria to be mailed using official mail funds.

4. Installation OMM and UOMM

a. Installation OMM. Designated postal officer/MPO supervisor appointed by the installation commander to supervise and manage the installation's OMP.

b. UOMM. Designated unit individual, E-6/GS-09 or above, appointed by the unit commander to supervise and manage the UOMS.

c. Units, staff elements, and any activity serviced by an IOMC and any Marine Corps activities serviced by a civilian post office or other host installation, that process official mail shall appoint OMMs. AOMMs may be appointed to perform the OMM duties when the OMM is absent. Only commissioned, warrant, or staff noncommissioned officers (E-6 or higher) or Department of Defense (DoD) civilians (GS-09 or higher) shall be appointed as OMMs/AOMMs. The appointments are considered to be additional duty appointments. They shall be made in writing and shall include the appointees' official USPS/MPS address, email addresses, and telephone numbers. Paper or electronic copies will be distributed as follows:

(1) For units and staff element OMMs, copies are sent to their Marine Corps installation OMM.

(2) For installation OMMs, copies are sent to Regional OMM, and Headquarters Marine Corps (HQMC) (MFP-3) OMM.

(3) For tenant UOMMs, copies are sent to their host installation OMM.

5. OMM Training Requirements. OMMs shall receive training from the installation OMM within 120 days after assignment. Commands that are not serviced by a Marine Corps MPO/IOMC will request support from the host installation OMM for further guidance on fulfilling this training requirement. Training objectives shall be continuously reinforced by routine distribution of current postal information. UOMMs shall receive bi-annual updates from the installation OMM.

6. OMM Supervision Requirements. Installation OMMs are responsible for ensuring the proper use of the installation OMP for activities under their purview. Installation and UOMMs will direct mailers to maximize use of electronic means to transmit official correspondence and minimize use of overnight and extra services to those situations specifically requiring those higher cost services. Installation OMMs who operate an official postage meter site will select the most efficient mail class and postal service to meet the required delivery date; assist in the development of mail products; and review mail products for compliance with USPS and DoD issuances.

a. OMMs

- (1) Ensure mail users know when and how to contact their OMM.
- (2) Supervise and provide guidance regarding mailing practices.
- (3) Report misuse of official mail to the commanders of alleged violators and to the installation OMM.
- (4) Establish controls on postal expenditures to create a cost-effective mail management program.

b. Installation OMMs

- (1) Keep the Installation Commander informed on the effectiveness of the OMP, problem areas, and any misuse of the installation OMP.
- (2) Supervise the Installation's OMP.
- (3) Bi-annually contact, offer assistance, guidance, training, and discuss mailing requirements with UOMMs and activities within their jurisdiction.
- (4) Ensure accounting for official Postage Expenditures for the installation.
- (5) Enforce current Military Mail Address Standards.
- (6) At a minimum, provide policy and procedure briefings to UOMS personnel and large volume mailers.
- (7) Ensure all IOMC clerks are trained and able to readily access references (ae), (af), and (ag) in the performance of their duties; refer to: <https://pe.usps.com/>.

7. OMP Inspections. Installation or equivalent OMMs shall inspect the installation's staff activities, subordinate activities, and tenant activities on the installation annually on a calendar year basis. These inspection reports shall be filed and made available for review.

8. Required References. The following is a listing of required publications for cost-effective use of the OMP. Hard copies of these publications are required only when access to electronic copies is not available. The USPS publications prescribed for use in this Order are available on the USPS Postal Explore website at: <https://pe.usps.com/>. Unless otherwise specified below, these publications are required at each IOMC with a postage meter; installation OMM or equivalent; intermediate headquarters OMM having inspection/staff responsibility; and MACOM OMM. UOMS locations without a postage meter are only required to maintain references (j) through (n):

- a. USPS Domestic Mail Manual (DMM).
- b. USPS International Mail Manual (IMM).
- c. Current USPS Postal Bulletin.

- d. USPS Notice 123, Price List.
- e. USPS Publication 25, Designing Letter and Reply Mail.
- f. USPS Notice 67, Automation Letters Template.
- g. USPS Publication 28, Postal Addressing Standards.
- h. USPS Publication 542, Understanding the Private Express Statutes.
- i. USPS Publication 199, Intelligent Mail Package Barcode (IMpb) Implementation Guide.
- j. USPS Publication 52, Hazardous, Restricted, and Perishable Mail.
- k. DoDI 4525.09, DoD Military Postal Service.
- l. DoD 4525.8-M, DoD Official Mail Manual.
- m. MCO 5110.4, Marine Corps Official Mail Program.
- n. MCIWEST-MCB CAMPENO 5110.1.

9. IOMC. The IOMC will be established and managed by the installation OMM. The purpose of the IOMC is to manage the installation OMP and to reduce postage cost. Official matter, routine correspondence, or documents intended for entry into the USPS/MPS system must be channeled through the UOMS for screening prior to being received at the IOMC for processing. Per references (b) and (c), each installation is authorized only one IOMC eliminating duplicating expenses, duplicating efforts, and to maximize consolidations.

10. UOMS

a. Commanding officers are required to establish and maintain a UOMS, to serve as the central point at which outgoing official matter generated by the command is collected, screened for mail ability, consolidated whenever possible, and approved/prepared for mailing, if appropriate, by the UOMM.

b. The requirement to establish a UOMS extends only to those commands and activities who receipt for incoming official mail and dispatch of outgoing official matter to a servicing postal activity; i.e., battalion-level commands and higher, company-level commands who operate a functional UMR, and UMDC serviced by an MPO. It is at the UOMS, that the appointed UOMM will monitor/oversee the administration of the command's OMP in direct coordination with the installations OMP.

c. The UOMS should be placed in a location where it will best serve the needs of the unit commander, their staff, and the appointed UOMM. Ideally, it should be located central to the unit commander, their headquarters staff, and the UMR. Security of the UOMS is the responsibility of the individual unit commander.

d. The UMR may not serve a dual purpose as the UOMS, as only undelivered U.S. Mail may be stored/processed in the UMR. UMOs and unit clerks may, however, be assigned collateral duties within the functions of the UOMS so long as efficiency of operations in the UMR is not compromised.

e. UOMS and UMDC can be co-located in the same location.

11. Use of Official Mail

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

(1) Headquarters, U.S. Marine Corps and subordinate commands.

(2) Marine Corps Reserve activities.

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

b. Unauthorized Use of Official Mail. U.S. Marine Corps official mail will not be used for the following:

(1) For private use.

(2) In support of, Non-appropriated Fund Instrumentalities (NAFI) or their functions.

(3) Personal mail, holiday and birthday greetings, unofficial retirement announcements, job resumes, plaques, and invitations to social functions to satisfy personal obligations, even if they are the result of an official position.

(4) By retired members of the U.S. Marine Corps, unless acting in an official capacity.

(5) Obtain information about non-mailable items (e.g., items that are undersized/oversized, overweight, explosive, etc.) from the local post office/MPO.

(6) Parcels tendered for movement by a Government Bill of Lading (GBL) in connection with commercial freight carriers or in the military transportation channels.

(7) Anything mailed by vendors, concessionaires, or their employees.

(8) For the mailing of official material (e.g., daily, weekly, or housing bulletins) that contains unofficial information.

(9) For the mailing of dependent school year books, and other unofficial items such as announcement cards, thank you cards, etc.

(10) For mail not bearing a complete and proper return address.

(11) For mailing of authorized Marine Corps newspapers to individual subscribers.

(12) For mailing of military cruise books or other related items whose printing is paid for by the individual or non-appropriated funds.

(13) Mailings by or for private associations or mailing matter donated by individuals for donation to other individuals or charitable organizations.

(14) Mailing of footlockers, duffel bags, or other baggage in conjunction with a change of station move in lieu of using the Defense Transportation System or personal funds for mail costs.

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

(16) Use the decision diagram at Figure 4-2 to determine if appropriated fund postage may be used in cases not covered by this Order.

c. Misuse of Official Mail. The improper use of any official mail shall be reported to the installation commander and IOMM by the unit commander for an appropriate investigation. Installation commanders and IOMMs will determine any appropriate reimbursement of postage and fees, and if legal or administrative action shall be taken, to include the submission of a postal offense. The unit commanders will notify IOMM of all investigations within three working days for proper reporting to Marine Corps Installations Command and HQMC (MFP-3). Reports are to be updated every 30 days until the entire matter is officially closed.

12. Reimbursement for Official Mail

a. When the Marine Corps is designated as the host installation, the Marine Corps OMP shall provide official mail support on a non-reimbursable basis to:

(1) Tenant Marine Corps commands.

(2) Tenant Navy commands.

(3) Official communications of all MCCS programs when not related to the sale of goods and services.

(4) Squadrons, Seabee battalions, and other mobile Navy and Marine Corps commands/detachments that routinely embark with, or to, the host installation for deployments.

(5) Units and agencies where non-reimbursable official mail support is covered within their support agreement with the host installation.

b. When the Marine Corps is designated as the host installation, the Marine Corps OMP shall provide official mail support on a reimbursable basis to:

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

(2) Medical facilities funded by the U.S. public health service.

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

(4) Defense Commissary Agency.

(5) All Marine Corps working capital fund activities (including Navy).

(6) Units and agencies where reimbursable official mail support is covered within their support agreement with the host installation.

c. Host installations providing official mail support shall maintain records reflecting the volume of mail and total cost of the support provided to each command/tenant/activity served by the appointed installation OMM.

d. The installation command and IOMM can authorize the use and services of their IOMC to their supported commands and agencies to mail command and business-related mailings, which are considered to be an unauthorized use of official mail on a reimbursable basis; one time or annual. Reimbursing commands and agencies are required to reimburse for both postage and mailing supply related expenses to the IOMC.

13. Selecting Class of Mail. The USPS and MPS divides mail into different services, called "classes." Each class of mail has different features, service levels, transit times, postage prices, and presort requirements. The determination to which class each piece of official mail belongs is made according to the type of item being sent, the weight of the item, the required transit times, and the need to use extra services. Contact the local IOMC for further determination and requirements.

14. Marine Corps Official Mail (MOM). HQMC (MFP-3) maintains the current list of the Official Mail Addresses for Marine Corps Commands and is update annually. Each command is responsible for requesting and notifying their servicing MPO/IMDC of any changes to their addresses in order to update the USPS Address Management System (AMS) and Official Mail Addresses for Marine Corps Command list. Servicing MPOs/IMDCs shall ensure to submit updated official mailing addresses for their installations annually or as required to HQMC (MFP-3).

15. Military Mail Address Standards. To ensure the most efficient delivery of mail, a correctly formatted, current mailing address must be used. The following mail addressing standards are required on all official mail:

a. Use complete official mailing address on both the return address and the delivery address.

b. Print or type address; return/delivery addresses will be typewritten or machine printed in black ink using upper case letters. Address characters must not touch and will be equally spaced. The preferred print size for address characters is 10 to 12 points.

c. Use no punctuation except for the hyphen in the ZIP+4 (nine digit) code.

d. Use the Correct Address Format. Official mailing addresses (both delivery and return) are limited to five lines and formatted with uniform left margin. The attention line is an optional line and if utilized will be inserted within the second line of the address. The attention line may be used when the name of the activity does not adequately identify addresses or if the correspondence is directed to a specific person or section. Whenever possible, a person's title/billet will be used vice a person's name. This prevents official mail intended for the command from being forwarded to the person after he/she transfers to a new command.

16. Postal Cost Management. It is DoD policy that mailing costs be kept to the minimum necessary to conduct essential government business.

a. Policy. To reduce postage costs and to conform with current DoD policy, Marine Corps installation OMMs shall coordinate with UOMMs to ensure that their installation OMP and practices conform with the following guidelines:

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

(2) Use presorted or bulk mail discounts, when eligible and economically feasible.

(3) Ensure that personnel who originate or prepare material for mailing are adequately trained.

(4) Periodically monitor mail practices to ensure that mail is sent by the most economical means.

(5) Periodically review recurring mailings for essentials.

(6) Review mailings to ensure they are not subject to surcharge or are non-mailable. The USPS levies surcharges on lightweight (less than 1 ounce), nonstandard size letter mail. In addition, the USPS prohibits the mailing of envelopes that do not meet the minimum size, thickness, and length-to-height standards.

(7) Reduce the frequency and volume of mailings.

(8) Update mailing lists at least annually, or as changes become known. Verifying and updating addresses minimize delivery delays and avoids undeliverable mail that wastes postage and printing costs.

(9) Consider microform alternatives for mailing publications.

(10) Require adequate printing lead time to permit economical mail service.

(11) Reduce publication weight, as practicable, by printing on both sides of the paper, selecting the lightest weight paper, and using all available printing space.

(12) Ensure that contracts for printing and distribution contain DoD component specifications for using the most economical mailing services consistent with the priority of the case.

(13) Consider alternatives to automatic data processing hard copy mailings, such as:

- (a) Telephone.
- (b) Fax.
- (c) Electronic Mail.
- (d) Guard mail.
- (e) Courier.
- (f) Traffic Management Office.
- (g) Commercial Carriers (e.g., FEDEX, UPS, DHL).
- (h) Naval Message.

(14) Promote computer formats that make maximum use of available print space to reduce the weight of mailings.

b. Procedures

(1) Letter Mail. All unclassified official correspondence weighing 13 ounces or less will be sent as first-class mail. Unclassified official correspondence weighing more than 13 ounces, consolidated mailings, direct pouches, or Joint Uniform Military Pay System (JUMPS) pouches will be sent as priority mail.

(2) Classified Mail. Classified material shall be prepared and transmitted as prescribed in reference (w).

(3) Substance Abuse Mailings. Urinalysis samples shall be prepared and transmitted per local SACC and IOMC guidance and procedures. Commands shall utilize the most cost-effective way for shipment mode (USPS or direct hand delivery) to DoD certified Navy Drug Screening Laboratories.

(4) Service Treatment Records (STR). STR will be processed utilizing the USPS media mail class rate. Due to the sensitive nature of STRs, the use of standard or manila envelopes is prohibited as the envelopes can be compromised during their processing on USPS automation equipment causing PII spillage, delays, and loss of the records. All STRs will be mailed in a properly sealed mailing container (i.e., proper mailing boxes) meeting the structural and weight requirements of the records to ensure they are not damaged or lost during transit to their final destination.

(5) Publications and Blank Forms. All bulk distribution of publications, e.g., directives, instructions, regulations, and manuals, will be sent at the media mail rate if they qualify, or as standard post. Blank forms shall be sent as standard post.

(6) Periodicals. When eligible, periodicals not qualifying for media mail rate mailed directly to individuals or organizations will be sent at the controlled circulation or bulk rate. When ineligible for these rates, periodicals shall be sent as standard post.

c. Consolidated Correspondence

(1) All OMMs must ensure that official mailings are consolidated to reduce costs. Routine correspondence or documents intended for entry into the USPS and MPS system and destined for Marine Corps and Naval activities, will be screened at the UOMS prior to being delivered to the IOMC for final consolidation prior to mailing.

(2) The UOMM will determine which unit correspondence and documents are to be sent to the IOMC for official mailing and which are to be sent by internal guard mail. In no case should documents destined for organizations or units aboard the originating installation, or served by the originator's command courier service, be sent to the IOMC for entry into the USPS/MPS system.

(3) Routine official matter, correspondence, or documents destined for a single location not aboard the originating installation, or multiple units serviced by a single IOMC, will be consolidated by the installation OMC, addressed to the commanding general/commanding officer/IOMC of that activity, and forwarded under a single cover regardless of weight. The endorsement "CONTAINS CONSOLIDATED CORRESPONDENCE," in bold letters, will be placed in the lower left quadrant of the address side of the container.

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

(5) Guard mail or command courier service will be utilized to the maximum extent possible for the delivery of items destined for activities located within the originator's geographical location.

(6) The smallest possible envelope suitable for a single mailing will be utilized in all cases.

d. Presort Program. Significant savings may be realized through the use of the USPS presort program. Activities that are engaged in monthly mailings of over one hundred thousand pieces of First-Class mail are directed to contact their USPS customer service representative for specific information concerning this program.

17. Mail Size Standards. The USPS has established minimum and maximum size standards which are designed to control costs by increasing the volume of mail which can be mechanically processed. Refer to USPS.com for current restrictions.

18. Postage Meter Program

a. During 1992, DoD directed that payment of official mail costs be decentralized to the lowest level possible. For the Marine Corps, this meant that HQMC was no longer the single point of payment for official mail costs. Instead, each Marine Corps installation/activity assumed responsibility for tracking and paying its own official mail costs. This has made it imperative for installations to evaluate their official mail requirements and seek ways to control their postage expenditures.

b. Marine Corps units that can be serviced by higher commands with an installation OMC operating a postage metering are required to utilize the service and not duplicate services.

c. Commands that generate low mail volume must evaluate the type of equipment and services required and look for authorized postage application alternatives for their mail operations to reduce cost, e.g., PC Postage, Click N' Ship, Endicia, Stamp Stock, and USPS Post Office.

19. Postage Meter Settings and Payments

a. The postage meter will be set by Marine Corps personnel at the serving installation OMC/official mail reporting site. The amount of postage set into each meter should be sufficient to allow for daily operation for a period of at least three months.

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

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

(2) The USPS Enterprise Payment System (EPS) associated with commercial payments. EPS supports multiple payment options, including mobile check deposit, offers more reporting features, and allows customers to manage multiple USPS business functions under one account; or

(3) Another Treasury approved means of paying the USPS.

c. Payments made to service providers other than USPS must be made by U.S. Treasury payment methods such as automated clearing, house-electronic funds transfer, or another Treasury approved means of paying the vendor.

20. Daily Record of Meter Register Readings. Daily Record of Meter Register Readings is initiated for each postage meter by the supervisor that checks the meter into service. The date, ascending and descending register readings along with their total, and meter serial number are entered into a logbook or a meter machine print out may be used for recording accountability. At the end of each business day, the meter operator will verify the ascending and descending registers in columns, respectively, along with their total. If the daily total does not agree with the entry recorded at the last setting by the vendor, the vendor shall be contacted for the meter to be examined. Each time additional postage is purchased the amount of funds purchased shall be recorded in a logbook or an updated computer printout shall be presented to verify. The supervisor will verify that the total of the register readings agrees with the last entry, prior to setting additional postage. Your official mail control site shall report these amounts when required for use in random surveys to report official mail costs. When completed, this logbook or computer printout should be retained on file for at least two years from date of final entry.

21. Spoiled or Incorrect Postage Meter

a. Per reference (j), anytime incorrect postage is applied to a letter/parcel, or if the tape is spoiled prior to being placed on a parcel, credit for that unused postage should be received. The following procedures will be followed:

(1) Obtain a PS Form 3533 (Application for Voucher for Refund of Postage and Fees) from the local MPO/USPS representative and complete the appropriate information.

(2) Attach to that voucher all unused meter stamps and tapes, ensuring that:

(a) Stamps are complete and legible.

(b) Stamps/tapes are on a portion of the envelopes or wrapper bearing the name and address of the addressee (attach the entire envelope, if possible).

(c) Tapes which have not been stuck to wrappers or envelopes are submitted separately.

(3) The USPS representative will complete the PS Form 3533 and return a copy to the USMC agent. Cash or checks will not be accepted from the USPS representative for the refund. Credit will be applied by the USPS to the ensuring USMC postal bill.

b. Ensure that any adjustments due to spoiled meter tapes/stamps are reflected in the postage expenditure report.

22. Postage Management Systems

a. Postage management systems are a useful tool for managing metered postage and for charging the postage back to the user. They record various types of data about metered mail such as the amount of postage, date, mail class, and mail volume by user (unit/section). Locations with postage meters that do not have capability to track and report postage expenses shall manually record the required information.

b. The record of postage used shall be analyzed by the installation OMM at regular intervals (weekly for most installations and activities). Information in the analysis shall be used to identify large volume mailers and users of large amounts of certain classes of mail or special postal services. Their mailings shall be periodically analyzed to see if the items can be shipped more economically by other means.

c. The collected data will also be used to submit the semi-annual mail management report.

23. Security of Meters

a. Each activity must ensure that the postage metering equipment is used only for processing official mail and only by authorized personnel. Remove the meter and place it in a locked safe, file cabinet, or in a locked room overnight and any other time the operator is temporarily absent and adequate

surveillance cannot be maintained to prevent unauthorized use of the meter. Exceptions: Meters requiring a code or password for operation need not be removed during temporary absences of the operator. Meters that lock in place on mailing machines need not be removed from the mailing machine at night as long as the mailing machine is in a secured area.

b. Keep extra keys and current meter combinations in secure envelopes. The meter operator and the OMM will sign on the seal of the envelopes to validate the security of the keys/combinations. The envelopes will be stored in a secure, locked receptacle.

24. Postage Meter Supplies. Any additional postal supplies required to support the metering program are to be ordered directly from the vendor. These invoices will be processed by the local activity using locally available funds.

25. Postage Stamps and PC Postage

a. Postage stamps and PC Postage are intended for use by small volume mailers with outgoing mail volume too low to justify postage meters. Activities without a backup metering system may maintain no more than a 10-day emergency supply of postage stamps or PC Postage to be used only when metering equipment is not operational. Also, deployable units may maintain a 90-day stock of postage stamps or PC Postage for use when deployed to areas without meters. Small volume mailers' inventories shall not exceed a 90-day supply.

b. Only deployable units, activities without a backup metering system and those small volume mailers that have been authorized by their installation may purchase postage stamps or PC postage.

c. All personnel are responsible for preventing the theft, misuse, waste, or loss of postage stamps, stamped envelopes, and postal cards. The inventory shall be centralized and closely controlled by the installation OMM. It shall be secured in locked containers (safes, file cabinets, desk drawers, etc.) or a locked room.

d. Monthly audits will be conducted on the postage stamp inventory for accountability and documented for future review. Activities that have postage stamps in reserve shall be audit quarterly.

26. Postage Expenditure Report

a. Per reference (aa), The Marine Corps is required to submit an annual mail management report to the DoD OMM utilizing the Simplified Mail Accountability Reporting Tool via AMPS for submission to GSA.

b. Installations and activities authorized to use postage meters or other prepaid postage, e.g., permit, BRM, postage stamp, PC postage, etc., shall submit expenditure reports via the AMPS under the OMM module as follows:

(1) Reports are submitted semi-annually.

(2) The deadline to submit reports is no later than 30 days after the reporting period ends.

c. Each location shall report the following data, as applicable: USPS Single Piece Mailing by type of mail class with expenditures and number of pieces, USPS Permit Imprint by type of service with expenditures and number of pieces, and Contract fees, vendor fees, etc. The following shall be included in the comments section: "This report covers the __ period, FY__."

27. Five-Year Plan. Each IOMC will have a five-year plan that includes a vision statement regarding what the IOMC will look like and what functions it will perform each year for the following five years. The plan will include a cost-effective investment strategy that supports the activity's mission, reduces manual processing, replaces worn-out equipment, helps maintain the mail center's customer satisfaction, improves operational efficiencies, and reaps postage discounts. It will be updated annually.

28. Mail Security Plan

a. Each IOMC will develop and exercise a comprehensive mail security plan in accordance with force protection directives. This mail security plan should include facilities, personnel, and postal effects and will be reviewed annually and exercised quarterly with a record of the exercise results and a performance improvement plan for any deficiencies. Mail security will be handled in accordance with DoD regulations and local installation policies.

b. All IOMMs must coordinate with their local security service, military Postal Inspector, or the U.S. Postal Inspection Service to develop mail security policies and plans as provided in reference (q). The Federal Protective Service has developed standards for building construction and management, including standards for installation OMCs. At a minimum, the OMC/unit official mail site security plan must address the following topics:

- (1) Risk assessment.
- (2) A plan to protect staff and all other occupants of the facility from hazards that might be delivered in the mail.
- (3) Operating procedures.
- (4) A plan to provide a visible mail screening operation.
- (5) Training personnel.
- (6) Testing and rehearsing responses to various emergency situations by personnel.
- (7) Managing threats.
- (8) Communications plan.
- (9) Occupant Emergency Plan.
- (10) Continuity of Operations Plan.
- (11) Annual reviews of the installation's, unit's, and facility's security plans.

Chapter 5

Mail Bombs and Suspicious Mail

1. General Information. All postal personnel must be aware that a bomb can be enclosed in either a parcel or an envelope, with an outward appearance limited only by the imagination of the sender. Commanders must coordinate with the military security force or the local civilian law enforcement agency, whichever is applicable to train all postal personnel, to include Unit Official Mail Sites (UOMS), Unit Official Mail Managers (UOMM) and unit mail clerks, on procedures for the proper detection and handling of suspected letter and parcel bombs annually. Training may be conducted via other mediums and should be documented. All locations that handle mail to include Military Post Offices (MPO), Installation Mail Distribution Centers (IMDC), Installation Official Mail Centers (IOMC), Postal Service Centers (PSC), Unit Mail Distribution Center (UMDC), and Unit Mail Rooms (UMR), will prominently display USPS Poster 84, Figure 5-1 and have reference (q) on hand where mail is processed as a reference in what to do if they find a suspicious package.

2. Mail Bombs. Mail bombs sometimes exhibit the following unique characteristics that may assist personnel in identifying a suspected letter or parcel:

- a. Bear restricted endorsements such as "Personal" or "Private."
- b. Have an inaccurate addressee's name or title.
- c. Have distorted handwriting, homemade labels, or cut-and-paste lettering for the name and address.
- d. Have visible protruding wires, aluminum foil, oil stains, or emit a peculiar odor.
- e. Have an excessive amount of postage stamps affixed.
- f. Letter bombs may have a rigid feel or an uneven or lopsided appearance.
- g. Parcel bombs may have unprofessional wrapping, with several combinations of tape used to secure the package and may have an endorsement of "Fragile-Handle with Care" or "Rush-Do-Not-Delay".
- h. Parcel bombs may have a buzzing, ticking, or sloshing noise.

3. Suspicious Mail. If suspicious of a mailing and unable to verify the contents with the addressee or sender, the mail clerk shall:

- a. Not open or move the article.
- b. Isolate the article and evacuate the immediate area.
- c. Do not put the article in water or a confined space such as a desk drawer or a filing cabinet.
- d. If possible, shut off heating ventilation and air conditioning (HVAC) and venting systems to potentially contain airborne and powder threats.

e. Do not take any chances or worry about possible embarrassment if the item turns out to be innocent. If there is any reason to believe a letter or parcel is dangerous, contact the local military law enforcement officials for assistance.

4. Chemical Biological Hazard. Terrorists may place chemical or biological agents in the mail stream as an attack. If a parcel or letter is suspected of containing chemical or biological hazards, implement the following procedures.

a. Immediately notify first responders followed by the Installation postal officer/OMM.

b. Do not disturb or move the mail piece or substance.

c. Clear the immediate area and prevent others from entering the area.

d. If possible, shut off HVAC and facility venting systems.

e. Instruct all personnel in the immediate area to wash hands and other exposed skin with soap and water. Personnel should remain isolated from others nearby but upwind from the potentially contaminated site. If the items are positively identified as chemical or biological, then personnel should follow first responder directions. Depending on the situation, authorities may request that you:

(1) Direct personnel that were not in direct contact with the substance to a designated area away from the substance and await further instructions.

(2) List the names of the persons in the immediate area of the mail piece/substance.

(3) Cordon off the immediate area and shut down all equipment in the immediate area to include heating, ventilation, and air conditioning systems.

(4) Without disturbing the mail piece or substance, write the location of mail piece/substance, description of substance/mail piece (markings, labels, declarations, postage), addressee's name and address, and mailer's name and address.

(5) Limit the information to the known facts and avoid any speculation that may lead to misleading information.

(6) All personnel must follow the first responder's directions.

f. Prepare a written report regarding the incident as soon as possible after turning the area over to the local civilian or military law enforcement authority. The essential questions of who, what, when, where, and why must be answered, and the report submitted to the security officer via the supervisor. The supervisor will notify appropriate personnel in the chain of command.

g. These procedures should be used as a template to assist in creating local response plans for postal activity.

SUSPICIOUS MAIL OR PACKAGES

Protect yourself, your business, and your mailroom.

If you receive a suspicious letter or package:

- Stop. Don't handle.
- Isolate it immediately.
- Don't open, smell, or taste.
- Activate your emergency plan. Notify a supervisor.

Letter Suspicious Features:

- Restrictive markings
- No return address
- Mis spelled words. Sdaly typed or written.
- Unknown powder or suspicious substance.
- Possibly mailed from a foreign country. Excessive postage.

Box Suspicious Features:

- Excessive tape
- Only stains, discolorations, or crystallization on wrapper.
- Strange odor.
- Incorrect titles or addressed to title only.
- Rigid or bulky.
- Loosened or uneven.
- Protruding wires.

If you suspect the mail or package contains a bomb (explosive), or radiological, biological, or chemical threat:

- Isolate area immediately
- Call 911
- Wash your hands with soap and water

UNITED STATES POSTAL SERVICE

Poster 84
September 2009
PSN765-47 30x70"

Figure 5-1. USPS Poster 84 (Suspicious Mail or Packages)

Chapter 6

Postal Offenses

1. Postal Losses and Offenses

a. The proper use of United States Postal Service (USPS) and Military Postal Service (MPS) postal effects and supplies, and the protection and timely transmission of mail, are essential elements of an effective and efficient postal system. The administration of the Military Postal Office (MPO), Installation Mail Distribution Centers (IMDC), and Installation Official Mail Centers (IOMC) must focus on maintaining these elements in accordance with the USPS and Department of Defense (DoD) postal agreement and with service standards established by the DoD. Any incident of known or suspected postal offenses or losses shall be investigated in the most vigorous and expeditious manner.

b. Postal offenses are occurrences which violate federal and local laws, agreements, or USPS and DoD regulations, and that jeopardize the security of mail, postal effects, and other USPS/DoD property. These offenses include, but are not limited to the following:

(1) Theft, destruction, manipulation, misappropriation, or embezzlement of postal funds, blank money orders, money order imprinters, mail keys, stamps, and stamped paper, including meter postage, or postmarking devices.

(2) Altering, counterfeiting, forging, or fraudulently passing money orders and other postal paper.

(3) Mailing of illegal drugs, pornographic, or other prohibited matter.

(4) Loss, theft, rifling, delay, damage or destruction, wrongful delivery, or interception of mail while under the jurisdiction or custody of the MPS at all levels.

(5) Alteration, destruction, or other unauthorized disposition of postal records.

(6) Use of mails to defraud.

(7) Robbery, burglary, or forceful entry of military postal activities or USPS facilities located on military installations operated by military personnel.

(8) Abuse or unauthorized use of MPO privileges.

(9) Misuses of DoD official indicia, stamps, and postage meters.

c. Postal losses, such as shortages in stamp stock accounts when immediate restitution is made, missing money order vouchers, etc., discovered during the course of normal events or routine audits are not required to be reported as a postal offense unless criminal intent is suspected.

2. Notification upon Discovery. Upon discovery of a confirmed or suspected postal offense, or of any irregularity pertaining to the mail, mail equipment, mail keys, money order forms, or postal funds which are in military custody for transmission, delivery, or use; the following action will be taken:

a. Any person making such discovery shall immediately inform the Commanding Officer or representative, who shall telephonically notify the installation postal officer/MPO supervisor. Personnel discovering such offenses should be instructed not to report suspected violations to mail clerks/orderlies or postal clerks as this procedure may forewarn the individual responsible for the violation and hinder any subsequent investigative efforts.

b. Certain incidents as outlined in reference (a), requires an immediate message be sent to the Executive Director, MPSA via HQMC (MFP-3). It is of utmost importance that all known and suspected irregularities be reported to this installation postal officer/MPO supervisor without delay.

3. Submission of Documents. Commanding Officers will ensure that two copies of all pertinent documents concerning postal violations and investigations are immediately forwarded to the installation postal officer/MPO supervisor. Such documents will include, but are not limited to, correspondence pertaining to the incident, reports of investigation, final disposition of the case and, when applicable, a report of disciplinary action taken against the offender(s).

4. Punitive Action

a. The following information has been extracted from the Manual for Courts Martial, United States 2019, for the purpose of impressing upon all members responsible for handling mail, the severity of punishments that may be imposed for offenses against the mails:

(1) Article 1099 UCMJ, MCM 2019

(2) Offenses: Wrongfully taking, opening, secreting, destroying, stealing, or obstructing mail matter, while in the custody of the postal system of any government or any authorized depository thereof or in official mail channels of the United States or an agency thereof including the armed forces, before it was delivered to or received by the addressee.

(3) Maximum Punishment: Dishonorable discharge, forfeiture of all pay and allowances, and confinement for five years.

b. In addition, personnel committing offenses against the U.S. Mail are subject to prosecution for violation of Title 18 U.S. Code and may be prosecuted by Federal courts.