

Headquarters
Department of the Army
Washington, DC
1 September 2004

Information Management
Official Mail and Distribution Management

Applicability. This memorandum applies to Headquarters, Department of the Army, and its field operating agencies and direct reporting units, and Joint/Department of Defense agencies administratively supported by the Department of the Army.

Proponent and exception authority. The proponent of this memorandum is the Administrative Assistant to the Secretary of the Army. The Administrative Assistant has the authority to approve exceptions or waivers to this memorandum that are consistent with controlling law and regulations. The Administrative Assistant may delegate this approval authority, in writing, to a division chief within the proponent agency or a direct reporting unit or field operating agency of the proponent agency in the grade of colonel or the civilian equivalent. Activities may request a waiver to this memorandum by providing justification that includes a full analysis of the expected benefits and must include formal review by the activity's senior legal officer. All waiver requests will be endorsed by the commander or senior leader of the requesting activity and forwarded through their higher headquarters to the policy proponent. Refer to AR 25-30 for specific guidance.

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*This memorandum supersedes DA Memo 25-53, 20 October 1999.

1. Purpose

This memorandum prescribes policy, responsibilities, and procedures for the Official Mail and Distribution Management Program of Headquarters, Department of the Army (HQDA).

2. References

Required and related publications and prescribed and referenced forms are listed in appendix A.

3. Explanation of abbreviations and terms

Abbreviations and terms used in this memorandum are explained in the glossary.

4. Responsibilities

a. Administrative Assistant to the Secretary of the Army. The Administrative Assistant to the Secretary of the Army has overall responsibility for the Official Mail and Distribution Management Program.

b. Chief, Mail and Records Division. The Chief, Mail and Records Division is responsible for the operations of Official Mail and Distribution Centers (OMDCs) and supervises the HQDA Official Mail Manager (OMM). The HQDA OMM will—

(1) Manage the Official Mail and Distribution Management Program, as prescribed in Army Regulation (AR) 25–51, and establish necessary operating procedures to ensure compliance within HQDA and Joint/Department of Defense (DOD) activities.

(2) Control the cost of mailings and approve or disapprove all overnight mailings for activities served.

(3) Establish budgetary controls and manage the funding of postage (postage meters, stamps, bulk-mail permits, and business reply mail permits).

(4) Approve the use of addresses and Zone Improvement Plan (ZIP)+4 Codes for all activities in the Pentagon and those served by Army OMDCs in the National Capital Region. Notify the U.S. Postal Service (USPS) address unit in Silver Spring, MD, of new addresses to be included in the USPS National Five-Digit ZIP Code and Post Office Directory.

(5) Notify the USPS of changes, deletions, or additions to addresses.

(6) Review requests to lease postage meters and purchase mailing machines.

(7) Periodically evaluate, assist, and train activities in mail management practices and procedures.

(8) Consolidate and report the HQDA Positive Accountability Postage Administrative System (PAPAS) Report to the Army OMM, in accordance with AR 25–51, paragraph 2–9.

(9) Ensure reimbursement of postage when applicable.

c. Defense Post Office (DPO). The DPO is managed by the Chief, DPO, within the Mail and Records Division, and is located in Pentagon Room RDF1J671A. Mail personnel within the DPO will—

(1) Receive all incoming mail to the Pentagon, including mail to the USPS on the concourse.

(2) Break down all incoming mail from the USPS for pick up by Army, Navy, Air Force, and Marine Corps agencies and activities and the Office of the Secretary of the Army (OSA) Mail Center. Receive from these same agencies all outgoing mail and deliver to the USPS.

(3) Manage the DPO Satellite Mail Facilities at Rosslyn Plaza North and Presidential Towers, coordinating changes in addresses, customers, and services with the HQDA OMM, and with the Navy, Air Force, and Marine Corps OMMs as applicable.

(4) Provide messenger service to and from the Pentagon for Army-supported activities that are supported by the DPO Satellite Mail Facilities. Appendix B provides a list of activities within the National Capital Region that provide their own messenger services to and from the Pentagon.

(5) Ensure that outgoing mail is properly prepared and packaged for the most economical handling.

(6) Assign codes for customers and keep track of postage used by each customer. Report postage usage for all reimbursable customers on the Quarterly Postage Usage Report.

(7) Send a Postage Usage Report for the preceding quarter to the HQDA OMM on the first working day of each quarter. An example of a Postage Usage Report is shown in appendix C. E-mail is the

preferred method for submitting this report. The report may be sent to hqdaofficialmailmanager@hqda.army.mil.

(8) Provide bulk and mass mailings and distribution services for HQDA. A mass-mailing description and preparation instructions are provided in appendix D.

(9) Notify the HQDA OMM of all customer address changes.

(10) Keep DD Form 577 (Appointment/Termination Record—Authorized Signature) on file for customers who pick up accountable mail.

(11) Using a local format, maintain at the end of each business day a record of meter register readings for each meter.

(12) Provide consolidated mail services, as described in paragraph 5b(8) and appendix E.

d. HQDA agency directors/managers. HQDA agency directors/managers whose agencies use postage meters with funds provided by the HQDA OMM, whether reimbursable or not, will—

(1) Appoint mail personnel, in writing, and furnish copies of these appointments to the HQDA OMM, Pentagon Room RDF1J671A. New mail personnel will receive training within 30 days of assignment and once annually thereafter. Training is provided by the HQDA OMM and is announced quarterly.

(2) Ensure that outgoing mail prepared by supported activities follows the mail preparation guidelines in appendix F.

(3) Support postage meter requirements for customers located in the same building, when requested. If non-Army activity tenants request service, coordinate with the HQDA OMM and the other services' OMMs.

(4) Notify the HQDA OMM of all changes of locations or customers where official mail is to be delivered.

(5) Send a Postage Usage Report for the preceding quarter to the HQDA OMM on the first working day of each quarter. An example of this report is shown in appendix C. E-mail is the preferred method for submitting this report. The report may be sent to hqdaofficialmailmanager@hqda.army.mil.

(6) Notify the HQDA OMM of all customer address changes.

(7) Keep DD Form 577 on file for customers who pick up accountable mail.

(8) Using a local format, maintain at the end of each business day a record of meter register readings for each meter.

(9) Maintain a 10-day supply of stamps to use during emergencies when meters are out of service or not operating correctly. These stamps will not be distributed or sold. Maintain control of these stamps at all times. This is a reportable item on the Quarterly Postage Usage Report.

e. OSA Mail Center. The OSA Mail Center is managed by the Chief, OSA Mail Center, within the DPO, and is located in Pentagon Room RDF1J671A. Mail personnel within the OSA Mail Center will—

(1) Process incoming and outgoing mail for HQDA-supported activities in the Pentagon.

(2) Provide regularly scheduled mail or distribution delivery and pickup service to Army activities in the Pentagon. A list of activities and delivery times is provided in appendix G.

(3) Ensure that outgoing mail is properly prepared and packaged for the most economical handling.

(4) Keep DD Form 577 on file for customers who pick up accountable mail.

5. Policy and procedures

a. Overview.

(1) OMDCs are operated for the exclusive use of the U.S. Government in the conduct of official business.

(2) OMDCs handle USPS mail, and United Parcel Service (UPS) and Federal Express (FedEx) small packages. Mail personnel decide which service is the most economical to meet the required delivery date.

(3) AR 25–51 allows mail personnel in OMDCs to open outgoing envelopes, packages, and so forth, once these items have been received from the mailer and before postage has been affixed. For example,

mail personnel may open envelopes and packages to verify contents, especially when express mail or other expensive classes of mail are requested.

(4) The use of OMDCs for personal, unofficial, or non-mission mail is prohibited. All mail is opened and inspected prior to entering the Pentagon.

(5) Mail addressed to U.S. Government offices or activities will be delivered to the heads of these offices/activities for their disposition. All incoming and outgoing mail for the OSA, OSA staff, and the Office of the Chief of Staff of the Army is delivered and handled by the OSA Mail Center.

(6) All address changes should be reported to the HQDA OMM, Pentagon Room RDF1J671A, not to the USPS.

(7) Use properly formatted addresses and ZIP+4 Codes, in accordance with USPS regulations. Office symbols and room numbers may be added on the optional line(s). A list of addresses for all activities located in the Pentagon is available at <https://secureweb.hqda.pentagon.mil/dpo/index.htm>. All HQDA activities, including those outside the Pentagon, will obtain ZIP+4 Codes from the HQDA OMM, Pentagon Room RDF1J671A. Unauthorized ZIP+4 Codes will not be used.

(8) For USPS purposes, addresses must be typed or machine generated and must not include any punctuation except for the hyphen in the ZIP+4 Code. Addresses can be typed in all capital letters or in upper and lowercase letters. The preferred addressing format is all capital letters, since addressing envelopes and packages in this way will help them reach their destinations more quickly. Authorized state abbreviations are provided in appendix H. Other authorized abbreviations may be found in USPS Publication 28, available at OMDCs and at <http://pe.usps.gov>. Improperly addressed mail will be delayed and will not be accepted by OMDCs.

(9) OMDCs do not distribute stamps to personnel going on temporary duty (TDY). Additionally, OMDCs do not mail or pay for mailings as a result of permanent change of station (PCS) moves. Instructions for mailing items in conjunction with TDY and PCS moves are provided in appendix I.

(10) In order to pick up accountable mail, each activity or agency must have DA Form 577 on file with the OMDC that serves them.

b. Classes of Mail.

(1) First-class mail is anyailable matter weighing less than 13 ounces. Mailable matter is defined in the USPS Domestic Mail Manual and the USPS International Mail Manual (IMM).

(2) Priority mail is first-class mail weighing between 13 ounces and 70 pounds. First-class and priority mail travel at the same speed and generally will reach their furthestmost points from the Pentagon within the United States in 3 days.

(3) Standard A and Standard B items generally are packages containing publications, catalogs, newsletters, and so forth. AR 25–51 provides examples of standard mail. Such mail must not exceed 70 pounds in weight and must not measure more than 108 inches in length and girth combined. Appendix J provides instructions for measuring packages.

(4) International mail is official mail that is sent to foreign countries but not addressed to Army Post Offices/Fleet Post Offices (APO/FPOs). Such mail must be separated from U.S. domestic mail before delivery to an OMDC. International mail to foreign countries must meet U.S. Customs regulations, and addressees must arrange for clearance and duty payments required for the release of the items. International postage must be paid for international mail in accordance with the IMM. Address international mail with uppercase letters and the full name of the post office (city) and the country of destination. Include the postal delivery zone number (if any). The address should have a uniform left margin. Type only the country name on the last line of the address. The proper format for international mail is shown in appendix F.

(5) Official mail to APO/FPO military addresses does not require a U.S. Customs form and will be mailed at the U.S. rate.

(6) Accountable mail is registered, certified, insured, and express mail. FedEx, UPS, and Pentagon

recorded mail also will be processed and treated in the same manner as accountable mail. Accountable mail will be released only to persons authorized to sign for such mail.

(7) Internal distribution is mail distributed within the Pentagon, or distribution supported by the DPO messenger service in the National Capitol Region.

(8) Consolidated mail is used to forward more than one piece of correspondence to a single addressee to minimize postage costs. Such mail is sent to Army agencies daily, and is opened by the addressee's OMDC. Each piece of mail must include a complete mailing address consisting of the activity name, office symbol, and location. Separate consolidated mail from regular and international mail before delivery to an OMDC. USPS-owned pouches will not be used as containers for consolidated mailings, however, DOD mailbags may be used. Appendix E provides a list of agencies that receive consolidated mail and preparation instructions for consolidated mail.

c. Special Mail Services.

(1) AR 25-51 lists mail that may be sent as certified or registered mail. Mail not listed in AR 25-51 will not be sent as certified or registered mail unless mandated by law or other regulations.

(2) Return receipt mail will be used only when required by regulatory guidelines. Mail personnel can track certified and registered mail (signatures are required for receipt), which makes return receipt unnecessary and costly. A sender who wishes to determine whether a package has reached its destination may contact the servicing OMDC.

(3) Insured mail services are authorized for accountability reasons when proof of delivery is required for high-value administrative or logistical equipment, supplies, and printed matter. See AR 25-51, paragraph 2-31d for restrictions on numbered insured mail.

(4) AR 25-51 describes the uses for express mail. Express mail should be used only in cases involving loss of life, personal injury, or destruction of property, or to prevent the possibility of a judicial ruling against the Army. FedEx also will be used only for the above reasons. Meeting a suspense date is not an acceptable reason for using an overnight delivery service. Requests for overnight delivery services will be submitted, in writing, to the HQDA OMM, Pentagon Room RDF1J671A.

(5) Mail sent via express mail or overnight FedEx or UPS service is not always delivered the next day. Mail personnel also can track items sent using these services.

(6) Requests for overnight delivery services will not be accepted on Fridays or on days immediately preceding holidays as there is normally no one available to sign for and accept such mail on Saturdays or holidays. Additionally, overnight delivery requests will not be accepted for any location outside of the continental United States (OCONUS). An item sent via OCONUS overnight delivery service takes at least 3 days to reach the destination country, and may take as many as 2 to 4 additional days to reach the actual destination. Overnight deliveries reach their destinations in OCONUS locations in approximately 5 to 7 days, the same amount of time required for first-class mail to reach its destination. In some cases, an overnight delivery takes longer than first-class mail because of the required controls and signatures. First-class mail will move at night and on weekends. Overnight deliveries sometimes will not move at night and on weekends, depending on whether personnel are available to sign for them. Some locations in OCONUS are not served by FedEx or UPS.

d. Reimbursement for postage.

(1) All non-HQDA Resource Management (Operating Agency 22) family activities and tenants that receive Army postage funds from the HQDA OMM will reimburse the total amount actually used. Holders of reimbursable accounts that use less than \$300 annually are not required to reimburse postage funds.

(2) OMDCs will create sub-accounts for customers. Each OMDC will maintain a list of those sub-accounts and track the amount of postage used by each. This is a reportable item on the Quarterly Postage Usage Report. Reimbursable customers will be identified on the report.

e. Hours of operation.

See appendix K for OMDC hours of operation, deadlines for routine and overnight mail, USPS pickup times, and POCs for other official mail operations.

Appendix A References

Section I Required Publications

AR 25–51

Official Mail and Distribution Management. (Cited in paras 4*b*(1) and (8), 5*a*(3), 5*b*(3), 5*c*(1), (3), and (4), and fig E–1.)

U.S. Postal Service Domestic Mail Manual

(Cited in para 5*b*(1).) (Available at <http://pe.usps.gov>.)

U.S. Postal Service International Mail Manual (IMM)

(Cited in paras 5*b*(1) and (4).) (Available at <http://pe.usps.gov>.)

Section II Related Publications

A related publication is a source of additional information. The user does not have to read a related publication to understand this memorandum.

AR 25–50

Preparing and Managing Correspondence

AR 380–5

Department of the Army Information Security Program

DA Pam 25–52

Mail Facility Security and Handling Suspicious Mail

DOD 4525.8–M

DOD Official Mail Manual. (Available at www.dtic.mil/whs/directives.)

DODI 4525.8

DOD Official Mail Management. (Available at www.dtic.mil/whs/directives.)

U.S. Postal Service Publication 28

Postal Addressing Standards. (Available at <http://pe.usps.gov>.)

U.S. Postal Service Publication 65

The National Five-Digit ZIP Code and Post Office Directory. (Available from the USPS National Customer Support Center, (800) 238-3150. An order form is available at www.usps.com/forms.)

Section III Prescribed Forms

This section contains no entries.

Section IV Referenced Forms

DD Form 577

Appointment/Termination Record—Authorized Signature. (Available at www.dtic.mil/whs/directives/infomgt/forms/formsprogram.htm.)

OF Form 65-B

U.S. Government Messenger Envelope. (Available through normal publishing channels.)

**Appendix B
National Capital Region Agencies With Their Own Messenger Services**

B-1. Overview

This appendix provides the list of National Capital Region agencies that provide their own messenger services.

B-2. National Capital Region agencies with their own messenger services

The following National Capital Region agencies provide their own messenger services:

Andrews Air Force Base
Washington, DC 20331-5000

Army Auditor General
3101 Park Center Dr.
Alexandria, VA 22302-1596

Army Intelligence & Security Command
Fort Belvoir, VA 22060-5370

Army Materiel Command (AMC)
9301 Chapek Rd.
Fort Belvoir, VA 22060-5527

Army Military District of Washington (MDW)
Fort McNair
Washington, DC 20319-5050

Army Review Boards Agency
1941 Jefferson Davis Hwy.
Arlington, VA 22202-4508

Bolling Air Force Base
Washington, DC 20332-5000

Buzzards Point (MDW Finance)
1900 Half St., SW
Washington, DC 20024-3301

Defense Information Systems Agency
8th & S. Courthouse Rd.
Arlington, VA 22204-2000

Defense Intelligence Agency
Bolling Air Force Base
Washington, DC 20340-0001

Defense Nuclear Agency
6801 Telegraph Rd.
Alexandria, VA 22310-3398

Fort Meade, MD 20755-5075

Fort Myer, VA 22211-5050

National Security Agency
Fort Meade, MD 20755-5075

Navy Annex
Washington, DC 20370-5000

Navy-Crystal City
Washington, DC 20360-5000

Navy-Washington Navy Yard
Washington, DC 20374-1662
Military Sealift Command Headquarters
Naval Data Automation Command
Naval District Washington Headquarters
Naval Regional Contracting Center
Office of Naval Inspector General
U.S. Marine Corps, Quantico, VA

The Surgeon General
5109 Leesburg Pike, Skyline 6
Falls Church, VA 22041-3258

U.S. Army Center of Military History
103 3rd Ave., Bldg. 35
Fort McNair
Washington, DC 20319-5058

U.S. Marine Corps Headquarters
Washington, DC 20380-1775

Walter Reed Army Medical Center (WRAMC)
6900 Georgia Ave., NW
Washington, DC 20307-5001

**Appendix C
Quarterly Postage Usage Reports to the HQDA OMM**

C-1. Overview

This appendix provides information on preparing Quarterly Postage Usage Reports for the HQDA OMM. Prepare one report for each meter and E-mail to hqdaofficialmailmanager@hqda.army.mil.

C-2. Format

See figure C-1 below for the proper format for Quarterly Postage Usage Reports.

[ORGANIZATION NAME] [REPORTING PERIOD]	
1. Ascending register amount on the last day of the preceding quarter	\$0.00
2. Ascending register amount on the last day of the reporting quarter	\$0.00
3. Postage left on meter (descending amount as of the last day of quarter)	\$0.00
4. Amount of postage added to meter during the quarter	\$0.00
5. Amount of postage used for express mail	\$0.00
6. Total funds used this period (including express mail)	\$0.00
7. Amount of postage stamps received during the quarter	\$0.00
8. Amount of postage stamps used during the quarter	\$0.00
Customer	Amount of postage used this quarter
Customer name	\$0.00
Total	\$0.00
Note: Total customer expense should equal line 6 above.	

Figure C-1. Format for Quarterly Postage Usage Reports to the HQDA OMM

**Appendix D
Mass Mailing Guidelines**

D-1. Special mailing and distribution

Special mailing and distribution services are provided by the DPO for the HQDA staff and HQDA Secretariat only. A “mass mailing” or “mass distribution” is a large-volume mailing consisting of 35 addressees or more.

D-2. Services provided

Personnel in the DPO, Special Processing Center will—

- a.* Distribute or dispatch large-volume or mass mailings that are beyond the capability of the HQDA staff and HQDA Secretariat.
- b.* Prepare all materials for dispatch. This includes addressing, inserting, or boxing, when requested, and affixing postage. The Special Processing Center will deliver the material to the DPO Mail and Correspondence Processing Center for dispatch.
- c.* Prepare classified mailings, up to and including “SECRET,” for dispatch in accordance with appropriate regulatory guidelines.
- d.* Determine the class of mail to use.
- e.* Maintain mailing/distribution lists for recurring mailings. Ensure the lists contain complete addresses (that is, activity, street address, city, state, and ZIP+4 Code). The attention line is optional.
- f.* Return excess material to the user.
- g.* Notify the HQDA OMM of any activity that should reimburse for this type of mailing. Notifications will be listed on the Quarterly Postage Usage Report as an extra entry. Include the activity, office symbol, and dollar amount of postage used.

D-3. Service requests

Customers will—

- a.* Contact the supervisor of the DPO, Special Processing Center at (703) 692-4018, or visit Pentagon Room RDF1J671A to determine if the Special Processing Center can provide the requested support within the desired timeframe.
- b.* Submit a written request to the Special Processing Center. The request will contain the following information:
 - (1) A brief description of the item being mailed.
 - (2) Final mailing size (height, width, and thickness). The thickness may be expressed in the number of pages.
 - (3) Security classification and special handling/sensitivity restrictions.
 - (4) A statement indicating that the task is beyond the capability of the organization.
 - (5) The name of the point of contact (POC) and his or her telephone number.
 - (6) A distribution list that includes the complete address of each addressee and the number of copies to be sent to each addressee.
 - (7) The date when the material will be provided to the Special Processing Center and the desired mailing date.
 - (8) Whether the requested service will be a recurring requirement. If so, indicate the intended frequency.
 - (9) If a recurring requirement has been justified and established, the user will submit a written request at least 1 day before the established processing date. That request will contain the following information:
 - (a)* The final mailing size of the item.
 - (b)* The security classification and special handling/sensitivity restrictions. The request also must state if the item has no security classification and no special handling/sensitivity restrictions.
 - (c)* The desired date of completion and/or mailing.
 - (d)* The class of postage service, if different from the previous mailing. DPO personnel will decide the class of mail to be used in advance of the memorandum being written.
 - (e)* A list of changes to the distribution list on file with the Special Processing Center. This list will

clearly indicate additions, deletions, and corrections. The request also must state if the distribution list has no changes.

c. Pack and handle classified material in accordance with AR 380-5.

d. Provide extraordinary packaging materials such as padded envelopes, odd-size boxes or envelopes, and padding, and special requirement materials. Padded envelopes should be used only when contents are fragile.

Appendix E Consolidated Mail Guidelines

E-1. Preparation instructions

See figure E-1 below for instructions regarding consolidated mail service.

RESTRICTIONS:	No classified or accountable mail
PACKAGING:	Cannot exceed 5 lbs.
ADDRESSING:	Requires complete "TO" and "FROM" addresses
MARKING:	Include the words "consolidated mail" or "CM," in accordance with AR 25-51 and DOD 4525.8-M, immediately below the return address.
DISPATCH:	Must be in the DPO prior to 1500 for same day dispatch

Figure E-1. Preparation instructions for consolidated mail service

E-2. Consolidated mail locations and recipients

See table E-1 below for consolidated mail locations and recipients.

**Table E-1
Consolidated mail locations and recipients**

Location	Recipient
CONUS	FORT BELVOIR VA 22060-5123 FORT BENNING GA 31905-5000 FORT BLISS TX 79916-5136 FORT BRAGG NC 28307-5000 FORT CAMPBELL KY 42223-5000 FORT CARSON CO 80913-5000 FORT DETRICK MD 21701-5000 FORT DEVENS MA 01433-5000 FORT DIX NJ 08640-5000 FORT DRUM NY 13601-5000 FORT EUSTIS VA 23604-5078 FORT GEORGE MEADE MD 20755-5075 FORT GILLEM GA 30050-5000 FORT GORDON GA 30905-5000 FORT HOOD TX 76544-5056 FORT HUACHUCA AZ 85613-6000 FORT IRWIN CA 92310-5000 FORT JACKSON SC 29207-5000 FORT KNOX KY 40121-5000 FORT LEAVENWORTH KS 66027-5700 FORT LEE VA 23801-5000 FORT LEONARD WOOD MO 65473-5000 FORT LEWIS WA 98433-5823 FORT MCCLELLAN AL 36205-5000 FORT MCPHERSON (U.S. ARMY FORCES COMMAND) GA 30330-6000 FORT MONMOUTH NJ 07703-5006 FORT MONROE (U.S. ARMY TRAINING AND DOCTRINE COMMAND) VA 23651-5000 FORT POLK LA 71459-5000 FORT RILEY KS 66440-5000 FORT RUCKER AL 36362-5000 FORT SAM HOUSTON (U.S. ARMY MEDICAL COMMAND) TX 78234-6000 FORT SHAFTER HI 96858-5000 FORT SILL OK 73503-5000 FORT STEWART GA 31314-5000 AMC, 9301 CHAPEK RD, FORT BELVOIR VA 22060-5527 HUMAN RESOURCES COMMAND-ST LOUIS, 1 RESERVE WAY, ST LOUIS MO 63132-5200 DEFENSE FINANCE AND ACCOUNTING SERVICE, INDIANAPOLIS, IN 46249 *HOFFMAN BLDG I, 2461 EISENHOWER AVE, ALEXANDRIA VA 22331 *HOFFMAN BLDG II, 200 STOVALL ST, ALEXANDRIA VA 22332 PULASKI BLDG, 20 MASSACHUSETTS AVE NW, WASHINGTON DC 20314-1000 REDSTONE ARSENAL, AL 35898-5248 WRAMC, WASHINGTON DC 20307-0003
Navy/Marine Corps	The Washington Navy Yard (WNY) handles all Navy/Marine Corps mail. Navy personnel pick up Navy/Marine Corps mail and transport it to the WNY for distribution.
Non-Defense Agencies	DEPARTMENT OF STATE, 2201 C ST NW, WASHINGTON DC 20520-0001 *US HOUSE OF REPRESENTATIVES (LONGWORTH BLDG, RAYBURN BLDG, OR CANNON BLDG), WASHINGTON DC 20515 *US SENATE (DIRKSEN BLDG, HART BLDG, OR RUSSELL BLDG), WASHINGTON DC 20510
OCONUS	US ARMY EUROPE (USAREUR) & 7TH ARMY, APO NY 09014, 09081, 09099, 09102, and 09403 **HQ, EIGHTH US ARMY (EUSA) Korea, APO AP 96205-0009 **HQ, US FORCES KOREA (USFK), APO AP 96205-0010 HQ, US ARMY PACIFIC, FT SHAFTER HI 96858-5100

Notes:

* Representatives, Senators, and various offices within these buildings have their own specific ZIP+4 Codes. Check with the appropriate office for the complete address.

** These ZIP+4 Codes are for Headquarters, EUSA and Headquarters, USFK activities. Check with other appropriate activities for complete mailing addresses with their unique ZIP+4 Codes.

Appendix F Mail Preparation Guidelines

F-1. Messenger envelopes

Optional Form 65-B (U.S. Government Messenger Envelopes) (“holey joes”) may be used for internal distribution within the Pentagon. When using a messenger envelope internally, write the complete name of the activity and its office symbol and location in the indicated space on the outside of the envelope. Messenger envelopes also may be used for mail that does not require postage and is addressed to activities in other buildings in the National Capital Region that are served by Army mail personnel in the Pentagon. When using a messenger envelope to send mail to an activity in the National Capital Region, write the complete address on the envelope. Hand print or type in the indicated space on the outside of the envelope. Cross off the last address written on the envelope and reuse it until the address lines are completely filled or the envelope is worn out.

F-2. Fasteners

Do not use clips to fasten papers together in an envelope. Staples and rubber bands may be used.

F-3. Window envelopes

When using window envelopes, ensure the entire address is visible through the window. Use a correct size envelope to prevent the address from slipping out of view.

F-4. Envelope guidance

Use an envelope of the correct size and strength to accommodate enclosures.

a. A snug fit prevents enclosures from shifting during transport. Such shifting often forces an envelope open, resulting in the loss of contents. Likewise, overstuffing can cause envelopes to burst at the seams upon impact with other mail.

b. Do not use large envelopes for correspondence of six pages or fewer unless contents such as certificates, officer evaluation reports, and other items that may not be folded warrant otherwise.

c. Do not use padded envelopes unless the contents are fragile.

F-5. Return address

Return address guidance is as follows:

a. Always include a complete return address and any optional information (that is, an attention line) in case the mail needs to be returned.

b. The words “OFFICIAL BUSINESS” must appear below the return address, as shown in figure F-1 below.

F-6. Addressing guidance

a. Figures F-1 through F-4 below show sample address formats. Each address line is limited to 8 words and a combined total of no more than 40 characters.

b. An address can have three to five lines, as shown in figures F-1 through F-4 below, but the last three lines are mandatory.

c. Abbreviations used in addresses must be consistent with USPS Publication 28, appendixes B, C, and G, available at OMDCs and at <http://pe.usps.gov>. Authorized state abbreviations are listed in appendix H.

d. Placement and content of addresses are shown in figures F-1 and F-2 below. For further explanation and additional examples, visit the USPS Web site at www.usps.gov. OMDCs do not distribute mail addressed to individuals.

e. Army activities may use labels on envelopes, parcels, and packages. These labels must be centered on the envelope, parcel, or package, and be placed parallel to the bottom edge.

f. Type delivery and return addresses in all capital letters or in upper and lowercase letters. The preferred addressing format is all capital letters. Do not include any punctuation in the address except for the hyphen

in the ZIP+4 Code. OMDs will not accept envelopes with addresses that are not typed or computer generated.

- g. Do not use script, italics, or other special fonts in addresses. Such fonts are not authorized.
- h. Mailers will prepare packages prior to bringing them to OMDs. The USPS will not accept business mail affixed with scotch or masking tape.
- i. Do not type below the last line of the address. Information placed below that line interferes with USPS optical reader equipment.

F-7. Packages

Packages will be distributed via standard mail unless they contain classified documents or the mailer requests first-class distribution and the packages meet first-class mail criteria.

USA SERVICES AND OPERATIONS AGENCY 130 ARMY PENTAGON WASHINGTON DC 20310-0130	
OFFICIAL BUSINESS	
SECRETARY OF THE ARMY 101 ARMY PENTAGON WASHINGTON DC 20310-0101	*Business/Firm Name *Delivery Address Line *City, State, ZIP+4 Line

Figure F-1. Sample format for Pentagon address

ATTN JDSO-Z USA SERVICES AND OPERATIONS AGENCY 130 ARMY PENTAGON WASHINGTON DC 20310-0130	
OFFICIAL BUSINESS	
MR JOHN DOE ABC DIGITAL SERVICES 123 WASHINGTON BLVD ROCKVILLE MD 20850-1838	*Attention Line (Optional) *Business/Firm Name *Delivery Address Line *City, State, ZIP+4 Line

Figure F-2. Sample format for private industry address

USA SERVICES AND OPERATIONS AGENCY 130 ARMY PENTAGON WASHINGTON DC 20310-0130
<hr/> OFFICIAL BUSINESS
MS C P APPLE APARTADO 3068 PUERTO VALLARTA JALISCO MEXICO

* Attention Line
* Delivery Address Line
* Name of Post Office (City)
* Country

Figure F-3. Sample format for international address

ATTN JDSO-Z USA SERVICES AND OPERATIONS AGENCY 130 ARMY PENTAGON WASHINGTON DC 20310-0130
<hr/> OFFICIAL BUSINESS
ATTN EAIM RM COMMANDER EUSA APO AP 96205-0009

Figure F-4. Sample format for APO address

F-8. Classified mail

Examples of classified addressing and mail preparation are shown in figures F-5 and F-6 below.

- a. The inner envelope must contain complete return and delivery addresses.
- b. The classified marking must be stamped at the top and bottom of the front and back of the envelope.
- c. The envelope must be sealed and the seams must be taped. The classified marking on the top of the back of the envelope will overlap the tape (part of the marking will be on the envelope and part will be on the tape).

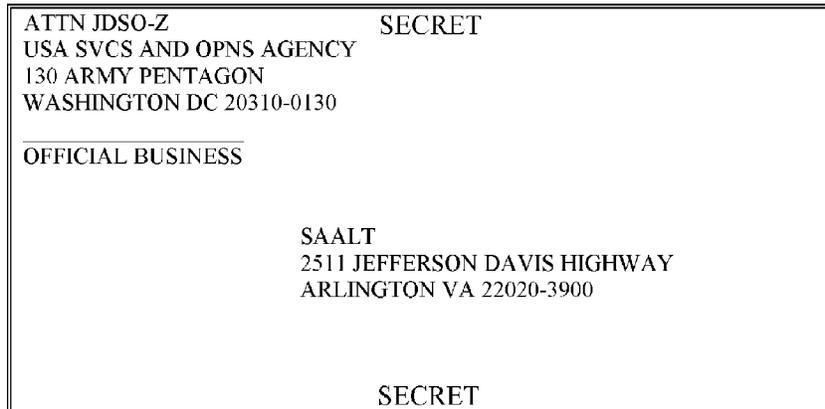


Figure F-5. Sample format for classified mail with a Pentagon address

- d.* The outer envelope must be completely addressed with no classified markings.
- e.* The envelope must be stamped with the words “POSTMASTER: DO NOT FORWARD.” These words will be placed as shown in figure F-6 below and will be approximately 1/4 inch in size but larger than the typed address.
- f.* Further guidance is provided in AR 380-5.

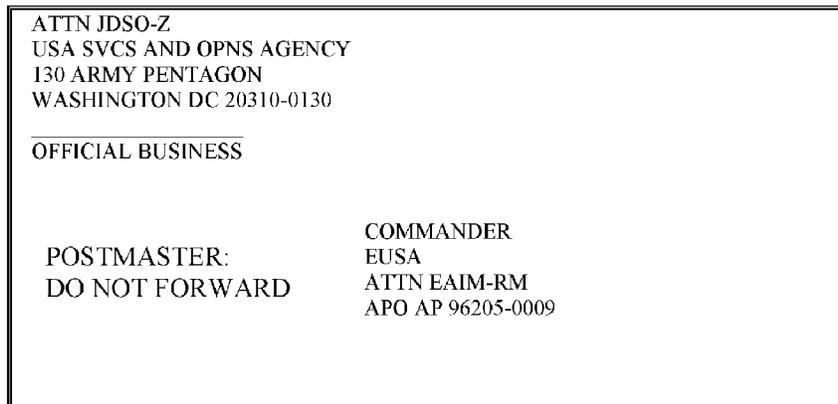


Figure F-6. Sample format for classified mail outer envelope

Appendix G

OSA Mail and Distribution Center Delivery Schedule for Activities Within the Pentagon and Offices That Pick Up From Outside the Pentagon

G-1. Activities within the Pentagon

See figure G-1 below for routes, running times, and room numbers for OSA Mail and Distribution Center deliveries within the Pentagon.

Executive run: Runs four times a day beginning at 0930.		Routes 1, 2, and 3: Run between 0900 and 1000, and again between 1300 and 1400.	
EXECUTIVE RUN	ROUTE 1	ROUTE 2	ROUTE 3
SAAA3E585 SAUS3E588 SASA3E560 ECC3D516 DACS-SM3E541 DACS-ZA3E528 DACS-ZB3E528 DACS-ZD3E525 DACS-DM3D548 JDHQ-HS5D552 DUSA3E573 ESOM5C556	MILPO1C243 DACS-PM1E110 G-11D374 SAMR1D374 SAIS1A310 SBMS1A123 DALO1D343 DAMO-ODBF751 DAMO-TR1E122	DACH2A514 TRADOC2B475 USAREUR2B476 DAJA2B514 USARPAC2B485 EUSA LNO2B486 GOMO2A474 SAAG2B139 DACS-TE2B139 DAMO-SSZ2D337 DAMO-RQ2C349 DAMO-FMZ2B349	DACS-DP3E406 SAGC3C548 ARMY REC3A145 SAFM3E346 DAMO-AC3A474 SACW3E419 SAILE3E464 DAPR3E346 DAMO-AC3A474 SADBUI3B514 DACS-ZK3B517 DUSA-OR5D564
RDF pickups and as-needed stops			
PICKUP FROM RDF		STOPS AS NEEDED	
DAMI DCCW SAIG DAMO-ZX DACS-DSP SAPA SALL		JCS2C944 NAVY4C480 AIR FORCEB1064 OSD3A949 JOINT-DOD3E633 Other tenant activities	

Figure G-1. Deliveries within the Pentagon

G-2. Offices that pick up their mail outside the Pentagon

The following offices pick up their mail outside the Pentagon:

- SAALT
- ATEC
- USACAMA
- PLAZA ABCMR/SAMR-RB-CM#4
- DAEN-PULASKI BLDG
- AMC
- DASG
- MTMC
- CAA
- DAMH

CIDC
 DAAA
 USACAF
 DACS-SDC
 NGB
 DAAR

Appendix H Authorized State Abbreviations

H-1. Overview

This appendix provides a list of state abbreviations authorized for use in official mailings.

H-2. Authorized state abbreviations

See table H-1 below for a list of state abbreviations authorized for use in official mailings.

Table H-1
Authorized state abbreviations

State	Abbreviation	State	Abbreviation
ALABAMA	AL	MONTANA	MT
ALASKA	AK	NEBRASKA	NE
AMERICAN SAMOA	AS	NEVADA	NV
ARIZONA	AZ	NEW HAMPSHIRE	NH
ARKANSAS	AR	NEW JERSEY	NJ
CALIFORNIA	CA	NEW MEXICO	NM
COLORADO	CO	NEW YORK	NY
CONNECTICUT	CT	NORTH CAROLINA	NC
DELAWARE	DE	NORTH DAKOTA	ND
DISTRICT OF COLUMBIA	DC	NORTHERN MARIANA ISLANDS	MP
FEDERATED STATES OF MICRONESIA	FM	OHIO	OH
FLORIDA	FL	OKLAHOMA	OK
GEORGIA	GA	OREGON	OR
GUAM	GU	PALAU	PW
HAWAII	HI	PENNSYLVANIA	PA
IDAHO	ID	PUERTO RICO	PR
ILLINOIS	IL	RHODE ISLAND	RI
INDIANA	IN	SOUTH CAROLINA	SC
IOWA	IA	SOUTH DAKOTA	SD
KANSAS	KS	TENNESSEE	TN
KENTUCKY	KY	TEXAS	TX
LOUISIANA	LA	UTAH	UT
MAINE	ME	VERMONT	VT
MARSHALL ISLANDS	MH	VIRGINIA	VA
MARYLAND	MD	VIRGIN ISLANDS	VI
MASSACHUSETTS	MA	WASHINGTON	WA
MICHIGAN	MI	WEST VIRGINIA	WV
MINNESOTA	MN	WISCONSIN	WI
MISSISSIPPI	MS	WYOMING	WY
MISSOURI	MO		

Appendix I

Mailings Resulting from PCS Moves and TDY Trips

OMDCs are not responsible for mailing personal items for personnel who PCS. They also are not responsible for paying postage costs to mail items, including instructional materials used by the traveler, to or from a TDY site. The guidelines in paragraphs I–1 and I–2 below will be observed so that costs are properly charged.

I–1. PCS moves

a. All allowable costs are indicated on an individual’s travel orders and all arrangements for movement of household goods must be made with Transportation prior to the move.

b. Professional papers in a household goods shipment do not count against the weight allowance and are handled by an individual’s household goods carrier.

c. Individuals may request that postage funding be included in their travel orders. The authorizing official must approve the request and orders must specifically state a postage amount.

d. Individuals must take items to be mailed to a USPS facility, pay for the mailing, obtain a receipt, and claim the postage cost on their travel vouchers. They will be reimbursed for the actual postage used, up to the amount authorized in their travel orders.

e. If out-of-pocket expenses for such mailings are not desired, individuals may take their packages and copies of their travel orders and fund cites for postage to OMDCs.

f. When personnel PCS without performing any of the tasks in *a* through *e* above and want their items to be mailed to them at their new locations, the items will be mailed at their own expense and will not be accepted at OMDCs.

I–2. TDY travelers

a. Personnel who are going on TDY and need training materials at the TDY site that are inconvenient to carry on an airplane, and personnel who think they will have training materials to bring back from the TDY site should request postage monies in their travel order requests. Authorizing officials must approve these requests and orders must state postage amounts.

b. Follow the procedures in paragraphs I–1*d* and I–1*e* above to mail such training materials.

Appendix J

Measuring Packages

J–1. Overview

This appendix provides instructions for measuring packages.

J–2. Instructions

a. Measure the longest side of the package—this will be the length.

b. Measure the distance around the package at its thickest point—this will be the girth.

c. Add the measurements from *a* and *b* above together.

d. The total of the two measurements must not exceed 108 inches. Parcel Post pieces measuring more than 108 inches in combined length and girth, but not more than 130 inches in combined length and girth, are mailable at the applicable oversized rate.

Appendix K General Information Regarding OMDCs, USPS Pickups, Other Mail POCs, and DPO, OSA Mail Center, Rosslyn Plaza North, and Presidential Towers Mail Pickups

K-1. OMDCs

Days of operation for OMDCs are Monday through Friday, except holidays. Table K-1 below provides locations, POCs, hours of operations, and telephone numbers for each OMDC.

**Table K-1
Consolidated mail locations and recipients**

POC	Location	Hours of operation	Telephone
Chief, DPO	Pentagon Room RDF1J671A	0600-1600	(703) 692-4007
Chief, Special Processing Center	Pentagon Room RDF1J661	0730-1600	(703) 692-4018
Chief, Mail & Correspondence Processing Center	Pentagon Room RDF1J671A	0600-1600	(703) 692-4009
Chief, OSA Mail Center	Pentagon Room RDF1J671A	0700-1600	(703) 692-4136
Rosslyn Plaza North	Room 1300, Rosslyn Plaza North	0730-1600	(703) 588-0237/8
Presidential Towers	Room 1775, Presidential Towers	0730-1600	(703) 604-8114/5

K-2. USPS

There are four scheduled USPS pickups and deliveries in the DPO between 0600 and 1600.

K-3. Deadlines for routine and overnight mail

The daily deadline for mail drop off to the DPO, OSA Mail Centers, Rosslyn Plaza North, and Presidential Towers is 1430. The HQDA OMM must approve overnight mail prior to 1430 in order for it to go out the same day.

K-4. Other Official Mail Operation POCs

Table K-2 below provides POCs, locations, and telephone numbers for other official mail operations.

**Table K-2
Other Official Mail Operation POCs**

POC	Location	Telephone
DOD OMM	Alexandria, VA	(703) 325-0674
Army OMM	Fort Belvoir, VA	(703) 806-4389
HQDA OMM	Pentagon Room RDF1J671A	(703) 692-4137
Chief, Mail & Rec Div	Pentagon Room RDF1J671A	(703) 695-3565
Air Force OMM	Pentagon Room 4B1064	(703) 697-0269
Navy OMM	Mechanicsburg, PA	(717) 605-5894
Navy OMM-NCR	WNY	(202) 685-0901
OPNAV OMM	WNY, Bldg. 36	(202) 685-6550

Glossary

Section I Abbreviations

APO

Army/Air Force Post Office

DOD

Department of Defense

DPO

Defense Post Office

EUSA

Eighth U.S. Army

FedEx

Federal Express

FPO

Fleet Post Office

HQDA

Headquarters, Department of the Army

IMM

International Mail Manual

MDW

Army Military District of Washington

OCONUS

outside the continental United States

OSA

Office of the Secretary of the Army

OMDC

Official Mail and Distribution Center

OMM

Official Mail Manager

PCS

permanent change of station

POC

point of contact

TDY

temporary duty

UPS

United Parcel Service

USFK

U.S. Forces Korea

USPS

U.S. Postal Service

WNY

Washington Navy Yard

WRAMC

Walter Reed Army Medical Center

ZIP

Zone Improvement Plan

Section II**Terms****Official Mail and Distribution Centers (OMDCs)**

Official Mail and Distribution Centers are sometimes called “Mail and Distribution Centers,” “mailrooms,” “mail centers,” and so forth. The Office of the Secretary of the Army Mail Center is an Official Mail and Distribution Center. The Official Mail and Distribution Centers at Presidential Towers and Rosslyn Plaza North are formally called “Defense Post Office (DPO) Satellite Mail Facilities.”

Messenger service

Messenger service involves mail personnel from the DPO and other activities hand-carrying mail and other documents to and from the Pentagon. This often is referred to as a “courier service”, when in fact, it is not. The Defense Courier Service provides courier service for classified document delivery in the National Capital Region.

Pentagon recorded mail

Pentagon recorded mail is internal distribution (includes information up to “SECRET”) within the Pentagon or to activities in the National Capital Region served by the DPO that require control numbers. Pentagon recorded mail is processed like registered mail, but the U.S. Government does not need to pay a registry fee. Control numbers must be requested from the DPO Registry Section.

Section III
Special Abbreviations and Terms

This section contains no entries.

By order of the Secretary of the Army:

PETER J. SCHOOMAKER
General, United States Army
Chief of Staff

Official:



JOEL B. HUDSON
Administrative Assistant to the
Secretary of the Army

Distribution:

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