

Army Regulation 25–51

**Information Management: Records
Management**

Official Mail and Distribution Management

**Headquarters
Department of the Army
Washington, DC
30 January 2023**

UNCLASSIFIED

SUMMARY of CHANGE

AR 25-51

Official Mail and Distribution Management

This regulation is certified current as of 30 January 2023. Aside from the following administrative changes, no other changes were made to certify the currency of this regulation—

- o Updates boilerplate statements and signature authority (title page).
- o Makes administrative revisions (throughout).

This major revision, dated 20 March 2020—

- o Adds email address to suggested improvements paragraph (title page).
- o Updates records management requirements (para 1-5).
- o Updates responsibilities (chap 2).
- o Removes procedures for the Army Official Mail and Distribution Program (chap 2).
- o Removes additional information on DA Form 7224-1 (Advance Deposit Trust Account (ADTA) Worksheet) and DA Form 7224-2 (Private Carrier Service Worksheet) (chap 2).


Effective 20 April 2020

**Information Management: Records Management
Official Mail and Distribution Management**

By Order of the Secretary of the Army:

JAMES C. MCCONVILLE
General, United States Army
Chief of Staff

Official:


MARK F. AVERILL
Administrative Assistant to the
Secretary of the Army

activities and United States citizens overseas.

Applicability. This regulation applies to the Regular Army, the Army National Guard/Army National Guard of the United States, and the U.S. Army Reserve. It also applies to other organizations for which the Army is the Executive Agent. This regulation does not apply to postal operations described in AR 600 series or DoDI 4525.09. This regulation applies during partial and full mobilizations.

Proponent and exception authority. The proponent 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 app C).

Supplementation. Supplementation of this regulation and establishment of agency, command, and installation forms are prohibited without prior approval from the 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 the Commander, U.S. Army Human Resources Command (AHRC–PDP–P), 1600 Spearhead Division Avenue, Department 480, Fort Knox, KY 40122–5408 or via email at armypostal@mail.mil.

Distribution. This regulation is available in electronic media only and is intended for the Regular Army, the Army National Guard/Army National Guard of the United States, and the U.S. Army Reserve.

History. This publication is certified current on 30 January 2023. Aside from the changes listed on the summary of change page, no other changes were made to certify the currency of this publication."

Summary. This regulation implements DoDD 5101.11E and incorporates the Military Postal Service Procedures Manual. It contains policy on carrying out the Department of Defense Official Mail Cost Control Program and the Department of the Army Official Mail and Distribution Management Program. It addresses the use of postage meters, mailing permits, special mail services, postage stamps, correspondence distribution management, standardized street addressing, and mailing procedures for certain U.S. Army

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Glossary

Chapter 1 Introduction

1-1. Purpose

This regulation complies with Part 102–192, Title 41, Code of Federal Regulations (41 CFR 102–192) and establishes the policies for all elements of the Department of the Army (DA) to administer the Official Mail and Distribution Management Program (OMDMP). The OMDMP should not be confused with Army Post Office (APO) functions. Both the Official Mail and Distribution Center (OMDC) and APO functions are separate programs. Installation OMDCs are not required to be colocated with APOs, but in the interest of efficiencies, colocation is strongly encouraged.

1-2. References and forms

See appendix A.

1-3. Explanation of abbreviations and terms

See the glossary.

1-4. Responsibilities

Responsibilities are listed in chapter 2.

1-5. Records management (recordkeeping) requirements

The records management requirement for all record numbers, associated forms, and reports required by this regulation are addressed in the Records Retention Schedule-Army (RRS-A). Detailed information for all related record numbers, forms, and reports are located in Army Records Information Management System (ARIMS)/RRS-A at <https://www.arims.army.mil>. If any record numbers, forms, and reports are not current, addressed, and/or published correctly in ARIMS/RRS-A, see DA Pam 25–403 for guidance. This regulation requires the creation, maintenance, and use of official mail cost, postal personnel designation, and postal activity inspection and audit keep files. This regulation does not require the creation of any transfer files. DA Form 7224–1 (Advance Deposit Trust Account (ADTA) Worksheet), and DA Form 7224–2 (Private Carrier Service Worksheet) will be kept in the current files area until they are 2 years old and then destroyed, in accordance with AR 25–400–2.

1-6. Legal authority

The Federal Records Management Amendments (Public Law (PL) 94–575), 41 CFR 102–192, and issuances from the General Services Administration (GSA) provide the legal authority for this regulation.

1-7. Department of the Army Official Mail and Distribution Management Program

a. The United States Postal Service (USPS) will be used as the carrier of first-class official mail in accordance with Sections 401 and 404, Title 39, United States Code (39 USC 401 and 404); 39 USC Chapter 6; 18 USC 1693–1699; and 39 CFR 310 and 320, hereinafter referred to as the Private Express Statutes. Other classes of mail may be transported by private carriers other than the USPS.

b. Official mail will move at the lowest postage and fees cost to meet the required delivery date, security, and accountability requirements.

c. First-Class Mail, as covered by the Private Express Statutes, will move as regulated by the Mailing Standards of the United States Postal Service Domestic Mail Manual (DMM).

d. Use prepaid postage within DA.

e. Manage DA official mail costs through the OMDMP.

f. Use of USPS services will be coordinated with local USPS postmasters or account representatives. USPS service will be provided in accordance with USPS Publications 38 and 38–A, available in the USPS Handbook PO–630 at <https://www.usps.com>. Outside the continental United States activities will coordinate official mail service through the local military post office (MPO).

g. Single OMDC preparation procedures and processing will be integrated to ensure optimum use of personnel, equipment, and postage cost reduction practices such as consolidated mailings, presort discounts, permit mailings, and drop-shipments. Each installation will establish one OMDC that processes outgoing and incoming mail and distribution. Unless restricted by the garrison commander for security or other relevant purposes, this does not preclude direct

delivery to the addressee of official mail by USPS on the installation if USPS agrees to make such deliveries. The OMDC will sort official mail and distribution, meter all outgoing official mail, and deliver official mail and distribution in bulk to the administrative or headquarters office of each organization on the installation that is authorized official mail services. Internal distribution of official mail and distribution within an organization is the responsibility of that organization. Outgoing distribution and official mail, properly packaged and prepared for metering or distribution, will be gathered internally within such offices and passed to the OMDC courier for further processing. If mutually agreed upon by the organization of address and the garrison commander or installation official mail manager (OMM) on behalf of the garrison commander, activities may pick up and deposit mail directly at the OMDC in lieu of using the courier service. A cost benefit analysis should be the basis for allowing this type of arrangement.

- h. Report all unauthorized use, loss, or theft of appropriated fund postage to the commander.
- i. Do not address outgoing official mail to “resident,” “occupant,” or similar forms of address.
- j. Only prepaid permit indicia, commercial meter strips, or commercial postage stamps may be placed on addressed items. Neither business reply mail (BRM) nor merchandise return service (MRS) permit numbers will be placed on unaddressed items. Addresses for BRM and MRS must be preprinted on the mailing piece.
- k. Functional proponents of DA regulations and directives that authorize or require official mail postage will coordinate with U.S. Army Human Resources Command (AHRC–PDP–P), 1600 Spearhead Division Avenue, Department 480, Fort Knox, KY 40122–5408, prior to publication.

1–8. Program administration

a. Official mail manager appointments.

(1) Army Secretariat and Headquarters, Department of the Army (HQDA) staff elements, Army commands (ACOMs), Army service component commands (ASCCs), direct reporting units (DRUs), U.S. Army Reserve Command (USARC), Army National Guard (ARNG), the numbered armies of the continental United States (CONUSA), major subordinate commands (MSCs), major U.S. Army Reserve Commands (MUSARCs) that operate OMDCs that apply postage, and installations will appoint OMMs. The ARNG is not required to appoint OMMs below the state level. Assistant OMMs may be appointed to perform the OMM duties when the OMM is absent. The OMM appointment will be made in writing and will include the appointee’s official address, email address, and telephone number. Copies will be distributed and filed as follows:

- (a) Army Secretariat and HQDA staff element OMMs provide copies to their servicing OMDC.
 - (b) Installation OMMs provide copies to their higher headquarters and the installation director of resource management.
 - (c) ACOM, ASCC, and DRU OMMs provide copies to the DA OMM, U.S. Army Human Resources Command (AHRC–PDP–P), 1600 Spearhead Division Avenue, Department 480, Fort Knox, KY 40122–5408.
 - (d) USARC, CONUSAs, MSCs, and MUSARCs provide copies to the next higher echelon of command.
- (2) When application of postage is contracted, the contracting officer’s representative will ensure that the contractor’s quality of performance meets all requirements of this regulation, DoDI 4525.09, and Military Postal Service Procedures Manual (MPM).
- (3) DoDI 4525.09 designates the OMM position as inherently governmental and, as such, restricts that position from being contracted out.
- (4) Only commissioned, warrant, or noncommissioned officers (E–6 or higher) or DA Civilians (general schedule (GS)–9 or higher) will be appointed as OMMs. This requirement is waived only when the activity concerned has no personnel in the grades specified.
- (5) Avoid frequent changes of OMMs. When changes are necessary, provide enough overlap so that the new OMM becomes thoroughly familiar with the duties before the incumbent departs.
- (6) With the exception of application of postage requirements, tenant activities whose operations are deemed critical to the organization by the head of the activity should meet requirements listed above, if applicable.

b. Official Mail and Distribution Management Program training requirements.

- (1) Secretaries; clerk-typists; personnel producing forms, publications, and periodicals; OMDC personnel; and OMMs will receive training within 4 months after assignment to the installation in the following subjects:
- (a) Private Express Statutes.
 - (b) Material that cannot be mailed.
 - (c) Classification of mail.
 - (d) Special postal services and discounts.
 - (e) International mail requirements.
 - (f) Postage and fees required.
 - (g) Penalties for private use of official mail.

- (h) Protection of mail.
 - (i) Performing mail surveys.
 - (j) Addressing mail.
 - (k) Cost-saving methods to include other methods of communicating and shipping material.
 - (l) Characteristics of suspicious mail and procedures for handling suspicious mail.
- (2) Training objectives will be continuously reinforced by routine distribution of current postal information.
- (3) OMMs and OMDC personnel who determine the amount of postage to be placed on official mail will receive additional formal training on items listed in paragraph 1–8b(1). This requirement can be met through locally developed courses based on technical information available through local USPS officials, attendance at the local and national postal forums conducted by USPS and completing DoD official manager and official mail clerk training course available in the Automated Military Postal System (AMPS) at <https://amps.usps.gov>. Developing and obtaining this training is the responsibility of the installation training element.
- (4) Prior to attending a conference or workshop, the command or agency must determine if the event is a conference or not in accordance with the prevailing Army conference policy (see AR 1–50). If the event is determined to be a conference, the command or agency must obtain conference approval prior to the obligation of any Army appropriated funds.
- c. Official Mail and Distribution Management Program supervision requirements.*
- (1) All OMMs will—
 - (a) Assure that users know when and how to contact their OMM.
 - (b) Supervise mailing procedures.
 - (c) Report any known or suspected misuse of official mail to their supervisor or local law enforcement.
 - (d) Establish controls on postal expenditures to create a cost-effective mail management program.
 - (2) ACOM, ASCC, DRU, MSC, USARC, CONUSA, MUSARC, ARNG (that apply postage), and installation OMMs will—
 - (a) Keep the commander informed on the effectiveness of the OMDMP to include problem areas. They will represent the commander on all postal matters with the command’s personnel, higher commands, and local USPS or MPOs.
 - (b) Supervise the activity’s OMDMP.
 - (c) Annually contact, assist, guide, and discuss mailing requirements with activities which produce forms, publications, and periodicals. A record of these discussions should be kept to make future inspections easier (see para 1–8d for inspections).
 - (d) Analyze the use of postage and initiate procedures for more cost-effective usage.
 - (e) Establish proper control and auditing measures in overseas locations if host country postage is procured and used.
 - (f) Know their USPS account representative and other appropriate USPS officials.
 - (g) Whenever possible, belong to and attend meetings of the local USPS-sponsored Postal Customer Council.
 - (3) Installations or equivalent OMMs will—
 - (a) Inspect incoming mail at least once a week and report deficiencies to the responsible organization.
 - (b) Inspect outgoing mail at least once a week at the final preparation point to ensure proper preparation and to determine which policies and procedures need additional emphasis. Items containing errors or deficiencies in preparation will be returned to the sending organization for correction.
 - (c) Monitor spoiled meter postage instances to reduce their occurrence and to ensure proper disposition.
 - (d) Maintain liaison with appropriate supply and procurement activities to ensure that ordered and stocked postal-related items such as envelopes, cards, and labels meet the requirements of this regulation and the USPS.
 - (e) Order, verify shipments, safeguard, and issue postage stamps when use is authorized.
- d. Official Mail and Distribution Management Program inspections.* To comply with the requirements of AR 11–2 for internal management controls—
- (1) The Army OMM will conduct a survey of ACOM, ASCC, and DRU headquarters official mail operations and those commands that operate or have subordinate elements that operate OMDCs which apply postage at least every 3 years.
 - (2) ACOMs, ASCCs, DRUs, MSCs, USARC, CONUSAs, MUSARCs, ARNG, and intermediate commands will inspect internal headquarters’, subordinate installations’, and activities’ official mail programs and operations every 3 years. Combine inspections with other inspections and staff assistance visits if possible.
 - (3) Installation OMMs will inspect all of the installation and tenant unit/activities official mail handling areas annually and make available for review during staff assistance visits.
 - (4) Use the checklist in AMPS and in DoDI 4525.09 for this purpose. All inspections will be placed in AMPS.

e. Official Mail and Distribution Management Program surveys and tests. Surveys and tests may be required periodically to determine the transit time and the volume of official mail, by class and special postal service, being entered into the USPS. When surveys are directed, the originator provides instructions. Recipients of test mail surveys will return the surveys immediately.

1–9. Official mail in hostile environment or mobilization

a. Under the OMDMP, the area combatant commander (CCDR) is considered the host installation. Army activities in the area of operations will comply with the CCDR instructions for official mail.

b. In the event of limited theater hostilities or general mobilization—

(1) Intratheater mail will continue to be moved using the DoD Official Intratheater Mail procedures (see the MPM).
(2) All mail requiring postage will continue to be posted with postage stamps and postage meters as long as possible before switching to Postage Due Penalty Mail procedures (see the MPM and the DMM).

(3) Postage stamps will be used when OMDCs can no longer use postage meters due to—

(a) Lack of electricity.

(b) Equipment failure.

(c) Inability to reset meters.

(4) Postage Due Penalty Mail will be used on all mail requiring postage when postage meters or stamps cannot be used or are not available. Postage Due Penalty Mail will not be used for mailing of items to next of kin. Official mail from hostile operations areas will not be refused by the receiving OMDC.

c. As such situations stabilize—

(1) Postage stamps will replace Postage Due Penalty Mail as soon as possible and practical.

(2) Postage meter use will be resumed as soon as possible and practical.

d. Disposition of postage stamps.

(1) When use of postage stamps is no longer possible, return existing inventory to host installation.

(2) When capture is imminent, destroy all postage stamps.

e. Certain procedures must occur for emergency disposition of postage meters during hostilities.

(1) If time permits, follow the normal procedures for checking meters out of service and returning the meter to USPS or the manufacturer, as appropriate.

(2) When capture or loss is imminent, destroy the meter, if possible.

(3) Report destruction, capture, or loss to the next higher headquarters. Higher headquarters will, in turn, report this information through command channels to DoD Official Manager, Military Postal Service Agency, 2530 Crystal Drive, Suite 13101, Arlington, VA 22202–3595.

1–10. The Official Mail and Distribution Center organizational pattern

The OMM must have a firm basis upon which to build the OMDMP. Managers may place more responsibility for distribution operations and services upon full-time OMDC staff. The manager also has more flexibility to decentralize certain responsibilities involving outgoing correspondence to the individual action offices preparing the correspondence. When planning the distribution service for an agency, ensure that incoming and outgoing correspondence and mail flow smoothly with a minimum of processing steps.

a. Organize available personnel and facilities.

b. Assign responsibility for operations which includes a minimum of readings, delays, and handling points.

c. Designate mail distribution clerks and messengers. Personnel selected for mail and distribution handling must possess the qualifications indicated in DoDI 4525.09 and paragraph 1–11. Personnel must possess a secret clearance in accordance with AR 380–5.

d. Train mail distribution clerks and messengers.

e. Outside the continental United States official mail operations consolidated within a postal service center (postal service center or MPO) will—

(1) Ensure tenant mail distribution clerks and messengers are appointed as mail orderlies.

(2) Personnel selected for mail and distribution handling must possess the qualifications indicated in paragraph 1–11.

1–11. Employee qualifications

Mail center employees must—

a. Possess a high degree of honesty and be trustworthy.

b. Never been convicted of crimes involving theft.

c. Not have been previously removed for cause from work in a postal, mail, or other communications activity.

- d.* Not have a physical restriction prohibiting duty involving prolonged standing, walking, or lifting weights up to and including the maximum weight of a mail piece up to 70 pounds.
- e.* Possess a valid civilian driver's license when duties may require driving.
- f.* Have an interim secret clearance or be eligible for a secret clearance based on a favorable Tier 3 or National Agency Check with Local Agency and Credit Checks on file. This requirement does not apply to foreign national employees overseas when their duties do not include processing of official registered mail.
- g.* Individuals whose duties require opening or handling of mail which may contain classified material must have a valid secret or interim secret clearance prior to performing those duties.

Chapter 2 Responsibilities

2-1. Assistant Secretary of the Army (Acquisition, Logistics and Technology)

The ASA (ALT) is responsible for contracting and acquisition management policies, policy formulation, procedures, programs, goals, and standards in accordance with Army General Order (AGO) 2020-01.

2-2. Assistant Secretary of the Army (Financial Management and Comptroller)

The ASA (FM&C) is responsible for financial resources management policies, policy formulation, programs, goals, and standards in accordance with AGO 2020-01.

2-3. Chief Information Officer/G-6

The CIO/G-6 will support the DCS, G-1 as necessary to ensure Army compliance with Federal Statutes, Office of Management and Budget, and Office of the Secretary of Defense direction, and other applicable regulatory requirements.

2-4. Chief, National Guard Bureau

The CNGB delegates oversight to the Director, Army National Guard (DARNG). The DARNG will administer official mail management for National Guard units (HQDA table of distribution and allowances) and will be handled in one of the following ways:

- a.* The OMDMP funding for the ARNG units and activities in a Title 32 status currently resides in base operations ARNG installation's funding. The ARNG base operations installation funds will continue to support these requirements.
- b.* If the ARNG is acting in a Title 10 Federal role, it is considered "Active Army" and will be treated as any other Army Title 10 tenant. If it resides on an installation, the installation pays the bill. If the ARNG is in a Title 10 status and resides off post, the Army funds the requirement.
- c.* If an ARNG Title 32 unit resides on post, the ARNG will provide direct fund reimbursement as part of the installation support agreement.
- d.* The ARNG is not required to appoint OMMs below the state level.

2-5. Deputy Chief of Staff, G-1

The DCS, G-1 is the functional proponent of the OMDMP. The DCS, G-1 will—

- a.* Approve exceptions to this regulation.
- b.* Serve as the senior Army policy official for Armywide official mail.
- c.* Provide DA supervision of the execution of the Army OMDMP to include policy formulation, programs, plans, goals, and structures.
- d.* Serve as the principal point of contact with the Office of the Secretary of Defense and other agencies for matters related to the official mail mission.
- e.* On behalf of the DCS, G-1, the DA OMM will execute the OMDMP for the Army.
 - (1) Be the DA point of contact with the Military Postal Service Agency for official mail policy.
 - (2) Develop and recommend policies and procedures for official mail and distribution functions.
 - (3) Provide advice and assistance to ACOMs, ASCCs, and DRUs in administering their official mail programs and resolving issues with local USPS or other authorities when local resolution fails.
- f.* Will establish postal operations policies related to the processing of personal mail.

2-6. Commanders of Army commands, Army service component commands, and direct reporting units that operate official mail and distribution centers that apply postage

Commanders of ACOMs, ASCCs, and DRUS that operate OMDCs that apply postage are responsible for the management, organization, and implementation of the OMDMP at all activities, installations, and military communities assigned to their commands. They will discharge this responsibility by dealing directly with commanders of assigned installations and military communities or by dealing through MSCs. ACOM, ASCC, and DRU commanders will—

- a.* Centrally manage the ACOM, ASCC, or DRU, as applicable, official mail program.
- b.* Ensure that their official mail program supports their primary mission.
- c.* Coordinate command official mail policy and operational matters through their chain of command with the DCS, G-1, U.S. Army Human Resources Command.
- d.* Appoint an OMM for overall program management within the command.
- e.* Fund the official mail program for their command, including their assigned installations and MSCs.
- f.* Provide the training required by DoDI 4525.09 and this regulation to OMMs appointed at the ACOM, ASCC, and DRU levels.
- g.* Ensure appropriate coordination with CCDRs has been made and contingency plans include adequate procedures to support official mail operations in a deployed or contingency environment.

2-7. Commanding General, U.S. Army Training and Doctrine Command

The CG, TRADOC, in addition to ACOM responsibilities outlined in paragraph 2-7, will—

- a.* Designate, within TRADOC, a proponent responsible for Army official mail doctrine, organization, and training.
- b.* Formulate official mail management doctrine for the Army.

2-8. Headquarters, Department of the Army staff element

Each HQDA staff element will appoint an internal activity OMM to manage the official mail and distribution programs within their organizations.

2-9. Senior commanders

Senior commanders, or their delegated garrison commanders, will—

- a.* Centrally manage the installation official mail program.
- b.* Appoint in writing an installation OMM within the garrison as installation OMM for overall program management within the installation, including Department of Defense (DoD) and Army tenant activities.
- c.* Establish a single OMDC on the installation to receive, process, dispatch, and deliver incoming and outgoing official mail and distribution. Unless restricted by the garrison commander for security or other relevant purposes, this does not preclude direct delivery by USPS to the addressee of official mail on the installation if USPS agrees to make such deliveries.
- d.* Provide official mail support to all DoD and Army tenant and satellite activities as a common service function in accordance with DoDI 4000.19.
- e.* Initiate installation service support agreements with all non-Army tenant and satellite activities that the garrison supports in accordance with DoDI 4000.19 and AR 5-9.
- f.* Budget, fund, and execute the official mail program for their installation and all tenant and satellite activities. Users will budget for and pay for postage in accordance with DoDI 4525.09 and DoDI 4000.19 (see DoDI 4000.19 for reimbursement policies).
- g.* Consolidate outgoing mail at a single metering point. There will be only one processing point for application of postage and processing of all nonproduction outgoing official mail on an installation.
- h.* Expend official mail funds in accordance with installation policies and procedures.
- i.* Ensure that units under their command, upon deployment, have the necessary equipment and stamps as required to operate in a contingency or deployed location.
- j.* Provide the training required by DoDI 4525.09, the MPM, and this regulation to the installation and tenant OMMs, newly assigned personnel, and administrative personnel at their installations.
- k.* Ensure that each individual who prescribes, creates, designs, or prepares official pieces for mailing or distribution will comply with this regulation.

2-10. Tenant activity commanders

- a.* Outside the continental United States garrisons that consist of multiple facilities will not be required to maintain an OMDC for collection and metering of mail on each separate facility within the garrison's geographical area. Official mail may be delivered through a military postal facility on each separate facility, if there is an MPO present.

- b.* The installation garrison supports tenant activity commanders. Tenant activity commanders will—
- (1) Appoint a primary OMM and assistant OMM commissioned, warrant, or noncommissioned officers in the grade E-6 or GS-09 or above for official mail management to assist the installation OMM in carrying out official mail duties within the tenant activity.
 - (2) Coordinate official mail requirements with the installation OMM.
 - (3) Ensure that all large mailings are coordinated with the installation OMM.
 - (4) Ensure appropriate coordination with CCDRs has been made and contingency plans include adequate procedures to support official mail operations in a deployed or contingency environment.
 - (5) Ensure funds have been budgeted for reimbursement to the installation for postage expenditures in accordance with DoDI 4000.19.
 - (6) Ensure all OMMs and all official mail personnel complete the OMM training courses in AMPS under the knowledge management tab for training upon selection and annual official mail training provided by the installation official mail manager.
 - (7) Employees that receive professional certifications (for example, GSA official mail courses DA, USPS official mail training, and so forth) will ensure these certifications are added to the users and official mail installations profile in AMPS.
 - (8) ASCC or equivalent levels within the DA official mail reporting chain will review edit or delete OMDC locations listed in AMPS. Additionally, it will be the responsibility of the ASCC, DRU, or equivalent level of authority to manage AMPS OMDC user accounts.

Appendix A

References

Section I

Required Publications

AR 5–9

Installation Agreements (Cited in para 2–9*e*.)

AR 11–2

Managers' Internal Control Program (Cited in title page.)

DA Pam 25–403

Guide to Recordkeeping in the Army (Cited in para 1–5.)

DMM

Domestic Mail Manual (Cited in para 1–7*c*.) (Available at <https://pe.usps.com/>.)

DoDI 4525.09

Military Postal Service (Cited in para 1–8*a*(2).) (Available at <https://www.esd.whs.mil/>.)

PL 94–575

Federal Records Management Amendments (Cited in para 1–6.) (Available at <https://www.congress.gov/>.)

USPS Handbook PO–630

Post Offices Serving Department of Defense Installations (Cited in para 1–7*f*.) (Available at <https://www.usps.com/>.)

USPS Publication 38

Postal Agreement with the Department of Defense (Cited in para 1–7*f*.) (Available at <https://www.usps.com/>.)

USPS Publication 38–A

Guidelines for Providing Postal Services on A Military Installation (Cited in para 1–7*f*.) (Available at <https://www.usps.com/>.)

39 CFR 310

Enforcement of the Private Express Statutes (Cited in para 1–7*a*.) (Available at <https://www.ecfr.gov/>.)

39 CFR 320

Suspension of the Private Express Statutes (Cited in para 1–7*a*.) (Available at <https://www.ecfr.gov/>.)

41 CFR 102–192

Mail management (Cited in para 1–1.) (Available at <https://www.ecfr.gov/>.)

18 USC 1693

Carriage of mail generally (Cited in para 1–7*a*.) (Available <https://uscode.house.gov/>.)

18 USC 1694

Carriage of matter out of mail over post routes (Cited in para 1–7*a*.) (Available <https://uscode.house.gov/>.)

18 USC 1695

Carriage of matter out of mail on vessels (Cited in para 1–7*a*.) (Available <https://uscode.house.gov/>.)

18 USC 1696

Private express for letters and packets (Cited in para 1–7*a*.) (Available <https://uscode.house.gov/>.)

18 USC 1697

Transportation of persons acting as private express (Cited in para 1–7*a*.) (Available <https://uscode.house.gov/>.)

18 USC 1698

Prompt delivery of mail from vessel (Cited in para 1–7*a*.) (Available <https://uscode.house.gov/>.)

18 USC 1699

Certification of delivery from vessel (Cited in para 1–7*a*.) (Available <https://uscode.house.gov/>.)

39 USC Chapter 6

Private Carriage of Letters (Cited in para 1–7*a*.) (Available <https://uscode.house.gov/>.)

39 USC 401

General powers of the Postal Service (Cited in para 1–7a.) (Available <https://uscode.house.gov/>.)

39 USC 404

Specific powers (Cited in para 1–7a.) (Available <https://uscode.house.gov/>.)

Section II**Related Publications**

A related publication is a source of additional information. The user does not have to read a related reference to understand this publication. DoD material is available at <https://www.esd.whs.mil/>.

AGO 2020–01

Assignment of Functions and Responsibilities Within Headquarters, Department of the Army

AR 1–50

Army Conference Policy

AR 25–1

Army Information Technology

AR 25–22

The Army Privacy and Civil Liberties Program

AR 25–30

Army Publishing Program

AR 25–59

Office Symbols

AR 25–400–2

Army Records Management Program

AR 215–1

Military Morale, Welfare, and Recreation Programs and Nonappropriated Fund Instrumentalities

AR 380–5

Army Information Security Program

AR 525–13

Antiterrorism (FOUO)

AR 600–8–3

Postal Operations

DA Pam 600–8

Military Human Resources Management Administrative Procedures

DoDD 5101.11E

DoD Executive Agent for the Military Postal Service (MPS) and Official Mail Program (OMP)

DoDI 4000.19

Support Agreements

DoDI 5200.33

Defense Courier Operations (DCO)

DoDM 5200.01

DoD Information Security Program

DOS 14 FAM 100

Logistics Management Operations (Available at <https://fam.state.gov/>.)

DOS 14 FAM 700

Diplomatic Pouch and Mail Services (Available at <https://fam.state.gov/>.)

MPM

Military Postal Service Procedures Manual (Available at <https://www.army.mil/mpsa#org-manual.>)

USPS Postal Bulletin

USPS Postal Bulletin (Available at [https://www.usps.com/.](https://www.usps.com/))

5 USC 552

Public information; agency rules, opinions, orders, records, and proceedings (Freedom of Information Act) (Available [https://uscode.house.gov/.](https://uscode.house.gov/))

5 USC 552a

Records maintained on individuals (Privacy Act of 1974) (Available [https://uscode.house.gov/.](https://uscode.house.gov/))

Section III**Prescribed Forms**

This section contains no entries.

Section IV**Referenced Forms**

Unless otherwise indicated, DA forms are available on the Army Publishing Directorate website (<https://armypubs.army.mil/>).

DA Form 11–2

Internal Control Evaluation Certification

DA Form 2028

Recommended Changes to Publications and Blank Forms

DA Form 7224–1

Advance Deposit Trust Account (ADTA) Worksheet

DA Form 7224–2

Private Carrier Service Worksheet

Appendix B

Guide to Cost-Effective Mailing

B-1. Addressing mail

Make sure mailing address and address format are correct. Return address is a must. Always use street addresses when available. Use your office symbol as the attention line and ZIP+4 after the state abbreviation.

B-2. Rules for employees

Have personal mail sent to your home, not the office. Comply with ethics and fiscal laws by using personal postage to mail job applications, retirement announcements, greeting cards, personal items, and so forth.

B-3. Tips for cost savings

- a.* When mailing six sheets or less of bond paper, use a letter-size envelope.
- b.* Send correspondence by email or fax whenever appropriate and possible.
- c.* Mail using the lowest postal rate legally possible that meets the required delivery date and security requirements. Check with the OMM for available options.
- d.* When mailing several items to the same address, it is less expensive to place all items in a single envelope than to use multiple envelopes. Check with your OMDC for activities serviced by consolidated mailings.
- e.* Check with your OMDC for activities or agencies within the local area that are serviced by couriers, no postage required. If you need evidence that something was mailed or received, use certificate of mailing or delivery confirmation services whenever possible.
- f.* Limit use of express mail to instances when absolutely necessary.
- g.* Determine if use of other commercial carriers is cheaper for shipments of items not under the Private Express Statutes.
- h.* Review recurring mailings for continued necessity.
- i.* Update mailing lists whenever changes occur.
- j.* Limit use of merchandise return, BRM, and special services such as registered, certified, and insured.
- k.* Use drop-shipments for zone-rated mail when cost effective.
- l.* Ensure USPS “shape-based” pricing is considered when packaging.
- m.* Use packaging provided free of charge by USPS whenever possible.
- n.* Use USPS Priority Flat Rate envelopes and boxes whenever cost effective.
- o.* For additional information and guidance, contact your OMM.

Appendix C

Internal Control Evaluation

C–1. Function

The function covered by this evaluation is the OMDMP.

C–2. Purpose

The purpose of this evaluation is to assist users of this regulation in evaluating the key internal controls listed. It is intended as a guide and does not cover all controls.

C–3. Instructions

Answers must be based on the actual testing of key internal controls (for example, document analysis, direct observation, sampling, and simulation). Answers that indicate deficiencies must be explained and the corrective action identified in supporting documentation. These internal controls must be evaluated at least once every 5 years. Certification that the evaluation has been conducted must be accomplished on DA Form 11–2 (Internal Control Evaluation Certification).

C–4. Test questions

- a. Has an OMM been appointed at the ACOM, ASCC, DRU, and garrison levels for overall program management within the command or installation, as applicable?
- b. Has a single OMDC been established on the installation to receive, process, dispatch, and deliver incoming and outgoing official mail and distribution?
 - (1) Have installation service support agreements been initiated with all non-Army tenant and satellite activities that the garrison supports in accordance with DoDI 4000.19?
 - (2) Is outgoing mail consolidated at a single metering point?
 - (3) Does the OMM ensure that units under their command, upon deployment, have the necessary equipment and stamps as required to operate in a contingency or deployed location?
 - (4) Has the OMM taken steps to ensure that carryover funds for postage meters do not exceed 30 days at the end of the fiscal year?
 - (5) Has the organization developed procedures limiting the use of special services (for example, registered, certified, and so on)?
 - (6) Is outgoing mail properly prepared and not subject to surcharges for size or weight?
 - (7) Are safeguards in place to guard against the loss, misuse, or theft of official mail postage?
 - (8) Are personnel instructed to have personal mail sent to their home and not to their duty station?
 - (9) Are mailings to common addresses consolidated?
 - (10) Are alternatives to hardcopy mailings considered (for example, electronic transfer or fax)?
- c. Has training been provided that is required by DoDI 4525.09, the MPM, and this regulation to the installation and tenant OMMs, newly assigned personnel, and administrative personnel at their installations?
- d. Has a business recovery plan been implemented?
- e. Does each mail center contain a flyaway kit?

C–5. Supersession

This evaluation replaces the evaluation previously published in AR 25–51, dated 20 March 2020.

C–6. Comments

Help make this a better tool for evaluating internal controls. Submit comments to the 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

ACOM

Army command

ADTA

advance deposit trust account

AGO

Army General Order

AMPS

Automated Military Postal System

APO

Army Post Office

AR

Army regulation

ARIMS

Army Records Information Management System

ARNG

Army National Guard

ASA (ALT)

Assistant Secretary of the Army (Acquisition, Logistics and Technology)

ASA (FM&C)

Assistant Secretary of the Army (Financial Management and Comptroller)

ASCC

Army service component command

BRM

business reply mail

CCDR

combatant commander

CFR

Code of Federal Regulations

CG

commanding general

CIO/G-6

Chief Information Officer/G-6

CNGB

Chief, National Guard Bureau

CONUSA

the numbered armies of the Continental United States

DA

Department of the Army

DA Pam

Department of the Army pamphlet

DARNG

Director, Army National Guard

DCS, G-1

Deputy Chief of Staff, G-1

DMM

USPS Domestic Mail Manual

DoD

Department of Defense

DoDD

Department of Defense directive

DoDI

Department of Defense instruction

DoDM

Department of Defense manual

DoS

Department of State

DRU

direct reporting unit

FAM

Foreign Affairs Manual

GS

general schedule

GSA

General Services Administration

HQDA

Headquarters, Department of the Army

MPO

military post office

MRS

merchandise return service

MSC

major subordinate command

MUSARC

major U.S. Army Reserve Command

OMDC

official mail and distribution center

OMDMP

Official Mail and Distribution Management Program

OMM

official mail manager

PL

Public Law

PS

Postal Service

RRS-A

Records Retention Schedule-Army

TRADOC

U.S. Army Training and Doctrine Command

USARC

U.S. Army Reserve Command

USC

United States Code

USPS

United States Postal Service

ZIP

zone improvement plan

Section II**Terms****Action office**

The Army element that takes action on a communication.

Activity

Any DoD organization such as headquarters, agency, depot, or unit.

Appropriated fund postage

Postage paid for with funds appropriated by the United States Congress. The postage must be prepaid.

Business reply mail

A method whereby a business reply permit holder may authorize individuals and organizations outside the Army to send First-Class Mail back to the permit holder and have the postage and fees paid by the permit holder.

Certificate of mailing

A postal service that may be used on any class of mail when proof of mailing is required but proof of delivery is not necessary.

Certified mail

Available only on mailable matter sent at the first-class rate (including Priority Mail). Provides the sender with a mailing receipt and, upon request, electronic verification that an article was delivered or that a delivery attempt was made. USPS maintains a record of delivery (which includes the recipient's signature) for a specified period of time. It is dispatched, handled, and treated in transit as ordinary mail.

Consolidated mail

Two or more pieces of mail placed in one container for direct mailing to a single installation or military community. The OMDC should utilize this method when there is a large volume from one installation or military community to another on a routine basis. This is the most cost-effective method of moving high-volume mail.

Correspondence

Typed, handwritten, printed, or copied material prior to being postmarked or delivered to the USPS or an APO. Correspondence once postmarked by the OMDC is considered official mail. If postage metering equipment is not available, correspondence becomes official mail when transferred to the USPS or an MPO. Correspondence distribution operations include receiving, opening, sorting, distributing, delivering, and picking up of correspondence by messengers.

Correspondence routing guide

Alphabetical listing of subject matter and the action office to which it is to be sent.

Customs declaration

A form that lists the details of goods that are being imported or exported.

Direct accountability

A system for paying actual postage costs through the use of prepaid commercial postage stamps, meters, permits, and other methods that require a statement of mailing. Includes the Official Mail Cost Control Program and the OMDMP.

Distribution formula

A simplified way to distribute material to levels of command by assigning a letter to signify several elements. Normally this is used for internal distribution.

Flat

A flexible rectangular mailpiece that exceeds one of the dimensions for letter-size mail (11 1/2 inches long, 6 1/8 inches high, and 1/4 inch thick) but that does not exceed the maximum dimension for the mail processing category (15 inches long, 12 inches high, and 3/4 inch thick). Dimensions are different for periodicals automation rate flat-size mail. Flat-size mail may be unwrapped, sleeved, wrapped, or enveloped.

Indicia

Imprint used on mail to denote payment of postage.

Installation official mail manager

An employee of the garrison in the grade of E-6 or above or GS-09 or above appointed in writing as the installation OMM to oversee and manage the official mail operations of the installation. This employee can be but is not necessarily the installation OMDC supervisor who is responsible for the day-to-day operation of the OMDC and direct supervision of the OMDC employees. If the installation OMDC is contracted, the installation OMM should be the contracting officer's representative.

Insured mail

A service that provides indemnity coverage for a lost, rifled, or damaged article, subject to the standards for the service and payment of the applicable fee. Insurance is available for merchandise sent as First-Class Mail, Priority Mail Express, Priority Mail, First-Class package service - retail, and USPS Retail Ground. Claims cannot be filed against USPS by the Army for payment to the Army for insured items lost, rifled, or damaged. It provides a receipt to the sender and a record of delivery at the post office of delivery is kept for numbered insured but not minimum fee insured items.

International mail

Mail addressed to an address in another country (non-MPO and non-APO addresses).

Letter-size mail

Mail which is at least 3 1/2 inches by 5 inches by 0.007 inches thick and not larger than 6 1/8 inches by 11 1/2 inches by 1/4 inch thick.

Library rate

A subclass of package services for items sent to or from or exchanged between academic institutions, public libraries, museums, and other authorized organizations. This is a congressionally subsidized rate and is not authorized for use by DoD activities.

Mail control operations

The receipt, control, and preparation of items for distribution with special handling required.

Mail control section

That portion of an OMDC responsible for mail control operations.

Markings

Inscriptions placed on pieces of mail to denote a mail class or special postal service.

Merchandise return service

A special service whereby an authorized company provides a customer with a special mailing tag or label to return a shipment without postage prepayment. The company pays the return postage. Compare with BRM.

Metered mail

Any piece of mail with postage printed by a USPS-approved postage meter or personal computer postage system.

Military post office

U.S. post office operated by the DoD.

Mixed classes of mail

Two or more classes of mail combined in one package. Postage is charged at the higher class rate.

Official business reply mail

BRM pertaining exclusively to the business of the U.S. Government that is mailed using USPS-issued commercial permits.

Official mail

Pertains solely to the business of the U.S. Government. Postage and fees are paid with appropriated funds. Official mail is addressed material in the custody of the USPS or MPO before delivery to, or after receipt from, or having been postmarked by an OMDC.

Official mail policies

The USPS will be used only when it is the least costly transportation method which will meet the required delivery date, security, accountability, and Private Express Statute requirements. When mailed, official matter will move at the lowest postage rate that meets the required delivery date, security, and accountability requirements. Official matter becomes official mail when it is postmarked by a distribution center or is placed under USPS control, whichever occurs first. Official matter ceases to be official mail when control passes from USPS or its representatives to the OMDC of the addressee.

Official matter

Any item belonging to or exclusively pertaining to the business of the U.S. Government.

Registered mail

The most secure service USPS offers. Incorporates a system of receipts from the point of acceptance to delivery.

Standard mail

A class of mail that weighs less than 16 ounces. Comprises the subclasses of regular standard mail, nonprofit standard mail, enhanced carrier route standard mail, and nonprofit enhanced carrier route standard mail. These subclasses include circulars, printed matter, pamphlets, catalogs, newsletters, direct mail, and merchandise. Standard mail may be sent at enhanced carrier route, automation, nonautomation, and not flat-machinable rates.

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