

MID-ATLANTIC REGION OFFICIAL MAIL BULLETIN

ISSUE # 34

JUNE 2003



This bulletin is published by Regional Navy Mail Center, Fleet Industrial Supply Center, Norfolk, Virginia. It is intended as a means to provide pertinent information about policies and procedures for preparing and distributing Official Mail and Material. Any questions concerning the information in this publication should be directed to:

Steve Murray, Director of Postal Operations

Com: (757) 444-7203, Ext 13

Fax: (757) 444-9796

E-mail: steve.murray@navy.mil

NOTE FROM THE DIRECTOR

Our apologies for missing the January issue of the Bulletin, as well as our April Luncheon. We will be striving to get back to normal as quickly as possible.

Quite a lot has transpired since our last Bulletin was published. We moved into a new calendar year (2003) and RNMC finally moved into its new spaces, lots of building renovations are still ongoing; but those should be completed by the end of June. We closed and re-located some U.S. Postal Service services here at Naval Station, and last but not least, we had a war with Iraq. Thank goodness it was over quickly, and our troops are already headed home. The other big issue that we at the RNMC had to overcome was our conversion to the Navy Marine Corps Internet (NMCI). For all of you still trying to get in touch with us via Internet, we are still here. E-mail addresses have been changed on our Web Page, and we will include a list of contacts and new E-mail addresses in this issue of the Bulletin.

LEADERSHIP CHANGES

At DOD Military Postal Service Agency, Mr. Leonard Barttels has retired. Mr. Barttels was the DOD Official Mail Manager for longer than I want to remember. He was there in 1989 when I came on board. Good luck to Leonard on his future plans. Mr. Ronald Collins is the new DOD Official Mail Manager; he comes to DOD from the U.S. Air Force.

At Naval Supply Systems Command, Mr. Ed Demetzky, Navy Program Manager for Navy Postal retired in March of this year. At the present time Mr. Al Hass is filling both positions at NAVSUP. We certainly hope that Al gets some help in the near future.

INVITATIONS AND RSVP CARDS

It is time to emphasize the authorized use of appropriated funds to pay for the sending of invitations and RSVP cards by military activities and individuals.

1. The following INVITATIONS ARE AUTHORIZED:

a. Official announcements of official retirement, promotion, award, change-of-command, and ship commissioning or decommissioning ceremonies.

(1) Retirement ceremonies become "official" under the following two circumstances:

(a) Coincident with a change of command ceremony.

(b) When not coincident with a change of command ceremony, but judged "official" by the senior military officer within the immediate command concerned. This means that all retirement ceremony invitations not coincident with a change of command, must be approved by the Commanding Officer, and the invitation must read as follows:

**COMMANDING OFFICER
INVITES
(OR)
REQUESTS THE PLEASURE**

2. The following ARE UN-AUTHORIZED:

- a. Announcements and attendance responses related to DOD component branch anniversary parties or similar events.
- b. Social events related to the reassignment or resignation of individuals not in command positions.
- c. Invitations to social functions to satisfy personal social obligations, even if they are the result of an official position. For example, Christmas parties and receptions hosted by senior commanders are not official business. Appropriated fund postage will not be used to mail invitations to these functions.

3. RSVP CARDS:

- a. The PRE-PAYMENT (placing postage, either by meter or individual postage stamp), on the RSVP card by the sending activity IS NOT AUTHORIZED UNDER ANY CIRCUMSTANCES.

- b. RSVP cards are only authorized if:

- (1) The recipient is required to pay postage to mail the card back.

- (2) Cards are pre-printed with the Mailing Facilities Business Reply Mail (BRM) permit number allowing for the payment of only those cards that are returned.

POSTAGE METERS

For those regions and commands still operating the original version of the Pitney Bowes Paragon mailing machine. The ROM (Read Only Memory) Paragon identified by product codes UF10/UB1W, UF10/UB3W, UFR1, and UBR1. Pitney Bowes has declared this model to be past its life cycle and as of 31 December 2002, will not renew any maintenance contracts on these machines.

Also, these machines no longer have the capacity to hold any additional postage rate changes that might be issued by the U.S. Postal Service. Activities should contact their installation, and/or regional Official Mail Managers to discuss replacement and/or alternatives to using these machines.

Activities desiring to replace the Paragon should ensure that all replacement equipment meets the U.S. Postal Service requirement of being digital. All postage meter equipment must be converted to a digital format by the beginning of FY07. Start now with your budget planning to insure your equipment is up-to-date and compatible with the new systems that just down the road.

ITEMS OF INTEREST

As the Navy moves forward with Shore Installation Management Consolidation, Commander, Navy Installations will stand up as of 1 October 2003. This will be new echelon II command, and it will result in a major change in the present regional command structure worldwide. Commander, Naval Installations will assume the responsibilities of the existing eight installation management claimants with Shore Installation Management (SIM) funding responsibility. Commander, Naval Installations will oversee the management of a broad variety of installation support functions that comprise the Installation Core Business Model. For us in the Postal business, the impact is still unclear. We probably can anticipate some changes in where our annual budgets originate. I would anticipate much more to come from this newest effort by the Navy to improve efficiency and effectiveness within the shore community.

Along these same lines, CNO N46 is reviewing, and developing a complete new budget input process to support funding for those functions covered under the Base Operating Support (BOS) umbrella. Mr. Al Hass, NAVSUP, and myself have been an integral part of the Supply BOS/IPT team for the past 2 years. Navy postal is part of the Supply IPT, because of its functional relationship. We know there are some Navy postal functions within CONUS, which do come under supply organizationally, but if they are BOS funded, they are part of the current study. The IPT has developed a comprehensive set of metrics and cost to support our postal operations, and hope that these will allow for continued funding at close to the present levels so that service to the customer does not suffer. More information on the process will be forthcoming as we get it.

FUTURE FUNDING

To borrow a term from the recent conflict, FY05 may bring some "Shock and Awe" to the budgets for BOS supported functions. Official mail support will be one of the areas that could

greatly be affected. The majority of expenses incurred by Official Mail programs are in manpower and the dollars spent on postage. Major reductions in budget allocations would have impacts on the level of services being provided, and also some type of restrictions on the types and volume of mail each command might be allowed to dispatch. Our crystal ball is still pretty cloudy on this issue, but I think we will all see some belt tightening during these draw downs. Each regional commander will have some hard decisions to make concerning the level of funding available to support those programs under the BOS hat. The regional mail directors will work very hard in an attempt to maintain the highest level of service possible, and to be able to process everyone's mail in a timely and cost efficient manner.

ANNUAL DOD WORKSHOP

Not much information to pass on except the workshop is tentatively scheduled for the first part of October 2003. We will get more information out to everyone as soon as it is available.

NATIONAL POSTAL FORUM

21-24 September 2003
16-19 May 2004

Kansas City, Missouri
Seattle, Washington

HIGH COST OF MAIL

As hard as we try to keep postage cost down, you our customers, continue to use and request all the high priced services that have a tendency to drive prices up. Everyone needs to review their mailing requirements and insure you are a part of the solution, and not part of the problem. Some items to keep in mind:

1. USPS OVERNIGHT EXPRESS: Federal Express (FEDEX) provides a better service, especially other military addresses at one-third the cost. The minimum cost of USPS Overnight Express package is \$12.25 compared to \$3.50 for FEDEX. Almost any item that can be sent USPS Overnight Express can be sent via FEDEX.

2. USPS International Overnight Express: The use of this class mail to an overseas military address, which also have a Military Express Mail APO/FPO address, is extremely expensive, plus your letter must transit the local countries mail system, and clear customs. The use of the Military Express Mail address, where available is much more secure method, not to mention the cost. A one-pound International Overnight Express package mailed to a civilian cost \$26.00, while the same piece mail through the Military Express Mail system cost

\$16.00. Delivery times for both are 3-4 days, but with no guarantee.

3. Registered Mail: This class of service should be used only for CLASSIFIED MATERIAL, and the shipment of high value items to an FPO/APO address. The cost to register a single piece of mail is now \$7.25. This does not include the cost of postage. RNMC provides alternative methods of shipment for trackability and signature capture that are cost effective and easier to track for shipments INCONUS.

4. Certified Mail: This is a good alternative to Registered Mail for shipping accountable items other than classified to FPO/APO addresses. It cost \$1.90 to certify and item, instead of \$7.25 to register one. The same signature policies for delivery apply to both.

5. Return Receipts: The use of the USPS Return Receipt (that green card) cost an additional \$1.50 plus the fee to register or certify, on top of the postage to mail. Return receipts are authorized on government mail when it is addressed to a private individual, civilian company, state or other federal agency, and it is required by law, or echelon 2 direction, that the sender maintain the return receipt on file for legal, or administrative purposes.

6. Priority Envelopes: Use of a USPS Priority Envelope to mail correspondence weighing 1 oz or less, which is addressed to an area within the USPS 1-2 day delivery zone. This zone includes Richmond, VA- Raleigh, NC. The Priority Envelope requires a minimum charge of \$3.50. This compares to the \$.34 that would have been charge to mail the 1oz letter in a regular envelope, for delivery at the same time as the priority envelope.

These are a few of the mailing practices used that insure high postage cost. I think you can find more useful ways of spending the government's money than this.

MAIL SAFETY

It is probably time to re-emphasize some Safety Mailing Tips. We first published these in the November 2001 Bulletin in response to the Anthrax situation, but some of you may have forgotten some of them. Also, RNMC Mail Safety and Security Briefing is available on the web site for you to use as an internal tool to make sure your employees are informed as to the procedures to follow if suspicious mail is received at your command:

SOME MAILING TIPS

*Type the address when ever possible. Hand printing, if not done evenly and precise is a point mail handlers look for. Be especially careful of allowing small children to address cards and letters to deployed family members.

*Insure the address is complete and accurate.

*Do not forget the return address.

*Do not put excessive stamps on a letter or package.

*Do not mail an item from a different place than the return address. Return address and the town where the mail piece is postmarked should match.

*Do not put excessive tape on letters or cards.

*Do not write such things as "rush", "personal", "confidential", "open immediately", etc. on the outside of the envelope or package.

*Do not leave batteries in gifts when mailing.

*Do not use dirty or soiled brown wrapping paper on packages.

These mailing tips will go a long way to insure your mail is delivered as soon as possible and that both the recipient and those handling the mail are confident that the mail is safe.

MAIL ORDERLY TRAINING

RNMC has revised the Mail Orderly Training guide on the web page. We think it is much easier to follow and provides a lot of great information on mail handling for your command personnel. The major change in training that took effect 1 January 2003 deals with the issuance of Mail Orderly Cards, DD285. All new mail orderlies since 1 January 2003 will have a 2-year expiration date on the their DD285. At the end of that 2-year period, personnel remaining as mail orderlies/clerks will be required to attend the mandatory mail training course at the RNMC and receive a new DD285. This change was made in order to keep all mail orderlies/clerks up to date with training and new information on mail handling procedures.

CUSTOMER SATISFACTION

Starting in July 2003, 4th quarter fiscal year 2003, all of the regions mail centers will start issuing a customer satisfaction survey to their customers. This is going to be one of the main

tools or metrics by which higher authority is going to measure the Official Mail Program in your area. It very well could have an impact on future funding for local mail center. We need for you to fill out the survey and return it to the office that issued it. We need for you to be honest in your evaluation. We like to get pats on the back, but we also want you to tell us what we can do to make the service better. We need realistic feedback from all of you.



MID-ATLANTIC REGION

NEW FACILITY

Well, after telling you for years, or at least it seems for years, that we were moving, RNMC has finally moved into its new home. We remain in the same building, U132, at 9225 Third Avenue. However, we have moved to the North end of the building. Some changes to look for:

1. Mail call hours have been expanded to 0830-1530 daily.
2. Lobby hours for access to your mailbox are from 0700-1600 daily. When all the renovations are complete, the lobby will also be open from 0800-1100 on Saturday so you can pick up your mail. There will be no customer service provided on Saturday.
3. Additional parking spaces have been added for RNMC customers along the front of the building.
4. RNMC is now responsible for the final distribution of all incoming tenant activity mail at Naval Station. This allows all tenant commands to conduct all official mail business at the same place.

We hope the new facilities, hours, and additional parking has improved our service to you. If you have any questions or comments, please let us know.

U.S. POST OFFICE CHANGES

At Naval Station Norfolk, there have been some changes dealing with the U.S. Post Office.

1. The U.S. Post Office facilities located in Bldg N26, on Gilbert Street has been closed.

2. A new financial area has been opened in Bldg C9 to provide the sale of stamps, money orders, other postal services, and to continue to provide the box rental section that had been in Bldg N26. Their hours are 1000-1530.

3. U.S. Postal Services are still provided at the Fleet Branch Post Office, located on Decatur Avenue, Bldg W313. Their customer service hours are 0800-1400.

ARRIVALS AND DEPARTURES

This month will see the departure of two of the remaining four "Plank Owners" of the Regional Navy Mail Center. On 1 October 1992, RADM TOBIN, then Commander, Naval Base Norfolk, signed into existence the consolidation of Official Mail Functions within the Sewell's Point Complex. The Regional Navy Mail Center commenced its existence in the small spaces located within the Port Operations building W313, located at the waterfront, Naval Station Norfolk.

Mr. Rodolfo (Rudy) C. Antolin, and Mr. Eduardo (Eddie) G. Agbuya were vital assets as the region began a new way of doing business. Over the years they have continued to provide the customers of the Regional Navy Mail Center with the highest level of service. They added their expertise and experience as the Regional Navy Mail Center grew from its small beginnings to a major service provider for the Navy within the Hampton Roads area. All of us at the Regional Navy Mail Center want to wish them well as they retire and move on to other things. We will certainly miss their can do attitudes, their professionalism, and dedication to insuring a job done to the best of their abilities. The place will not be the same without them.



MR. RUDY ANTOLIN AND MR. EDDIE AGBUYA

The month of June also sees the retirement of PCCS Jeffrey Gibbs. He has been the Leading Chief of the Regional Navy Mail Center since November 2001. Senior Chief will be retiring after more than 25 years active Navy service. Senior Chief Gibbs, was not only the Leading Chief for the RNMC, but was instrumental in establishing the Atlantic Fleet Postal Finance Office, developing in depth training for ship board postal clerks, supply officers, audit teams, and providing accurate and timely audits and inspections of all fleet Military Postal Units. Senior Chief is not leaving the Navy; he is just transferring to the civilian world, and will be assuming the job as CINCUSNAVEUR Fleet Postal officer, in London. We all wish him well in his new life.



PCCS JEFFREY GIBBS

YORKTOWN BRANCH

It appears that the RNMC Branch office Yorktown will moving in the near future. We will be moving from spaces currently hidden away deep within Shed 8, to a more accessible area in the same building. Our new spaces will have direct access from the loading dock, and will make pick-up and delivery of mail much easier. We are looking forward to providing our customers at Yorktown better service in the very near future.

OFFICIAL MAIL MANAGER OF THE QUARTER



MS. MARIANNE SCHWARTZ AND MR. STEVE MURRAY

Ms Marianne Schwartz, Atlantic Meteorology & Oceanography Center Norfolk, Virginia is the Mid-Atlantic Regions Official Mail Manger for the period 1 July 2002 thru 30 September 2002.

NEW COMMANDS/ADDRESS CHANGES

NEW COMMANDS

CENTER FOR NAVAL LEADERSHIP
1575 GATOR BLVD STE 351A
NORFOLK VA 23521-2749

PROVISIONAL HUMAN PERFORMANCE CTR
2025 TARTAR AVE
VIRGINIA BEACH VA 23461-1924

COMBAT LOGISTICS SQUADRON TWO
1959 MORRIS ST STE 111
NORFOLK VA 23511-3433

PAY & PERSONNEL ASHORE DET
1968 GILBERT ST STE 150
NORFOLK VA 23511-3327

CENTER FOR NAVAL ENGINEERING
1534 PIERSEY ST STE 300
NORFOLK VA 23511-2612

TRAINING ELEMENT NORFOLK
1534 PIERSEY ST STE 321
NORFOLK VA 23511-2613

ANTI-TERRORISM FORCE PROTECTION,
WARFARE DEVELOPMENT CTR
1260 SHOTGUN RD
CHESAPEAKE VA 23322-4508

MARITIME SAFETY & SECURITY
1260 SHOTGUN RD STE 101
CHESAPEAKE VA 23322-4509

TACTICAL LAW ENFORCEMENT
1260 SHOTGUN RD STE 102
CHESAPEAKE VA 23322-4510

3RD FLEET ANTI-TERRORISM SECURITY TEAM
CHEATHAM ANNEX BLDG 296
WILLIAMSBURG VA 23185

STANDING JOINT FORCES HDQTRS-HOMELAND SECURITY
9712 VIRGINIA AVE
NORFOLK VA 23511-3223

MOBILE SECURITY SQUADRON TWO
BLDG 14
NORFOLK NAVAL SHIPYARD
PORTSMOUTH VA 23709

CHANGE OF ADDRESS

OLD: NAVY EXCHANGE
1240 GATOR BLVD
NORFOLK VA 23521-2315

NEW: 1170 AMPHIBIOUS DR
NORFOLK VA 23521-2315

OLD: MWR NORFOLK
9475 BACON AVE
NORFOLK VA 23511-2893

NEW: 1682 PIERSEY ST STE 100
NORFOLK VA 23511-2893

OLD: NAVAL SURFACE WARFARE CTR CRADEROCK DIV
116 LAKEVIEW PARKWAY STE 200
SUFFOLK VA 23435-2698

NEW: 2600 TARAWEA CT STE 303
NORFOLK VA 23521-3239

OLD: FLEET & FAMILY SUPPORT CTR DAM NECK
488 SPARROW ST STE 150
VIRGINIA BEACH VA 23461-1917

NEW: 2073 TARTAR AVE
VIRGINIA BEACH VA 23461-1917

OLD: ATLANTIC FLEET BAND
417 B ST
NORFOLK VA 23511-4298

NEW: 370 8TH AVE
NORFOLK VA 23511-4298

LUNCHEON

The next Official Mail Mangers Luncheon will be at the Little Creek Chiefs Club, at 1130 Wednesday, 30 July 2003. See the attached flyer for details and directions to get there. See all at the Luncheon. Let's have a good turn out this time.

POINTS OF CONTACT

<u>Title</u>	<u>Phone Numbers</u>	<u>E-mail</u>
Director Postal Operations	(757) 444-7203 ext 13	steve.murray@navy.mil
Deputy Director	(757) 444-9126 ext 11	tony.eyzaguirre@navy.mil
LCPO/Advisor	(757) 444-7437 ext 15	robbin.santos@navy.mil
Support Services Officer	(757) 444-7437 ext 14	tracie.chalmers@navy.mil
Official Mail Supervisor	(757) 444-7437 ext 16	marvin.peralta@navy.mil
Mail Production Supervisor	(757) 444-8482 ext 20	stephanie.greene@navy.mil
Ships Meter Program/QC	(757) 445-2975 ext 25	natasha.spencer@navy.mil
Accountable Mail	(757) 444-6948 ext 18	stacey.wiley@navy.mil

Fleet Services Advisor	(757) 444-3166	william.myles@navy.mil
Ship Services Supervisor. (W313)	(757) 444-3166	michael.a.lambert@navy.mil
PFO/Advisor	(757) 444-7437 ext 15	robbin.santos@navy.mil
Lead Petty Officer	(757) 444-9126 ext 27	james.w.hughes@navy.mil
News Letter Program	(757) 444-9126 ext 24	rnmcnewsletters@navy.mil
COMLANTFLT Postal Officer	(757) 836-6709/6873	buchartra@clf.navy.mil

OUR DELIVERY CREW



**Kenneth Craig, Edward Banks, Stephen Brown, Kenneth Brown
Rudy Antolin, PC3 Tanisha Harper, Eddie Agbuya, John Burrell**

These are the folks that out there come "sun, rain, snow, sleet, ice, and even security alerts, making sure your mail is delivered on time.

NORTHEAST REGION



DEPARTURES AND ARRIVALS

At Submarine Base New London, PCC (SW) Jim Weber is retiring 10 July 2003, after 24 years of Naval Service. PC2 Ferreira is also leaving the postal center at New London. We wish both of them all the best in future ventures, and thank them for their professionalism and dedication to insuring that the customers at New London, and throughout the Northeast Region received the best in mail service. You will both be missed.

Arriving to take their place, and fill some big shoes, will be PCC (SW) Trent Keffer, all the way from the Philippines, and PC2 (SW) Meinke, from Yokosuka. Welcome back to the states, and hope your tours at New London are enjoyable. We know that you will both continue the excellence your predecessors have initiated throughout the area.

INSTRUCTIONS

On 7 April 2003, the COMNAVREG NE Instruction 5218.1, Official Mail Management Instruction was implemented. This should assist all the installations within the region in developing standardized procedures and policy to provide quality services at the most economical cost to all customers within the region.

IMPROVEMENTS IN CUSTOMER SERVICE

On 10 June 2003, New London celebrated the grand re-opening of the base Post Office. The renovations and improvements were much needed, and will go a long way in improving customer service and satisfaction. The Base Commanding Officer, CAPT Ratte, Postmaster of Groton, Mr. Mike Tomzak, and the Northeast Region Program Manager, CAPT Stensland shared the honors of cutting the ribbon to open the facility.



CAPT RATTE, MR. MIKE TOMZAK, AND CAPT STENSLAND

MID-ATLANTIC REGION
OFFICIAL MAIL MANAGER'S LUNCHEON

Place:

Chief's Club
Naval Amphibious Base
Little Creek
Phone: 462-4495

Directions:

Gate 4 at Boone Clinic
Turn left on Gator Blvd
One-half mile on right

Date: Wednesday 30 July 2003

Time: 1130-1330

MENU

Buffet
Prices Start at \$7.80

Reservations

Only the first 50 people are guaranteed a seat. Get your
reservation in early.

YOU MAY FAX, MAIL OR E-MAIL YOUR RESERVATION

Name: _____ **Phone:** _____

Command: _____

E-mail: _____

I will/will not attend the luncheon
(circle one)

RESERVATIONS MUST BE RECEIVED BY 25 JULY 2003

Return To: Steve Murray
Regional Navy Mail Center
9225 Third Avenue
Norfolk VA 23511-2324
Fax: 444-9796
E-Mail: steve.murray@navy.mil

Tracie Chalmers
Com: 444-9126, ext 14
E-mail: tracie.chalmers@navy.mil