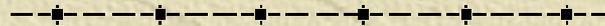


MAIL ORDERLY TRAINING PROGRAM



**PRESENTED BY
FISC REGIONAL NAVY MAIL CENTER
NORFOLK, VIRGINIA**

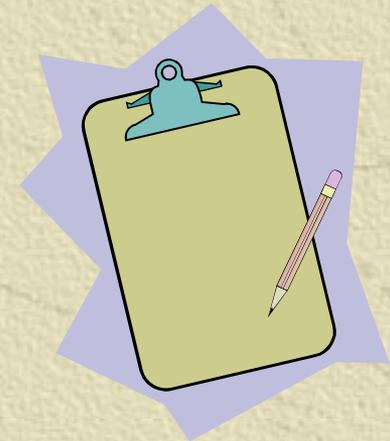


COURSE OVERVIEW

✦ Mail Orderly Designation

✦ Outgoing Mail

- ◆ General Mail Preparation Guide
- ◆ Newsletters and Flyers
- ◆ Accountable Mail
- ◆ Expedited Services
- ◆ International Mail



COURSE OVERVIEW

- ✠ Inter-Area Mail
- ✠ United Parcel Service (UPS) Ground
- ✠ Incoming mail
 - ◆ Official Mail
 - ◆ Personal Mail
 - ◆ Directory Service
- ✠ Security
- ✠ Claims/Inquiries
- ✠ References
- ✠ Web Access



DESIGNATION AS MAIL ORDERLY/CLERK

- ✦ Official Mail Manager, Division Officer, or Department Head selects
- ✦ Appointment letter (in duplicate) and DD Form 285 (mail card) are prepared
- ✦ Attend mandatory training
- ✦ Appointments are good for only 24 Months
- ✦ Temporary DD Form 285 issued until next scheduled training class

WHAT MAIL CAN BE HANDLED?

✦ Mail Orderlies may be authorized:

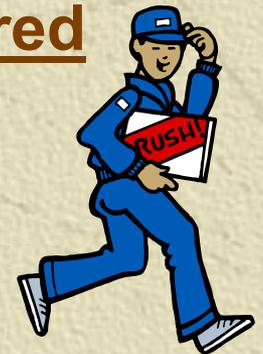
- ◆ All Personal mail
- ◆ All Personal Mail (Except Accountable)
- ◆ All Official Mail
 - Must be ELIGIBLE for a SECRET security clearance
- ◆ All Official Mail (Except Accountable)
 - Must be ELIGIBLE for a SECRET security clearance

Note: Orderlies/Clerks authorized to open accountable mail MUST have an ACTIVE secret security clearance.



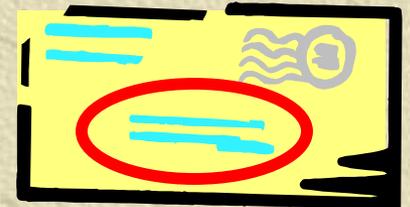
MAIL ORDERLY/CLERK RESPONSIBILITIES

- ✦ Preparation
- ✦ Delivery and pick-up
- ✦ Safety and Security
- ✦ Accountability
- ✦ As a mail orderly, you are held liable and accountable for all mail until it is delivered



ADDRESSING STANDARDS FOR OFFICIAL MAIL

- ✦ No handwritten addresses are authorized
- ✦ Addresses should be typed in upper case
- ✦ 5 line limit (except international and express mail)
- ✦ Minimum punctuation is authorized including the hyphen for a Zip+4
- ✦ Make sure addresses and Zip+4 are correct and complete
- ✦ NEVER USE 4 ZEROS IN ZIPCODE



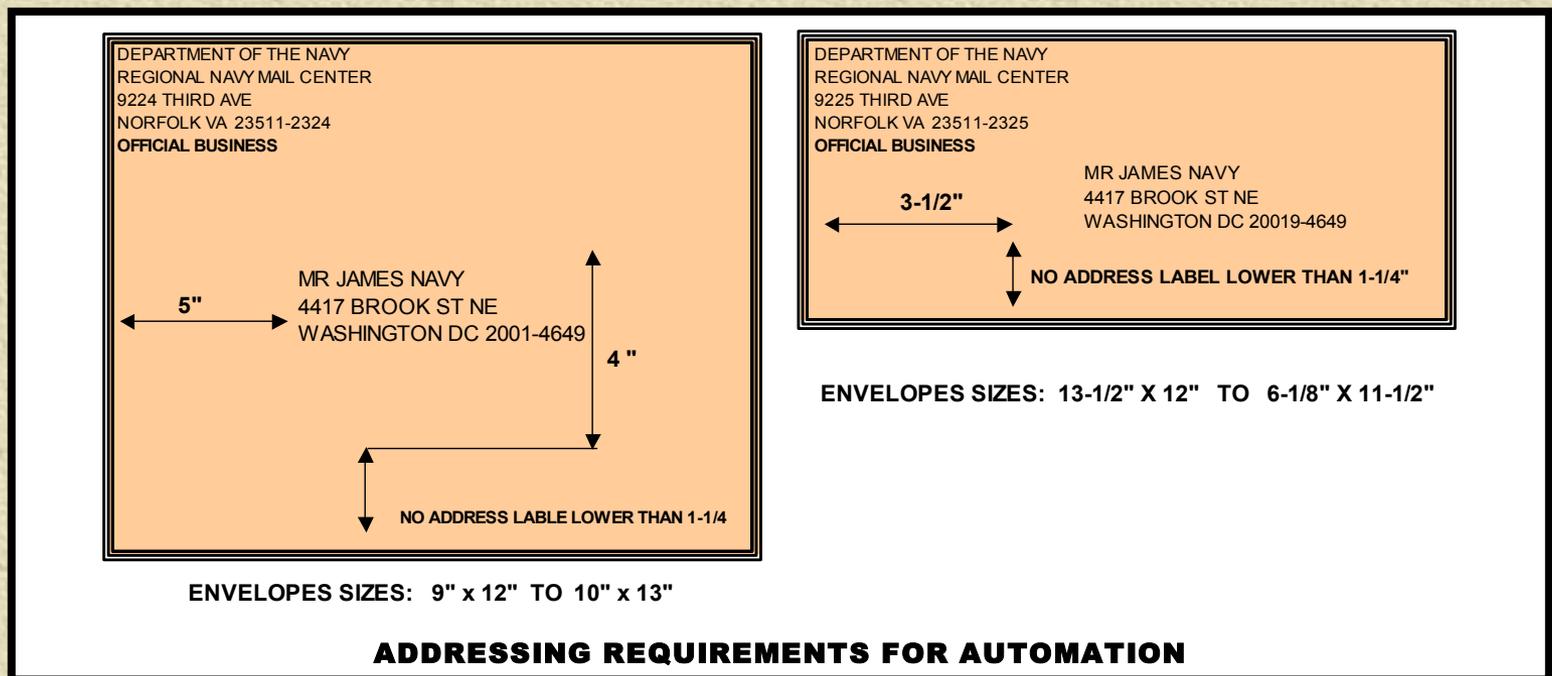
AUTOMATION OF OFFICIAL MAIL

- ✦ RNMC bar-codes all mail
- ✦ Bar-coding saves money and expedites delivery
- ✦ “To” addresses should be dark and legible, in black ink (laser labels work best) These fonts work best:
 - ◆ Courier New 10 pt or 12 pt
 - ◆ Arial 10 pt or 12 pr
 - ◆ Times New Roman 10 pt or 12 pt
- ✦ Use the right size labels for mail piece
- ✦ DO NOT put your own barcode on mail
- ✦ No text beneath the Zip+4



ADDRESS PLACEMENT

- ✦ Address placement is important
- ✦ Care is needed using window envelopes



ADDRESS EXAMPLES

OUTGOING ADDRESS

COMMANDING OFFICER
PERSUPPACT NORFOLK
1755 POWHATAN ST STE 200
NORFOLK VA 23511-2985

COMMANDING OFFICER
ATTN MEDICAL DEPT
USS MATTSON DDG 69
FPO AE 09777-6324

RETURN ADDRESS

DEPARTMENT OF THE NAVY
(FOR COMMANDS WITHIN DEPT OF
THE NAVY ONLY)

COMMANDER
NAVY REGION MID ATLANTIC
6506 HAMPTON BLVD
NORFOLK VA 23508-1273

OFFICIAL BUSINESS
(ALL MAIL)



MAIL PREPARATION AND PACKAGING

- ✦ **Originator's responsibility**
- ✦ **No masking tape**
- ✦ **No scotch tape except to reinforce seal on letter mail only**
- ✦ **Distribute weight evenly throughout package**
- ✦ **Remove old markings, labels, and barcodes**
- ✦ **Use correct size envelopes**
- ✦ **Envelope flaps must be completely sealed**

SHIPPER'S SIZE AND WEIGHT LIMITS



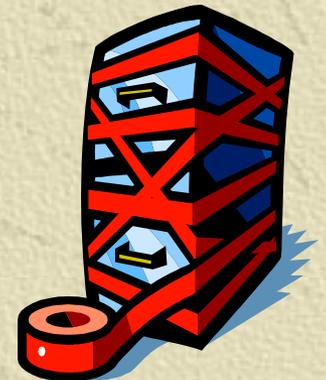
✦ 70 lbs. - 108 inches (length + girth)



✦ 150 lbs. - 130 inches (length + girth)



✦ 150 lbs. - 150 inches (length + girth)



SHIPPER'S NORMAL TRANSIT TIMES

USPS OVERNIGHT EXPRESS:	NEXT DAY (7 DAYS PER WEEK)
FEDERAL EXPRESS:	NEXT DAY (EXCEPT SUNDAY)
UPS NEXT DAY:	NEXT DAY (EXCEPT SAT/SUN)
USPS 1ST CLASS/PRIORITY:	1-4 DAYS WITHIN CONUS
USPS STANDARD MAIL:	1-7 DAYS WITHIN CONUS
USPS PARCEL POST:	2-14 DAYS WITHIN CONUS
USPS OVERNIGHT EXPRESS-FPO: (Only Selected Sights)	3-7 DAYS (NOT GUARENTEED)
USPS 1ST CLASS/PRIORITY-FPO:	3-14 DAYS DEPENDING ON LOCATION
USPS STANDARD MAIL-FPO:	5-14 DAYS DEPENDING ON LOCATION
USPS PARCEL POST-FPO:	14-45 DAYS DEPENDING ON LOCATION
USPS REGISTERED MAIL-FPO:	10-30 DAYS DEPENDING ON LOCATION
UPS GROUND SERVICE: (CONUS only)	1-6 DAYS DEPENDING ON LOCATION

DELIVERY OF OUTGOING MAIL TO THE REGIONAL NAVY MAIL CENTER

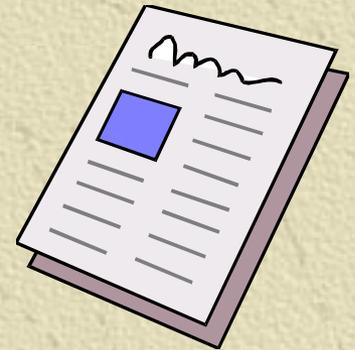
✠ When dropping mail off at your Branch Office, it must be separated as follows:

- ◆ Inter-Area (by route # or address)
- ◆ FPO / APO address (AA / AE / AP)
- ◆ International
- ◆ Directory (separate First Class return/forward and Bulk Rate returns)
- ◆ Accountable Mail
- ◆ All other



FLYERS AND NEWSLETTERS

- ✠ **Must be automation compatible**
- ✠ **Mailed at standard rates**
- ✠ **If Command produced:**
 - ◆ **Must be in correct size envelope**
 - ◆ **Address label OCR readable**
- ✠ **DAPS/RNMC produced:**
 - ◆ **MS Word format for text**
 - ◆ **MS Excel format for mailing list**
 - ◆ **Forward via e-mail attachment.**



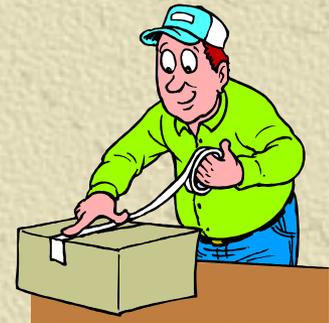
ACCOUNTABLE MAIL REGISTERED

- ✦ Most secure
- ✦ Slowest
- ✦ Expensive
- ✦ Time consuming tracking process
- ✦ Items that maybe sent via REGISTERED MAIL are:
 - ◆ ALL SECRET MATERIAL (Can also be sent FedEx or USPS Express Mail)
 - ◆ HIGH VALUE ITEMS EXCEEDING \$20,000
 - ◆ NATO CONFIDENTIAL
 - ◆ ALL CONFIDENTIAL TO FPO / APO ADDRESSES



REGISTERED MAIL PREPARATION

- ✦ PS FORM 3877 (Firm Mailing Book) in duplicate
- ✦ Affix accountable labels at the top of the item between the return address and postage
- ✦ Cover all open edges of item (i.e. flaps and seams) with brown paper tape
- ✦ Tape must be ink absorbent
- ✦ No padded envelopes
- ✦ No cellophane window envelopes



SECNAVINST 5510.36 APPLIES

REGISTERED MAIL LABEL (L200)

DEPARTMENT OF THE NAVY
REGIONAL NAVY MAIL CENTER
9225 THIRD AVE
NORFOLK VA 23511-2324
OFFICIAL BUSINESS



COMMANDING OFFICER
NAVAL STATION NORFOLK
1530 GILBERT ST STE 2000
NORFOLK VA 23511-5674

PS FORM 3877 (Firm Mailing Book)

Name and Address of Sender		Check type of mail or service:		Affix Stamp Here <i>(If issued as a certificate of mailing, or for additional copies of this bill) Postmark and Date of Receipt</i>										
COMNAVAIRLANT 1278 FRANKLIN ST NORFOLK VA 23511-1947		<input type="checkbox"/> Certified <input type="checkbox"/> Recorded Delivery (International) <input type="checkbox"/> COD <input type="checkbox"/> Registered <input type="checkbox"/> Delivery Confirmation <input type="checkbox"/> Return Receipt for Merchandise <input type="checkbox"/> Express Mail <input type="checkbox"/> Signature Confirmation <input type="checkbox"/> Insured												
Article Number	Address (Name, Street, City, State, & Zip Code)	Postage	Fee	Handling Charge	Actual Value If Registered	Insured Value	Due Sender If COD	DC Fee	SC Fee	SH Fee	RD Fee	RR Fee		
1	VF-215 R123456789 FPO AE 09583-1971													
2	CNO R9876654321 1849 Admirals Row Washington, DC 21432-8000													
3														
4														
5														
6														
7														
8														
Total Number of Pieces Listed by Sender 2		Total Number of Pieces Received at Post Office		Postmaster, Per (Name of receiving employee)		See Privacy Act Statement on Reverse								

AUTHORIZED SHIPPING OF SECRET MATERIAL

✦ USPS REGISTERED MAIL:

- ◆ To all addresses serviced by USPS
- ◆ Selected FPO/APO/Canadian addresses

✦ USPS EXPRESS MAIL:

- ◆ To all addresses serviced by USPS
- ◆ NO foreign or FPO/APO addresses

✦ FEDERAL EXPRESS:

- ◆ ONLY TO IN-CONUS ADDRESSES
(Alaska—Hawaii—Puerto Rico)



AUTHORIZED SHIPPING OF CONFIDENTIAL MATERIAL

✦ USPS FIRST CLASS / REGISTERED / EXPRESS MAIL / FEDERAL EXPRESS:

- ◆ To all addresses serviced by USPS
- ◆ No Foreign Addresses
- ◆ MUST BE SENT REGISTERED TO ALL FPO/APO ADDRESS**

✦ FEDERAL EXPRESS:

- ◆ ONLY IN-CONUS (Alaska—Hawaii—Puerto Rico)

**ALL SECRET AND CONFIDENTIAL MATERIAL MUST BE IN ACCORDANCE WITH SECNAVINST 5510.36

ACCOUNTABLE MAIL CERTIFIED

- ✦ Only available for First Class and Priority
- ✦ Can be sent to most FPO / APO
- ✦ Items eligible:

EEO Material

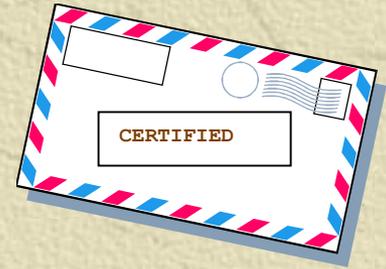
Illegal ID Cards

Court Summons

Traffic Tickets

Dishonored Checks

- ✦ **CONFIDENTIAL MATERIAL (Only to Designated DOD contractors IN-CONUS)***
- ✦ **SEE SECNAVINST 5510.36 FOR MORE DETAILS**



CERTIFIED MAIL PREPARATION

Two Options:

A. PS FORM 3800 Label and Receipt

- ◆ Attach Label and Receipt to article
- ◆ Insure Receipt portion is filled out
- ◆ RNMC stamps receipt portion (customer receipt of mailing)

U.S. Postal Service
CERTIFIED MAIL RECEIPT
(Domestic Mail Only; No Insurance Coverage Provided)

CERTIFIED MAIL

7-11A 7154 9310 0000 1077
7-11B 7654 3310 0000 1057

Postage	\$		PAID \$5.00
Delivery Fee			
Priority Mail Fee (Postmaster Required)			
Postage Design Fee (Postmaster Required)			
TOTAL PAID \$ PER	\$	5	

Name (Print, PSN Only, do not prefill by mail)
Address (Print, no PO Boxes)
City, State, ZIP

PS Form 3800, February 2011

CERTIFIED MAIL PREPARATION

B. PS FORM 3800 Label Only

- ◆ Attach Label to article (remove receipt portion)
- ◆ Use PS FORM 3877 (Firm Mailing Book)
- ◆ Enter appropriate information
- ◆ Present book and article
- ◆ DO NOT remove page from book
- ◆ RNMC stamps and signs page (customer receipt of mailing)



RETURN RECEIPTS

✦ Only allowed to non-government agencies, civilian firms, corporations, and private individuals when proof of delivery is required by law or regulation

SENDER: COMPLETE THIS SECTION	COMPLETE THIS SECTION ON DELIVERY	
<ul style="list-style-type: none"> ■ Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired. ■ Print your name and address on the reverse so that we can return the card to you. ■ Attach this card to the back of the mailpiece, or on the front if space permits. 	A. Received by <i>(Please Print Clearly)</i> B. Date of Delivery	
	C. Signature X <input type="checkbox"/> Agent <input type="checkbox"/> Addressee	
1. Article Addressed to:	D. Is delivery address different from item 1? <input type="checkbox"/> Yes If YES, enter delivery address below: <input type="checkbox"/> No	
	3. Service Type <input type="checkbox"/> Certified Mail <input type="checkbox"/> Express Mail <input type="checkbox"/> Registered <input type="checkbox"/> Return Receipt for Merchandise <input type="checkbox"/> Insured Mail <input type="checkbox"/> C.O.D.	
2. Article Number <i>(Copy from service label)</i>	4. Restricted Delivery? <i>(Extra Fee)</i> <input type="checkbox"/> Yes	
PS Form 3811, July 1999 Domestic Return Receipt 102595-99-M-1789		

UNITED STATES POSTAL SERVICE

First-Class Mail
 Postage & Fees Paid
 USPS
 Permit No. G-10

• Sender: Please print your name, address, and ZIP+4 in this box •

OPNAV FORM 5511/10 (Record of Receipt)

- ✠ OPNAV FORM 5511/10 (record of receipt) should be utilized when not covered by regulation or needing proof of delivery to a military address

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 RETURN	
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		

RNMC ACCOUNTABLE RECEIPT

✦ Utilized locally for:

- ◆ “Important” Inter-Area Mail
- ◆ Accountability for UPS and FED-EX articles until a tracking number is provided
- ◆ Customer is responsible for preparation
- ◆ NOT compatible with any other special service

RNMC ACCOUNTABLE RECEIPT (Continued)

✠ Three parts:

- ◆ Part 1 – “To” address
- ◆ Part 2 – “Return” address
- ◆ Part 3 - Self-adhesive number

✠ For UPS/FedEx - tracking number placed on the back of Part 2 and returned the following business day

NAVY MAIL SERVICE
ACCOUNTABLE MATERIAL

TO _____

A 100000938

NAVY MAIL CENTER
ACCOUNTABLE MATERIAL

A 100000938

NAVY MAIL SERVICE
ACCOUNTABLE MATERIAL

A 100000938

EXPEDITED SERVICES

✦ **USPS EXPRESS MAIL**

✦ **FEDERAL EXPRESS**

✦ **UPS NEXT DAY AIR**

✦ **REQUIREMENTS**

- ◆ **Must be time sensitive**
- ◆ **Approved by Command Official Mail Manager (With signed copy of Expedited Service Approval Letter)**



EXPEDITED SERVICES (Continued)

USPS EXPRESS MAIL

- ✦ No delivery to ships or afloat units
- ✦ Limited overseas and FPO/APO delivery
- ✦ NO CLASSIFIED to any FPO/APO or INTERNATIONAL

FEDEX/UPS

- ✦ No delivery to ships or afloat units
- ✦ NO OVERSEAS delivery
- ✦ CLASSIFIED only IN-CONUS (FedEx Only)
- ✦ NO P.O. BOXES

EXPEDITED SERVICE APPROVAL LETTER

EXPEDITED REQUEST LETTER

_____ Date

Account # _____
(Full nine-digit zip code of mailing command)

From: _____
(Command/Department)

Ref: (a) COMNAVREGMIDLANTINST 5218.2 Series

1. I certify the attached articles require expedited service for the following reason:

- _____ Mission failure probable
- _____ Significant monetary penalty by Navy will occur
- _____ Missing movement/transportation will occur
- _____ Extreme adverse effects to operations/personnel
- _____ Compelling circumstances in preparation occurred
- _____ Request not received in time to meet due date

2. I certify that if this article is addressed to an FPO/APO address, it contains **no classified material**.

3. I understand that expedited service to an FPO/APO address means three to four days and is not guaranteed.

Print Name: _____ Sign: _____
(Official Mail Manager)

For Friday Dispatch: Saturday Delivery Required _____
(Additional fee for FedEx) (OMM Initial)

TRACKING NUMBER: _____

EXPEDITED SERVICES MAILING LABELS (MUST BE PREPARED BY ORIGINATOR)

EXPRESS MAIL

EXPRESS MAIL POST OFFICE TO ADDRESSEE E1346745043US

CUSTOMER USE ONLY

FROM: PLEASE PRINT NAME PHONE ZIP CITY STATE ZIP+4

TO: PLEASE PRINT NAME PHONE ZIP CITY STATE ZIP+4

FOR PICKUP OR TRACKING CALL 1-800-222-1811

Label 11-8 October 1998

UPS

UPS MAIL TO BUSINESS

RECEIVER'S NAME: removed personal name

RECEIVER'S ADDRESS: SNK CORPORATION INTERNATIONAL DEPT 1-6 FUKU-CHO SUTA-SH OSAKA

RECEIVER'S PHONE: removed phone #

EXPRESS 1

EXPEDITED 2

NO COMMERCIAL VALUE

DISPATCH INFORMATION: 42 400 D

DATE OF SERVICE: 09/14/01

ALWAYS

FEDEX

FedEx USA Airbill 1234 5678 9010 0215

1. **From** (Sender): 10/15/01 9999-9999-9
 Sender Name: Tyler Hanlon
 Address: 1234 Main Street
 City: Phoenix AZ 85034

2. **To** (Recipient):
 Recipient Name: Lian Riley
 Address: Ridgeway Dr
 City: Atlanta GA 30105

3. **Special Handling**:
 Priority Mail, Priority Mail Express, etc.

4. **Insurance**:
 Insured, Uninsured, etc.

5. **Signature**:
 Signature of Recipient, etc.

6. **Tracking**:
 Tracking Number: 1234 5678 9010

7. **Payment**:
 Payment Method: Cash, Credit Card, etc.

8. **Remarks**:
 Remarks: Special handling instructions, etc.

ONLY AT BRANCH OFFICES

TIPS FOR EXPEDITED MAIL

- ✦ **Number of address and info lines are not restricted**
- ✦ **Include any pertinent information to aid in delivery of article:**
 - ◆ **Building / Room / Code numbers**
 - ◆ **Names and Telephone numbers**



INTERNATIONAL MAIL



- ✦ **Number of address lines is not restricted**
- ✦ **Last line of the address should be the country name by itself (i.e. ITALY, SPAIN)**
- ✦ **NO ABBREVIATIONS FOR COUNTRY NAMES**
(Some states have the same abbreviations as foreign countries)
- ✦ **Customs forms may apply based on individual country requirements**

INTER-AREA MAIL

- ✠ **DEFINITION:** Any official correspondence sent between commands located within the servicing area of RNMC
- ✠ Articles are addressed as regular Official Mail, or have appropriate route number and command title
- ✠ See COMNAVREGMIDLANTINST 5218.1 for route number listing
- ✠ No postage is required
- ✠ **NOT FOR PERSONAL USE**



INTER-AREA MAIL TIPS

- ✠ RNMC personnel do not know names / titles / building numbers etc.
- ✠ Entire command name must be included on all messenger envelopes*
- ✠ Route number examples:
 - ◆ COMNAVSURFLANT R#4
 - ◆ FCTCLANT DAM NECK R#7C
 - ◆ FISC NORFOLK R #3B

*SEE COMNAVREGMIDLANTINST 5218.1



U. S. Government Messenger Envelope

M
E
S
S
E
N
G
E
R

E
N
V
E
L
O
P
E

NAME (OR TITLE) OF ADDRESSEE AGENCY ORGANIZATIONAL UNIT, ADDRESS AND ROOM		NAME (OR TITLE) OF ADDRESSEE AGENCY ORGANIZATIONAL UNIT, ADDRESS AND ROOM	
RIGHT ↓	STOP	WRONG ↓	STOP
NAVSTA, NORFOLK PORT OPS SANDY BLACK	STOP RT # 2	SANDY BLACK PORT OPS BLDG W313	STOP
FISC NORFOLK PERSONAL PROPERTY OFFICE	STOP RT # 2	PERSONAL PROPERTY OFFICE SDA 237	STOP
BRMEDCLINIC	STOP RT #3B	BOONE CLINIC	STOP
SEWELLS POINT SAFETY OFFICE LARRY DORTON	STOP RT # 2	LARRY DORTON BLDG KBB (DAYTON HALL)	STOP
NOT DELIVERABLE	STOP	CODE 0313A ATTN: WILLIAM HARGROVE	STOP
PWC NORFOLK TRANSPORTATION	STOP RT # 2	TRANSPORTATION LP-20	STOP
○	STOP	○	STOP
RNMC, ATTN: Mr. PERALTA	STOP		STOP
	STOP		STOP
	STOP		STOP
	STOP		STOP

USE THIS SIDE FIRST

Use STOP only when messenger service between Government buildings in Washington, D.C., is required or wherever a STOP system is used. Your mail room has STOP information.

UNITED PARCEL SERVICE (UPS) GROUND TRACK

- ✦ Available IN-CONUS only
- ✦ Immediate tracking VIA YOUR BRANCH OFFICE ONLY
- ✦ Delivered directly to addressee
- ✦ Cost effective
- ✦ Restricted to items other than First Class (over 13 oz.)



INCOMING MAIL

OFFICIAL MAIL

ALL MAIL ADDRESSED TO THE COMMAND

**COMMANDING OFFICER
SUBTRAFACLANT
2000 C ST
NORFOLK VA 23511-0001**

**SUBTRAFACLANT
ATTN YN2 HAYES
2000 C ST
NORFOLK VA 23511-0001**

**SUPPLY OFFICER
SUBTRAFACLANT
2000 C ST
NORFOLK VA 23511-0001**

**STRIKEFIGHTER SQUADRON 140
FPO AE 09873-7145**

**LT JIM JONES
PERSONNEL OFFICER
VFA 140
FPO AE 09873-7145**

**SKCM BROWN
COMMAND MASTER CHIEF
VFA 140
FPO AE 09873-7145**

OFFICIAL MAIL

Remember:

- ✦ Names in Attention lines mean “Official”
- ✦ Names with a Title mean “Official”

DO NOT return this mail to the Mail Center as directory mail. If the person whose name appears is no longer at your command, **THIS IS STILL YOUR MAIL.**

Commands assigned an FPO mailing address may not use local geographic addresses to receive mail.

PERSONAL MAIL

ALL MAIL ADDRESSED TO AN INDIVIDUAL

YN2 ISSAC HAYES
SUBTRAFACLANT
2000 C ST
NORFOLK VA 23511-0001

CAPT JOE SMITH
SUBTRAFACLANT
2000 C ST
NORFOLK VA 23511-0001

PERSONAL MAIL RESTRICTIONS:

- ✱ ONLY PERSONNEL LIVING IN BARRACKS
- ✱ ONLY PERSONNEL IN A TAD STATUS
- ✱ ONLY DURING THE FIRST 120 DAYS OF REPORTING



PERSONAL MAIL

ADDRESS RESTRICTIONS:

- ✘ No mail addressed to barracks (May use barracks address for FedEx, UPS or other third party carrier)

USPS DOES NOT DELIVER TO BARRACKS

Members attached to a command assigned an FPO mailing address may not attempt to use local geographic addresses to receive mail.

DIRECTORY MAIL

Directory mail is:

- ✦ Any personal mail addressed to a military member or civilian employee who does not now work, or has never worked, at your command.

NOTE: Official mail CANNOT be directorized. This mail is addressed to Your Command, not to a private individual.



OPNAV 5110/5 CHANGE OF ADDRESS CARD (MILITARY PERSONNEL ONLY)

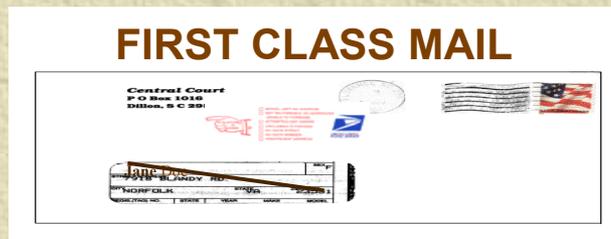
Directory file maintained on all military personnel
utilizing OPNAV 5110/5

NOTICE OF CHANGE OF ADDRESS			DATE: DD/■ ■/■ ■/■ ■
OPNAV 5110/5 (Rev 3-99) S/N 0107-47-000-2500			
NAME (Last, first, middle) DOE, JOHN	RANK / RATE 3E11/E-8	SOCIAL SECURITY NUMBER 092-794432	
PRIVACY ACT STATEMENT: Authority: Title 39 USC and DOD/US Postal Service Agreement, 2 Feb 99. PRINCIPLE PURPOSES: To route or forward (directory) mail. ROUTINE USES: Used by military and civilian personnel in mail functions. Data are inspected by commanders, postal officers, and military and civilian inspectors. Disclosure is voluntary; however, failure to provide the requested information could result in inability to forward mail.			
NEW ADDRESS (Consult SMDL for address) JOHN DOE P80 BENLLE POINT 1278 FRANKLIN STREET NORFOLK VIRGINIA 23511-3482		OLD ADDRESS (Attach mailing label for publisher) JOHN DOE USS S.4H JACHTO CG 68 2-1 FPO AE 0937-1178	
ESTIMATED REPORTING DATE DD/■ ■/■ ■/■ ■		DEPENDENT'S NAME (if applicable) JANE DOE	
SIGNATURE 			
FORWARD SECOND CLASS MATTER FOR 60 DAYS		THIS SPACE FOR POSTAL CLERK	
	ITEM	YES	NO
	MAGAZINES		
	NEWSPAPERS		

DIRECTORY MAIL PROCEDURES (FIRST CLASS & PRIORITY MAIL)

Forwarding Time Limit:

- ✠ Transferred personnel - 12 months for First Class and Priority Mail.
- ✠ Students and TAD - 3 months for First Class and Priority Mail.
- ✠ Mail for DTA Personnel is held for 30 days before being returned to sender.



DIRECTORY MAIL PROCEDURES (MAGAZINES)

Forwarding Time Limit:

- ✦ Forward magazines for 60 days from the date of personnel transfer.**
- ✦ Using PS Form 3579 notify publishers of change of address. After 2 forms per magazine have been sent and 60 days have expired return to RNMC as Bulk Rate mail.**
- ✦ Publishers are charged 60 cents per notice sent.**

SECURITY



- ✦ All mail must be provided sufficient security to prevent loss, damage, or compromise
- ✦ Mail should not be left out unattended
- ✦ Personal Mail should be delivered directly to the addressee

SECURITY (Continued)



- ✦ **Access to mailrooms should be limited to personnel accountable for mail and familiar with regulations and procedures**
- ✦ **All PS Forms for accountable mail and DD Forms are kept on hand for a minimum of 2 years to maintain a chain of receipts**
- ✦ **Registered Mail, USPS Overnight Express, and FedEx must be maintained under security until delivered**

TRANSPORTATION



- ✦ **Pick-up and delivery should be made in an enclosed, lockable Government vehicle**
- ✦ **Privately Owned Vehicles (POV) can be used only during emergency situations or when authorized by the Command Officer in writing (Copy to RNMC or branch office)**

CLAIMS/INQUIRIES FOR OFFICIAL MAIL

✠ USPS: Filed at RNMC Branch, not the civilian post office

- ◆ **Must have all receipts and forms for your article (RNMC will help fill out the appropriate form)**
- ◆ **PS FORM 1000: REGISTERED and EXPRESS**
- ◆ **PS FORM 1510: CERTIFIED and regular mail**

✠ FedEx/UPS: See RNMC for information

CLAIM FORMS

PS FORM 1000 (Domestic Inquiry)

United States Postal Service
Domestic Claim or Registered Mail Inquiry
 (Type or Print Legibly with Ball-Point Pen)

0 1 7 4 0 3 7 1 0 *

A. Completed by Customer (File at any Post Office)

1. Sender's Name and Address _____
 2. Addressee's Name and Address (Person or firm to whom article was addressed) _____

3. Service Type Used for Article (Check one)
 Numbered Insured Registered w/ Insurance Express Mail (Merchandise Insurance) Express Mail COD
 Unnumbered Insured Registered w/ Insurance (Inquiry Only - No Indemnity) Express Mail (Document Reconstruction) COD

4. Mailing Receipt Number _____ 5. Mailing Date (Mo., Day, Yr.) _____ 6. Signature of Addressee/Agent Waived? (Express Mail Only) Yes No _____ 7. If COD, Amount Due Sender \$ _____

8. Reason for Claim
 Article Not Delivered Some Contents Delivered Repair of Damaged Contents Delay of Express Mail Containing
 No COD Remittance Received Container Only Delivered All Contents Damaged Non-Registable Documents

9. Description of Loss or Damaged Article(s). (Give entire receipt) where possible and specify value of each. Attach another sheet if necessary. **INSTRUCTION: If a damage claim, the ADDRESSEE must immediately present the article, container, wrapping, and packing material to the local post office.**

10. Total Value Claimed for All Lost or Damaged Articles (Excluding postage and fees). Attach Evidence of Value (See cover sheet, item 2, for acceptable evidence.) \$ _____ 11. Non-delivered Items Require Proof of Loss (See cover sheet, item 20, for acceptable documentation.) _____

12. Sent Payment To: Sender Addressee _____ 12a. Date Signed _____ 12b. Telephone No. _____

12c. Signature _____ 12d. Date Signed _____ 12e. Telephone No. _____

13. Did you receive items listed above? Yes No COD Only Yes No Cash Check _____ 13a. Where (Post Office at: City, State, and ZIP) _____ 13b. Date Paid _____

13c. Signature _____ 13d. Date Signed _____ 13e. Telephone No. _____

I certify that all information furnished on this form is accurate and truthful. The submission of a false, fictitious, or fraudulent statement may result in imprisonment of up to 5 years and a fine of up to \$10,000 (18 USC 1007). In addition, a civil penalty of up to \$5,000, and an additional assessment of twice the amount falsely claimed may be imposed (31 USC 3692)

B. Completed by Post Office Facility Where Claim Filed (See Reverse)

1a. Postage Paid \$ _____ 1b. Insured/Reg. COD Fees \$ _____ 1c. Declared Actual Value \$ _____ 1d. Registered Handling Charge \$ _____ 1e. Other Reg./Exp. Fees \$ _____

1f. Other Services (Check all that apply)
 Restricted Delivery Return Receipt After Mailing Return Receipt

2. Postmark of _____ 3. Signature of Employee Accepting Claim _____ 9. Is claim is for damage or loss of contents, were wrapper, container, and article presented? Yes No

4. Post Office (City, State, & ZIP + 4) _____ 10. Location of Damaged Article(s) (Attach description of damage)
 Sender Post Office at (City, State, ZIP + 4): _____
 Addressee _____
 Discarded by Post Office Verified By: (Name) _____
 Mailing Receipt Wrapper _____
 (Phone) _____

7. Date Accepted _____ 8. Evidence of Insurance or COD _____
 11a. Local Adjudication Approved Denied _____ 11b. Signature of Approval Authority _____ 11c. Reason for Denial _____

C. Completed by Delivery Post Office (Attach copy of delivery receipt unless record keeping is computerized)

1. Date Delivered _____ 2. Date Forwarded (See instructions) _____ 3. Date Returned to Sender (See instructions) _____ 4a. No Record of Delivery _____ 5. Postmark of Delivery PO and initial _____

4b. No Record of Delivery on Return to Sender _____ If COD, (Also complete items 6-11) _____ 6. MO Number _____ 7. Check Number _____

8. Check/MO Amt. \$ _____ 9. Date Check/MO Sent _____ 10. Check/MO Not Issued for COD _____ 11. Addressee Did Not Respond to COD Inquiry _____

PS Form 1000, April 1997 See Privacy Act Statement on Reverse F - St. Louis ASC

PS FORM 1510 (Mail Loss/Rifling Report)

NOTE: USE BALLPOINT PEN AND PRESS DOWN FIRMLY. LAST 2 COPIES MUST BE LEGIBLE.

- Use this form only for ordinary and certified mail. Use Form 3812, Request for Payment of Domestic Postal Insurance, to report loss or rifling of COD and domestic insured mail. Use Form 565, Registered Mail Application for Indemnity/Inquiry, to report loss or rifling of domestic registered mail.
- Be sure all applicable items in Part II are completed.
- Send Parts II-D and II-E immediately to the Regional Chief Inspector.
- If complaint indicates rifling, obtain envelope or wrapper (if possible) and forward it with the Form 1510 to the Regional Civil Inspector.
- If the complaint is made at stations or branches, send the remaining parts of the form to the main office, Claims and Inquiry Section.
- Information outlining the processing of this form is contained in Section 254.2 of the Postal Operator's Manual.

(Remove This Portion Before Mailing)

Part I

Postal Customer:
 The sender of the article described below has made an inquiry regarding delivery of the item. The article was not located at the mailing office. Therefore, we are contacting you to determine if the article has been delivered. Please indicate below if the article has been received. Return the form in the enclosed PREADDRESSED ENVELOPE WHICH REQUIRES NO POSTAGE. Your response will assist the Postal Service in providing improved service. **PLEASE RETURN BOTH PARTS I AND II-A.**

THANK YOU

The Article Was: Received (Date if known) _____ Date of Reply _____ Signature of Addressee or Agent _____
 Not Received Refused _____

Remarks _____

PS Form 1510, April 1992

Part II-A

Note: Use ballpoint pen and press down firmly. you are making five copies.
 U.S. Postal Service
Mail Loss/Rifling Report

1. Complaint Date _____ 2. Office Accepting Complaint (City and State) _____ 3. Complaint Loss Rifling

4. Article Was Mailed By _____ 5. Article Was Addressed To _____

6. Name _____ 6a. Name _____

7. Return Address As on Article Mailed _____ 8. Address As on Article Mailed _____

9. City _____ d. State _____ e. ZIP+4 _____ c. City _____ d. State _____ e. ZIP+4 _____

10. Day Telephone Number (Include Area Code) _____ f. Day Telephone Number (Include Area Code) _____

11. Article Was Mailed _____ 7. Article Was Sent _____ 8. Type of Mail Parcel Parcel
 a. Date _____ b. Time _____ 1st-Class Letter Letter
 Month Day Year (Hour) AM PM Other (Specify) _____
 Other (Specify) _____

9. Special Services Special Handling Special Delivery Certified No. _____ Return Receipt for Merchandise No. _____

10. Place of Mailing _____ Name and/or Address of Location Checked _____
 Main Post Office Station or Branch Contract Station Collection Box Residence or Business _____ City and State of Location Checked _____ ZIP+4 for Location Checked _____

11. Contents of Article (Describe in detail, size, color, brand name, serial no., and amount, etc.) _____ 12. Value \$ _____

PS Form 1510, April 1992

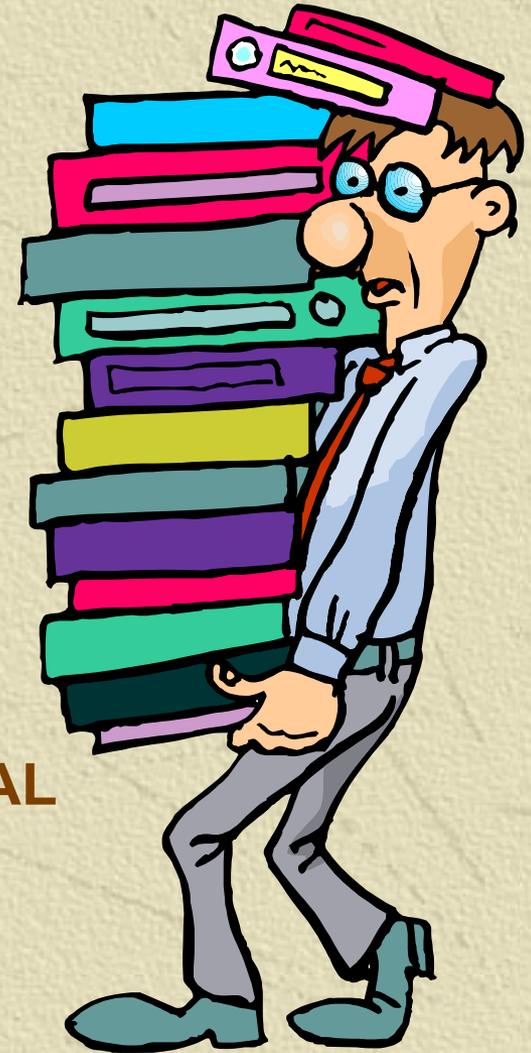
SUMMARY

You should now have the basic fundamental knowledge to handle your commands Official and Personal Mail. As always, contact your serving Branch Office with any questions or concerns.



REFERENCES

- ✦ DOD POSTAL MANUAL 4525.8M
- ✦ COMNAVREGMIDLANTINST 5218.1
- ✦ COMNAVREGMIDLANTINST 5218.2
- ✦ SECNAVINST 5510.36
- ✦ OPNAVINST 5218.7B
- ✦ OPNAVINST 5112.5A
- ✦ OPNAVINST 5112.6C
- ✦ USPS DOMESTIC MAIL MANUAL
- ✦ USPS INTERNATIONAL MAIL MANUAL
- ✦ USPS PUB 28 & 221
- ✦ GSA FEDERAL RECORDS ACT 1950



REGIONAL NAVY MAIL CENTER ON-LINE

For access to this training guide, instructions,
links and other information, go online at
www.nor.fisc.navy.mil

Scroll down to the bottom and click on
“Regional Navy Mail Center - Atlantic”

Ensure Official Mail Managers provide their
e-mail address to:

steve.murray@navy.mil

