CHAPTER 13

OFFICIAL MAIL

Official mail is any letter, publication, parcel or other mailable item relating exclusively to the business of the U.S. Government, and mailed as penalty mail or mail on which postage and fees have been prepaid.

Penalty mail is official mail on which postage and fees are paid by either a penalty metered indicia, penalty permit indicia, penalty mail stamps, penalty business reply and merchandise return indicia, or standard penalty indicia. Penalty postage is paid for after mailing versus prepaid postage paid for when obtained.

Navy commands use commercial postage meters (see figure 13-1), commercial postage stamps, or computer generated postage to prepay postage on letters, flats, publications, or parcels, etc.

NAVY OFFICIAL MAIL COST CONTROL PROGRAM (NOMCCP)

Learning Objective: *Recall the procedures for establishing and managing a command official mail cost control program (OMCCP), including accountability requirements and treatment of official mail.*

The NOMCCP, the Navy's program to reduce postage costs is not new, and all Postal Clerks are involved to some extent in official mailings and, therefore, should have knowledge of this program.

Before the NOMCCP there was no requirement to put postage on outgoing official mail. Each DOD component had a unique code to identify mailings from their activities. This code was preprinted in the upper right-hand corner of envelopes and mailing labels. To receive reimbursement for handling and transporting mail originating at DOD activities, the USPS conducted periodic samplings of government mail. Based on this sampling system, each DOD component headquarters received a postage bill. Because commanders and commanding officers were not paying for postage out of their operating funds there was little interest in reducing costs.

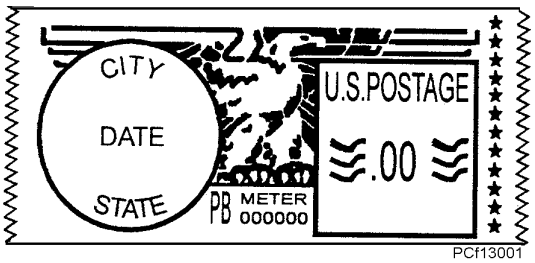


Figure 13-1.—An example of a postage meter tape.

From 1988 to 1994 the Navy used penalty postage and meters to account for postage for official mailings with the postage bill for the entire Navy paid for by the Chief of Naval Operations. In October of 1994, the Navy converted to commercial postage and payment for postage was decentralized down to the user level. Positive accountability and control of the NOMCCP was then achieved by requiring host installations to budget for their postage expenditures (pay as they go) and by monitoring or surveying outgoing and incoming official mail for proper preparation and correct postage. This positive accountability and control is achieved by making sure each command has an Official Mail Cost Control Program (OMCCP) and an appointed official mail manager (OMM) to provide oversight of the program.

The overall goal of the NOMCCP is to reduce official mail costs. This is accomplished through cost-effective use of the USPS, DOD Official Intra-Theater Mail, guard mail, and alternate carriers such as Federal Express, or United Parcel Service. Consolidating mail to as many locations as possible is another way in which the Navy has reduced postage costs.

The DOD Official Mail Manual, DOD 4525.8-M, which is supplemented by the Navy Official Mail Management Instruction, OPNAVINST 5218.7, provides the necessary guidelines for Navy commands to establish a viable official mail cost control program.

Every Navy command must have a command OMCCP to review mailing practices. The purpose of this program is to ensure official mailings are prepared and processed efficiently, in a timely manner, and at the least cost based on mission needs as directed by:

- USPS regulations.

- *Navy Official Mail Management Instruction*, OPNAVINST 5218.7, supplements policies and procedures outlined in the *DOD Official Mail Manual* and emphasizes the use of the class of mail, and special and supplemental postal services that meet the security, accountability, and delivery requirements of the material being shipped at the most economical cost to the Government.

- *DOD Official Mail Manual*, DOD 4525.8-M, provides information and guidelines for implementing the DOD OMCCP. This manual also explains control and safeguard procedures for postage meters and postage stamps.

- Command Standard Operating Procedures (SOP) for official mail.

Other publications and related items used in the official mail program are:

- USPS *Domestic Mail Manual* (DMM). The DMM is the primary USPS manual used in mail operations. It contains regulations of direct interest to mailers such as postage rates, mail classifications, and mail preparation guidelines. It must be used at each official mail acceptance site. The activity's OMM and host commander's activity OMM also must have access to a DMM.

- USPS *International Mail Manual* (IMM). The IMM contains regulations, classifications, and other guidelines for mailing between the United States and foreign countries. This publication is only required where international mail is frequently accepted.

- USPS *Postal Bulletin*. This bi-weekly publication provides updates to the DMM and IMM, as well as other information on mail-related items.

- *Postage Rates and Fees*, USPS Poster 123-L or 123-S. These posters are used at each location where domestic postage rates are calculated.

- *International Rates and Fees*, USPS Poster 51. This poster is used at each location where international postage rates are calculated.

- Postal Zone Chart. This chart lists the zones in which the various ZIP Codes are located in relation to your local mailing address. Use this chart at each location where postage rates are calculated.

When the publications and instructions mentioned are on hand at the official mail acceptance site, operating and control procedures can than be established to make sure official mail is quickly delivered, processed, and dispatched correctly. An official mail program must also include proper safeguards and security controls to prevent the depredation of official mail or the compromise of any classified material. Guidance on these issues is contained in DOD 4525.8-M and OPNAVINST 5218.7.

In addition to required publications, instructions, and notices, your command's official mail acceptance site will need (depending on the size and scope of the operation) either a 16-ounce, 4 pound, and/or a 70-pound mechanical or electronic scale(s). This equipment is used to weigh articles to determine the amount of postage required on outgoing official mail.

Be aware of unauthorized uses of official mail. Make sure you notify the OMM of all incidents of unexplained missing, misdirected, or delayed official mail.

APPOINTMENT OF OFFICIAL MAIL MANAGERS (OMMS)

Installations, activities, and staff elements must appoint OMMs. Commanders may appoint assistant OMMs to perform the OMM duties when the OMM is absent. The OMM appointment may be a collateral duty assignment. The commander must make the appointment by official letter. Include the appointee's official address, e-mail address, and telephone number in the letter. Distribute copies as follows:

- Staff element OMMs, send copies to their command OMM.

- Command OMMs, send copies to their next higher command's OMM.

- Tenant command OMMs, send copies to their host installation OMM.

OMMs must be an E-6 or above, or a DOD civilian GS-6 or higher. This requirement is waived only when the command concerned has no personnel in the grades specified.

DIRECT ACCOUNTABILITY

Direct accountability is a term with which everyone in the Navy is familiar. The Navy, like all the other branches of the military services, is directly

responsible for controlling, managing, and accounting for each postal dollar spent. The Navy's annual postage costs for official mailings is approximately 25 million dollars; and since postage rates continue to rise and will in the future, you can see why tight control is a must.

The success of a command Official Mail Cost Control Program requires the support, cooperation, and sometimes the technical expertise of a Navy Postal Clerk.

TREATMENT OF OFFICIAL MAIL

Official mail must conform to the weight, size, and shape requirements for the class of mail being used. All official mail must be treated as First-Class Mail, unless endorsed for a lower class. EXCEPTION: Pieces exceeding the weight limits of First-Class Mail must be treated as Standard Mail (B) unless endorsed PRIORITY. Refer to Module R of the DMM for weight restrictions. Official mail endorsed to indicate a special mail service must be given the service indicated. Official mail sent to International addresses must conform to the size and weight limits and restrictions of the country to which addressed. A return address is required on all official mail. The words "DEPARTMENT OF THE NAVY" must be above the return address, and the words "OFFICIAL BUSINESS" below the return address. All addresses and return addresses must have a ZIP + 4 Code.

SPECIAL MAIL SERVICES

The Department of the Navy has placed certain limitations on the use of special mail services and the transmission of official mail as follows:

Registered mail should be used only for the transmission of the following types of materials:

- Classified material as required by DODINST 5200.1-R.
- Service records, medical records, and records of courts-martial.
- High-value items that are one-of-a-kind, irreplaceable, sensitive, controlled, rare or pilferable, and items having a replacement value in excess of $20,000.
- Mailable shipments of government owned firearms.*
- Criminal investigation evidence.
- Cash, original vouchers (disbursement and collection), and voided or cancelled checks.
- Commercial transportation tickets, boarding passes, and Air Mobility Command authorizations.
- Environmental samples.*
- Notification of radiation exposure.*
- Miling former evidence to its owner.*
- Mobilization preassignment orders to International addresses where this service is authorized.*
- Items required by law, regulation, or other government agency rules with which the Navy must comply.

*** Use of a USPS Return Receipt is authorized for these items.**

Insured mail will be used only for:

- Motion pictures sent from or to the Navy Motion Picture Exchange command.
- For accountability reasons when proof of delivery is required for valuable administrative or logistical equipment, supplies, and printed matter.
- To return borrowed library books and similar items when required by the non-DOD lender.

No other special service will be used in conjunction with insured mail. Mail being sent registered or certified will not be insured.

Certified mail will be used only for:

- Confidential material to facilities cleared for access to classified information under the DOD Industrial Security Program or to any non-DOD agency of the Executive Branch.
- Letters to establishments being declared "off limits."
- Adverse enlisted and officer efficiency reports and other similar actions.
- Controlled test material.
- Instructional material marked "For Faculty Use Only."
- Items requiring shipment by Priority Mail when the certified fee is less than the fee for other services which provide proof of delivery.

- Equal employment opportunity case material mailed to complainants and their representatives.
- Reduction in force notices sent to civilian employees on authorized absence.
- Final decisions of a contracting officer issued under the dispute clause of a government contract.
- Show cause or cure notices issued under the default clause of a government contract.
- Any other communication for which receipt is essential to create or preserve rights granted to the United States under a government contract.
- Debarment letters.
- Delayed entry packages.
- Summonses and subpoenas.
- Adverse personnel actions for military and civilian personnel.
- Illegally held identification cards.
- Traffic or driving violations.
- Letters of revocation or suspension of installation driving privileges.
- Dishonored checks (not applicable to non-appropriated fund instrumentality's).
- Questions to injured persons.
- Records of trial for all Special and General Courts Martial.
- Decisions of the courts of military review.
- Officer elimination cases.
- Any other communication; receipt of which is essential to create or preserve the rights granted to the U.S. Government in connection with criminal proceedings.

* **Use of a USPS Return Receipt is authorized for these items.**

Return receipts will be used only when:

- Proof of delivery of official mail to a non-government addressee is required. If proof of delivery to another government agency is required, an internal receipt, OPNAV Form 5511/10, Record of Receipt (see figure 13-2) will be used and the addressee will be instructed to acknowledge receipt of the mailing by completing the form and returning it immediately.

OPNAV 5511/10 (Rev 12-89)
S/N 0107-LF-008-8000

RECORD OF RECEIPT
(REFERENCE OPNAVINST 5510.1H)

THIS RECEIPT MUST BE SIGNED AND RETURNED

ORIGINATOR'S CODE	FILE OR SERIAL NO.	DATE OF MATERIAL	UNCLASSIFIED DESCRIPTION	COPY NO.	NO. OF ENCLS TO MAT'L RCD

ADDRESSEE (Activity Receiving Material)

REGISTERED NUMBER

SIGNATURE (Authorized Receipt)

DATE

PCf13002

Figure 13-2.——An example of an OPNAV Form 5511/10.

- Required by law, regulation, or the rules of another government agency with which the Navy must comply.

EXPRESS MAIL

Express Mail is the class of mail afforded the highest priority in handling and provides highly reliable service. Express Mail shall be used only when it is the most cost-effective way to accomplish a mission within time, security, and accountability constraints. It shall not be used:

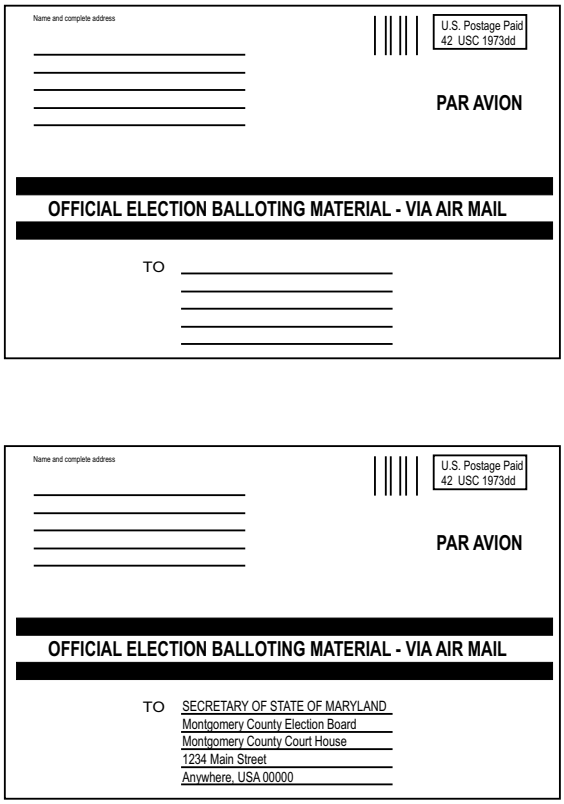
- To respond to directed actions or requests for information unless using it is the only way to meet a short suspense.
- For the purpose of correcting administrative oversights such as a late suspense when adequate time existed to meet a deadline.
- On days before weekends or holidays unless the sender has verified, someone will be available to accept the item being sent and work on it during the weekend or holiday.

MILITARY ORDINARY MAIL

Military Ordinary Mail (MOM) is official mail sent at the Periodicals or Standard Mail postage rates that requires faster service than sealift transportation to overseas MPO areas. MOM service is not available on articles mailed in and addressed for delivery in the United States. MOM service provides for the airlift of those official articles that qualify for and are endorsed MOM. The MOM endorsement will be in addition to any other endorsements on the article and will be placed on the address side of the article.

BALLOTING MATERIALS

Another type of official mail that you may handle is absentee balloting material (see figure 13-3). Members of the military services on active duty, and DOD civilian personnel and their dependents use these materials. Other U.S. citizen civilian personnel in a foreign country may also deposit balloting material at MPOs even though they may not be authorized other postal privileges. All printing on balloting material is printed in red for easy identification. Postage will not be placed on these mailings. All balloting material will be postmarked with a cancellation device to show date of mailing.



PCf13003

Figure 13-3.—Examples of balloting materials.

USPS PENALTY MAIL

The USPS, like DOD, also has a form of official mail accounting system called penalty mail. Also like the DOD, the USPS is responsible for the control, management, and payment of postage for their program. MPOs are authorized to use USPS penalty mail when sending USPS business items or correspondence such as money order business reports, stamp requisitions, or claims and inquiry forms between USPS and MPS offices. Postage will not be placed on USPS penalty mail.

DOD OFFICIAL INTRA-THEATER MAIL

The DOD intra-theater mail service permits all overseas (OCONUS) activities to send correspondence and materials to other APOs/FPOs within the same geographical area at no cost to the government.

Special services can be used on DOD Official Intra-Theater Mail with the same restrictions as other mail. However DOD Official Intra-Theater mail must never be allowed to enter USPS or international mail systems.

Ships and embarked mobile units deployed within a particular theater (for example, Pacific, European, and North Atlantic) are eligible to use this service for the duration of their stay. Items that become undeliverable for ships that have departed for CONUS must not be forwarded for delivery through the USPS but should be returned to the sender.

All privileges, requirements, and priorities applicable to items in the MPS apply to DOD Official Intra-Theater Mail. This includes protection and security against theft and depredation, adherence to service standards, protection from unauthorized search and seizure procedures, and compliance with customs requirements.

Q13-1. What is the definition of official mail?

Q13-2. What is the overall goal of the Navy official mail cost control program?

Q13-3. A command OMM must be an active duty military or DOD civilian of what grade?

Q13-4. Official mail exceeding First-Class Mail weight limits with no endorsements must be treated as what class of mail?

Q13-5. Under what circumstances may official mail be sent as Express Mail?

Q13-6. Balloting material is printed in what color for easy identification?

Q13-7. What is the name of official mail used by the USPS?

Q13-8. When would your MPO use USPS penalty mail?

Q13-9. When will USPS penalty mail also have postage applied?

Now turn to appendix 1 to check your answers.

OBTAINING AND ACCOUNTING FOR POSTAGE

Learning Objective: *Recall the procedures for obtaining postage stamps, computer-generated postage, and postage meters; and their accounting procedures.*

The size of your unit or command will determine the type of postage used (postage stamps or computer-generated postage, or postage meter machine) and the type of accounting procedures you will use. If you are assigned aboard a CVN, your command will probably have a postage meter with a small amount of postage stamps for back up if only one meter is onboard. If you are assigned aboard a DDG, your command will probably use postage stamps or computer-generated postage for all official mailings.

POSTAGE STAMPS

Postage stamps are used by small volume mailers throughout the Navy. Small volume mailers most likely have an outgoing official mail volume too low to justify having postage metering equipment.

Shore activities without a second (backup) postage metering system may maintain a 10-day emergency supply of postage stamps. The emergency supply of stamps is used when metering equipment is not operational.

Deployable units may maintain a 30-day stock of postage stamps for use when deployed to areas without metering equipment. Small volume mailers must not exceed a 90-day supply of postage stamps. The command OMM must closely control postage stamps.

Stamp requisitions are submitted on PS Form 17, Stamp Requisition, to the serving MPO or civilian post office by the command OMM. Only those denominations necessary to conduct official mail business should be ordered. Check all arithmetic to make certain PS Form 17 is correct and ensure all entries are legible on all copies of the form.

The command OMM is responsible for ensuring the command has enough postage for official mailings. The procedure for obtaining funds to purchase postage stamps is as follows:

- The OMM and one alternate will file a Signature Card, DD Form 577 (see figure 13-4) with the command disbursing officer. This card authorizes the OMM to accept checks made payable to the applicable postmaster.
- The OMM prepares Standard Form 1034, Public Voucher for Purchase and Services Other Than Personal, (see figure 13-5) and submits it to the comptroller. This form describes in detail the postal services to be procured.
- The disbursing officer will prepare a Treasury check made payable to the applicable postmaster.
- The OMM or alternate picks up the Treasury check from the disbursing officer, mails or delivers it to the serving post office, and obtains a

receipt from a USPS or Navy postal representative.

- The OMM certifies on the signed post office receipt that the requested service has been received and delivers it to the comptroller.
- The comptroller attaches the post office receipt to the retained copy of the SF 1034 to serve as the receiving report.

Once postage stamps are received from the serving post office they should be logged on PS Form 3295. A PS Form 3295 should be maintained for each denomination of postage stamps and stamped paper used aboard ship, at official mail centers, or other locations where official mail is accepted. When stamps are received or issued, ensure that you make the appropriate entry on PS Form 3295 so you always have an accurate count of the postage remaining on hand.

Daily Stamp Usage Worksheet

Official mail acceptance sites will use a variety of postage stamps and stamped paper. To aid in the daily recap of postage used, a Daily Stamp Usage Worksheet must be maintained (see figure 13-6). This worksheet is broken down into three columns. The first column is for applying a tick mark beside the denomination of stamps listed when one is used. The second column lists the different denominations of stamps that an official mail acceptance site would use. The third column is for totaling the amount of each type of postage used at the end of the workday. At the end of the workday, the figures from the worksheet for each denomination of stamp stock used will be recorded on PS Form 3295 (Daily Record of Stamps, Stamped Paper and Nonpostal Stamps on Hand).

This worksheet is a required form and must be completed daily and retained until after the monthly audit. The form can be locally reproduced.

Audits

Postage stamp stock used for official mail, like fixed credit accounts issued by the NPFO or a PFO must be audited monthly by the command monies audit board. The audit should be performed by two or more members of the board following the same basic guidelines as for a fixed credit account.

The auditors should use an Official Stamp Audit form, NAVSUP Form 5218/2 (see figure 13-7). This form can be locally reproduced or downloaded from the Naval Logistics Library (NLL) located on the NAVSUP website. The auditors must do a complete audit of all postage stamps and stamped paper on hand by entering the quantity and value of each item in the appropriate columns. The total value of all postage counted should be entered in the Total Value of Stamps On Hand block.

1. NAME *(Type or print)*	2. PAY GRADE	3. DATE
4. OFFICIAL ADDRESS		
5. SIGNATURE		
6. TYPE OF DOCUMENT OR PURPOSE FOR WHICH AUTHORIZED		
THE ABOVE IS THE SIGNATURE OF THE AUTHORIZED INDIVIDUAL		
7. NAME AND GRADE OF COMMANDING OFFICER *(Type or print)*		8. PAY GRADE
9. SIGNATURE OF COMMANDING OFFICER		

DD Form 577, MAY 88 — *Previous edition may be used until exhausted* — SIGNATURE CARD

PCf13004

Figure 13-4.—An example of a DD Form 577.

Standard Form 1034
Revised October 1987
Department of the Treasury
1 TFM 4-2000

PUBLIC VOUCHER FOR PURCHASES AND SERVICES OTHER THAN PERSONAL

VOUCHER NO.

U.S. DEPARTMENT, BUREAU, OR ESTABLISHMENT AND LOCATION

DATE VOUCHER PREPARED

SCHEDULE NO.

CONTRACT NUMBER AND DATE

PAID BY

REQUISITION NUMBER AND DATE

PAYEE'S NAME AND ADDRESS

DATE INVOICE RECEIVED

DISCOUNT TERMS

PAYEE'S ACCOUNT NUMBER

SHIPPED FROM | TO | WEIGHT

GOVERNMENT B/L NUMBER

NUMBER AND DATE OF ORDER	DATE OF DELIVERY OR SERVICE	ARTICLES OR SERVICES *(Enter description, item number of contract or Federal supply schedule, and other information deemed necessary)*	QUANTITY	UNIT PRICE COST	UNIT PRICE PER	AMOUNT (1)

(Use continuation sheet(s) if necessary) **(Payee must NOT use the space below)** **TOTAL**

PAYMENT:
- ☐ PROVISIONAL
- ☐ COMPLETE
- ☐ PARTIAL
- ☐ FINAL
- ☐ PROGRESS
- ☐ ADVANCE

APPROVED FOR = $

EXCHANGE RATE = $1.00

DIFFERENCES

BY 2

Amount verified; correct for

TITLE

(Signature or initials)

Pursuant to authority vested in me, I certify that this voucher is correct and proper for payment.

(Date) *(Authorized Certifying Officer)* 2 *(Title)*

ACCOUNTING CLASSIFICATION

PAID BY

CHECK NUMBER ON ACCOUNT OF U.S. TREASURY

CHECK NUMBER ON *(Name of bank)*

CASH $ DATE

PAYEE 3

1 When stated in foreign currency, insert name of currency.
2 If the ability to certify and authority to approve are combined in one person, one signature only is necessary; otherwise the approving officer will sign in the space provided, over his official title.
3 When a voucher is receipted in the name of a company or corporation, the name of the person writing the company or corporate name, as well as the capacity in which he signs, must appear. For example: "John Doe Company, per John

PER

TITLE

Previous edition usable.

NSN 7540-00-900-2234

PRIVACY ACT STATEMENT

The information requested on this form is required under the provisions of 31 U.S.C. 82b and 82c, for the purpose of disbursing Federal money. The information requested is to identify the particular creditor and the amounts to be paid. Failure to furnish this information will hinder discharge of the payment obligation.

PCf13005

Figure 13-5.—An example of an SF 1034.

Next, the auditors will enter the following on the audit form:

- Stamps on hand as of the last monthly audit.
- Stamps purchased since last audit (+).
- Sub Total (=).
- Stamps issued (-).
- Total (=).
- Total value of stamps on hand.
- Difference.

To complete the form, both auditors will sign and date the audit sheet. The audit sheet will be filed in the official mail files and retained for 2 years.

COMPUTER-GENERATED POSTAGE

Some Navy commands with small volumes of outgoing official mail are using computer-generated postage instead of postage stamps. This e-commerce method of obtaining postage allows users to print postage 24 hours a day 7 days a week from a personal computer.

DAILY STAMP USAGE WORKSHEET		
Quantity (Tick) Block	**Denomination**	**Total Amount Used**
	.01	
	.02	
	.03	
	.04	
	.05	
	.10	
	.20	
	.22	
	.25	
	.33	
	.50	
	.55	
	.77	
	1.00	
	2.00	
	3.20	
	5.00	
	No. 10 Envelope .40	
	Grand Total	
Note: Maintain this worksheet on file until AFTER the next monthly audit is completed.		

Figure 13-6.—An example of a Daily Stamp Usage Worksheet.

This method of mailing official business items costs less than postage meters, and eliminates the need for postage stamps with related detailed record keeping and monthly audit requirements.

Commands who desire to use computer-generated postage must obtain a meter license from the USPS. The meter license is requested at the same time the user purchases the software and other products required to use computer-generated postage.

When an account is established and all software and other necessary products installed, the command desiring to use computer-generated postage must purchase postage from the USPS through the vendor via the Internet. At the time this manual was written the maximum amount of postage authorized to be purchased was $2,500. There is a surcharge to download postage. Payment for postage is made by the command's impact Visa card.

After postage is available, items can be mailed by printing postage directly on envelopes, labels, or documents. Articles can be mailed First-Class, Priority, Express Mail, or Standard Mail (B).

OFFICIAL STAMP AUDIT		ACTIVITY
DENOMINATION OF STAMP	NUMBER OF STAMPS ON HAND	VALUE OF STAMPS ON HAND
.01		
.02		
.03		
.04		
.05		
.20		
.22		
.33		
.55		
.77		
1.00		
2.00		
3.20		
pn5.00		
No. 10 Envelope (.40) (each)		
.33 Cent Coils		
TOTAL VALUE OF STAMPS ON HAND		
STAMPS ON HAND AS OF THE LAST MONTHLY AUDIT		
STAMPS PURCHASED SINCE LAST AUDIT(+)		
SUB TOTAL(=)		
STAMPS ISSUED(-)		
TOTAL(=)		
TOTAL VALUE OF STAMPS ON HAND		
DIFFERENCE		
AUDITOR'S TYPED OR PRINTEDNAME AND SIGNATURE		**DATE**

NAVSUP Form 5218/2 (Rev 11-99)

Figure 13-7.—An example of an Official Stamp Audit sheet.

POSTAGE METERS

Postage meters provide a means of achieving positive accountability by imprinting the exact amount of postage paid directly on an envelope, or on a postage meter tape that is affixed to the mailing piece. The meter records the value of postage paid on official mailings.

Postage meters may not be owned, but must be leased from an authorized manufacturer. A license is required from the USPS before a postage meter can be leased to a command. The license identifies the civil or MPO where the postage meter is registered and the location and the model number of the meter.

Navy commands using postage meters are required to use the Computerized Remote Postage Meter Resetting System (CMRS). CMRS allows Navy mail centers and other postage metering sites (to include Navy ships) to add postage to their electronic or digital meters over the phone.

To establish a CMRS account, the command OMM contacts their local meter manufacturer's representative and explains the command's desire to establish a CMRS account. The meter manufacturer will establish the account and provide a 1-800 number for purposes of adding postage on the meter.

Deposits of funds to CMRS accounts must be done by electronic funds transfer (EFT). To arrange for deposits by EFT, the command comptroller or other finance personnel completes Standard Form (SF) 1034, Public Voucher for Purchases and Services Other Than Personal, and submits the form to their servicing Defense Finance and Accounting Service (DFAS). The serving DFAS will make the EFT deposit to the CMRS account.

When additional postage is required to be set on postage meters, the command OMM calls the meter manufacturer's 1-800 number. Postage is initially set on the meter, and then the meter reset each quarter for the estimated amount of postage to be used during the quarter. Because CMRS meters electronically record meter register readings, commands are not required to manually record daily ascending and descending readings. System-generated reports received from the meter vendor after transactions are made can serve as a substitute for manual records and must be available for review by the command OMM and by inspectors.

POSTAGE METERING SYSTEMS

Postage-metering systems consist of a mailing machine, electronic scale, an electronic interface between scale, an accumulator, and the postage meter. All components except the postage meter may be purchased, leased, or leased with an option to purchase. The postage meter must be leased.

The electronic scale in most cases weighs mail in 1/2-ounce increments up to 70 pounds. It computes the required postage electronically. The interface sends the required postage electronically to the metering and mailing machine. Then the interface either prints the meter imprint directly on the envelope or produces a tape with the meter imprint on it.

The accumulator is a piece of electronic accounting equipment that is connected to the scale. It records all mailings, and each command, tenant activity, department, division, or office can be assigned a separate account number. The operator can print out information gathered in the accumulator for management use in analyzing and controlling official postage costs.

INSPECTIONS

Adherence to official mail management regulations, policies, and procedures is accomplished under the control of the *Navy Command Inspection Program*, SECNAVINST 5040.3.

Component headquarters, MACOMs, and intermediate commands must conduct internal headquarters OMM inspections at least once a year. Inspections of subordinate installations and activities must be conducted at least every 3 years. These inspections can be combined with other inspections and staff assistance visits.

Installation or equivalent OMMs will annually inspect all staff activities, subordinate activities, and tenant activities. These inspection reports will be made available for review during MACOM and Inspector General inspections and staff assistance visits. Staff, subordinate, and tenant activities must keep all previous inspection reports on file for a period of 3 years.

CHECKLIST

The Official Mail Manager's Inspection Checklist, NAVSUP Form 5218, provided in OPNAVINST 5218.7, is used for inspections (see figure 13-8.) Local

OFFICIAL MAIL MANAGERS INSPECTION CHECKLIST

For use of this form, see OPNAV 5218.7B. *The proponent agency is Naval Supply Systems Command.*

A. DATE

B. TO (Inspected Activity)

C. FROM *(Inspecting Activity)*

INSTRUCTIONS

Mark an "X" in "YES" or "NO" column for each item. If item is not applicable, mark "NA" in "YES" column.
References apply to OPNAV 5218.7B and DOD 4525.8-M

ITEM	YES	NO	ITEM	YES	NO
1. Is OPNAVINST 5218.7B available ?			18. Are all business reply items prepared per Ch3, Para M1a and b of DOD 4525.8-M?		
2. Is a current copy of DOD 4525.8-M available?			19. Do permit imprint format and contents comply with Ch3, Para R1 of DOD 4525.8-M?		
3. Does the command OMM have a current copy of all publications required by Ch1, Para D of DOD 4525.8-M?			20. Are postage stamp inventories maintained IAW Ch5, Para B1 of DOD 4525.8-M		
4. Does each meter location have a current copy of all publications required by Ch1, Para D of DOD 4525.8-M?			21. Are postage stamps ordered per Ch5, Para B2 of DOD 4525.8-M?		
5. Is official mail being transported at the lowest cost to the DON per Ch2, Para B1 and 2 of DOD 4525.8-M?			22. Are postage stamps secured per Ch5, Para B3 of DOD 4525.8-M?		
6. Is unauthorized use of official mail reported per Ch2, Para B8 and Ch3 Para Q of DOD 4525.8-M?			23. Are valid USPS postage meter licenses on hand as required by Ch5, Para C1 OF DOD 4525.8-M?		
7. Are all OMMs appointed in writing in accordance with Ch2, Para C1a of DOD 4525.8-M?			24. Have expired USPS postage meter licenses been canceled per Ch5, Para C1 of DOD 4525.8-M?		
8. Are OMM appointments on file as required by Ch2, Para C1a of DOD 4525.8-M?			25. Are metering locations posting daily meter readings to PS Form 3602-A per Ch5, Para C.3 of DOD 4525.8-M?		
9. Are OMMs carrying out their training and supervisory requirements as required by Ch2, Para C2 and 3 of DOD 4525.8-M?			26. Are USPS Forms 3603 (Receipt for Postage Meter Settings) on file per Ch5, Para C.3 of DOD 4525.8-M?		
10. Is Official mail monitored in compliance with Ch2, Para C3b of DOD 4525.8-M?			27. Are refunds for spoiled postage submitted per Ch5, Para C6 of DOD 4525.8-M?		
11. Are OMMCCP inspections conducted as required by Ch2, Para C4 of DOD 4525.8-M?			28. Is the record of postage use being analyzed per Ch5, Para C6 of DOD 4525.8-M?		
12. Is maximum use being made of consolidated mailings per Para 9b of OPNAVINST 5218.7B, and Ch3 Para C of DOD 4525.8-M?			29. Are postage meters secured per Ch5, Para C9 of DOD 4525.8-M?		
13. Are consolidated mailings prepared per Ch3, Para C of DOD 4525.8-M?			30. Are postage meter keys secured per Ch5, Para C9 of DOD 4525.8-M?		
14. Are consolidated mailings dispatched daily, per Para 15d2 of OPNAVINST 5218.7B?			31. Is the postage metering equipment accounted for per Ch5, Para C10 of DOD 4525.8-M?		
15. Is mail being marked with the correct class of mail per Ch3, Para G of DOD 4525.8-M?			32. Do postage meter supplies meet requirements of Ch5, Para C11 of DOD 4525.8-M?		
16. Are special mail services being selected per Para 10 of OPNAVINST 5218.7B and Ch3, Para 1 of DOD 4525.8-M?			33. Is a record of daily usage of stamp stock recorded on PS Form 3295 or other form as required by Para 13b of OPNAVINST 5218.7B?		
17. Are all business reply items addressed to a DOD activity per Ch3, Para M1a and 2b. of DOD 4525.8-M?			34. Is stamp stock being audited monthly by the command OMM in accordance with Para 13e of OPNAVINST 5218.7B?		

NAVSUP FORM 5218 (1-99) S/N 0108-LF-982-6600

PCf13008

Figure 13-8.—An example of a NAVSUP Form 5218.

reproduction of the form is authorized. Be sure you understand the references shown at the end of each inspection item listed on the form.

To control DON official mail costs, maintain a viable OMCCP, and prepare for inspections, all OMMs must do the following on a recurring basis:

- Make sure official mail users know when and how to contact their OMM.
- Supervise mailing practices.
- Report any misuse of official mail to commanding officers of alleged violators.

OFFICIAL MAIL MANAGERS INSPECTION CHECKLIST

(...Continued from front)

ITEM	YES	NO	ITEM	YES	NO
35. Are official mail adresses, both delivery and return, formatted correctly in accordance with Para 11a and b of OPNAVINST 5218.7B?			39. Does the CMF have a five year plan in accordance with Para 15b4 of OPNAVINST 5218.7B? (CMF's Only)		
36. Has a Director of Postal Operations been appointed in writing in accordance with Para 15b1 of OPNAVINST 5218.7B? (CMF's Only)			40. Is a record of the total cost of postal support provided to each activity maintained per Para 7a5 of OPNAVINST 5218.7B?		
37. Has a Customer Service Guide been prepared for customer use in accordance with Para 15b3 of OPNAVINST 5218.7B? (CMF'S Only)			41. Is accountable mail being processed correctly in accordance with Para 15h of OPNAVINST 5218.7B?		
38. Is maximum use being made of available postal discounts such as pre-sorted mail in accordance with Para 15c3 of OPNAVINST 5218.7B? (CMF's Only)					

42. RATING ("X" one)		a. Satisfactory		b. Unsatisfactory

Note: An unsatisfactory rating is mandatory if anyone of items 1, 2, 3, 4, or 34 is marked "NO"

43. COMMENTS

44. INSPECTOR (Last, First, Middle Initial)

a. NAME (Last, First, Middle Initial)	b. Grade or Title	c. Telephone Number

d. Organization	e. Signature

NAVSUP FORM 5218 (1-99)

PCf13008A

Figure 13-8.—An example of a NAVSUP Form 5218—Continued.

- Set up controls on postal expenses to create a cost-effective mail management program.

Command OMMs are required to do the following:

- Keep commanders informed of the effectiveness of the OMCCP and any problem areas.
- Supervise the command's OMCCP.
- Annually contact, provide assistance, guidance, training, and discuss mailing requirements with activities within their jurisdiction that produce forms, publications, and periodicals. (Keep

records of these discussions to make future inspections easier.)

- Inspect incoming mail at least once a week and report deficiencies to the originating command's OMM.
- Inspect outgoing mail at least once a week at the final preparation point to (1) decide who needs additional training and what policies and procedures need more emphasis and (2) make sure outgoing official mail containing errors or deficiencies in preparation is returned for correction.
- Review spoiled postage meter tapes and establish procedures to reduce their occurrence and ensure proper disposition has been made of them.
- Analyze the use of postage and use the results to make the command's official mail program more cost-effective.
- Coordinate with supporting supply and procurement activities to ensure postal-related items being procured such as envelopes, cards, and labels meet standards outlined in:
  - USPS regulations
  - The DOD Official Mail Manual, DOD 4525.8-M
  - The Navy Official Mail Management Instructions, OPNAVINST 5218.7
  - Your command's postal Standard Operating Procedures
- Know who their USPS account representative and other appropriate USPS officials are.
- When possible, belong to and attend meetings of the local USPS-sponsored Postal Customer Council (PCC). The OMM should even consider starting a PCC if one does not exist in the area.

Q13-10. What factor determines which method your command will use for postage (postage stamps or computer-generated postage, or meter machine) for conducting official mailings?

Q13-11. What form is used as a daily recap of postage used for official mailings?

Q13-12. What form is used to audit postage stamp stock used for official mailings?

Q13-13. Commands that desire to use computer-generated postage must obtain a meter license from the USPS. (True or False)

Q13-14. Subordinate official mail installations should be inspected at least how often?

Q13-15. What form is used for inspecting official mail facilities?

Now turn to appendix 1 to check your answers.

CLAIMS AND INQUIRIES

Learning Objective: *Recall the procedures for processing claims on official mail.*

The Government Losses in Shipment Act (Title 40, *United States Code*, Section 726) and the government's general self-insurance policy prohibit federal agencies from using registered and insured mail for the sole or primary purpose of obtaining postal indemnity.

Do not process claims against the USPS for indemnity on official mail items lost or damaged in the mail. The Comptroller General of the United States Decision B-114874, 13 October 1978, allows the government to use registered or insured mail only to obtain the added protection or proof of delivery offered by these special postal services.

Keep in mind the information just discussed. You must remember we can only trace official mail by using a USPS claim or inquiry form. There will be no actual mail claims for lost, damaged, or rifled official mail. A mail tracer can be completed and only used to try and locate missing or rifled official mail or the tracer form may be used to document damage to official mail. The various post offices that may have handled the lost mail should receive the tracer form as an inquiry.

File a tracer immediately when the contents of a package are known to be rifled. For lost official mail, sufficient time must be allowed for the article to be delivered before filing a tracer. There are minimum and maximum time limits applicable to filing tracers for lost mail sent to the United States or APO-FPO addresses (refer to the DMM or POM for these time limits). The missing official mail may have been misrouted or accidentally sent to another address. So allow time for the missing official mail to reach its final destination.

Always use the proper USPS claim (tracer) form(s):

- For lost or rifled insured and registered mail, use PS Form 1000.
- For lost or rifled ordinary and certified mail, use PS Form 1510.
- For Express Mail, use PS Form 1000.

When tracing official mail sent to Canada and other foreign countries a different set of rules apply and different forms must be used. When tracing official mail to foreign countries other than Canada use:

- PS Form 542 for lost ordinary, insured, and registered mail.
- PS Form 2855 for damaged or rifled insured and registered mail.

When tracing official mail sent to Canada use:

- PS Form 542 for lost ordinary and registered mail.
- PS Form 2855 for lost, damaged, or rifled insured mail; and damaged or rifled registered mail.

PREPARATION AND PROCESSING

Learning Objective: *Recall the procedures for preparing and processing official mail for dispatch.*

The preparation and processing of mail is the first step in the official mail delivery cycle and involves the following:

- Preparation, by the office(s) sending the mail
- Consolidation, by the office(s) sending the mail or the CMF or other mail acceptance site that prepares the mail for dispatch
- Collection, by the post office, CMF, or other mail acceptance site that will prepare the mail for dispatch
- Postmarking, by the post office, CMF, or other mail acceptance site that prepares the mail for dispatch
- Classifying, such as First-Class, Priority, or Standard Mail (B), as decided by the office sending the mail, or the CMF, or other mail acceptance site that prepares the mail for dispatch
- Sorting, by the post office, CMF, or other mail acceptance site that prepares the mail for dispatch
- Pouching, by the post office, CMF, or other mail acceptance site that prepares the mail for dispatch
- Traying, by the post office, CMF, or other mail acceptance site that prepares the mail for dispatch

PREPARATION

The USPS reserves the right to refuse improperly prepared mail. Official mail acceptance sites must also return all outgoing official mail to the sender when an address is not formatted correctly. To avoid having the USPS return an article to the sender, personnel who accept articles for mailing must be familiar with USPS requirements. All mail must be prepared according to instructions provided by the USPS in the *Guide To Business Mail Preparation*, USPS Publication 25, the DMM, or the IMM, as appropriate.

The ultimate goal of USPS and the MPS is to speed the delivery of mail. To meet USPS automation requirements, addresses on official mail must be typed or printed in uppercase letters and should not contain any punctuation except for the hyphen in the ZIP + 4 Code. Delivery and return addresses must be limited to five lines and be formatted with a uniform left margin with each line limited to a maximum of 40 characters per line, including spaces; and eight separate words per line.

Inadequate packaging is the most common cause for loss and damage in the mails. Ensure the contents of items being mailed are wrapped and packaged to withstand the mail-handling process, transportation environment, and in a manner that will not cause harm to mail handling personnel, equipment, or other mail. Train all mail handling personnel who prepare articles for mailing to:

- Use inexpensive, lightweight, sturdy cartons or shipping containers capable of protecting the item being mailed.
- Pack items in a stronger outer container when possible.
- Place the address label on top of the package and make sure the label is easy to read and understand.

- Make sure the address label contains complete delivery and return addresses with no punctuation except the hyphen in the ZIP + 4 Codes.

- Provide proper mail classification endorsements, appropriate special service markings, or other important instructions correctly on the address label or address side of the package.

Individual consolidated mail shipments must be packaged in accordance with the requirements in the DMM. Other than First-Class Mail may be combined with First-Class Mail only when cost-effective. Large paper envelopes or cartons may have the address and postage placed on the container or an address label. If a label is used, the postage meter tape or postage stamps must overlap the upper right edge of the label. The words *consolidated mail* or the letters *CM* must be placed immediately below the return address. Consolidated mail containers are to be opened and sorted at the receiving mail center or in the addressee's correspondence distribution center.

CONSOLIDATION

Consolidation is to combine in one container two or more pieces of mail directed to the same addressee or installation on the same day. That one container is then sent to the addressee as one piece of mail. The container may be a bag, envelope, box, or pouch that will hold two or more pieces of mail. Consolidated mail is a reliable way to ship administrative and operational communications or logistical items between headquarters, depots, contractors, installations, and operational units. The mail remains intact while in transit, which reduces the number of times the contents are sorted. Consolidating mail also reduces the chances of misrouted and delayed mail.

Consolidation reduces costs because postage is paid on the total weight of the consolidated container. Postage is not paid on each separate piece of mail within the container. Under the postage rate structure, the first pound is the most expensive. As weight increases, the cost per pound decreases. The cost and weight of the container and any packaging material must be considered in the mailing cost.

Consolidated mail reduces the number of individual official mailings and thus the Navy's overall postage costs. Consolidated official mailings must be made when they are cost-effective. Some examples of cost-savings gained through consolidation are as follows:

- Five letters weighing an average of three-fourths of an ounce each are consolidated in a single letter-size envelope. The cost if each is mailed individually (with current postage rates) is $1.65, but if they were consolidated the cost would be 99 cents.

- Nineteen letters weighing an average of three-fourths of an ounce each are consolidated in one large envelope endorsed Priority. Cost individually is $6.27 but if consolidated would be $3.20.

To make the most of consolidation, each command must designate one office to process all outgoing mail. At small commands this can be the command administrative office. Shore commands with large supply departments are authorized to designate two offices for processing outgoing mail. One can be for processing outgoing administrative type of official mailings and the other can be for processing outgoing logistics type of official mailings.

Once control of official mail is established, cost-savings will be realized. Frequently survey outgoing mail to identify those addressees for whom several pieces of mail are normally generated. Set up groups of separate holdout slots, boxes, or bins for those repeat addressees. This will allow a basic structure for consolidating outgoing mail.

At a set time, just before final mail closeout each day, consolidate mail generated for repeat addresses. Consolidate by class of mail into the minimum number of official mailings possible. At large shore activities, or in other areas where several naval commands are located, consider assigning one office to act as single point of consolidation for all outgoing official mail.

The goal of consolidating official mail is to save the Navy resources and money. Most Navy commands consolidate official mail, but there still may be a few areas requiring further attention.

COLLECTION

Official mail must not be deposited in collection boxes. The senior PC must advise personnel in the command that official mail must be collected from unit mail orderlies or clerks who work in the office that applies postage on the mail.

Deliver official mail found in mail collection boxes to the local OMM for further disposition. The OMM must return the official mail to the office personnel who put the mail in the ordinary mail collection box. The OMM should then decide if office personnel dealing with official mail require further training in official mail procedures.

POSTMARKING

Official mail bearing postage stamps must be postmarked along with ordinary outgoing mail. Do not postmark mail deposited after the last scheduled collection until the following day. Postmark missent official mail on the back to show the date received before dispatching it to its final destination.

SORTING

Official mail is sorted, bundled, and dispatched with other outgoing mail. Handle official mail the same as other outgoing ordinary mail, provided the official mail has no registered mail or special services added. As previously discussed, registered mail is handled with more security than ordinary mail.

Incorrect sorting or pouching of mail will result in mail delays. Strict adherence to proper procedures is of utmost importance and will help prevent unnecessary mail delays.

MAIL CLASSIFICATION

The class of mail service selected for Navy official mail should meet the security, accountability, and delivery requirements of the material being shipped at the lowest possible cost.

Compute the postage and fees for domestic mail according to the DMM. Use USPS Poster 123 with the Postal Zone Chart for the post office to which the item will be mailed. Figure the postage and fees for international mail according to the IMM, and USPS Poster 51. Properly programmed electronic scales may be used to compute postage and fees.

Items mailed from one overseas MPO to another overseas MPO in the same theater must have the words *DOD Official Intra-Theater Mail* placed in the area where the postage is usually affixed. The words *DOD Official Intra-Theater Mail* can be typewritten, rubber stamped, or mechanically printed.

First-Class Mail may be used for mailing the following:

- Official handwritten or typewritten material
- For items required by USPS regulations to be sent at the First-Class rate of postage (refer to Module R of the DMM for weight restrictions)
- Material less periodicals (including newsletters) and newspapers, that cannot be mailed more economically at a lower class or rate of postage

Priority Mail may be used for mailing the following:

- Official handwritten or typewritten material
- Items required by USPS regulations to be sent at the Priority Mail rate of postage (refer to Module R of the DMM for weight restrictions)
- High-priority shipments, such as non-mission capable supplies (NMCS), partially mission capable supplies (PMCS), casualty report (CASREP), ships' essential equipment requisition expediting program mission capable (SEEREP MICAP), 999, or other items critical to flying and marine safety
- Material mailed under the Uniform Material Movement and Issue Priority System (UMMIPS) priority designators 01 through 08 consigned to addressees located more than 300 miles from the sender
- Shipments of supply issue group I or II material consigned to mobile units and overseas activities served by FPO or APO addresses

Official mailings not qualifying as Priority Mail and weighing more than 13 ounces must be endorsed and sent as Standard Mail (B). Standard Mail (B) is matter weighing more than13 ounces, not mailed or required to be mailed as First-Class Mail, and not mailed at the Periodical rate of postage. Official mailings not required to be mailed First-Class or Priority Mail, and not exceeding 70 pounds or 108 inches in length and girth combined, must be endorsed and sent as Standard Mail (B).

Official mailings having a critical required delivery date, but do not qualify as First-Class or Priority Mail and are destined for addresses outside of the United States (including Alaska and Hawaii) may be sent as military ordinary mail (MOM). In addition to the class of mail endorsement (Standard Mail (B)), this mail must have the abbreviation MOM boldly rubber-stamped or printed on the address side of the mail container.

POUCHING, SACKING, OR TRAYING OUTGOING OFFICIAL MAIL

A pouch is a mailbag identified by the leather strap-locking device on the neck of the pouch. The pouch is commonly used for First-Class Mail, Priority Mail, and Space Available Mail. Use the special blue and orange pouch for Express Mail service.

A sack is a bag used to transport nonpreferential Periodicals and Standard Mail. It is closed with a draw cord and fastener.

A tray is used for flats or letters, depending on the tray dimensions. A flat tray is a four-sided tray, 18 inches by 21 inches by 24 inches inside. A letter tray is 12 or 24 inches long with inside dimensions of 11 inches by 3 1/4 inches.

Outgoing official mail is pouched or trayed just as other outgoing mail. This is the first step in the dispatch of mail. All mail must be pouched, sacked or trayed by classification and service, considering priorities, transportation policies, and cost. All MPOs must use the following general guidelines when pouching or traying outgoing mail:

- Dispatch Priority Mail in large orange Priority Mail pouches, and First-Class letter mail in orange Priority Mail No.1 pouches or in Managed Mail (MM) letter trays.
- Dispatching activities must not commingle First-Class Mail or Priority Mail with other classes of mail.
- Dispatch returned to sender letter mail with other letter mail.
- Items that could possibly damage mailbags or other mail must not be pouched but must be dispatched as outside pieces (OSPs).

Place all mail in pouches or trays, then label and tag them properly. Since slide labels and tags are the only external identifiers of end destinations for mail contained in the pouch or tray, be careful to label all mail correctly before manifesting for transport.

SECURITY

Proper security must be provided for official mail received from pickup to delivery. Handle and treat official registered mail as if it contained Secret material.

All personnel are responsible for preventing the theft, misuse, waste, or loss of postage stamps. Secure postage stamps in locked containers such as safes or file cabinets.

Postage stamps and postage metering equipment must be given the best possible protection against loss or theft. Security of postage stamps and postage metering equipment is the responsibility of all personnel who work in mail centers or at other mail acceptance locations. The OMM must maintain records reflecting the number and cost of stamps requisitioned, used, and remaining on hand. This procedure prevents unauthorized use of postage stamps.

Q13-16. Claims for indemnity can not be filed on official mail items lost or damaged in the mail. (True or False)

Q13-17. What is the first step in the official mail delivery cycle?

Q13-18. Official mail should be dispatched separate from ordinary mail. (True or False)

Now turn to appendix 1 to check your answers.