Army Regulation 600–8–3

Personnel—General

Unit Postal Operations

Headquarters
Department of the Army
Washington, DC
28 December 1989

UNCLASSIFIED

SUMMARY of CHANGE

AR 600-8-3
Unit Postal Operations

This new Army regulation--

- Prescribes policies and procedures governing unit postal operations;
- Prescribes operating tasks, rules, and steps;
- And prescribes the principles of support and standards of service by which the Army will manage and operate a postal program.

Headquarters
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Army Regulation 600–8–3

Effective 28 January 1990

Personnel—General

Unit Postal Operations

By Order of the Secretary of the Army:

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General, United States Army
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History. This UPDATE printing publishes a new Army regulation. This publication has been reorganized to make it compatible with the Army electronic publishing database. No content has been changed.

Summary. This regulation prescribes policies, operating tasks, and steps governing military postal operations.

Applicability. This regulation applies to Active Army, Army National Guard, and U.S. Army Reserve personnel who have responsibility for processing unit mail.

Proponent and exception authority. The proponent agency of this regulation is the Office of the Deputy Chief of Staff for Personnel.

Army management control process. This regulation is subject to the requirements of AR 11–2. It contains internal control provisions but does not contain checklists for conducting internal control reviews. These checklists are contained in the DA Cir 600–8–89–1.

Supplementation. Supplementation of this regulation and establishment of command and local forms are prohibited without prior approval of HQDA (DAPE–MP), WASH DC 20310–0300.

Interim changes. Interim changes to this regulation are not official unless they are authenticated by the Administrative Assistant to the Secretary of the Army. Users will destroy interim changes on their expiration dates unless sooner superseded or rescinded.

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, PERSCOM, ATTN: TAPC–PDO, ALEX, VA 22332–0474.

Distribution. Distribution of this publication is made in accordance with the requirements on DA Form 12–09–E, block number 5033, intended for command level A for Active Army, D for ARNG, and for USAR.

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Chapter 1
Introduction

Section I
General

1–1. Purpose
This regulation describes the postal operations function of the Military Personnel System. It—

a. Is linked to AR 600–8.

b. Provides principles of support, standards of service, policies, tasks, rules, and steps governing all work required in the field (garrison and tactical environment) to support postal operations.

1–2. References
Required and related publications are listed in appendix A. Prescribed and referenced forms are also listed in appendix A.

1–3. Explanation of abbreviations and terms
Abbreviations and special terms used in this regulation are explained in the glossary.

1–4. Responsibilities
a. The Deputy Chief of Staff for Personnel (DCSPER) will establish postal operations policies related to the processing of personal mail.

b. The Commanding General, U.S. Total Army Personnel Command (CG, PERSCOM) will establish standards and operating tasks for the Postal Operations Program.

c. The Commandant, Adjutant General School will ensure lesson programs or instructions incorporate the provisions of this regulation.

d. Commanders of major Army commands (MACOMs), installations, activities, and units will comply with the requirements set forth in this regulation.

e. Separate unit commanders will administer the Army's unit mailroom operations.

1–5. Manpower resources
The Manpower Staffing Standards System (MS3) 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 table of organization and equipment (TOE) and table of distribution and allowances (TDA) 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, and installation (or some equivalent organization in the tactical force). The main focus of the guidance in the first edition of this regulation is on unit and battalion levels.

1–7. The Postal Operations Program
The 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 DODPM 4525.6–M, Volume II (which takes precedence over this regulation in the event of conflicting guidance). 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 Military Personnel System in relation to unit postal operations are to—

a. Manage and operate a postal program to move and deliver personal mail in 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 Postal Operations Program. This program—

(1) Is a wartime military personnel process.

(2) Is resourced in TDA linkage for postal finance service, and the TOE postal company for all other functions.

(3) Is resourced in TOE 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 USPS to the public sector.

(7) Prohibits the use of DOD personnel and resources to duplicate services that the United States Postal Service (USPS), by law or agreement, is obligated to provide.

b. The Network.

(1) CG, PERSCOM is the functional proponent for personal mail and for the Army's postal system.

(2) The Director of Information Systems for Command, Control, Communications, and Computers (DISC4) 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 located in the administrative services branch of the divisions, Assistant Chief of Staff, G1 (Personnel)/Adjutant General's Corps (G1/AG) 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 (U.S.).

(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 collocated on the battlefield with the Personnel Service Company (PSC)/Finance Service Unit (FSU) 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) Division G1/AG's and their counterparts will arrange transportation requirements so as to deliver to battalion level.

(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 (BASOPS) force can be established to sell stamps and process packages.

(2) Official mail will be metered until it is no longer practical.

(3) Money order and stamp sales will be discontinued effective with the declaration of free mail.

(4) The emergency transfer of funds for soldiers will be accomplished through military pay channels.

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 (KIA) or missing in action (MIA) soldiers will be dispatched by the battalion (Bn) S1 to the Theater Casualty Operations Center within 24 hours of confirmation.

(3) Mail for medically evacuated soldiers will be worked for 30 days at direct support (DS) level and 30 days at general support (GS) level to identify the gaining medical facility.

(4) Mail for KIA and MIA soldiers will be labeled as "search" mail, forwarded to theater level, and there verified before it is returned to sender.

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

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

Chapter 2
Mailroom Operations

Section I
General

2–1. Designation of mailroom

Separate unit and battalion commanders will provide a separate and secure room with the space and equipment needed to operate a mailroom. The room designated will be in compliance with the requirements specified in DOD 4525.6–M, Volume II, paragraphs 301.1 and 309.4.

2–2. Duties of unit mail personnel

a. The unit postal officer and the alternate postal officer will comply with the specific requirements outlined in DOD 4525.6–M, Volume II, paragraph 301.2.

b. Mail clerks/orderlies will perform and comply with the duties and responsibilities outlined in DOD 4525.6–M, Volume II, paragraphs 301.3 and 4.

2–3. Appointment of unit mail 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 absence.

b. Commanders will appoint a unit mail clerk and at least one alternate unit mail clerk 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 consolidated mailroom. In this case they 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 unit mailroom, will appoint mail orderlies, only to receive mail from a mailroom, using the DD Form 285.

d. Non-DOD agencies receiving mail through military postal activities will designate agency mail clerks/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 unit mail clerks/orderlies provided the requirements of DOD 4525.6–M, Volume II, paragraphs 302.1.c or 302.2 are compiled 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, official accountable and first class mail which contains classified material will not be handled or turned over to these personnel.

f. Transient personnel (including temporary or summer hire personnel, inprocessing 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.

2–4. Qualifications of unit postal personnel

a. The postal officer 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 grade of SSG and above, if military.

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

b. Mail clerks, 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 favorable Entrance National Agency Check/National Agency Check (ENTNAC/NAC).

(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 a persons 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.)

(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 (PULHES) of at least 211221.

(c) Possess an aptitude score (CL) of 95 or higher.

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 favorable National Agency Check and written inquiries (NACI) if required to handle official accountable and first class mail which may contain classified material.

c. Meet all suitability, eligibility, and qualification requirements established by the Office of Personnel Management (OPM) for employment as unit mailclerks (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 OPM and DA regulations.

c. The DD Form 285 of relieved personnel will be managed and controlled according to DOD 4525.6–M, Volume II, paragraph 306.

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, Volume II, and this regulation.

b. Before appointment, military and civilian personnel must pass a written examination on all aspects of unit mailroom 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/security

a. Access to the unit 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 unit mail clerks. These personnel may only observe the mail handling duties and may assist in keeping the directory files.

b. Security of mailrooms will be according to requirements cited in DOD 4525.6–M, Volume II, paragraph 309.4.

c. The unit mail clerk 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 a mail clerk'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/her postal duties.

2–9. Postal offenses and losses

a. Unit mail clerks may be held liable for any loss caused by improper mail handling. When the mail clerk 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, Volume II, paragraphs 701 and 702.

2–10. Inspections

a. The unit postal officer will check the unit mailroom 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.

(b) Ensure that mail is treated properly.

(2) The monthly inspection will ensure compliance with this regulation and DOD 4525.6–M, Volume II 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 unit mailroom 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 weekly inspection.

(f) The unit postal officer will use the checklist contained in DOD 4525.6–M, Volume II, appendix C, for the monthly inspection. This form will be kept on file for one 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 unit mailrooms at least quarterly using the checklist contained in DOD 4525.6–M, Volume II, appendix C. Units which are rated unsatisfactory will be reinspected within 30 working days.

d. If an Army unit mailroom 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 unit mailrooms on request or approval from unit commanders.

Section II
Task: 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, Volume II, paragraph 305.

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	BnS1	Validate DD Form 285 per block 10.
2	BnS1	Ensure DD Form is carried by mail handling personnel when performing mail-handling duties.
3	BnS1	Notify unit commander when postal activities refuse, for cause, to give mail to holder of DD Form 285.

Section III
Task: 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, Volume II, paragraph 701.

b. The procedures for reporting postal losses and offenses at the UMR and PSC are contained in DOD 4525.6–M, Volume II, paragraph 702, figures 7–1, 7–2, and 7–3.

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	BnS1	Report postal offenses to MPSA by electronic message.
2	BnS1	Relieve individual from mailroom duties.
3	BnS1	Request flagging action according to AR 600–8–2.
4	BnS1	Initiate judicial or non judicial action.
5	BnS1	Report corrective actions to MPSA.

Section IV
Task: Handling catastrophes

2–15. Rules for handling catastrophes

a. Any catastrophe that damages or destroys a postal facility must be reported through channels within 96 hours.

b. DOD 4525.6–M, Volume II, paragraph 703 identifies the types of catastrophes.

c. Additional procedures for handling catastrophes can be found in DOD 4525.6–M, Volume II, Figure 7–1 and paragraph 704.

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	BnS1	An inventory of accountable mail and other mail will be conducted immediately after the catastrophe.
2	BnS1	An investigating officer will be appointed upon discovery of a loss.
3	BnS1	Postal service will be reestablished as soon as practical.

Section V
Task: Assignment/withdrawal of receptacles

2–17. Rules for assignment/withdrawal of receptacles

a. Receptacles will be assigned for service member's exclusive use in overseas areas.

b. Receptacles will be assigned for service members that do not receive free mail delivery, at their quarters address, in CONUS.

c. The procedures for the assignment of receptacles are found in DOD 4525.6–M, Volume II, paragraph 502.

d. When withdrawing a receptacle all mail, name label, and receptacle record card must be removed.

e. DOD 4525.6–M, Volume II, paragraph 507 has additional procedures for withdrawing receptacles.

2–18. Steps for assignment/withdrawal of receptacles

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

Table 2–4
Assignment/withdrawal of receptacles

Step	Work center	Required action
1	BnS1	Ensure that receptacles are assigned to no more than one person.
2	BnS1	The longest unused receptacle will be assigned first.
3	BnS1	Ensure that receptacles are assigned on a no fee basis.
4	BnS1	When receptacle is being withdrawn ensure all mail is removed and forwarded to directory section.
5	BnS1	The keylock cylinder or combination will be changed upon withdrawal.

Section VI
Task: Maintenance of receptacles and receptacle record forms

2–19. Rules for maintenance of receptacles and receptacle record forms

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. Receptacle record cards 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, Volume II, paragraph 503 contains procedures for the maintenance of receptacles and receptacle record forms.

2–20. Steps for maintenance of receptacles and receptacle record forms

The steps required for the maintenance of receptacles and receptacle record forms are shown in table 2–5.

Table 2–5
Maintenance of receptacles and receptacle record forms

Step	Work center	Required action
1	BnS1	Ensure there is no duplication of receptacle numbers.
2	BnS1	Receptacles will be numbered left to right or right to left.
3	BnS1	Separate receptacle record cards shall be retained for each receptacle.

Section VII
Task: Delivering mail through receptacles

2–21. Rules for delivery of mail through receptacles

a. Only matter authorized by MPSA or the major command and that which bears postage may be placed in mail delivery receptacles.

b. DOD 4525.6–M, Volume II, paragraph 506 contains additional rules/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	BnS1	Compare name on mail with name on receptacle.
2	BnS1	When name does not match, route mail to directory section for processing.
3	BnS1	Mail addressed to “Commander of” will be delivered to the commander.
4	BnS1	DD Form 2258 will be used for marking receptacles of members who are temporarily absent.
5	BnS1	Mail will be placed in receptacles immediately after receipt.

Section VIII
Task: 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 members.

c. The only authorized combination is that which is recorded on the receptacle record card.

d. DOD 4525.6–M, Volume II, paragraph 505 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	BnS1	Ensure adequate supply of keylock cylinders are available.
2	BnS1	Cylinders may be rotated with other nests of receptacles.
3	BnS1	Ensure that cylinders are not used in the same nest of receptacles for at least 3 months.
4	BnS1	Ensure that at least 2 duplicate keys are retained for each receptacle.
5	BnS1	Ensure duplicate keys and combinations are kept out of customer reach.

Section IX
Task: 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, or nonuse.

b. When an individual is temporarily absent, ensure that a DD Form 2258 has been prepared indicating status.

c. DOD 4525.6–M, Volume II, paragraph 504 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	BnS1	Ensure each receptacle is checked for excessive mail accumulation.
2	BnS1	Determine location of member.
3	BnS1	Hold mail until instructions are received.
4	BnS1	Annotate mail directory card with information received.
5	BnS1	Forward or dispose of mail accordingly.

Chapter 3
Mail Processing

Section I
General

3–1. Incoming mail

Delivery of mail to unit mailclerks 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 unit mailclerks at the Army Post Office (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 unit mailrooms. When delivery at the unit mailroom is not possible, mail will be picked up by the unit mailclerks from USPS. However, as a rule, postal officers will strive to have USPS deliver the mail to the unit mailroom 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 continental United States (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 continental United States (OCONUS) 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, Volume II, paragraph 409.

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 authorized agent. PS Form 3849 (Delivery Notice or Receipt/Reminder or Receipt) series will be completed by the post office or APO and given to unit mailclerks 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

Unit mailrooms that deliver through receptacles will use the general delivery service described in DOD 4525.6–M, Volume II, paragraph 405, when applicable.

3–6. Intra-theater delivery service

No cost intra-theater delivery service is explained in DOD 4525.6–M, Volume II, paragraph 410. This service is not available in CONUS.

Section II
Task: Receive the mail

3–7. Rules for receiving the mail

a. Unit mail clerk 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, Volume II, paragraph 309.7.

d. Mail will be picked up, from the servicing postal activity, at designated times.

e. Mail will be safeguarded at all times during transit.

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	BnS1	Receive mail from servicing postal facility at designated times. Deliver any outgoing mail and return any undeliverable mail.
2	BnS1	Sign and receipt for accountable mail. Use PS Form 3883 (Firm Delivery Book-Registered, Certified, and Numbered Insured Mail).
3	BnS1	Before receipting for any mail check for damaged or loose articles and unsealed items.
4	BnS1	Deliver any DA Forms 3955 to postal locator and pickup redirected mail.

Section III
Task: Process incoming mail

3–9. Rules for processing incoming mail

a. Mail must be correctly addressed to the unit.

b. Balloting material will be given sortation priority.

c. Mail must be personal and not official. For exceptions see DOD 4525.6–M, Volume II, paragraph 403.

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	BnS1	Backstamp each piece of mail with date of receipt.
2	BnS1	Prepare accountable mail for delivery according to DOD 4525.6–M, Volume II, paragraph 406.
3	BnS1	Endorse any mail received damaged, loose articles or unsealed items, according to DOD 4525.6–M, Volume II, paragraphs 402.2, 3, and 4.
4	BnS1	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	BnS1	Sort all unaccountable parcels too large to fit in a receptacle. Notify addressee using PS Form 3907 (Notice to Call at Window).

Section IV
Task: Deliver the mail

3–11. Rules for delivering the mail

a. The following personnel may receive mail through the unit mail room:

(1) Military personnel.

(2) DOD civilians.

(3) Military and DOD family members.

b. Personnel must be assigned or attached to the unit.

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, Volume II, paragraph 404.

d. Notification of postage due and special delivery mail will be delivered to the addressee. Postage due will not be collected by the mail clerk.

e. Cash on Delivery (C.O.D.) 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	BnS1	Deliver mail personally to the addressee or through individual receptacles or mail orderlies.
2	BnS1	Obtain signature of addressee for accountable mail on PS Form 3849–A (Delivery Notice or Receipt) or 3849–B (Delivery Reminder or Receipt).
3	BnS1	File copy of PS Form 3849–A or 3849–B, according to DOD 4525.6–M, Volume II, paragraph 406.1.i.
4	BnS1	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	BnS1	Process mail refused by addressee according to DOD 4525.6–M, Volume II, paragraph 404.6.
6	Unit	Return any undeliverable mail to the battalion/separate company mail clerk for redirect or storage overnight.

Section V
Task: Process dangerous mail

3–13. Rules for processing dangerous mail

a. All postal personnel must be aware that bombs 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. For additional guidance, see DOD 4525.6–M, Volume II, paragraph 310.

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	BnS1	Ensure that if there is suspicion of a mailing, the article is isolated.
2	BnS1	Evacuate area immediately.
3	BnS1	Contact local military law enforcement officials for assistance.

Chapter 4
Mail Directory Service

Section I
General

4–1. Mail directory

a. Each unit with a mailroom, including consolidated mailrooms, will maintain a directory file. Consolidated mailrooms will maintain the directory file for units whose mailclerks or mail orderlies do not perform all of the duties outlined in DOD 4525.6–M, Volume II, paragraphs 301.3 and 4.

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 of 1974 (5 USC 522a) and AR 340–21 require that all individuals asked to give personnel information on a form (including social security number SSN) must be given a Privacy Act statement with the form.

e. The Privacy Act statement for DD Form 285 will be prepared according to AR 340–21.

f. The Privacy Act statement for DA Form 3955 is included on the form.

4–2. Not Used.

Not Used.

Section II
Task: Preparing directory cards

4–2. Rules for preparing directory cards

a. Directory files will include all personnel serviced (including those on TDY or temporary additional duty (TAD)), personnel scheduled to arrive and those permanently departed.

b. Separate address correction service requested by any outside agencies, will not be honored.

c. Use DA Form 3955 or 3955–E (Change of Address and Directory Card).

d. Mail not entitled to directory service is defined in DOD 4525.6–M, Volume II, paragraph 603.

e. Maintain directory file alphabetically by last name regardless of status or grade.

f. Postal directory cards will include information required by DOD 4525.6–M, Volume II, paragraph 602.2.

g. Maintenance of directory cards will be according to DOD 4525.6–M, Volume II, paragraphs 602.5 and 602.6.

h. Delete the locator card 12 months after the soldier departs the unit.

4–3. Steps for preparing directory cards

The steps required for preparing directory cards are shown in table 4–1.

Table 4–1
Preparing directory cards

Step	Work center	Required action
1	BnS1	During in-and-out processing, ensure each serviced customer fills out DA Form 3955 in two copies. (One for the unit mail room file and one for the servicing postal agency).
2	BnS1	File DA Forms 3955 for individuals presently assigned/attached to the unit and individuals who have departed the unit.

Chapter 5
Mail Redirect

Section I
General

5–1. Disposition of undeliverable mail

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

b. All undeliverable mail will be processed IAW DOD 4525.6–M, Volume II, paragraph 605.

c. Mail for casualty personnel will receive special care IAW DOD 4525.6–M, Volume II, paragraph 608.

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

5–2. Title not used.

Paragraph not used.

Section II
Task: Redirect mail

5–2. Rules for redirecting mail

a. Mail received cannot be delivered as addressed.

b. Addressee is in one of the following categories:

(1) Leave.
(2) AWOL. (DOD 4525.6–M, Volume II, paragraph 605.3).
(3) TDY.
(4) Incoming. (DOD 4525.6–M, Volume II, paragraph 605.4).
(5) Hospitalized.
(6) Confined. (DOD 4525.6–M Volume II, paragraph 407).
(7) Attending a school.
(8) Departed.
(9) Unknown. (DOD 4525.6–M, Volume II, table 6–6, rule 2).

5–3. Steps for redirecting mail

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

Table 5–1
Redirecting mail

Step	Work center	Required action
1	BnS1	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	BnS1	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	BnS1	Place mail in appropriate hold box, forward or return to sender.

Section III
Task: Processing mail for casualties

5–4. Rules for processing mail for casualties

a. Casualty must be confirmed.

b. Mail will not be returned to sender until verification is obtained that the next of kin has been notified.

c. Mail for casualty personnel will be processed according to DOD 4525.6–M, Volume II, paragraph 608.

5–5. Steps for processing mail for casualties

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

Table 5–2
Processing mail for casualties

Step	Work center	Required action
1	BnS1	Place mail of deceased soldier in a "hold status."
2	BnS1	Obtain clearance from unit commander to return mail to sender.
3	BnS1	Endorse mail.
4	BnS1	Return mail to the servicing postal facility.

Chapter 6
Postal Finance Services

Section I
General

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

Commanders may permit unit mail clerks to accept funds from unit members 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.

6–2. Title not used

Paragraph not used.

Section II
Task: Purchase of USPS money orders and stamps

6–2. Rules for purchasing USPS money orders and stamps

a. When mission requirements do not allow personnel to personally purchase USPS money orders or stamps, commanders may authorize mailclerks and mail orderlies to accept funds to purchase MOs and stamps.

b. Additional guidance can be found in DOD 4525.6–M, Volume II, paragraph 308.

6–3. Steps for purchasing USPS money orders and stamps

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

Table 6–1
Purchasing USPS money orders and stamps

Step	Work center	Required action
1	BnS1	Ensure that when funds are handled mailclerks provide a cash receipt.
2	BnS1	Ensure that when mailclerks deliver stamps or MOs they obtain a receipt from each person to whom delivered.
3	BnS1	DD Form 1118 will be used as a receipt.
4	BnS1	The DD Form 1118 will be prepared in duplicate.

Appendix A
References

Section I
Required Publications

AR 600–8
Military Personnel Operations (Cited in para 1–1*a*.)

Department of Defense Postal Manual (DODPM) 4525.6–M
Volumes I and II (Cited in paras 1–7, 2–1, 2–2*a*, and *b*, 2–3*e*, 2–6*c*, 2–7*a*, 2–8*b*, 2–9*b*, 2–10*a*(2) and*(f)*, 2–10*c*, 2–11*c*, 2–1, 2–13*a*, and*b*, 2–15*b*, and *c*, 2–17*c*, and*e*, 2–19*f*, 2–21*b*, 2–23*d*, 2–25*c*, 3–3, 3–5, 3–6, 3–7*c*, 3–9*c*, 3–13*c*, 4–1*a*, 4–2*d*, *f* and *g*, 5–1*b*, and *c*, 5–2*b*(2), (4), (6), and (9), 5–4*c*, and 6–2*b*.)

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 340–21
The Army Privacy Program

AR 600–8–2
Suspension of Favorable Personnel Actions (FLAGS)

DA Pam 600–8
Management and Administrative Procedures

USPS Publication 38A
Guidelines for Providing Postal Service on Military Installations

Section III
Prescribed Forms

DD Form 285
Appointment of Military Postal Clerk, Unit Mail Clerk or Orderly. (Prescribed in paragraph 2–3.)

Section IV
Referenced Forms

DA Form 3955
Change of Address and Directory Card

PS Form 3801
Standing Delivery Order

PS Form 3849–A
Delivery Notice or Receipt

PS Form 3849–B
Delivery Reminder or Receipt

PS Form 3883
Firm Delivery Book—Registered, Certified, and Numbered Insured Mail

PS Form 3977
Duplicate Key Envelope

Appendix B
Delivery of United Parcel Service (UPS) Material by Unit Mailrooms

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

B–1. Handling procedures

a. For the total number of parcels received from UPS, unit mailclerks (UMC) will sign in the signature column on the UPS delivery record. UPS will provide Army unit mailclerks 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 PCS 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 UMR copy of the Delivery Record, the UMC will enter the shipper number of the returned article, the address of the 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 UMR.

f. UMCs will not mail parcels through UPS on behalf of unit members.

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 their service. A UMC's signing 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). Payment for a damaged parcel may be made directly to the patron.

b. 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 C.O.D. 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 unit mailroom 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.

Glossary

Section I
Abbreviations

AG
Adjutant General

APO
Army Post Office

ARNG
Army National Guard

AWOL
absent without leave

basops
base operations

bn
battalion

CG
commanding general

cl
clerical

C.O.D.
cash on delivery

CONUS
continental United States

DA
Department of the Army

DISC4
Director of Information Systems for Command, Control, Communications, and Computers

DOD
Department Of Defense

DODPM
Department of Defense Postal Manual

ds
direct support

ENTNAC/NAC
Entrance National Agency Check/National Agency Check Check

fsu
finance service unit

gs
general support; general scale

HQDA
headquarters, Department of the Army

KIA
killed in action

MIA
missing in action

MS3
Manpower Staffing Standards System

NACI
National Agency Check and written inquiry

NCO
noncommissioned officer

NEO
noncombatant evacuation operations

OCONUS
outside continental United States

ODCSPER
Office Deputy Chief of Staff for Personnel

OPM
Office of Personnel Management

PERSCOM
United States Total Army Personnel Command

PS
Postal Service

PSC
Personnel Service Company

SIDPERS
Standard Installation/Division Personnel System

SSG
staff sergeant

SSN
social security number

TACCS
Tactical Army Combat Service Support Computer System

TAD
temporary additional duty

TDA
tables of distribution and allowances

TDY
temporary duty

TOE
table(s) of organization and equipment

UCMJ
Uniform Code of Military Justice

umc
unit mailclerk

umr
unit mailroom

UPS
United Parcel Service

USAR
United States Army Reserve

USC
United States Code

USPS
United States Postal Service

Section II
Terms

Consolidated mailroom
A mailroom that serves several organizations. The term "unit mailroom"includes consolidated mailrooms.

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 mailclerk
A service member or civilian employee responsible for performing organization mail duties.

Unit mail service personnel
The organization postal officer, the organization mailclerk, their alternates, and mail orderlies when used.

Unit postal officer
An officer, noncommissioned officer (grade SSG and above), or DA civilian (grade GS6 or above) responsible for operating an organization's mailroom.

Section III
Special Abbreviations and Terms
This section contains no entries.

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