IN REPLY REFER TO:

5110

CODE

9 Oct 24

BATTALION ORDER 5112.1X

From: Commanding Officer

To: Distribution List

Subj: STANDARD OPERATION PROCEDURES FOR HANDLING U.S. MAIL

Ref: (a) DODI 4525.09

(b) Military Postal Service Procedures Manual (MPM)

(c) MCO 5110.4B

(d) MCI-WEST CAMPEN 5110.1C

1. Purpose. To promulgate instructions for handling U.S. Mail within this unit.

2. Cancellation. BnO 5112.1X

3. Responsibilities.

1. Unit Commanding Officer

1) Provide adequate space and equipment necessary for handling U.S. Mail within this unit.

2) Ensure Unit Mail Clerks have sufficient time to efficiently perform their mail handling duties.

3) Periodically check the unit mail room to ensure it is being maintained in a neat and orderly condition.

4) Ensure personnel residing in housing or billeting, where U. S. Postal Service provides delivery service are receiving their mail at their quarters address and not through the battalion   
mail room.

5) Keep personnel informed of the standard of mail service which is expected.

6) Report and take required action on postal offenses and losses. Appropriate notification must be made to the I MEF Postal Officer within 24 hours.

b. Unit Mail Officer and Assistant Unit Mail Officer

1) Promulgate instructions on mail handling procedures to include security, emergency disposition, and delivery of mail during field exercises.

2) Ensure proper training of Unit Mail Clerks and Unit Mail Orderlies.

3) Ensure mail is handled in a correct and timely manner.

4) Ensure proper maintenance of mail directory files and mail room records.

5) Ensure compliance and understanding of current postal regulations by Unit Mail Clerks.

6) Conduct weekly, unannounced inspections of the unit mail room utilizing the most current unit mail room AIRS Checklist.

7) Ensure a completed DD Form 1115 is displayed in the immediate vicinity of the unit mail room.

8) Ensure a correct example of your unit mailing address is posted near the mail room.

9) Immediately notify the Unit Commanding Officer of all known or suspected postal offenses and losses.

10) Limit access to the unit mail room to only authorized personnel.

11) Ensure USPS mailbags are returned to the serving post office daily.

12) Verify daily that all official accountable mail received has been delivered, or if undeliverable, returned to the serving post office the same day.

13) Ensure the Unit Mail Orderlies read and signs the "Statement of Understanding" prior to being appointed.

c. Unit Mail Clerk

1) Provide mail service and operate the unit mail room in accordance with references (a) thru (g).

2) Safeguard mail at all times.

3) Maintain a current mail directory file of all personnel being served, "due in", and transferred during the last 12 months.

4) Record and deliver all accountable and official accountable mail in accordance with current directives.

5) Correct all discrepancies noted on mail room inspections immediately.

6) Immediately report known or bombected postal offenses to the Unit Postal Officer or Unit Commanding Officer.

7) Maintain the current editions of references (a) through (g) on file in the unit mail room.

8) Ensure Unit Mail Orderlies read and signed the "Statement of Understanding" prior to being appointed.

d. Unit Mail Orderlies

1) Safeguard mail until it has been delivered to the addressee or returned to the unit mail room the same day. All endorsements on undeliverable mail will be accomplished at the unit mail room. Unit Mail Orderlies returning undeliverable mail to the mail room will state the reason the mail is undeliverable on a separate piece of paper and attached to the mail being returned. Under no circumstances will Unit Mail Orderlies endorse undeliverable mail.

2) Inform the Unit Mail Clerk or the Unit Postal Officer of early liberty calls in sufficient time to allow for arrangements to be made for mail delivery.

3) Ensure familiarity with the contents of this order.

4) Immediately report known or suspected postal offenses to the Unit Postal Officer or Unit Commanding Officer.

4. Mail Handling Instructions.

a. Mail Security

1) Loss of Mail. Mail handling personnel will be held liable for any loss caused by their failure to handle mail properly. The unit mail room will be properly secured when authorized personnel are not physically present.

2) Mail Delivery. Mail will be delivered only to the addressee or agents authorized in writing. Mail will not be delayed, intercepted, opened, or rifled. Mail will not left unattended when not in an authorized secured area.

3) Overnight Storage. Only personal mail will be stored overnight in the mail room. Official accountable mail will be returned to the serving military post office, if undeliverable, on the day of receipt.

4) Mail Room Structural Requirements. The unit mail room must be constructed in such a manner as to provide adequate security for the mail. Structural requirements are as follows:

a) Hatches will be provided with suitable locks. Hinges will be mounted inside in such a way as to prevent their removal from the outside. If hinges are mounted on the outside then they must be welded to prevent disassembly.

b) Portholes that are easily accessible from the outside must be barred or covered with heavy wire mesh.

c) Bulkheads and overheads shall be constructed of such material as to prevent forcible entry.

5) Access. The only personnel authorized to enter the mail unit room are the Unit Commanding Officer, Unit Executive Officer, Unit Postal Officer, Unit Assistant Postal Officer, Unit Mail Clerks assigned to the unit mail room, Postal Inspectors with the proper documentation, and supervised working parties.  
  
 6) Control of Keys and Combinations. Only the primary Unit Mail Clerk will be issued the mail room key by using a key log that is maintained by the Unit Postal Officer. The key must be safeguarded at all times. If combination locks are used, it will be of the high security type and have the capability to be changed at least annually, upon change of Unit Postal Officers, Unit Mail Clerks, or for an actual or suspected compromise. Each duplicate key or a copy of the combination will be sealed in a secured envelope. The envelope will be endorsed to show its contents and kept in a safe, controlled area. New envelopes will be prepared when the combination or key accountability changes, or is compromised. The Unit Postal Officer and Unit Mail Clerk shall sign their names across the flaps of the sealed envelope. The signed flaps will be sealed with pieces of clear tape to be able to recognize if the security of the key has been compromised.

7) Transportation of Mail. Mail will be transported in a closed-body vehicle equipped with lockable doors. If such a vehicle is not available, the Unit Mail Clerks will maintain visual contact with the mail at all times. If no vehicle is available, a working party may be authorized to carry the mail from the serving military post office to the unit mail room. Privately owned vehicles will not be used to transport mail unless an emergency situation occurs and a request by the Unit Commanding Officer to utilize privately owned vehicles on a temporary basis is approved by the I MEF Postal Officer.

b. Delivery of Mail During Field Exercises. Procedures governing the delivery of mail during field exercises will be promulgated separately in accordance with instructions received from higher headquarters. All mail requiring forwarding service off this installation will be transported by U. S. P. S. via the Military Post Office.

c. Mailing Address. All personnel receiving mail at this unit will use the following addresses:

Personal Address: Official Address:

Rank, name Commanding Officer

Unit Name Attn:

Box 555XXX Unit Name

Camp Pendleton CA 92055-5XXX Box 555XXX

Camp Pendleton CA 92055-5XXX

d. Location and Hours of Operation of Serving Military Post Office.

1) The serving military post office is located in building XXXX adjacent to the XXXX, XX Area. (1103, 11 Area/ 1482, 14 Area/ 16840, 16 Area/ 210636, 21 Area/ 22103, 22 Area/ 33307, 33 Area/4153, 41 Area/43548, 43 Area/ 53507, 53 Area/ 62307, 62 Area)

2) Hours of operation are as follows: (\*obtain hours from Camp Pendleton Postal website\*)

Type of Service Mon Tue Thu Fri Wed Sat Sun

Stamps/Parcel 0900-1600 0900-1600 Closed

Unit Mail Call 0900-1400 0900-1200 Closed

e. Location and Hours of the Unit Mail Room.

1) The unit mail room is located in building XXXX.

2) The Unit Mail Clerk picks up mail for the unit at XXXX Monday through Friday. Mail is not received on Saturdays, Sundays, or Holidays.

3) Hours of operation are normal battalion working hours.

4) Unit mail room checkouts/check-ins is conducted from XXXX-XXXX Monday through Friday. However, the Unit Mail Clerk is available for emergencies.

f. Location and Hours of Collection from Receptacles.

1) A U.S.P.S. mailbox located near Bldg XXXX (Serving Post Office). Times of collection are posted on the mailbox.

g. Time and Method of Distribution of Incoming Mail. Mail call is conducted Monday through Friday from XXXX to XXXX. Unit Mail Orderlies will report to the unit mail room with their DD Form 285 and ID card for mail pick-up.

h. Customs Regulations.

1) The United States has customs jurisdiction within the 50 states, the District of Columbia and Puerto Rico. The United States customs jurisdiction of military mail ceases when the mail passes within a three mile territorial limit.

2) All mail originating outside the customs territory of the United States that contains merchandise, including merchandise of United States origin, and printed matter, is subject to customs examination and must be accompanied by a customs declaration form. Official mail is exempt provided the words "official business" appear on the wrapper.

3) Unit Postal Clerks are not authorized to advise patrons on the subject of customs. If doubt exists, suggest to the patron that they obtain information from the Treasury Department, Bureau of Customs, San Francisco, California 94111.

4) Section III of MCO 5800.6A contains detailed information pertaining to the mailing standards for mailing of war trophies.

i. Change of Address Cards. The following instructions are for change of address cards (PS Form 3575) shall be followed by all members of this unit:

1) Change of address cards can be obtained from the Unit Mail Clerk. Personnel joining, transferring, being discharged or released from active duty shall prepare a change of address card to notify the United States Postal System.

j. Non-Mailable Items.

1) Non-mailable matter includes all matter that is by law, regulation, or treaty prohibited from being sent through the mail. The following is a partial list of non-mailable matter:

a) Obscene or indecent matter.

b) Lotteries, fraud, and libelous matter.

c) Intoxicating beverages and illicit drugs.

d) Explosive, flammable, and poisonous matter.

e) Firearms (with certain exceptions).

f) Bombs, grenades, ammunition, and percussion caps.

g) Matter advocating disloyalty to the United States or threats to the President of the United States.

h) Unprotected sharp instruments.

2) Severe penalties including fines, imprisonment, or both, are determined for persons who knowingly mail or cause to be mailed, matter which has been declared non-mailable.

3) If there are any questions regarding non-mailable matter, contact the installation postal activity.

k. Official Mail Cost Management Program. The unit S-1 is designated as the consolidated correspondence point. The S-1 will determine which correspondence or documents enter the USPS systems and which are sent by guard mail. Routine correspondence or documents destined for a single location will be consolidated. The endorsement "CONTAINS CONSOLIDATED CORRESPONDENCE" will be placed to the lower left of the address on the article.

l. Specific Prohibitions and Limitations.

1) The use of special delivery and special handling mail is not authorized for the transmission of official mail where payment of mailing cost is accepted by the Marine Corps.

2) Priority mail is only authorized when expedited delivery is essential to mission accomplishment.

3) Expedited mail is not authorized without specific permission of the Installation Postal Officer or expressed in writing by law or official directive.

4) Periodicals and directives will not be authorized the use of First-Class Mail. Standard A or B will be used as applicable.

5) Nonmailable. Small, flimsy pieces of mail, which can cause disruptions in automated processing are not accepted by the USPS. All mail that is one-fourth of an inch or less in thickness must be:

a) No less than 3 1/2 inches high and 5 inches long.

b) Rectangular in shape.

6) Maximum Size and weight Limits. The combined length and girth of a piece may not exceed 108 inches and 70 pounds. To compute the size of a parcel:

a) Measure the longest side.

b) Measure the distance around the parcel at its thickest part.

c) Add both measurements.

m. Privilege Nature of Mail and Postal Records. The privacy of mail must not be violated. Personnel shall not break, or permit to be broken, the seal of any mail. Information regarding mail or postal records shall not be released. The Unit Commanding Officer will be notified should any of the following occur:

1) A mail cover is requested.

2) An examination, search and seizure of mail, or postal records are requested.

3) A controlled delivery of mail is requested by military / civilian authorities.

4) Damage, destruction, or forced entry occurs to the unit mail room.

5) Mail in the unit mail room is suspected of containing dangerous material.

n. Official Accountable Mail. Accountable mail shall be covered by a chain of receipts from the time of acceptance by the Unit Mail Clerk until delivery has been made to the addressee or authorized agent, or returned to the serving military post office. The Unit Commanding Officer designates individuals to receipt for accountable and official accountable mail in writing.

o. Nine-Digit ZIP Code. The Department of Defense (DoD) has implemented the USPS nine-digit ZIP code consisting of the current five-digit ZIP code, a hyphen, and a four-digit add on number (e.g. 92055-5001).

p. Mail Addressed to Individuals Due to Arrive.

1) If the mail has an Estimated Date of Arrival (EDA) hold mail for 15 days past that date.

2) If the mail is still undeliverable at the end of the hold period and sender has the same last name or mail is arriving daily in abundance hold the mail for an additional 15 days for a total of 30 days.

3) If after 30 days and the mail is still undeliverable it shall be endorsed "No Record" and returned to the serving military post office.

q. Mail Opened by Mistake. Mail opened by mistake shall be re-sealed, endorsed "Opened by Mistake", and signed and dated by the person who opened the mail.

r. Refused Mail. Addressees can refuse mail that they do not want to receive. The addressee shall be requested to write "Refused by Addressee", sign, and date the piece of mail. If the addressee declines to make the endorsement, the Unit Mail Clerk shall endorse it "Refused by Addressee", date and sign it. Mail that is refused will be returned to the serving military post office.

s. Damaged Mail. Before accepting for mail from the serving military post office, the Unit Mail Clerk shall ensure that any damaged articles are properly endorsed and repaired or re-wrapped if necessary. If damaged articles are received in closed bags, they shall be repaired and endorsed by the Unit Mail Clerk "Received in Damaged Condition", along with the date of receipt, the card number, and signature of the Unit Mail Clerk repairing the article.

t. Complaints and Inquiries.

1) Members of this unit shall be encouraged to report dissatisfaction with mail service, instances of loss, rifling, or other mistreatment of mail to the Unit Postal Officer.

2) Complaints will be resolved promptly. Assistance from the serving post office will be requested when necessary.

u. Disposition of Mail for Personnel Departing on TAD/Leave.

1) Personnel temporarily absent or departing on leave shall provide a complete Mail Disposition Form or DD Form 2258, Temporary Mail Disposition Instructions, to the UMR.

2) Appropriate signatures are required to hold/forward mail during TAD/leave periods.

3) Mail for personnel TAD or leave less than 30 days shall be held in the UMR.

4) Mail for personnel TAD or leave greater than 30 days can be forwarded one week prior to the designated return date, unless otherwise requested. This shall allow ample time to effect delivery of the mail being forwarded prior to returning to the unit.

5) Service members may choose to have their mail held in the UMR while TAD, greater than 30 days but not more than 60 days.

6) Mail held past 60 days for personnel in a TAD status must be returned to the MPO for further disposition.

7) Appropriate form/source documents shall be retained for hold mail status and disposed when service members return from TAD/leave.

8) A morning report may be used to hold mail when a Mail Disposition Form/DD 2258 has not been provided.

p. Mail Bombs and Suspicious Mail.

1. General Information. Postal personnel must be aware of potential bombs and suspicious items enclosed in parcels/envelopes. The appearance of a mail threat is unlimited to the imagination of the sender.

a. Annual mail bomb/suspicious security training shall be coordinated with the military/civilian law enforcement agencies. The mail bomb/suspicious security training supports the Commanders annual security training requirements.

b. Mail security training must include procedures for the proper detection and handling of parcel bombs/suspicious letters. Training may be conducted via other mediums and documented accordingly.

c. Mail handling locations shall prominently display USPS Poster 84, Suspicious Mail or Packages (Figure 6-1).

d. Immediately notify the MCPO/MPO Supervisor of any suspicious items. If the MCPO is unavailable contact the first responders.

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

a. Have restricted endorsements such as Personal or Private.

b. Have an inaccurate address, 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. Letters may have a rigid feel or an uneven/lopsided appearance.

g. Parcels may have unprofessional wrapping with several combinations of tape used to secure the package. Items may be endorsed Fragile-Handle with Care or Rush-Do-Not-Delay.

h. Parcels may have a buzzing, ticking, or sloshing noise.

3. Suspicious Mail. Suspicious mailings that are unable to be verified by the addressee/sender are handled as follows:

a. Do not open the article.

b. Isolate the article and evacuate the area.

c. Do not put the article in water or a confined space i.e., desk drawer, filing cabinet, etc.

p. Directory Service Program.

a. The Directory Service Program can be used in lieu of a database or Directory File Card System. Access to the Directory Service Program shall be provided by the serving MPO.

b. A USPS COA, PS Form 3575 or Notice of COA, OPNAV 5110/5 shall be maintained on file when using the Directory Service Program.

c. The use of a directory file database must be able to provide a history of individuals no longer with the installation/unit. A directory file database must be accurately maintained and backed up weekly.

d. Directory mail must not be processed outside the UMR.

1. Directory File Card System

a. All personnel attached to the command must complete a NAVMC 10572, Directory File Card (DFC).

b. The DFC information can be extracted from Marine Corps Total Force Structure records to maintain an accurate DFC system. DFCs shall be utilized as follows:

1) When a service member checks in, enter the following information on the DFC; last name, first name, middle initial, grade, Electronic Data Interchange Personal Identifier (EDIPI), unit joined from address, date, and assigned unit/section (Figure 3-9). DFCs must be filed alphabetically.

2) Temporary changes in status are recorded in the appropriate spaces on the DFC. Temporary changes such as temporary additional duty (TAD), sick (SK), unauthorized absence (UA), confinement (CONF), or in hands of civilian authorities (IHCA) are entered when applicable. Leave entries are not required on the DFC.

3) When a service member checks out, enter the following information on the DFC; new military address, signature, date, estimated date of arrival (EDA), and home address. When a service member cannot or does not provide a forwarding address, refer to the unit dairy. A unit diary number must be entered on the card to indicate source of information to forward mail (Figure 3-10). The unit diary shall only be used to forward mail to a military address.

4) A COA received must be reconciled with the DFC or database.

Annotate new address in the new duty station block of the DFC.

5) For large size addresses annotate, See COA, in new duty stationblock. Staple or tape COA containing old unit address, new address, signature, and date on back of DFC (Figure 3-11).

6) Retain COA for a DFC database. This procedure certifies and

guarantees the COA by the service member’s signature.

c. Retention Periods

1) UMRs must retain the DFC/COAs for 12 months after detachment of all permanently assigned service members. The discard date is the 13 month of departure. For example, if a permanently assigned service member departs during October 2025, the discard date would be November 2026.

2) DFCs for service members in a temporary status of six months or less shall be maintained for six months after the service member’s departure. For example, if a service member has orders to attend a 4-month school and departs during October 2025, the discard date would be May 2026.

3) The Unit Mail Clerk must purge the DFC/COA during the first week of each month. Destroy cards containing a discard date for that month.

26. Processing Directory Mail

a. Undeliverable-As-Addressed Mail. UMRs shall provide directory service to all UAA mail. Each piece of mail must be endorsed by the UMR with the reason (Figure 3-12). Absentee balloting materials must be tied or placed on top of letter bundles or in the front face of tray. Processed UAA must be returned to the MPO for further disposition.

b. Transferred Personnel. All service members are required to check out with the UMR. Service members must provide a forwarding address or instructions on how to handle mail received after transfer. Failure to do so may result in the delay of forwarding or delivery of their mail.

1) Readdress mail for transferred personnel by drawing a diagonal line through the incorrect portion of the address, and place the correct address to the right of the original address.

2) Block barcode information on front/back of mail piece.

3) The Unit Mail Clerk shall place on the backside of the mail piece the endorsement FORWARDED or FWD along with the date, unit, and the Unit Mail Clerk's initials.

4) Example - FWD/DATE/UNIT/UNIT MAIL CLERK’S INITIALS

c. No Record. Mail received with no record available must be returned to sender.

1) The Unit Mail Clerk shall draw a diagonal line through the

incorrect portion of the address.

2) Block barcode information on front/back of mail piece.

3) The Unit Mail Clerk shall place on the backside of the mail piecethe endorsement NO RECORD or NR along with the date, unit, and the Unit Mail Clerk's initials.

(4) Example - NR/DATE/UNIT/UNIT MAIL CLERK’S INITIALS

d. Missent Mail. Mail inadvertently received for another unit is considered missent mail.

1) The Unit Mail Clerk must not make any markings to the front of the mail.

2) The Unit Mail Clerk shall place on the backside of the mail piecethe endorsement MISSENT or MS along with the date, unit, and the Unit Mail Clerk's initials.

3) Example - MS/DATE/UNIT/UNIT MAIL CLERK’S INITIALS

e. Deserters. Mail for personnel in an unauthorized absent status mustbe held in the unit UMR with a Mail Disposition Form (Figure 3-13).

1) When a service member is declared a deserter, the unit diary must be used as the source document for the below DFC annotations.

2) The Unit Mail Clerk shall enter the unit diary number in the appropriate block.

3) Annotate Deserter in the new duty station block. Enter the

desertion date and discard date.

4) Block barcode information on front/back of mail piece.

5) Endorse all mail by drawing a diagonal line through the portion of the address.

6) In no case shall the UMR endorse any mail to indicate that the individual is a deserter.

7) The Unit Mail Clerk shall place on back side of the mail piecethe endorsement MOVED LEFT NO ADDRESS or MLNA along with the date, unit, and the Unit Mail Clerk's initials:

8) Example - MLNA/DATE/UNIT/UNIT MAIL CLERK’S INITIALS

f. Correctional Facility. Mail for confined personnel must be process in the same manner as transferred personnel. Follow transferred personnel procedures.

1) The forwarding address must show a post office receptacle number, building number, or other identifier that may be applicable.

2) In no case shall the UMR endorse any mail to indicate that the individual is confined.

5. Action

a. All personnel involved in mail handling within this unit will comply with the instructions contained herein.

b. All Unit Mail Officers and Unit Mail Clerks shall attend annual training provided by the I MEF Postal Officer.

c. All newly appointed Unit Mail Orderlies will be briefed on the contents of this order, read and sign the Unit Mail Orderly Statement of Understanding.

d. The Unit Postal Officer will conduct a periodic review of this order.

e. The Unit Postal Officer will ensure that a copy of this order is readily available to all unit personnel.

f. Command personnel will ensure compliance with and widest dissemination of this order.

I. M. COMMANDING