

**Army Regulation 600-8-3**

**Personnel-General**

# **Postal Operations**

**Headquarters  
Department of the Army  
Washington, DC  
16 February 2016**

**UNCLASSIFIED**

# ***SUMMARY of CHANGE***

AR 600-8-3

Postal Operations

This expedite revision, dated 16 February 2016-

- o Changes the title of the publication from Unit Postal Operations to Postal Operations (cover).
- o Adds annual inspection guidance for compliance with postal policies and regulatory guidance (para 1-4).
- o Updates appointment requirements and qualifications for Military Postal Clerk, Financial Postal Clerk, Custodian of Postal Effects, and Postal Finance Officer (paras 2-3 and 2-4).
- o Adds instructions for safeguarding user identification and passwords for postal information technology systems (para 2-8f).

Effective 16 March 2016

## Personnel-General

### Postal Operations

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By Order of the Secretary of the Army:

**MARK A. MILLEY**  
General, United States Army  
Chief of Staff

Official:



**GERALD B. O'KEEFE**  
Administrative Assistant to the  
Secretary of the Army

**History.** This publication is an expedite revision. The portions affected by this expedite revision are listed in the summary of change.

**Summary.** This regulation prescribes the postal operations function of the Military Personnel System.

**Applicability.** This regulation applies to the Active Army, the Army National Guard/Army National Guard of the United States, and the U.S. Army Reserve, unless otherwise stated.

**Proponent and exception authority.**

The proponent agency of this regulation is the Deputy Chief of Staff, G–1. The proponent has the authority to approve exceptions or waivers to this regulation that are consistent with controlling law and regulations. The proponent may delegate this approval authority, in writing, to a division chief within the proponent agency or its direct reporting unit or field operating agency, in the grade of colonel or the civilian equivalent. Activities may request a waiver to this regulation 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.

**Army internal control process.** This regulation contains internal control provisions in accordance with AR 11–2 and identifies key internal controls that must be evaluated (see appendix C).

**Supplementation.** Supplementation of this regulation and establishment of command and local forms are prohibited without prior approval from Deputy Chief of Staff, G–1 (DAPE–MP), 300 Army Pentagon, Washington, DC 20310–0300.

**Suggested improvements.** Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) directly to Commander, U.S. Army Human Resources Command, (AHRC–PDP–P), 1600 Spearhead Division Avenue, Department 480, Fort Knox, KY 40122–5408.

**Distribution.** This regulation is available in electronic media only and is intended for command levels A for the Active Army and D for the Army National Guard/Army National Guard of the United States, and for U.S. Army Reserve.

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\*This regulation supersedes AR 600–8–3, dated 7 January 2013.

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### Glossary

# Chapter 1 Introduction

## Section I General

### 1-1. Purpose

This regulation prescribes the postal operations function of the Human Resources Support System. It is linked to Army Regulation (AR) 600-8 and provides principles of support, standards of service, policies, tasks, rules, and steps governing work required in the field (garrison and tactical environment) to support postal operations.

### 1-2. References

See appendix A.

### 1-3. Explanation of abbreviations and terms

See the glossary.

### 1-4. Responsibilities

- a. The Deputy Chief of Staff, G-1 will establish postal operations policies related to the processing of personal mail.
- b. The Commanding General, U.S. Army Human Resources Command will—
  - (1) Establish standards and operating tasks for the Unit Postal Operations Program.
  - (2) Ensure the Department of the Army Postal Program utilizes annual inspection and annual Custodian of Postal Effects (COPE) audits to evaluate compliance with all policies and regulatory guidance.
- c. The Commandant, Adjutant General School will ensure lesson programs or instructions incorporate the provisions of this regulation.
- d. Commanders of Army commands, Army service component commands (ASCCs), direct reporting units, installations, and activities will comply with the requirements set forth in this regulation.
- e. Commanders of ASCCs, Installation Management Command, and U.S. Forces Command further shall—
  - (1) Appoint command postal representatives in writing.
  - (2) Ensure the appropriate authorities inspect and audit postal functions and activities at least annually. ASCC command postal representative will maintain copies of all annual inspections and COPE audits conducted on activities under their jurisdiction for a period of two years.
  - (3) Copies will be sent to DA Postal via email to [armypostal@mail.mil](mailto:armypostal@mail.mil) by close of business on the last day of each month. Negative replies are required.
- f. Separate unit commanders will—
  - (1) Administer the Army's unit mailroom (UMR) operations.
  - (2) Assign a primary and alternate E-6 or senior or civilian (GS-6 or higher) as the Unit Postal Officer, to supervise the unit mail handling operation.
  - (3) Ensure unit personnel notify the UMR, Community or Consolidated Mail Room (CMR) or Postal Service Center (PSC) of a change in status that affects their mail delivery.
  - (4) Notify the local servicing post office as soon as possible about a deployment and coordinate any required mail routing changes.

### 1-5. Manpower resources

The Manpower Staffing Standards System recognizes the postal operations function as being the functional responsibility of the Personnel Operations Work Center of the military personnel division. Manpower officials will use the number of Soldiers supported, as authorized in the table of organization and equipment and table of distribution and allowances authorization documents, as the workload factor to determine the manpower authorizations.

### 1-6. Levels of work

Postal operations in the field are performed at three primary levels: unit, battalion (BN), and installation (or some equivalent organization in the tactical force). The main focus of this guidance is on unit and BN levels.

### 1-7. The Unit Postal Operations Program

The Unit Postal Operations Program, a subprogram of the Army Postal Operations Program, is a military personnel function that provides the unit commander with guidance for processing personal mail in the field, in support of Department of Defense (DOD) 4525.6-M. The program consists of the following subfunctions:

- a. Mailroom operations.
- b. Mail processing.
- c. Mail directory service.

- d. Mail redirect.
- e. Postal finance service.

## **Section II**

### **Principles and Standards**

#### **1–8. Principles of support**

The functions of the Human Resources Support System in relation to unit postal operations are to—

- a. Manage and operate a postal program to move and deliver personal mail to the deployed force and on the battlefield to contribute to the fighting will of Soldiers.
- b. Provide prompt, efficient, and economical service in support of the DOD mission and consistent with the required delivery date, security, accountability, and class of mail.
- c. Support the Army's personnel life-cycle function of sustainment.

#### **1–9. Standards of service**

- a. *The Army Postal Operations Program.* This program—
  - (1) Is a wartime military personnel process.
  - (2) Is resourced in table of distribution and allowances linkage for postal finance service and the human resources company for all other functions.
  - (3) Is resourced in table of organization and equipment postal units on the battlefield and in the deployed force as part of an integrated personnel team.
  - (4) Deploys with the tactical force.
  - (5) Is the functional responsibility of the Personnel Operations Work Center (and its tactical counterpart on the battlefield).
  - (6) Provides service, as a minimum, equal to that provided by the United States Postal Service (USPS) to the public sector.
  - (7) Prohibits the use of DOD personnel and resources to duplicate services that the USPS, by law or agreement, is obligated to provide.
- b. *The network.*
  - (1) The Commanding General, U.S. Army Human Resources Command is the functional proponent for personal mail and for the Army's postal system.
  - (2) The Administrative Assistant to the Secretary of the Army is the proponent for Army official mail.
  - (3) Official mail moves within the Army's postal system before delivery to information systems clerks, who are typically located in the Chief Information Officer/G-6 section.
  - (4) The delivery network will connect command and control headquarters and the postal units with daily delivery service whenever possible.
  - (5) The postal network will provide delivery service to units of the allied forces when called for by international or bilateral agreements with the United States.
  - (6) Army postal units will be deployed on the battlefield as an integrated part of the personnel service support network.
  - (7) Postal units will be colocated on the battlefield with the human resources company and finance service unit whenever possible.
  - (8) The corps postal network will establish local transportation requirements so as to deliver mail and pick up mail from the postal platoons.
  - (9) Adjutant generals and their counterparts will arrange local transportation in order to deliver to subordinate commands.
  - (10) The postal network will provide delivery service to units of other U.S. Services, as required by interservice support agreements.
- c. *Postal finance services.*
  - (1) Personal packages will not be accepted or moved in the network until a base operations force can be established to sell stamps and process packages.
  - (2) Official mail will be metered until it is no longer practical.
- d. *Casualty mail.*
  - (1) Redirect service will be synchronized with the Casualty Management System to safeguard against the premature release of casualty information and deliver mail to Soldiers within the medical system.
  - (2) Mail for killed in action or missing in action Soldiers will be dispatched by the BN adjutant (S1) to the Theater Casualty Operations Center within 24 hours of confirmation of Soldiers' status.
  - (3) Mail for medically evacuated Soldiers will be worked for 30 days at the direct support level and 30 days at the general support level to identify the gaining medical facility.



(4) Mail for casualty Soldiers will be labeled as “search,” forwarded to theater level casualty section, and verified there before it is returned to the sender or forwarded to next of kin (NOK).

(5) Mail for evacuated Soldiers will be redirected to the gaining hospital.

*e. Objective.* Theaters, corps, divisions, and all postal units will have access to an automated mail routing scheme.

## **Chapter 2**

### **Mailroom and Army Post Office Operations**

#### **Section I**

##### **General**

#### **2–1. Designation of mailroom**

Individual unit(s) and garrison commanders will provide a separate and secure room or facility with the space and equipment needed to operate a mailroom or PSC. The room or facility designated will be in compliance with the requirements specified in DOD 4525.6–M, paragraphs C13.5, C13.7, and C15.10.4.

#### **2–2. Duties of unit mail personnel**

*a.* The unit or PSC postal officer and the alternate postal officer will comply with the specific requirements outlined in DOD 4525.6–M, chapter C15.

*b.* Unit mail clerks (UMCs) or orderlies will perform and comply with the duties and responsibilities outlined in DOD 4525.6–M, chapter C15.

#### **2–3. Appointment of unit mail personnel and military post office personnel**

*a.* Commanders will appoint, in writing—

(1) A unit postal officer.

(2) An alternate postal officer, who will fulfill the duties of the unit postal officer in his or her absence. The appointed postal officer and alternate postal officer cannot be individuals who work in, or have worked in the mailroom during the past 12 months.

*b.* Commanders will appoint a UMC and at least one alternate UMC using DD Form 285 (Appointment of Military Postal Clerk, Unit Mail Clerk or Mail Orderly). Commanders may not exceed a total of three alternates unless operating a CMR. In this case he or she may appoint one alternate for each unit supported. The unit commander or the unit postal officer may sign the DD Form 285 as the appointing authority.

*c.* Unit commanders (or head of a headquarters staff section or civilian agency) who do not operate a UMR, will use DD Form 285 to appoint mail orderlies, who will only receive mail from a mailroom.

*d.* Non-DOD agencies receiving mail through military postal activities will designate agency mail clerks or orderlies on DD Form 285, which will be provided by the servicing military postal activity. These personnel must meet the qualifications established by the appointing agency.

*e.* Foreign nationals may be appointed as UMCs or orderlies provided the requirements of DOD 4525.6–M, paragraph C15 are complied with. These personnel are not authorized to purchase stamps or money orders for unit personnel unless they are authorized use of the military postal servicing facility. Additionally, registered mail will not be handled or turned over to these personnel.

*f.* Transient personnel (including temporary or summer hire personnel, in-processing personnel, and personnel within 30 days of departure) will not be appointed as unit mail service personnel.

*g.* Appointments need not be renewed if the appointing official changes.

*h.* Commanders of postal units shall appoint a Military Postal Clerk (MPC), Financial Postal Clerk, Custodian of Postal Effects (COPE), and Postal Finance Officer (PFO) using DD Form 2257 (Designation/Termination MPC-FPC-COPE-PFO) and in accordance with DOD 4525.6–M.

#### **2–4. Qualifications of unit mail personnel and military post office postal personnel**

*a.* The postal officer or mailroom supervisor and alternate will—

(1) Be a U.S. citizen, if required to handle official accountable and first class mail which may contain classified material.

(2) Be an officer or noncommissioned officer in the rank of E–6 or above, if military.

(3) Be in the grade of general series (GS)–6 equivalent or above, if civilian.

*b.* UMCs, alternates, and orderlies will—

(1) Be U.S. citizens, if required to handle official accountable and first class mail which may contain classified material.

(2) Have a SECRET clearance.

- (3) Have no record of—
  - (a) Conviction by court-martial under the Uniform Code of Military Justice (UCMJ).
  - (b) Punishment under UCMJ, Article 15 within the last 12 months for a postal related offense.
  - (c) Civil convictions other than minor traffic violations.
  - (d) Unfavorable conduct that casts doubt on the individual's honesty.
- (4) Possess high moral standards and excellent military bearing.
- (5) Have no history of psychiatric disorder, alcoholism, or use of hallucinogens, narcotics, or habit forming drugs (barbiturates, amphetamines, marijuana, and so forth), unless prescribed by a physician. (This requirement may be waived by the first general officer in the chain of command if individuals have successfully completed a drug and alcohol abuse program operated by the Army, or if medical evidence shows that the individual no longer has a drug or alcohol problem. The chain of command must comply with the requirements of AR 600–85, AR 40–66, and AR 340–21 in releasing an individual's protected health information.)
  - (6) Be financially responsible.
  - (7) Have never been relieved for cause from Army postal duties.
  - (8) Meet the following additional qualifications:
    - (a) Be a high school graduate or the equivalent.
    - (b) Have a physical profile (physical, upper, lower, hearing, eyes, psychiatric) of at least 211221.
    - (c) Possess an aptitude score (clerical) of 95 or higher.
  - c. MPCs will—
    - (1) Be a U.S. citizen, if required to handle official accountable and first class mail which may contain classified material.
    - (2) Have a SECRET clearance.
    - (3) Have no record of—
      - (a) Conviction by court-martial under the Uniform Code of Military Justice (UCMJ).
      - (b) Punishment under UCMJ, Article 15 within the last 12 months for a postal-related offense.
      - (c) Civil convictions other than minor traffic violations.
      - (d) Unfavorable conduct that casts doubt on the individual's honesty.
    - (4) Possess high moral standards and excellent military bearing.
    - (5) Have no history of psychiatric disorder, alcoholism, or use of hallucinogens, narcotics, or habit forming drugs (barbiturates, amphetamines, marijuana, and so forth), unless prescribed by a physician. (This requirement may be waived by the first general officer in the chain of command if individuals have successfully completed a drug and alcohol abuse program operated by the Army, or if medical evidence shows that the individual no longer has a drug or alcohol problem. The chain of command must comply with the requirements of AR 600–85, AR 40–66, and AR 340–21 in releasing an individual's protected health information.)
      - (6) Be financially responsible.
      - (7) Have never been relieved for cause from Army postal duties.
      - (8) Be a high school graduate or the equivalent.
      - (9) Have a physical profile (physical, upper, lower, hearing, eyes, psychiatric) of at least 211221. The Soldier also may not have permanent profile restrictions prohibiting duty involving prolonged standing, walking, or lifting weights up to 70 pounds.
      - (10) Hold the 42A (Human Resources Specialist) military occupational specialty.
      - (11) Complete the additional skill identifier F5, Postal Operations Course.
      - (12) Have or be able to obtain a valid driver's license.
  - d. PFOs and COPEs will—
    - (1) Meet all criteria of paragraph 2–4c.
    - (2) Be an officer or non-commissioned officer in the rank of E-6 or above, if military.
    - (3) Complete the additional skill identifier F4, Postal Supervisor Course.

## **2–5. Qualifications of civilian mail clerks, alternates, and mail orderlies**

To qualify for an appointment, all civilian personnel must—

- a. Be U.S. citizens, if required to handle official accountable and first class mail which may contain classified material.
- b. Have a SECRET clearance, if required to handle registered mail which may contain classified material.
- c. Meet all suitability, eligibility, and qualification requirements established by the Office of Personnel Management for employment as UMCs with the Department of the Army (DA).

## **2–6. Relief of unit mail personnel**

- a. Military and civilian personnel who are relieved for cause will not be eligible for further unit mail service duties.

*b.* Civilian personnel relieved for cause will have action taken according to appropriate Office of Personnel Management and DA regulations.

*c.* The DD Forms 285 of relieved personnel will be managed and controlled according to DOD 4525.6–M, paragraph C15.7.1.

## **2–7. Training**

*a.* Before entering into mail handling duties, all selected personnel will be instructed in the proper performance of their duties by the installation postal officer. Specific duties are contained in DOD 4525.6–M and this regulation.

*b.* Before appointment, military and civilian personnel must pass a written examination on all aspects of UMR operations. This test will be prepared and administered by the installation postal officer.

*c.* The results of all military mail clerk testing will be maintained in the active file of the installation postal officer.

## **2–8. Access to work areas or security**

*a.* Access to the mailroom will be restricted to the following:

(1) Personnel authorized by the commander, in writing.

(2) Personnel conducting official business when escorted by unit mail personnel.

(3) Postal inspectors.

(4) Persons training to become UMCs may perform mail handling duties as on-the-job training as long as a qualified mail handler is present and they may assist in keeping the directory files.

*b.* Security of mailrooms will be in accordance with the requirements of DOD 4525.6–M, paragraph C15.10.

*c.* The UMC will keep and safeguard, at all times, one key to the mailroom, safe, and other locked receptacles.

*d.* Combinations on containers used to store registered and certified mail will be changed annually and each time UMC's or alternate's DD Form 285 is revoked.

*e.* Each duplicate key and copy of a combination will be sealed in a separate envelope or Postal Service (PS) Form 3977 (Duplicate Key Envelope). The envelope will be endorsed to show its contents and kept by the unit commander or the unit postal officer. Both the person holding the duplicate key and the mail clerk holding the original key will sign across the flap of the sealed envelope. New envelopes will be prepared when any signatory ends his or her postal duties.

*f.* Users of Automated Military Postal System, Point of Sale, and USPS information technology systems shall protect their user identification, passwords, and will not allow their account to be shared. Sharing of user's login information is a violation of USPS Handbook-AS-805. Sharing of account information will be reported as a postal offense.

## **2–9. Postal offenses and losses**

*a.* UMCs may be held liable for any loss caused by improper mail handling. When the UMC leaves the mailroom, it and all receptacles for accountable mail will be locked.

*b.* Postal offenses and losses will be monitored and reported according to DOD 4525.6–M, paragraph C14.1.

*c.* Postal officers or mailroom supervisors will be responsible for reporting postal offenses and losses via the Automated Military Postal System.

## **2–10. Inspections**

*a.* The unit postal officer or mailroom supervisor will check the UMR daily and conduct a self-inspection monthly as follows:

(1) During the daily check he or she will—

(a) Verify that all pieces of accountable mail received are accounted for (for example, delivered to the addressee on PS Form 3849 (Delivery Notice/Reminder/Receipt), returned to the servicing Army Post Office (APO), or are on hand).

(b) Ensure that mail is treated properly.

(c) Check all receptacles that have a DD Form 2258 (Temporary Mail Disposition Instructions) in them for mispitched mail.

(2) The monthly inspection will ensure compliance with this regulation and DOD 4525.6–M and will include the following:

(a) Checking that postal records are properly maintained.

(b) Checking all mail on hand to assure prompt and accurate delivery and forwarding.

(c) Inspecting UMR security.

(d) Ensuring that an adequate supply of DA Form 3955 (Change of Address and Directory Card) is on hand.

(e) Reviewing directory files to ensure that they are correct and that all locator actions have been done since the last inspection.

(f) The unit postal officer will use the checklist contained in DOD 4525.6–M, appendix 2 for the monthly inspection. This checklist will be kept on file for 1 year.

*b.* The unit postal officer will also check each unit, staff section, or agency which only receives mail, on a quarterly basis, to ensure mail orderlies are performing their duties properly.

*c.* Installation postal officers or designated representatives will conduct unannounced inspections of the mailrooms at least quarterly using DA Form 7698 (Unit Mail Room (UMR), Consolidated Mail Room (CMR), and Postal Service Center (PSC) Inspection Checklist) (see fig 2-1) and DOD 4525.6-M, appendix 2. Mailrooms which are rated unsatisfactory will be reinspected within 30 working days.

*d.* If an Army UMR is served by another Service (U.S. Air Force, U.S. Navy, or U.S. Marine Corps), the staff postal officer of the next higher Army command or postal officer, named in writing by that officer, will perform the inspection.

*e.* According to the postal agreement between the DOD and the USPS, civil postal inspectors may inspect UMRs on request or approval from unit commanders.

*f.* Copies of annual inspections and annual COPE audits will be sent to DA Postal via email to [armypostal@mail.mil](mailto:armypostal@mail.mil) by close of business on the last day of each month. Negative replies are required.

UNIT MAIL ROOM (UMR), CONSOLIDATED MAIL ROOM (CMR), AND POSTAL SERVICE CENTER (PSC) INSPECTION CHECKLIST		DATE (YYYYMMDD)		
For use of this form, see AR 600-8-3; the proponent agency is DCS, G-1.		20121109		
NAME AND GRADE OF COMMANDER		NAME AND GRADE OF UNIT CLERK		UNIT INSPECTED
John Doe, LTC		John Smith, SGT		1st MI BN, Unit APO AE 09096
ITEM #	DESCRIPTION OF ITEM	GO	NO/GO	N/A
1.	Did the commander appoint an E-6 or above or civilian (GS-6 equivalent or above) in writing as the unit postal officer and an E-6 or above or civilian (GS-6 equivalent or above) as the alternate postal officer?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	Is access to unit mailrooms limited to designated unit/postal personnel conducting official business (inspections/visits) at the facility?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	Are unit postal officers/supervisors conducting daily and monthly inspections?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	Are the UMR, CMR, and PSC being maintained in an orderly condition and have adequate space and equipment been provided?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.	Is DD Form 1115 (Mail Room Sign) or other appropriate flyers completed and displayed at the entrance to the UMR, CMR, and PSC?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.	Are mail clerks and mail orderlies appointed properly? (2 NOs constitute a NO/GO in this area.)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	a. Is DD Form 285 (Appointment of Military Postal Clerk, Unit Mail Clerk or Mail Orderly) used to appoint unit mail clerks (UMC) and mail orderlies?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	b. Are appropriate items checked, to indicate items UMC is authorized to collect, on DD Form 285?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c. Is DD Form 285 signed by unit commander or unit postal officer and validated by the servicing postal facility?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	d. Are copies of DD Form 285 and DD Form 2260 (Unit Mail Clerk/Orderly Designation Log) kept on file at unit and servicing facility?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	e. Do UMC and mail orderlies carry a copy of DD Form 285 when performing mail duties?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7.	Have qualified mail clerks and mail orderlies received on-the-job training? (Memorandum from commander.)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8.	Does the CMR, PSC, and UMR have all references on hand or automation access to include the daily operation Standard Operating Procedures (SOP)? ___ DOD 4525.6M (Postal Manual), dated 15 Aug 02 ___ AR 600-8-3 (Unit Postal Operations) ___ FM 1-0 (Human Resource Support) (Chap 8) ___ Unit Mail Handling SOP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.	Does the CMR, PSC, and UMR provide adequate security? (3 NOs constitute a NO/GO in this area.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Figure 2-1. Sample DA Form 7698

ITEM #	DESCRIPTION OF ITEM	GO	NO/GO	N/A
9. Cont'd	a. Are separate and secure facilities provided as the CMR, PSC, and UMR?	✗	<input type="checkbox"/>	<input type="checkbox"/>
	b. Do the doors have suitable locks, inside mounted hinges, and locking mechanisms?	✗	<input type="checkbox"/>	<input type="checkbox"/>
	c. Are windows too easily accessible from outside? Are they barred or meshed?	✗	<input type="checkbox"/>	<input type="checkbox"/>
	d. Are walls and ceilings constructed of such material as to prevent forcible entry?	✗	<input type="checkbox"/>	<input type="checkbox"/>
	e. Are receptacles, when used, installed to prevent access from other receptacles or customer service window?	✗	<input type="checkbox"/>	<input type="checkbox"/>
	f. Is a separate security container (meeting requirements for SECRET material storage) available for storage of accountable mail overnight?	✗	<input type="checkbox"/>	<input type="checkbox"/>
10.	Are duplicate keys and/or combinations properly retained in a separate secure location?	✗	<input type="checkbox"/>	<input type="checkbox"/>
11.	Is mail transported in official United States Postal Service (USPS) approved mail bags or approved containers?	✗	<input type="checkbox"/>	<input type="checkbox"/>
12.	Is mail transported in an authorized closed-body vehicle with proper protection and security given to the mail?	✗	<input type="checkbox"/>	<input type="checkbox"/>
13.	Is mail secure and in the possession of UMC at all times during transportation?	✗	<input type="checkbox"/>	<input type="checkbox"/>
14.	Is accountable mail being delivered to the addressee or authorized agent or properly appointed postal representative?	✗	<input type="checkbox"/>	<input type="checkbox"/>
15.	Is the unit postal officer verifying daily the delivery of accountable mail to the addressee or to an authorized agent?	✗	<input type="checkbox"/>	<input type="checkbox"/>
16.	Are mail handlers familiar with instructions governing security and delivery of personal accountable mail? (3 NOs constitute a NO/GO in this area.)	✗	<input type="checkbox"/>	<input type="checkbox"/>
	a. Are PS Forms 3849 prepared properly?	✗	<input type="checkbox"/>	<input type="checkbox"/>
	b. Are accountable articles stored separately from nonaccountable mail?	✗	<input type="checkbox"/>	<input type="checkbox"/>
	c. Are final notices prepared properly?	✗	<input type="checkbox"/>	<input type="checkbox"/>
	d. Is accountable mail held for the appropriate period of time?	<input type="checkbox"/>	✗	<input type="checkbox"/>

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Figure 2-1. Sample DA Form 7698 — continued

ITEM #	DESCRIPTION OF ITEM	GO	NO/GO	N/A
16. Cont'd	e. Are accountable articles delivered only to the addressee or authorized agent?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	f. Are PS Forms 3849 maintained and filed properly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	g. Is a "CHAIN OF RECEIPT" maintained for accountable mail?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17.	Upon receipt, is all incoming mail back-stamped daily to indicate date of receipt?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18.	Are the DA Forms 3955 (Change of Address and Directory Card) being properly completed, filed, and maintained for the required period? (2 NOs constitute a NO/GO in this area.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	a. Is DA Form 3955 used for all assigned/attached unit personnel?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b. Are DA Forms 3955 maintained in alphabetical order regardless of grade?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c. Do DA Forms 3955 include all required information?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	d. Are DA Forms 3955 destroyed 12 months after the sponsor departs the unit? (First week of the 13th month.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	e. Is a DA Form 3955 prepared for a Family member with a different last name, filed separately, and crossed referenced with the sponsor's card?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19.	Are mail clerks and mail orderlies properly trained and do they understand all orders and directives applicable to the operation of the CMR, PSC, and UMR? (3 NOs constitute a NO/GO in this area.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	a. Handling of articles received in damaged condition?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	b. Procedures for delivering and forwarding mail addressed to the commander?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c. Procedures for mail of individuals due to arrive at unit?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	d. Procedures for processing casualty mail?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	e. Procedures for processing unauthorized absence (such as, AWOL), deserter, or confined personnel?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	f. Procedures for handling known or suspected postal offenses?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	g. Procedures for redirecting mail undeliverable as addressed?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20.	Is the mail clerk aware of the privileged nature of mail and the privileged nature of postal records?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Figure 2-1. Sample DA Form 7698 — continued

ITEM #	DESCRIPTION OF ITEM	GO	NO/GO	N/A
21.	Is the mail clerk's personal mail handled properly and are the CMR, PSC, and UMR free of any personal stored items?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
22.	Are unit mail clerks picking up mail everyday and at the specified times that a unit mail call is conducted at the servicing military post office?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23.	Do mail orderlies return undeliverable mail to the CMR, PSC, and UMR the same day?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24.	Are receptacles being utilized and maintained properly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25.	Have all discrepancies noted on the last inspection been corrected?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
REMARKS/Items not covered in checklist (list item number and deficiency). 6a. No DD Form 285 was on file for SPC Lee Green and PFC Robert Johns.  6d. DD Form 285 could not be located for the following personnel: SPC Lee Green and PFC Robert Johns. Both individuals signed PS Forms 3849 as delivering accountable mail.  6e. SPC Lee Green and PFC Robert Johns were unable to produce their DD Form 285 when asked on 20121106.  7. No memorandum was on file to indicate that PFC Robert Johns had received on-the-job training.  16d. Three insured parcels were found on hand that were 60 days old. No DD Form 2258 was attached to the rear of the receptacle to indicate that personnel were TDY or on leave.  19a. Six parcels were found on the shelves that had not been endorsed as "Received in damaged condition".  19d. When mail clerks were questioned about the procedures for handling casualty mail SPC Williams and PFC Johns both stated that they had no idea. When asked if they knew what regulation to research they both were unable to state the regulation.  See attached page for additional deficiencies.				
PERSON IN-BRIEFED AND TITLE		DATE IN-BRIEFED (YYYYMMDD)		
1LT Jane Smith, Unit Postal Officer		20121105		
PERSON OUT-BRIEFED AND TITLE		DATE OUT-BRIEFED (YYYYMMDD)		
CSM Joe Jones, 1st MI BN, Command Sergeant Major		20121109		
INSPECTION RATING <input checked="" type="checkbox"/> SATISFACTORY <input type="checkbox"/> UNSATISFACTORY				
The rating above is based on a review of the items covered by this checklist and observations of the daily procedures of the unit mailroom. An unsatisfactory rating is mandatory if any three items of 3, 6, 9, 16, 18, or 19 are marked or a total of five or more of any items (numbered deficiencies not lettered deficiencies).				
INSPECTOR'S NAME AND GRADE	SIGNATURE OF INSPECTOR	DATE SIGNED (YYYYMMDD)		
Sue Doe, GS-11	<b>DIGITAL SIGNATURE 123456789</b>			

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Figure 2-1. Sample DA Form 7698 — continued



**Section II**  
**Control and Maintenance of DD Form 285**

**2-11. Rules for control and maintenance of DD Form 285**

- a. All copies of the DD Form 285 will be validated by the servicing postal activity.
- b. The DD Form 285 will be prepared in triplicate.
- c. Additional guidance on the control, maintenance, and distribution of DD Form 285 can be found in DOD 4525.6-M, paragraph C15.6.

**2-12. Steps for control and maintenance of DD Form 285**

The steps required to control and maintain DD Form 285 are shown in table 2-1.

**Table 2-1**  
**Control and maintenance of DD Form 285**

Step	Work center	Required action
1	Installation or unit S1	Validate DD Form 285 per block 10.
2	Installation or unit S1	Ensure DD Form 285 is carried by mail-handling personnel when performing mail-handling duties.
3	Installation or unit S1	Will notify unit commanders when postal activities refuse to give mail to the holder of DD Form 285.

**Section III**  
**Postal Offense Reporting**

**2-13. Rules for postal offense reporting**

- a. Postal offenses are any occurrences that violate laws, agreements, or USPS and DOD regulations as described in DOD 4525.6-M, paragraph C14.1.2.3.
- b. The procedures for reporting postal losses and offenses at the UMR, CMR, and PSC are contained in DOD 4525.6-M, paragraph C14.1.3.
- c. Mailrooms will follow specific guidance established by the ASCC Postal Operations Division in regards to theater postal offense reporting.

**2-14. Steps for postal offense reporting**

The steps required to report postal offenses are shown in table 2-2.

**Table 2-2**  
**Postal offense reporting**

Step	Work center	Required action
1	Installation or unit S1	Report postal offenses to DA Postal by electronic message to usarmy.knox.hrc.mbx.tagd-da-postal-inquiries@mail.mil, followed by inputting into the Automated Military Postal System.
2	Installation or unit S1	Relieve individual from mailroom duties.
3	Installation or unit S1	Request flagging action according to AR 600-8-2.
4	Installation or unit S1	Notify responsible unit commander who may initiate judicial or nonjudicial action.
5	Installation or unit S1	Report corrective actions to DA Postal.

**Section IV**  
**Handling Catastrophes**

**2-15. Rules for handling catastrophes**

- a. Any catastrophe that damages or destroys a postal facility must be reported through command channels within 96 hours.
- b. DOD 4525.6-M, paragraph C14.1.4 identifies the types of catastrophes.
- c. Additional procedures for handling catastrophes can be found in DOD 4525.6-M, paragraph C14.1.5.

## 2-16. Steps for handling catastrophes

The steps required to handle catastrophes are shown in table 2-3.

**Table 2-3**  
**Handling catastrophes**

Step	Work center	Required action
1	Installation or unit S1	An inventory of accountable mail and other mail will be conducted immediately after the catastrophe.
2	Installation or unit S1	An investigating officer will be appointed upon discovery of a loss.
3	Installation or unit S1	Postal service will be reestablished as soon as practical.

## Section V

### Assignment or Withdrawal of Receptacles

#### 2-17. Rules for assignment or withdrawal of receptacles

- a. Receptacles will be assigned for Servicemembers' exclusive use in overseas areas.
- b. Receptacles will be assigned for Servicemembers that do not receive USPS mail delivery at their quarters address, in the continental United States (CONUS).
- c. The procedures for the assignment of receptacles are found in DOD 4525.6-M, paragraph C3.3.3.
- d. When withdrawing a receptacle, all mail, name label, and DD Form 2262 (Receptacle Record) must be removed.
- e. DOD 4525.6-M, paragraph C3.3.8 has additional procedures for withdrawing receptacles.

#### 2-18. Steps for assignment or withdrawal of receptacles

The steps required for assigning and withdrawing receptacles are shown in table 2-4.

**Table 2-4**  
**Assignment or withdrawal of receptacles**

Step	Work center	Required action
1	Installation or unit S1	Ensure that receptacles are assigned to no more than one person.
2	Installation or unit S1	The longest unused receptacle will be assigned first.
3	Installation or unit S1	Ensure that receptacles are assigned on a no fee basis.
4	Installation or unit S1	When a receptacle is being withdrawn ensure all mail is removed and forwarded to directory section.
5	Installation or unit S1	The keylock cylinder or combination will be changed upon withdrawal.

## Section VI

### Maintenance of Receptacles and DD Forms 2262

#### 2-19. Rules for maintenance of receptacles and DD Forms 2262

- a. All receptacles will be numbered vertically in rows of nine.
- b. Any needed receptacle repair will be accomplished by the facility engineers.
- c. Receptacles must be checked on a daily basis for damage.
- d. DD Forms 2262 must be maintained for each receptacle.
- e. All receptacles must be checked on a monthly basis for any mail accumulation, old mail, or nonuse.
- f. DOD 4525.6-M, paragraph C3.3.4 contains procedures for the maintenance of receptacles and DD Forms 2262.

#### 2-20. Steps for maintenance of receptacles and DD Forms 2262

The steps required for the maintenance of receptacles and DD Forms 2262 are shown in table 2-5.

**Table 2-5  
Maintenance of receptacles and DD Forms 2262**

Step	Work center	Required action
1	Installation or unit S1	Ensure there is no duplication of receptacle numbers.
2	Installation or unit S1	Receptacles will be numbered left to right or right to left.
3	Installation or unit S1	Receptacles will be numbered top to bottom.
4	Installation or unit S1	Separate DD Form 2262 will be retained for each receptacle.

## **Section VII Delivering Mail through Receptacles**

### **2-21. Rules for delivery of mail through receptacles**

*a.* Only matter authorized by the Military Postal Service Agency or the Army command, ASCC, or direct reporting unit that bears postage or authorized indicia may be placed in the mail delivery receptacles.

*b.* DOD 4525.6-M, paragraph C3.3.7 contains additional rules and procedures for delivering mail through receptacles.

### **2-22. Steps for delivering mail through receptacles**

The steps required for delivering mail through receptacles are shown in table 2-6.

**Table 2-6  
Delivering mail through receptacles**

Step	Work center	Required action
1	Installation or unit S1	Compare name on mail with name on receptacle.
2	Installation or unit S1	When name does not match, route mail to directory section for processing.
3	Installation or unit S1	Mail addressed to "Commander of" will be delivered to the commander.
4	Installation or unit S1	DD Form 2258 will be used for marking receptacles of Servicemembers who are temporarily absent.
5	Installation or unit S1	Mail will be placed in receptacles immediately after receipt.

## **Section VIII Maintenance of Keys and Combinations for Receptacles**

### **2-23. Rules for maintenance of keys and combinations of receptacles**

*a.* Keylock cylinders or combinations will be changed when a key or cylinder is compromised or upon the withdrawal of a receptacle.

*b.* Worn, lost, or broken keys will be replaced without charge to the Servicemembers.

*c.* The only authorized combination is that which is recorded on the DD Form 2262.

*d.* DOD 4525.6-M, paragraph C3.3.6 contains additional guidance for the maintenance of keys and combinations for receptacles.

### **2-24. Steps for maintenance of keys and combinations of receptacles**

The steps required for the maintenance of keys and combinations for receptacles are shown in table 2-7.

**Table 2-7**  
**Maintenance of keys and combinations for receptacles**

Step	Work center	Required action
1	Installation or unit S1	Ensure adequate supply of keylock cylinders is available.
2	Installation or unit S1	Cylinders may be rotated with other nests of receptacles when combinations are changed.
3	Installation or unit S1	Ensure that cylinders are not used in the same nest of receptacles for at least 3 months.
4	Installation or unit S1	Ensure that at least two duplicate keys are retained for each receptacle.
5	Installation or unit S1	Ensure duplicate keys and combinations are kept out of customer reach.

**Section IX**  
**Checking Assigned Receptacles**

**2-25. Rules for checking assigned receptacles**

- a. Each receptacle will be checked on a monthly basis for mail accumulation, old mail (30 days or older), or nonuse.
- b. When an individual is temporarily absent, ensure that a DD Form 2258 has been prepared indicating status. The receptacle holder must sign (or spouse if power of attorney is held) the DD Form 2258. In cases where the receptacle holder is not available for signature and contact has been made with the unit commander or designated representative to determine the receptacle holder's whereabouts, the mailroom supervisor will annotate the date, time, and name of the person giving the information to the mailroom in the special instructions block of DD Form 2258.
- c. DOD 4525.6-M, paragraph C3.3.5 contains procedures for checking assigned receptacles.

**2-26. Steps for checking assigned receptacles**

The steps required for checking assigned receptacles are shown in table 2-8.

**Table 2-8**  
**Checking assigned receptacles**

Step	Work Center	Required action
1	Installation or unit S1	Ensure each receptacle is checked for excessive mail accumulation.
2	Installation or unit S1	Determine location of Servicemember.
3	Installation or unit S1	Hold mail until instructions are received.
4	Installation or unit S1	Annotate DA Form 3955 with information received.
5	Installation or unit S1	Forward or dispose of mail accordingly.

**2-27. Maintenance of postal operations records**

The commander, in coordination with his or her respective records manager, is responsible for identifying records prescribed by this publication; and for determining the appropriate retention and disposition requirements and ensuring compliance with established records management policies. Proponents will retain unit postal operations records as prescribed by AR 25-400-2.

**Chapter 3**  
**Mail Processing**

**Section I**  
**General**

**3-1. Incoming mail**

Delivery of mail to UMCs will be handled as follows:

- a. During peacetime, where postal service is not provided by USPS or where military considerations require, mail will be picked up by UMCs at the APO or other authorized source. The APO will set the pick-up hours.
- b. Where postal service is provided by USPS, mail will be delivered by USPS to UMRs. When delivery at the UMR

is not possible, mail will be picked up by the UMCs from USPS. However, as a rule, postal officers will strive to have USPS deliver the mail to the UMR according to USPS Publication 38A.

### **3–2. Outgoing mail**

The collection of outgoing mail and delivery to the servicing postal facility will be handled as follows:

*a.* At CONUS installations, USPS provides mail collection boxes that are conveniently located for customers to deposit outgoing mail. Units are prohibited from establishing unit mail collection boxes unless they are located in an isolated location where collection service is not provided by USPS. These units are authorized to establish unit mail collection boxes. The unit postal officer will set the hours for collection of outgoing mail and delivery to the servicing postal facility. This schedule must conform to the delivery schedule set by the servicing postal facility.

*b.* Outside the continental United States units are authorized to establish unit mail collection boxes for customers to deposit outgoing mail. The unit postal officer will set the hours for collection of outgoing mail and delivery to the servicing postal facility. This schedule must conform to the delivery schedule set by the servicing postal facility.

### **3–3. Free mailing privileges**

When free mailing privileges are authorized for members of the military Services on-duty in combat areas designated by the Secretary of Defense, mail will be processed according to DOD 4525.6–M, paragraph C2.8.

### **3–4. Accountable mail**

Accountable mail will be handled as follows:

*a.* The USPS or APOs will deliver accountable mail directly to the addressee or his or her authorized agent. PS Form 3849 series will be completed by the post office or APO and given to UMCs for delivery notification to the addressee.

*b.* Units that are geographically isolated may receive and deliver accountable mail when authorized, in writing, by the commander. A copy of the written authorization will be kept on file at the unit and USPS or APO.

*c.* Accountable mail will be covered by an unbroken chain of receipts from the time of its acceptance by postal activities until its final delivery.

### **3–5. General delivery**

UMRs that do not deliver through receptacles will use the general delivery service described in DOD 4525.6–M, paragraph C10.4.7, when applicable.

### **3–6. Intra-theater delivery service**

No cost intra-theater delivery service is explained in DOD 4525.6–M, paragraph C3.2.11. This service is not available in CONUS.

## **Section II**

### **Receiving the Mail**

#### **3–7. Rules for receiving the mail**

- a.* UMC must be appropriately designated on DD Form 285.
- b.* Only USPS mailbags or approved containers will be used for transporting mail.
- c.* Mail must be transported to and from mail service areas in a closed military vehicle, equipped with lockable doors. Exceptions to this rule may be found in DOD 4525.6–M, paragraph C15.10.7.
- d.* Mail will be picked up from the servicing postal activity at designated times.
- e.* Mail will be safeguarded at all times during transit.
- f.* Sponsors of individuals transferring to and from outside the continental United States theater may set up a mail box for the individual he or she is sponsoring no more than 90 days prior to sponsored individual's arrival if requested by the individual transferring into the unit. Mailrooms will hold mail for incoming individuals until their physical arrival.

#### **3–8. Steps for receiving the mail**

The steps required for receiving the mail are shown in table 3–1.

**Table 3-1**  
**Receive the mail**

Step	Work center	Required action
1	Installation or unit S1	Receive mail from servicing postal facility at designated times. Deliver any outgoing mail and return any undeliverable mail.
2	Installation or unit S1	Sign and receipt for accountable mail. Use PS Form 3883 (Firm Delivery Receipt for Accountable and Bulk Delivery Mail).
3	Installation or unit S1	Before receipting for any mail, check for damaged or loose articles and unsealed items.
4	Installation or unit S1	Deliver any DA Forms 3955 to postal locator and pickup redirected mail.

### **Section III**

#### **Process Incoming Mail**

#### **3-9. Rules for processing incoming mail**

- a. Mail must be addressed to the individual using correct addressing except for official mail addressed to the commander.
- b. Balloting material will be given sortation priority.
- c. Mail must be personal and not official. For exceptions see DOD 4525.6-M, paragraph C3.1.1.

#### **3-10. Steps for processing incoming mail**

The steps required for processing incoming mail are shown in table 3-2.

**Table 3-2**  
**Processing incoming mail**

Step	Work center	Required action
1	Installation or unit S1	Backstamp each piece of mail with date of receipt.
2	Installation or unit S1	Prepare accountable mail for delivery according to DOD 4525.6-M, paragraph C3.2.7.
3	Installation or unit S1	Endorse any mail received damaged, loose articles or unsealed items, according to DOD 4525.6-M, paragraphs C3.2.3, C10.5.3, and C10.5.4.
4	Installation or unit S1	Sort and process mail for the following personnel categories: assigned, leave, absent without leave (AWOL), temporary duty (TDY), incoming personnel, hospital, confined, attending school, departed, and unknown.
5	Installation or unit S1	Sort all unaccountable parcels too large to fit in a receptacle. Notify addressee using PS Form 3907 (Post Office Box Mail Pickup Notice).

### **Section IV**

#### **Delivering the Mail**

#### **3-11. Rules for delivering the mail**

- a. The following personnel may receive mail through the unit mailroom:
  - (1) Military personnel.
  - (2) DOD civilians.
  - (3) Military and DOD Family members.
- b. Personnel must be assigned or attached to the unit or garrison.
- c. Personnel living in private quarters will receive personal mail at their quarters. Exceptions to this rule may be found in DOD 4525.6-M, paragraph C3.2.5.
- d. Notification of postage due and special delivery mail will be delivered to the addressee. Postage due will not be collected by the UMC.
- e. Cash on delivery (COD) mail will be returned to the servicing post office for processing.

#### **3-12. Steps for delivering the mail**

The steps required for delivering the mail are shown in table 3-3.

**Table 3-3**  
**Delivering the mail**

Step	Work center	Required action
1	Installation or unit S1	Deliver mail personally to the addressee or through individual receptacles or mail orderlies.
2	Installation or unit S1	Obtain signature of addressee for accountable mail on PS Form 3849.
3	Installation or unit S1	File copy of PS Form 3849, according to DOD 4525.6-M, paragraph C3.2.7.1.9.
4	Installation or unit S1	Deliver registered, certified, insured, and special delivery mail to individual authorized to receive mail for an individual as designated on PS Form 3801 (Standing Delivery Order).
5	Installation or unit S1	Process mail refused by addressee according to DOD 4525.6-M, paragraph C3.2.5.8.
6	Installation or unit S1	Return any undeliverable mail to the UMC for redirect or storage overnight.

## **Section V**

### **Processing Dangerous Mail**

#### **3-13. Rules for processing dangerous mail**

- a.* All postal personnel must be aware that bombs or toxic agents can be enclosed in letters or parcels.
- b.* If there is any suspicion of a mailing and contents cannot be verified, contact local military law enforcement officials for assistance.
- c.* Notify servicing APO or USPS immediately after contacting the local military law enforcement officials.
- d.* For additional guidance, see DOD 4525.6-M, paragraph C10.4.13.

#### **3-14. Steps for processing dangerous mail**

The steps required for processing dangerous mail are shown in table 3-4.

**Table 3-4**  
**Processing dangerous mail**

Step	Work center	Required action
1	Installation or unit S1	Ensure that if there is suspicion of a mailing, the article is isolated.
2	Installation or unit S1	Evacuate area immediately.
3	Installation or unit S1	Contact local military law enforcement officials for assistance.
4	Installation or unit S1	Notify servicing APO or USPS.

## **Chapter 4**

### **Mail Directory Service and DA Forms 3955**

#### **4-1. Mail directory**

- a.* Each unit with a mailroom, including CMRs, will maintain a directory file. CMRs will maintain the directory file for units whose UMC or mail orderlies do not perform all of the duties outlined in DOD 4525.6-M, paragraph C3.4.3.
- b.* Installation commanders may establish area or central directories, where desired.
- c.* The mail directory will consist of DA Form 3955 or cards prepared by data processing activities.
- d.* The Privacy Act statement for DD Form 285 will be prepared according to AR 340-21.
- e.* The Privacy Act statement for DA Form 3955 is included on the form.

#### **4-2. Rules for preparing DA Forms 3955**

- a.* Directory files will include all personnel serviced (including those on TDY or temporary additional duty, personnel scheduled to arrive, and those permanently departed within the past 13 months).
- b.* Separate address correction service requested by any outside agencies will not be honored.
- c.* Use DA Form 3955.
- d.* Mail not entitled to directory service is defined in DOD 4525.6-M, paragraph C3.4.4.
- e.* Maintain directory file alphabetically by last name regardless of status or grade.
- f.* DA Forms 3955 will include information required by DOD 4525.6-M, paragraph C3.4.
- g.* Maintenance of DA Forms 3955 will be according to DOD 4525.6-M, paragraph C3.4.

*h.* Delete the change to DA Form 3955 13 months after the Soldier departs the unit.

#### 4-3. Steps for preparing DA Forms 3955

The steps required for preparing DA Forms 3955 are shown in table 4-1.

Step	Work center	Required action
1	Installation or unit S1	During in- and out-processing, ensure each serviced customer fills out DA Form 3955 in two copies. (One for the unit mailroom file and one for the servicing postal agency.)
2	Installation or unit S1	File DA Forms 3955 for individuals presently assigned or attached to the unit and individuals who have departed the unit.

### Chapter 5 Redirecting and Processing Mail for Casualties

#### 5-1. Disposition of undeliverable mail

*a.* Mail will not be diverted from directory service channels. Particularly, mail will not be sent to headquarters agencies for directory service.

*b.* All undeliverable mail will be processed in accordance with DOD 4525.6-M, paragraph C3.4.6.

*c.* Mail for casualty personnel will receive special care in accordance with DOD 4525.6-M, paragraph C3.4.9.

*d.* Each piece of undeliverable mail will be redirected in accordance with the instructions contained in the DA Form 3955 on file.

#### 5-2. Rules for redirecting mail

*a.* Mail received that cannot be delivered as addressed must be redirected.

*b.* Redirect mail if addressee is in one of the following categories:

- (1) Leave.
- (2) AWOL (DOD 4525.6-M, para C3.4.6.3).
- (3) TDY.
- (4) Incoming (DOD 4525.6-M, para C3.4.6.5).
- (5) Hospitalized.
- (6) Confined (DOD 4525.6-M, para C3.2.9).
- (7) Attending a school.
- (8) Departed.
- (9) Unknown (DOD 4525.6-M, para C3.4).

#### 5-3. Steps for redirecting mail

The steps required for redirecting mail are shown in table 5-1.

Step	Work center	Required action
1	Installation or unit S1	Screen DA Form 3955 and endorse mail according to instructions entered by addressee in remarks section. This applies to personnel who are on leave, TDY, in hospital, attending school, or departed the unit.
2	Installation or unit S1	Screen personnel rosters and unit manning reports to determine status of AWOL, incoming, confined, and unknown personnel. Endorse mail according to appropriate paragraph cited in rules above.
3	Installation or unit S1	Place mail in appropriate hold box, forward, or return to sender.



#### 5-4. Rules for processing mail for casualties

- a. Casualty must be confirmed by the unit S1.
- b. Mail will not be returned to sender or forwarded to NOK until verification is obtained that the NOK has been notified.
- c. Mail for casualty personnel will be processed according to DOD 4525.6-M, paragraph C3.4.9.

#### 5-5. Steps for processing mail for casualties

The steps required for processing mail for casualties are shown in table 5-2.

Step	Work Center	Required action
1	Installation or unit S1	Place mail of deceased Soldier in a "hold" status.
2	Installation or unit S1	Obtain clearance from unit commander to forward to NOK or return mail to sender.
3	Installation or unit S1	Endorse mail.
4	Installation or unit S1	Return mail to the servicing postal facility.

## Chapter 6 Money Orders and Stamps

#### 6-1. Purchase of money orders and stamps by unit mail clerks

Commanders may permit UMCs to accept funds from Servicemembers to buy money orders and stamps at the servicing postal facility when it is deemed impractical or unreasonable for individuals to procure this service personally.

- a. This service will be kept to a minimum and supervised by the unit postal officer.
- b. This type of service will normally be performed only for Soldiers participating in field training exercises.
- c. Additional guidance can be found in DOD 4525.6-M, paragraph C15.9.1.

#### 6-2. Steps for purchasing United States Postal Service money orders and stamps

The steps required for purchasing USPS money orders and stamps are shown in table 6-1.

Step	Work center	Required action
1	Installation or unit S1	Ensure that when funds are handled, UMCs provide a cash receipt using DD Form 1118 (Unit Mail Clerk's Receipt for Funds and Purchase Record).
2	Installation or unit S1	Ensure that when UMCs deliver stamps or money orders they obtain a receipt from each person to whom delivered.
3	Installation or unit S1	DD Form 1118 will be used as a receipt.
4	Installation or unit S1	DD Form 1118 will be prepared in duplicate.

## **Appendix A References**

Army publications are available at <http://www.apd.army.mil> and Department of Defense publications are available at <http://www.dtic.mil/whs/directives>.

### **Section I Required Publications**

#### **AR 25-400-2**

The Army Records Information Management System (ARIMS) (Cited in para 2-27.)

#### **AR 40-66**

Medical Record Administration and Health Care Documentation (Cited in para 2-4b(5).)

#### **AR 340-21**

The Army Privacy Program (Cited in para 2-4b(5).)

#### **AR 600-8**

Military Human Resources Management (Cited in para 1-1.)

#### **AR 600-85**

The Army Substance Abuse Program (Cited in para 2-4b(5).)

#### **DOD 4525.6-M**

Department of Defense Postal Manual (Cited in para 1-7.)

#### **USPS Handbook-AS-805**

Information Security (Cited in para 2-8f.)

### **Section II Related Publications**

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

#### **AR 11-2**

Managers' Internal Control Program

#### **AR 25-30**

Army Publishing Program

#### **AR 600-8-2**

Suspension of Favorable Personnel Actions (Flag)

#### **DA Pam 600-8**

Military Human Resources Management Administrative Procedures

#### **FM 1-0**

Human Resources Support

#### **USPS Publication 38A**

Guidelines for Providing Postal Services on Military Installations  
(Available at <http://www.nalcbayarea.com>.)

### **Section III Prescribed Forms**

Unless otherwise indicated, DA forms are available on the Army Publishing Directorate (APD) Web site ([www.apd.army.mil](http://www.apd.army.mil)); DD forms are available on the Office of the Secretary of Defense (OSD) Web site (<http://www.dtic.mil/whs/directives/forms/index.htm>).

**DA Form 7698**

Unit Mail Room (UMR), Consolidated Mail Room (CMR), and Postal Service Center (PSC) Inspection Checklist (Prescribed in para 2–10c.)

**DD Form 285**

Appointment of Military Postal Clerk, Unit Mail Clerk or Mail Orderly (Prescribed in para 2–3.)

**Section IV**

**Referenced Forms**

Unless otherwise indicated, DA forms are available on the APD Web site ([www.apd.army.mil](http://www.apd.army.mil)); DD forms are available on the OSD Web site (<http://www.dtic.mil/whs/directives/forms/index.htm>); PS forms are available on the U.S. Postal Service Web site (<http://about.usps.com/forms/all-forms.htm>).

**DA Form 11–2**

Internal Control Evaluation Certification

**DA Form 2028**

Recommended Changes to Publications and Blank Forms

**DA Form 3955**

Change of Address and Directory Card (Available through normal supply channels.)

**DD Form 1115**

Mail Room Sign

**DD Form 1118**

Unit Mail Clerk’s Receipt for Funds and Purchase Record

**DD Form 2257**

Designation/Termination MPC-FPC-COPE-PFO

**DD Form 2258**

Temporary Mail Disposition Instructions

**DD Form 2260**

Unit Mail Clerk/Orderly Designation Log

**DD Form 2262**

Receptacle Record

**PS Form 3801**

Standing Delivery Order

**PS Form 3849**

Delivery Notice/Reminder/Receipt

**PS Form 3883**

Firm Delivery Receipt for Accountable and Bulk Delivery Mail

**PS Form 3907**

Post Office Box Mail Pickup Notice

**PS Form 3977**

Duplicate Key Envelope

**Appendix B**

**Delivery of United Parcel Service Material by Unit Mailrooms**

Under an agreement between the United Parcel Service (UPS) and DA, delivery of UPS material through CMRs and UMRs is authorized. The following provisions apply to UPS delivery:

### **B-1. Handling procedures**

*a.* For the total number of parcels received from UPS, UMCs will sign in the signature column on the UPS delivery record. UPS will provide Army UMCs with a copy of the delivery record.

*b.* UMCs will store UPS parcels in the same room but separately from U.S. mail. To notify patrons of parcels on hand, UMCs will use a “reproduced” copy of PS Form 3849. Original copies of PS Form 3849 will not be used.

*c.* When a patron reports to pick up a parcel, the UMC will check for identification. The UMC will then ask the patron to sign in the remarks column of the UPS delivery record. The patron must sign on the line identifying the parcel. This form will be provided by the UPS delivery person.

*d.* Parcels received for personnel who have been reassigned permanent change of station or relocated off-post (but still in the local UPS delivery area) will be endorsed with the forwarding address and returned to UPS on the next business day. Parcels received for personnel who are temporarily absent (TDY, leave, or field exercise) will be held in the mailroom. Parcels received for personnel whose duty status cannot be determined within 10 calendar days will be returned to UPS for return to the shipper. Delivery of parcels by UMC to off-post locations is strictly forbidden. The decision to forward parcels or return them to the sender is the responsibility of the UPS.

*e.* Returned parcels will be entered on the UPS delivery record for the current day’s delivery. On the CMR or UMR copy of the delivery record, the UMC will enter the shipper number of the returned article, the address of the CMR or UMR in the address column, the individual’s forwarding address in the signature column, and the reason for forwarding the article in the remarks column. The UMC does not need to obtain the carrier’s signature since UPS is responsible for all parcels which are delivered to the CMRs and UMRs.

*f.* UMCs will not mail parcels through UPS on behalf of Servicemembers.

*g.* UMCs will contact the local UPS for pickup of undeliverable parcels.

### **B-2. Lost and damaged parcels**

UPS is liable for all damaged and lost parcels sent through its service. A UMC’s signature for an item does not relieve the UPS of its liability.

*a.* When a parcel is damaged, the patron should be advised to keep it intact because the UPS may wish to inspect it. The patron must contact the local UPS delivery information office to file a claim. (UPS has a toll free number listed in the white pages of the telephone book.)

*b.* Payment for a damaged parcel may be made directly to the patron.

*c.* When a loss occurs in the UPS system, the sender must begin a tracer action through UPS. Payment for lost parcels is normally made directly to the sender.

### **B-3. Prohibited items**

UMCs will not accept COD parcels, hazardous material, or items prohibited from the normal mail channels. These parcels will be lined out on the delivery record.

### **B-4. Guidelines for installations**

*a.* Installations are advised that UMR service will not alter the present direct delivery and dispatch of official parcels to Government agencies by UPS.

*b.* Installation commanders may make special arrangements with the local UPS manager and issue supplemental instructions based on the needs of the installation. No supplemental instructions, however, are to change the basic agreement or the instructions given in paragraphs B-1 through B-3.

## **Appendix C Internal Control Evaluation**

### **C-1. Function**

The function covered by this checklist is unit postal operations.

### **C-2. Purpose**

The purpose of this checklist is to assist unit commanders in evaluating their key management controls. It is not intended to cover all controls.

### **C-3. Instructions**

Answers must be based upon the actual testing of controls (for example, document analysis, direct observation, interviewing, sampling, and/or others). Answers that indicate deficiencies must be explained and the corrective action

indicated in the supporting documentation. These internal controls must be evaluated at least once every 5 years and then certified on DA Form 11-2 (Internal Control Evaluation Certification).

#### **C-4. Test questions**

- a.* Did the commander appoint an E-6 or above or civilian (GS-6 equivalent or above), in writing, as the unit postal officer and an E-6 or above or civilian (GS-6 equivalent or above) as the alternate postal officer?
- b.* Are personnel tested and properly appointed on DD Form 285 prior to working in the UMR, CMR, or PSC?
- c.* Are unit postal officers or mailroom supervisors conducting daily and monthly inspections?
- d.* Are documented quarterly inspections being conducted of the mailrooms?
- e.* Are UMCs and mail orderlies properly trained and do they understand all orders and directives applicable to the operation of the CMR, UMR, or PSC?

#### **C-5. Supersession**

No previous checklist exists for this publication.

#### **C-6. Comments**

Help make this a better tool for evaluating management controls. Submit comments to Commander, U.S. Army Human Resources Command (AHRC-PDP-P), 1600 Spearhead Division Avenue, Department 480, Fort Knox, KY 40122-5408.

## **Glossary**

### **Section I Abbreviations**

**APO**

Army Post Office

**AR**

Army regulation

**ASCC**

Army service component command

**AWOL**

absent without leave

**BN**

battalion

**CMR**

consolidated mailroom

**COD**

cash on delivery

**CONUS**

continental United States

**COPE**

Custodian of Postal Effects

**DA**

Department of the Army

**DD**

Department of Defense (Forms)

**DOD**

Department of Defense

**FM**

field manual

**GS**

general series

**MPC**

Military Postal Clerk

**NOK**

next of kin

**PFO**

Postal Finance Officer

**PS**

postal service

**PSC**

postal service center

**TDY**

temporary duty

**UCMJ**

Uniform Code of Military Justice

**UMC**

unit mail clerk

**UMR**

unit mailroom

**UPS**

United Parcel Service

**USPS**

United States Postal Service

**Section II****Terms****Community mailroom**

A mailroom that serves several organizations. The term “unit mailroom” includes CMRs.

**Mail orderly**

A military or civilian employee responsible for mail handling duties limited to collection and delivery of nonaccountable mail from mailrooms.

**Restricted delivery**

Delivery made only to an addressee or authorized agent of the addressee.

**Servicing postal officer**

The postal officer of an APO, installation, or activity responsible for providing mail service.

**Unit**

Any military organization (brigade to company size), headquarters, staff section, or agency that operates a mailroom.

**Unit mail clerk**

A Servicemember or civilian employee responsible for performing organization mail duties.

**Unit mail service personnel**

The organization postal officer, the organization mail clerk, their alternates, and mail orderlies when used.

**Unit postal officer**

An officer, noncommissioned officer (E-6 and above), or DA civilian (GS-6 equivalent or above) responsible for operating an organization’s mailroom.

**Section III****Special Abbreviations and Terms**

This section contains no entries.

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