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Fort McPherson, Georgia 30330-1062
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*FORSCOM Supplement 1 to DOD 4525.6-M, VOL.II

Postal Manual, Volume II
**MAIL HANDLING AND DELIVERY PROCEDURES FOR MILITARY POST OFFICES, MAILROOMS,
AND POSTAL SERVICE CENTERS**

History. This supplement supersedes FORSCOM Supplement 1 to DoD 4525.6M, DoD Postal Manual, Vol II, dated 15 February 1991.

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

Applicability. This supplement is applicable to command levels A, B, C, D, and E for FORSCOM installations, FORSCOM units on non-FORSCOM installations, CONUSA, USAR, ARNG, HQ FORSCOM, FORSCOM Operational Activities, Liaison to HQ FORSCOM.

Supplementation. Further supplementation is prohibited except for administrative processing procedures. Send one copy of each supplement to Commander, United States Army Forces Command (FORSCOM), ATTN: AFAG-PSS-O, 1777 Hardee Avenue, SW., Fort McPherson, GA 30330-1062.

Change. Changes to this supplement are not official unless authenticated by CDR, FORSCOM, ATTN: AFAG-PSS-O, 1777 Hardee Avenue, SW., Fort McPherson, GA 30330-1062.

Suggested improvements. The proponent of this supplement is the Adjutant General, HQ FORSCOM. Users are invited to send comments and suggestions on DA Form 2028 (Recommended Changes to Publications and Blank Forms) to CDR, FORSCOM, ATTN: AFAG-PSS-O, 1777 Hardee Avenue, SW., Fort McPherson, GA 30330-1062.

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DISTRIBUTION. This supplement is intended for command levels A, B, C, D, and E for FORSCOM installations, FORSCOM units on non-FORSCOM installations, CONUSA, USAR, ARNG, HQ FORSCOM, FORSCOM Operational Activities, Liaison to HQ FORSCOM.

Copies furnished: HQDA (DAAG), TRADOC, HQ FORSCOM (AFCI-A) (record copy)

DoD 4525.6-M (DoD Postal Manual, Volume II), February 1987, is supplemented as follows:

Page 2-2, paragraph 201.3.d. (3), add the following:

The FORSCOM Staff Postal Director will annually evaluate postal support at each FORSCOM installation and selectively inspect postal activities/mailrooms. As a part of the annual evaluation, the inspector will inventory each Military Post Office (MPO) Pre-pack. Additionally, each CONUSA will annually inspect the MPO Pre-pack for each Army Reserve and National Guard postal unit within their command.

Page 2-2, paragraph 201.3.d. (5), add the following:

Portions of the inspection checklists within DoD Postal Manual, Volumes I and II, and FORSCOM Form 97-R will be used to conduct installation mailroom inspections. An accumulative of four or more deficiencies or a reoccurring deficiency will constitute an "Unsatisfactory" rating.

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Page 2-2, paragraph 201.3.d. (5), add the following:

Portions of the inspection checklists within DoD Postal Manual, Volumes I and II, and FORSCOM Form 97-R, Unit Mail Service Inspection Check list will be used to conduct installation mailroom inspections. An accumulative of four or more deficiencies or a reoccurring deficiency will constitute an “Unsatisfactory” rating.

Page 2-2, paragraph 201.4.a., add the following:

The Postal Officer/Alternate Postal Officer will be a commissioned or warrant officer, senior NCO (SFC or above), or DAC (GS-7 or above) for primary duty as installation postal officer of installations having more than 5,000 personnel authorized to receive mail, excluding troops of organizations having organic postal sections. Smaller installations will designate an officer, senior NCO (SFC or above), DAC (GS-7 or above) as the postal officer, as an additional duty. At the unit mailroom level, the Postal Officer/Alternate Postal Officer will be a commissioned or warrant officer, SSG or above or GS-6 or above. Contracted Installation Postal Operation personnel qualifications and operation requirements remains the same as non-contracted postal personnel.

Page 2-3, after paragraph 201.5.j., add the following:

k. Prescribe the most efficient means to keep postal directories current, except temporary changes in status need only be posted at the direction of the addressee. Directory cards, Personnel Locator, Installation Support Module and microfiche listings may be provided by data processing units. When directory cards are prepared by the organization of assignment, they will be submitted not later than the data of the change.

l. Require personnel being separated from the service to furnish their unit mailclerk and postal directory a nonmilitary forwarding address so that mail will be returned to sender. Mail for separated personnel will not be forwarded to transfer stations nor will transfer stations be required to maintain mail directory files for those personnel.

m. Administer proficiency tests to prospective unit mailclerks and alternates. Tests will be based on DoD Postal manual, Volume II, and local operating procedures.

n. Conduct training for unit mailclerks, alternates, and postal officers at least annually and, when necessary, conduct training for Army postal clerks.

o. Maintain proper accounts of USPS funds and other postal effects when designated as COPE. Losses and shortages of postal effects will be administered IAW DoD Postal Manual, Volume II, Chapter 7.

Page 3-1, paragraph 301.1.a., add the following:

The unit mailroom will only be used for unit mail activities and only mail matter will be stored in the mailroom.

Page 3-1, paragraph 301.1.d., add the following:

Mail received for personnel identified in paragraph 301.d will be forwarded to the individual’s residence for a period of 90 days after residence is established; if no residential address is provided, mail will be returned to sender and endorsed “Addressee Not Authorized Unit Mail Service”.

Page 3-1, after paragraph 301.1.h., add the following:

i. Civilians may not receive personal mail when they are traveling to a CONUS location and a residence has not been established at the unit level. They will use General Delivery at the installation postal activity.

Page 3-2, paragraph 301.2.f., add the following:

Installation Postal Officer/Unit Postal Officer will use FORSCOM Form 97-R when conducting his/her weekly inspections. Also, annotate FORSCOM Form 108-R (Daily Inspection Record).

Page 3-2, paragraph 301.2.i., add the following:

A memorandum stating access to the mailroom will be posted.

Page 3-2, paragraph 301.2.k., add the following:

If paragraph 406.2 applies, delivery of accountable mail will be verified daily.

Page 3-2, after paragraph 301.2.1. add the following:

m. The postal officer will inform the commander of individuals present for duty who have not picked up mail within 5 working days. This notification will be for corrective action purposes. Accountable mail for individuals present for duty will be handled IAW Chapter 4, paragraph 406.

Page 3-3, after paragraph 301.3.g., add the following:

h. Mail clerks will line date on the back of all mail not delivered on the date received. Mail will be line dated only once. Mail clerks will inform the postal officer of individuals present for duty who have not picked up their mail within 5 working days.

Page 3-3, paragraph 301.4.d., add the following:

Unit mail orderlies will not retain mail overnight. Mail not delivered will be returned to the unit mailroom prior to closing.

Page 3-3, at the end of paragraph 302.1.a, add the following:

at each level of activity, e.g., company, battalion, brigade, and installation mailroom.

Page 3-4, after paragraph 302.3., add the following:

4. All postal personnel working in an installation redirect section will be appointed as Installation Redirect Clerks and be oriented in their duties and responsibilities by the Installation Postal Officer prior to their assumption of duties, and meet the qualifications in paragraphs 302, 303, and 304.

5. Prospective unit mail clerks must not be in receipt or alerted for reassignment instructions within 4 months of ETS or retirement date.

Page 3-4, after paragraph 303.2., add the following:

a. The Unit Postal Officer/Alternate Postal Officer will be an officer, noncommissioned officer (SSG or above), or DA civilian (GS-6 or above) and be responsible for the operation of the unit mailrooms.

b. Unit commanders will appoint a unit Postal Officer and at least on alternate to perform the duties in the absence of the primary, and these appointments will be in memorandum form.

Page 3-5, after paragraph 304.3., add the following:

4. Installation postal officers will give a Unit Mail Service Training Course for all unit mail service personnel, except mail orderlies, at least once annually. The installation postal officer will prepare and maintain on file class attendance rosters for the courses. The emphasis in this course will be on accountable mail handling procedures and deficiencies noted during quarterly mailroom inspections. Attendance at this course is mandatory for all unit mail service personnel. Failure to attend without a valid excuse from the installation postal officer will result in revocation of DD Form 285, (Appointment of Military Postal Clerk, Unit Mail Clerk or Mail Orderly). Makeup classes will be held for individuals having valid reasons for not attending. Civilian employees who refuse to attend postal training may be subject to disciplinary actions as outlined in AR 690-700, Chapter 7-52 and Title 5 U.S. Code, Chapter 75.

5. Before appointment, all prospective installation redirect clerks and unit mail clerks must pass a written examination on all aspects of the installation mailroom or unit mailroom operations. The test will be based on the DoD Postal Manual, Volume II, and local SOP. Mailclerks of Reserve Component units will be tested at appropriate command levels. Testing of mail orderlies is not required. Mail clerks will be retested only once per installation on any portion of the test in which they fail to achieve a passing score prior to assuming their duties.

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6. Personnel training to become redirect clerks, unit mail clerks or alternates, will be appointed in writing (memorandum or letter) for the minimum training period of 20 working days but not to exceed 30 working days. The training time must be accomplished prior to attendance in class and before testing is accomplished. A copy of the written appointment will be retained in the postal files of the unit for the duration of the training period. Mail clerk trainees will not be appointed on DD Form 285 or unit orders. They will never be left alone in the unit mailrooms or represent the unit mail clerk in any way.

Page 3-5, after paragraph 305.2.c., add the following:

- d. Installation mailroom files.

Page 3-6, after paragraph 307.3, add the following:

- a. These inspectors will be in the grade of SGT or above, and will use FORSCOM Form 97-R.
- b. Maintain a chart showing dates of unit mailroom inspections and the rate given. The FORSCOM Form 91-R (Yearly Record of Mailroom Inspections) will be used for this purpose. Camera-ready copies of the FORSCOM forms, FORSCOM Form 91-R, 97-R, and 108-R, are available at the local Forms management office. These Forms are automated and can be downloaded off the Internet at <http://www.forscom.army.mil>.
- c. Each unit/activity will be rated "Satisfactory" or "Unsatisfactory." (This does not preclude subordinate commanders from establishing incentive award programs which employ such terms as Outstanding, Superior, or Best Unit Mailroom.)
- d. Units rated "Unsatisfactory" will be re-inspected within 10 working days by the installation postal officer or designated representative. The installation postal officer will conduct the second consecutive re-inspection within 30 working days. Only the deficiencies will be re-inspected.
 - (1) Any of the following are specified criteria form awarding an Unsatisfactory rating:
 - (a) Two checks of "NO" in items 2, 2a, 2b, 3, 4, 10, 10a, 10b, 10c, 10d, 11, 11a, 11b, 11c, 12, 13, 14, and 15, which emphasizes supervision, security, and accountable mail.
 - (b) Items 18 and 19, if 5 percent of the change of address cards for which a check is made are missing or found to contain errors. In mailrooms serving 150 or more personnel, a minimum of 50 names/cards will be checked.
 - (c) Item 24, if deficiencies received on the previous inspection have not been corrected by the time of the current inspection.
 - (d) A total of four or more deficiencies (to include regulatory deficiencies not specifically printed on FORSCOM Form 97-R).
 - (2) Inspection of consolidated mailrooms will include visits to representative subordinate unit levels to ensure that mail is not being improperly retained or delayed by unit mailclerks or mail orderlies.
 - (3) All deficiencies noted during an inspection will be formally recorded on FORSCOM Form 97-R. Deficiencies corrected on the spot should be annotated on FORSCOM Form 97-R.
 - (4) All reports of unsatisfactory ratings will be forwarded through channels to the unit concerned within 5 working days after the unsatisfactory rating is awarded. After 3 consecutive unsatisfactory unit mailroom inspections, the mailroom will be closed (by the installation postal officer) and provisions made by the commander concerned to have another mailroom handle their mail. The installation commander should sign notification to the unit concerned of its third consecutive unsatisfactory postal rating. The mailroom will remain closed until all known deficiencies are corrected.
 - (5) Units that appoint a new unit primary mail clerk will be given a courtesy inspection within 30 days of the appointment. The FORSCOM Form 97-R will be annotated as such. This inspection will help point out errors and facilitate corrections at an early stage.

Page 3-7, after paragraph 309.4.d., add the following:

- e. The use of wastebaskets and the storing of personal items in the mailroom are prohibited. The commander may authorize in writing, the use of radios, if identified by brand name and serial numbers. No cassette/cassette players or compact disk (CD)/CD players are authorized for use in mailrooms.

Page 3-7, paragraph 309.6a., add the following:

Only the responsible mail clerk will be issued keys to the Unit Mailroom or any locked containers used for storing mail.

Page 4-1, paragraph 402.2, add the following:

Mail orderlies will not pickup mail from United States Postal Service (USPS).

Page 4-2, paragraph 404.1., add the following:

Mail received for personnel identified in paragraph 301.d. will be forwarded to the individual's residence; if no residential address is provided, mail will be returned to the sender. Endorse such mail "Addressee Not Authorized Unit Mail Service."

Page 4-4, paragraph 406.1h., add the following:

When the provisions of paragraph 406.2 apply, unit mail personnel are prohibited from acting as an agent on PS Form 3849 (Delivery Notice/Reminder/Receipt).

Page 4-5, after paragraph 406.1.j., add the following:

k. The Postal Officer will verify the accountable mail listed on PS Form 3883 (Firm Delivery Book) by having the mailclerk show the article or a PS Form 3849 showing delivery or disposition. Once the delivery/disposition has been made, the postal officer will date and initial the entry on PS Form 3883 or the PS Form 3849.

Page 4-5, after paragraph 406.2., add the following:

Authorization for unit mail clerks to handle personal accountable mail will be handled by the installation postal officer for coordination with USPS. A copy will be on file at the installation post office.

Page 4-6, paragraph 406.6., add the following:

Official accountable mail will be delivered to the commander or his designated representative on PS Form 3883 or PS Form 3849.

Page 5-3, after paragraph 504.3, add the following:

4. Mail for individuals that has accumulated over 48 hours, and no DD Form 2258 (Temporary Mail Disposition Instructions) is on file, the mail will be handled IAW paragraph 301.3.h.

Page 6-2, paragraph 602.5., add the following:

Code permanent assigned member directory card for destruction in 12 months upon departure month.

Page 6-3, paragraph 604.7., add the following:

Each piece of redirected mail will identify the processing directory clerk.

Page 6-3, after paragraph 604.8.a., add the following:

b. This paragraph also applies to FORSCOM installation postal directories and those organizations having postal sections. Screen all mail returned by unit mailclerks to ensure that –

- (1) Unit endorsements are accurate, complete, and promptly made.
- (2) Second-class (Periodicals) publications and miscellaneous third-class (Standard Mail A) printed matter have been endorsed with unauthorized transient addresses such as separation, transfer, or reassignment stations.

Page 6-3, after paragraph 604.9., add the following:

10. Unit mail clerks will ensure that transfer stations, replacement companies, returnee-reassignment stations, and USAR control groups are not used as forwarding addresses for transient personnel. However, if this type unit mistakenly receives mail for transient personnel, they may use machine prepared rosters as directory files. Mail which cannot be delivered will be returned to the installation redirect section.

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Page 6-5, paragraph 605.e.b., add the following:

PS Form 3579 (Undeliverable Periodicals, Standard Mail A and B) will be filled out by the unit providing the service.

Page, paragraph 605.4.c., add the following:

The directory clerk will initial and date each piece of mail the day it is screened.

Page, paragraph 605.12., add the following:

13. Preparation of mail for forwarding to units and organizations having departed the installation will be as follows:

a. Personal mail for departed personnel will be given directory service at the installation of address. Mail for personnel who have relocated with the unit will be forwarded to the new address. Not deliverable as addressed mail (unable to forward) will be disposed of in accordance with this Chapter.

b. When the volume of mail to be forwarded is insufficient to make a direct pouch or sack for the element concerned, each piece will be addressed individually and dispatched through regular channels. In all other cases, where addressing would cause undue delay in handling, letters will be securely tied in bundles. Each bundle will bear facing slips showing the organization and new address. Letter bundles will be enclosed in a direct pouch labeled to the organization at the new address. Attached to the outside of this pouch will be a string label tag marked "Military Mail For Unit of Address. Do Not Open in Transit." This pouch will be enclosed in another pouch.

(1) For organizations transferred within CONUS, the outer pouch will be addressed to the serving post office.

(2) For organizations transferred to points outside CONUS, the outer pouch will be addressed directly to the unit.

c. When the volume of nonaccountable parcels to be forwarded to members of the same organization exceeds one-third of a Number 1 sack, the pieces need not be re-addressed, but will be sacked within the address label showing organization and its new address. Attach a string label marked "Military Mail For Unit of Address. Do Not open in Transit."

Page 6-7, after paragraph 606.7., add the following:

8. Mail (not bearing an individual's name) addressed to a unit no longer at the installation will be forwarded to its proper station for 1 year after the unit departs or endorsed "Return to Sender, Unit Deactivated."

Page 6-7, after paragraph 607.5, add the following:

6. Prior to inactivation of installations, commanders will issue instructions for disposition of all mail. Comply with DoD Postal Manual, Volume II, Chapter 5, on notification of inactivation. Instructions will identify the activity responsible for forwarding the mail after inactivation. For example:

a. If the installation assumes caretaker status, the caretaker detachment will forward the mail for 60 days. After the 60 day period, only mail for personnel located at the installation should be accepted from the serving post office.

b. When the strength of an installation does not exceed 3,000 and no security feature is involved, the local postmaster will be requested to forward the mail 60 days following the discontinuance, if all administrative personnel have departed. The postmaster will be provided locator card files showing the following address of each person transferred from the installation with the 1 year period preceding discontinuance.

APPENDIX E (Added):

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

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

a. Handling Procedures.

(1) For the total number of parcels received from UPS, unit mailclerk (UMC) will sign in the signature column on the UPS delivery record.

(2) The UMCs will store UPS parcels in the same room, but separately from U.S. mail. To notify patrons of parcels on hand, UMCs will use a regular piece of paper, stamped with NOTICE TO CALL AT WINDOW. This will be prepared the same day the parcel is sorted for delivery. It can be reused.

(3) The UMC will check the addressee identification card prior to making delivery of the parcel. The UMC will then ask the addressee to sign in the remarks column of the UPS Deliver Record. The addressee must sign on the line identifying the parcel.

(4) Parcels received for reassigned personnel, PCS'd, or relocated off-post (but still in the local UPS delivery area) will be endorsed with the forwarding address and returned to UPS on the next business day. Parcels reviewed for personnel who are temporarily absent (e.g., on leave or field exercises) will be held in the mailroom. Parcel received for personnel whose duty status cannot be determined within 10 calendar days will be returned to UPS for return to shipper. The decision to forward parcels or return them to the sender is the responsibility of UPS.

(5) Returned parcels will be entered on the UPS Delivery Record for current day's delivery. On the Delivery Record, the UMC will enter the shipper number of the returned article, the address of the UMR in the address column, the individual's forwarding address in the signature column, and the reason for forwarding the article in the remarks column. The UMC need not get the carrier's signature, since UPS is responsible for all parcels which are delivered to the UMR.

(6) The UMCs will not mail parcels through UPS on behalf of unit members.

b. Lost and Damaged Parcels.

(1) The UPS is liable for all damaged and lost parcels sent through their service. A UMC's signature for an item does not relieve UPS of its liability.

(2) When a parcel is damaged, the service member should be advised to keep it intact because UPS may wish to inspect it. The service member must contact the local UPS Delivery Information Office to file a claim. (UPS has a toll free number listed in the white pages.) Payment for a damaged parcel may be made directly to the service member.

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

c. Prohibited Items. The UMCs will not accept cash on delivery (C.O.D.) parcels, hazardous material, or items prohibited from mailing. These parcels will be lined out on the delivery record.

d. Guidelines for Installations.

(1) Installations are advised that this unit mailroom service will not alter the present direct delivery and dispatch of official parcels to Government agencies by USPS.

(2) Installation commanders may make special arrangements with the local UPS manager and issue supplemental instructions based on the needs of the installation. No supplemental instructions, however, are to change the basic agreement or the instructions given in paragraphs a through c, above. Copies of any such arrangements or instructions are to be provided through this MACOM to HQDA (DAAG-MAP), WASH DC 20314, and must be approved before implementing.