



UNITED STATES MARINE CORPS  
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MCIWEST-MCB  
CAMPENO 5110.1B  
MPR POSTAL

JUN 18 2012

MCIWEST-MCB CAMPEN ORDER 5110.1B

From: Commanding General  
To: Distribution List

Subj: STANDING OPERATING PROCEDURES FOR POSTAL AFFAIRS  
(SHORT TITLE: SOP FOR POSTAL AFFAIRS)

Ref: (a) DoD 4525.6M  
(b) MCO 5110.4A  
(c) MCO 5110.6C  
(d) OPNAVINST 5112.6C

1. Situation. To promulgate a Standing Operating Procedures (SOP) for Postal Affairs, Marine Corps Installations West-Marine Corps Base, Camp Pendleton (MCIWEST-MCB CAMPEN), per references (a) through (d). This Order is a complete revision and should be read in its entirety.

2. Cancellation. BO P5110.1A.

3. Mission. This Order provides policy and contains procedures for the operation of Marine Corps Post Offices and Unit Mailrooms for all commands, organizations, units and tenant activities.

4. Execution

a. Commander's Intent and Concept of Operation

(1) To prescribe policy and procedures for processing and delivery of both personal and official mail throughout MCIWEST-MCB CAMPEN Post Offices and Unit Mailrooms.

(2) The timely and accurate delivery of mail is paramount in maintaining good order throughout any unit. This Order provides Commanding Officers with the information required to operate and properly maintain MCIWEST-MCB CAMPEN Post Offices and Unit Mailrooms.

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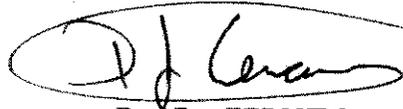
b. Subordinate Element Mission. All Marine Corps activities to include all organizations not affiliated with the Marine Corps and other entities serviced by MCIWEST-MCB CAMPEN Post Offices must comply with this Order.

5. Administration and Logistics. Directives issued by this Headquarters are published and distributed electronically. Electronic version of the MCIWEST-MCB CAMPEN directives can be found at: <https://c27ipacpnd103w/intranet.manpower.usmc.mil/ipac/manpower/Adj/MCIWMCBCPENDirectives/default.aspx>

6. Command and Signal

a. Command. This Order is applicable to all commands, organizations, units, and activities under the command of MCIWEST-MCB CAMPEN; Appendix J is only applicable to MCIWEST-MCB CAMPEN (CAMP PENDLETON).

b. Signal. This Order is effective the date signed.



D. J. TERANDO  
Chief of Staff

DISTRIBUTION: A-3  
B  
C

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Introduction

1. General

a. The Marine Corps Postal Service, as a part of the United States Postal Service (USPS) and the Naval Postal Service, conforms to the current postal agreement between the Department of Defense (DoD) and the USPS, and supplemental instructions published by higher authority.

b. Efficiency in the handling of mail depends greatly upon command supervision and the effectiveness of mail handling instructions and procedures.

2. Scope. To maintain a high state of efficiency in the postal service throughout this command. Uniformity in mail handling practices must be maintained at all levels. The instructions in this Order have full force and effect in all echelons of this command and are based upon regulations promulgated by higher authority.

3. Changes. Changes to this Order will be published upon receipt of instructions by higher authority or in response to command requirements.

4. Precedence. If any portion of this Order conflicts with directives from higher authority, the latter shall take precedence.

5. Organization and Operational Control

a. The Military Post Office (MPO) is a branch of the USPS. The Commanding General (CG); MCIWEST-MCB CAMPEN exercises operational control of the MPOs. Administration of the postal services within the command will be under the staff cognizance of the Assistant Chief of Staff, G-1 (AC/S, G-1). Unit Post Offices are assigned by this headquarters to best serve the population aboard MCIWEST-MCB CAMPEN.

b. Additional postal services can be provided in other locations to best serve the needs of the customer. These Post Offices will be operated by USPS personnel and are under the jurisdiction and supervision of the local Postmaster.

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Chapter 1

Responsibilities and Duties

1. Commanding Officers. The following responsibilities and duties are in addition to those outlined in the publications and directives listed in chapter 3. Commanding Officers shall:

a. Assign in writing an E-6 or civilian GS-6 or above to be the Unit Postal Officer and Assistant Unit Postal Officer for the supervision of postal functions for the organization or unit. A copy of this assignment will be posted in the Unit Mailroom.

b. Upon the establishment of a Unit Mailroom, no less than two Unit Mail Clerks will be assigned, one designated as the primary Mail Clerk. A Unit Mail Clerk/Orderly Appointment Log (DD Form 2260) will be utilized by all organizations, staff sections, and other activities responsible for the appointment of Unit Mail Clerks. The log will be maintained for two years from the date of the last revocation entry. Unit Mail Clerk/Orderly Appointment Cards (DD Form 285) will be destroyed upon revocation.

c. Ensure that all appointed Unit Mail Clerks (primary and alternate at all levels) are thoroughly instructed in their assigned mail handling duties prior to appointment by ensuring that they have read and understand all applicable mail handling instructions and directives pertaining to correct procedures for handling U.S. Mail and have attended the Mail Indoctrination Course provided by the MPO at the installation they are located.

d. Provide adequate facilities and transportation for handling and processing of U.S. Mail.

e. Maintain the transparency of all mail, personal and official.

f. Promulgate a mail handling order as required by chapter 2 of reference (c). A copy of this Order will be posted in the Unit Mailroom.

g. Require Unit Mail Clerks operating Unit Mailrooms to maintain a complete and current mail directory. This directory will be operated in accordance with chapter 6, paragraph 3 of reference (c).

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- h. Provide Unit Mail Clerks with necessary and current information to permit proper and expeditious delivery and forwarding of U.S. Mail.
- i. Ensure all personnel of the organization or unit know their correct mailing address. Sample mailing addresses are to be included in the organization or unit mail handling order. Personnel are instructed to inform their correspondents (family, friends, etc.) and publishers of magazines and newspapers they subscribe to of their correct mailing address.
- j. Ensure the serving Post Office is promptly notified upon revocation of a Unit Mail Clerk who was authorized to pick up mail from the serving Post Office for the organization or unit. (Refer to Appendix D of this Order)
- k. Keep the Postal Director informed of all matters which will affect the timely delivery, dispatch and routing of U.S. Mail.
- l. Maintain close supervision over the handling of U.S. Mail within the organization.
- m. Submit a Corrective Action Report (CAR) on all findings noted on the Functional Area (FA) Inspection Checklist when the report contains a grade of Mission Capable or Mission Non-Capable with findings. The CAR is to be submitted to the Postal Director no later than 30 days after the date the inspection report is received.
- n. Ensure that U.S. Mail bags are utilized only for authorized transport of U.S. Mail. Use of mailbags for personal convenience (burn bags, trash containers, etc.) is strictly prohibited.
- o. Ensure that OPNAV 5110/5 and PS Form 3575 (Notice of Change of Address Cards) are available to personnel and are properly utilized in accordance with reference (a).
- p. Ensure that vehicles assigned for transporting U.S. Mail are not utilized for any other purpose as long as U.S. Mail is aboard the vehicle.

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q. Requisition and maintain a 30-day supply of:

(1) DD Form 285 (Unit Mail Clerk and Orderly Appointment Card).

(2) OPNAV Form 5110/5 or/and PS Form 3575 (Notice of Change of Address).

(3) NAVMC Form 10572 (Mail Directory File Card).

r. Ensure the Unit Mailroom is promptly notified of all personnel changes within the organization.

2. Postal Director. The Postal Director is responsible for the supervision, operation, and administration of postal services within the command. These responsibilities include, but are not limited to the following duties:

a. Advise the AC/S, G-1 on all postal matters.

b. Maintain liaison with civilian postal officials and other commands concerning postal matters.

c. Inspection and audits of all MCIWEST-MCB CAMPENO Post Offices and subordinate unit Post Offices in accordance with current directives.

d. Conduct quarterly and monthly inspections of mail handling operations and facilities. The result of these inspections will be reported to the Commanding Officer of that unit.

e. Prepare and submit directives and reports pertaining to postal matters.

f. Determine if investigative assistance is required on reports of irregularities involving U.S. Mail or postal funds and equipment.

g. Route all personal mail to appropriate Unit Mailrooms for further delivery to addressee.

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3. Organization/Unit Postal Officers/Assistant Postal Officers.  
These responsibilities include, but are not limited to, the following:

- a. Detailed supervision of all mail handling functions of their organization or unit.
- b. Conduct unannounced weekly Unit Mailroom Inspections to ensure compliance with pertinent regulations and directives. The FA checklist will be used to document all inspections. Inspection reports will be kept on file in the Unit Mailroom for six months. Only one copy of the inspection report is needed. Weekly inspections are unannounced and will be conducted on alternate days of the week at no set time.
- c. Maintenance and accountability of the Unit Mail Clerk/Orderly Appointment Log (DD Form 2260) and blank Unit Mail Clerk/Orderly Appointment Cards (DD Form 285) are to be handled and prepared in accordance with Chapter 15, paragraph C15.6, of reference (a). The Mail Orderly Appointment Log and blank Mail Orderly Appointment Forms are controlled items and are to be stored in a secure place when not in use. The Unit Mailroom will not be considered a "secure place" for the storage of these forms.
- d. Instruct Mail Orderlies in the proper procedures for the safeguarding and processing of U.S. Mail.
- e. Keep the Commanding Officer advised of all postal matters.
- f. Keep the Postal Director informed of complaints, inquiries, and suggestions concerning mail matters.
- g. Ensure immediate corrective action is taken on all discrepancies noted on inspections conducted by the Postal Director, Postal Inspectors, Postal Representatives from higher headquarters, and the U.S. Postal Service.
- h. Verify and initial the Firm Delivery Receipt (PS Form 3883) on a daily basis to ensure all Accountable Mail has been promptly and properly delivered. PS Form 3883 will be maintained for two years from the date of last entry.

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4. Postal Finance Officer/Custodian of Postal Effects

a. The Postal Finance Officer (PFO) will be assigned and relieved from duty by the Postal Director in accordance with reference (a).

b. The PFO/Custodial of Postal Effects (COPE)/Marine Corps Postal Clerks are responsible for, but not limited to, the following:

(1) The PFO is charged with the financial responsibility and custody of all postal effects for the MCIWEST-MCB CAMPEN Post Office and shall conduct all postal business in strict compliance with the instructions from USPS, DoD, and Department of the Navy (DON). The PFO shall be responsible to the Postal Director and shall keep the Postal Director informed of all matters pertaining to the operation of the MCIWEST-MCB CAMPEN Post Office.

(2) The COPE's are responsible and accountable for any stamps or funds (fixed or flexed entrusted to their care). Postal Clerks will perform all duties assigned to them by the PFO and the Postal Director.

(3) The Postal Director, the PFO, the Custodian of Postal Effects, and the Marine Corps Postal Clerks are the only personnel authorized to handle postal funds.

(4) COPE's shall maintain daily statistical data concerning postal operations.

(5) All postal financial transactions conducted by Postal Clerks serving customers at Postal Finance Units will be completed in the presence of the mailer.

(6) Postal Clerks will expeditiously process all incoming and outgoing mail matter.

(7) Postal Clerks shall conduct all postal financial business in strict accordance with current postal regulations.

(8) Postal Clerks shall report to the Postal Director all inquiries and claims concerning the rifling, loss, delay, and damage of mail matter.

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(9) Marine Corps Postal Clerks in charge of Unit Post Offices will conduct a weekly unannounced audit and inspection of Marine Corps Postal Clerks' accounts assigned to their respective units. Marine Corps Postal Clerks in charge will verify the Fixed Credit Inventory Record after proper entries have been made. Whenever the authorized fixed credit or money order business does not balance within the current authorized tolerance, the Postal Director will be notified immediately.

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Chapter 2

Official Mail

1. Definition of Official Mail. Official Mail is any letter, publication, or parcel relating exclusively to the business of the U.S. Government. By law (39 U.S.C. 3202), only officials of the U.S. Government are authorized to send items through the postal system by Official Mail. The penalty for misuse of Official Mail is \$300.00 (18 U.S. C. 1719).

2. Use of Official Mail

a. Authorized use of Official Mail. All U.S. Marine Corps activities are authorized use of Official Mail. These activities include, but are not limited to, the following:

(1) All Marine Corps units and activities.

(2) Marine Corps Reserve activities.

(3) Marine Corps Community Services (MCCS) activities for business related directly to the execution of their mission. However, material related directly to the buying or selling of Non-Appropriated Fund (NAF) merchandise and services may not be sent as Official Mail. Commanding Officers may use Official Mail to advertise available MCCS programs and services when the information is part of a consolidated MCCS information package.

(4) Non-Appropriated Fund Instrumentality (NAFI) agencies may use Official Mail only for official administrative (managerial) mailings related exclusively to the business of the U.S. Government.

(5) Official Mail may be used for the mandatory distribution of authorized Marine Corps newspapers and civilian enterprise newspapers (e.g. local base newspapers). Official Mail may be used to mail individual copies of Marine Corps newspapers for distribution to subordinate unit members, or to promote the overall command Public Affairs Program. Mailings of authorized Marine Corps newspapers and commercial enterprise newspapers will be at the standard rate if they qualify. They may also be mailed as third class or fourth class mail, depending on the weight. The USPS should be used only to

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transmit these publications to locations away from an installation. Local (on site) distribution will be accomplished through the guard mail system and other base delivery systems.

(6) Contractors may use Official Mail only with proper authorization from the Commandant of the Marine Corps (CMC).

b. Unauthorized Use of Official Mail. Official Mail will not be used for the following:

(1) Correspondence that is not exclusively U.S. Marine Corps business.

(2) Correspondence from NAFI pertaining to the buying or selling of NAF merchandise or services routing correspondence with commercial sources of products routing bills to members of open messes and other membership associations and advertisements for individual NAF and Morale, Welfare, and Recreation (MWR) activities that do not meet the criteria.

(3) Greeting cards, Christmas cards, retirement announcements, job resumes, and social functions except functions authorized and funded from official representation funds in accordance with the current edition of SECNAVINST 7042.7K.

(4) Retired members of the U.S Marine Corps, unless acting in an official capacity.

(5) Nonmailable items are defined by the USPS in the Domestic Mail Manual, Section 601.

(6) Matter mailed at the Post Office in a foreign country. Postage must be in the stamps of that country (this does not apply to APO/FPO military addresses of activities/units located in foreign countries).

(7) Parcels tendered for movement by Government Bill of Lading (GBL) in connection with commercial freight carriers or in military transportation channels.

(8) By concessionaires and their employees.

(9) For mailing of official matter (e.g. daily, weekly housing bulletins) that contains unofficial information.

(10) For dependent school yearbooks and their unofficial items.

(11) For mail not containing a complete and proper military return address (This does not apply to Business Reply Mail).

(12) For mailing of authorized Marine Corps newspapers to individual subscribers.

(13) For mailing of military cruise books or other related items whose printing is paid for by the individual or NAF monies.

c. Misuse of Official Mail. The improper use of Official Mail is to be reported to the Official Mail Manager at the installation the incident occurred.

### 3. Special Mail Services

a. Registered Mail. Used solely to ensure "safe delivery." Because the U.S. Government is self insured, indemnity is not provided for Official Mail, so the least expensive registered fee is charged, without postal insurance. Only First-Class or Priority Mail can be registered. Matter considered mission essential and requiring the highest degree of security may be sent Registered Mail as it requires a "chain of receipts" throughout the entire handling process.

b. Express Mail. USPS Express Mail Service is a high speed (generally overnight) delivery that is available to most major locations in the United States.

(1) It is not available to or from all military locations because it relies on expedited transportation services provided by USPS.

(2) This service is expensive and the following must be considered before requesting approval for authorization to use:

(a) Will mission failure result if the document is not received by the following day?

(b) What compelling circumstances prevent the items from being ready in time for normal mail transit?

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(c) Will the recipient be present to accept delivery of the document? Express Mail service for official correspondence is not authorized on days that precede a weekend because USPS doesn't deliver Express Mail to military locations on weekends. If mailed on a Friday using Priority Mail, a package or document will normally be delivered within two to three working days. Express Mail will only be authorized on days preceding a weekend if the mailer guarantees the recipient will be available during the weekend to receive the Express Mail shipment.

(d) Have other less expensive alternatives been examined?

(NOTE) 1. Authorization for use of Express Mail will come from the Installation Official Mail Manager (OMM), who is appointed by the Postal Director, or proper authority.

2. Requests will be submitted in writing and approval will be strictly on a case-by-case basis.

c. Insured Mail. Insured mail is only used when an established requirement for evidence of mailing and a record of delivery exists. As the U.S. Government is self insured, only the minimum insurance fee is required. This ensures "safe delivery" of mail for record purposes (i.e. accountability).

d. Certified Mail. Provides evidence of mailing and a record of delivery, but is restricted for use only within the domestic postal system. It is used only for items having no intrinsic value and does not provide a chain of receipts while in transit. It is dispatched, handled, and treated as First-Class Mail while in postal channels until reaching the Military Post Office (MPO) of destination. (See reference (b) Chap 3).

e. Return Receipts (PS Form 3811). Provides the mailer with evidence of delivery, and may be obtained for Insured (Over \$200), Registered, Express, and Certified Mail, but requires additional postage fees.

f. Certificate of Mailing. The Certificate of Mailing (PS Form 3817) may be requested when proof of mailing is necessary. It is to be used instead of Insured (over \$200), Registered, or Certified Mail when only proof of mailing is required.

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4. Business Reply Mail (BRM). BRM is used on all occasions when an Official Mailer requires a response and the command is paying the postage for it. BRM is available in the form of cards, envelopes, and labels. The command is only charge postage when the BRM card or envelope is returned. BRM Mail is handled as First-Class Mail while in transit. The mailing address and the return address on all BRM will be the official military address of the mailer. Questions pertaining to BRM should be directed to the Official Mail Section.

5. Metering of Official Outgoing Mail for Postage. All Official Mail being dispatched must be metered for the appropriate postage. To that end, outgoing official correspondence must be taken to the respective command mail center, where it is processed according to reference (b). The command mail center consolidates Official Mail to the maximum extent possible and ensures proper handling and dispatch requirements are met, per current directives. Under no circumstances is Official Mail to be deposited in USPS mail receptacles (Blue Mail Boxes).

6. Use of Permit Imprints for Presort Standard Mail. Use of Presort Standard Mail is authorized for large mailings of Official Mail (200 pieces or more) which is informative in nature (e.g. circulars, flyers, bulletins, newsletters, announcements, etc.). Through the use of Presort Standard Mail a much lower rate of postage can be used for large mailings. (See Appendix J)

7. Preparation of Standard Mail for Mailing. All Official Standard Bulk Mailings will be processed according to current USPS automation, barcoding, and bulk mailing guidelines, and must conform to USPS automation standards to receive appropriate discounts. Each bulk mailing will be taken to the MPO Official Mail Section, along with appropriate documentation, for final approval, processing and postage application, as necessary. Any questions should be addressed your MPO Official Mail Section for resolve.

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Chapter 3

Sources of Information and Instruction

1. U.S. Postal Service Publications

a. Domestic Mail Manual (DMM). A complete directory of United States Postal Service (USPS) regulations concerning domestic mail services. It is published by the USPS and utilized by all major mailers.

b. National Zip Code and Post Office Directory. An online publication which lists the zip code of each mailing address within the nation. Arranged alphabetically by state, it provides a listing of all Post Offices, stations, and branches with the appropriate 5-digit zip code for each delivery area and the county in which they are located.

c. International Mail Manual (IMM). A complete directory of USPS regulations governing international mail services. The IMM should be used by all mailers sending significant volumes of mail to foreign destinations, in order to ensure prompt and efficient handling of their mail. The order describes each class of mail, the physical requirements of mail pieces, mail preparation requirements, postage rates, methods of postage payment, and addressing requirements.

d. Administrative Service Manual (ASM). An order stating the policies and procedures for administrative, and support functions of the USPS.

e. Postal Bulletins. Information bulletins are issued bi-weekly to transmit advanced changes to USPS publications, to provide information, and instruction pertaining to the USPS.

f. Postal Laws. A compilation of all the laws governing the USPS. A general distribution of postal laws are made available to Navy/Marine Corps Post Offices.

g. Postal Operations Manual (POM). Sets forth the policies and procedures governing the operational functions of the field organizations of the USPS. Topics include retail sales, customer services, collection services, mail processing, transportation delivery services, and fleet management. This Order is the primary reference source for postal managers responsible for executing the aforesaid functions.

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2. Department of Defense Publications

a. Postal Agreement. The agreement between Department of Defense (DoD) and the USPS sets forth the responsibilities of each department in providing coordination and efficient postal service for the Armed Forces.

b. DoD Postal Manual 4525.6M. Provide instructions for the management and control of postal effects, and for processing, dispatch, handling, and transportation of personal and official military mail. It also prescribes policies and procedures for the processing and delivery of both personal and Official Mail at military postal activities. Specific operating instructions are provided to include receptacle service and directory service.

3. Navy Department Publications

a. U.S. Navy Regulations. Defines responsibilities of Commanding Officers in postal matters.

b. U.S. Navy/Marine Corps Postal Instructions (OPNAVINST 5112.6D). A set of instructions issued by Chief of Naval Operations (CNO) and Commandant of the Marine Corps (CMC). These instructions provide guidance in the administration, operation of the Naval Postal Service, and binding on military personnel of the Department of the Navy (DON).

c. Navy Comptroller Order, Volume 4. Contains instructions concerning the custody of postal funds, auditing, money order business, and the review and verification of reports of money order business.

d. Standard Navy Distribution List, Part 1 (OPNAV P09B3-107). Provides for the proper addressing and distribution of mail to all units and commands of the Operations Forces of the Navy, Marine Corps, Unified Commands, Specified Commands, and U.S. Elements of International Commands.

4. Marine Corps Orders (MCO)

a. MCO 5110.6C Conduct of Marine Corps Unit Mailrooms and Mail Distribution Centers. This is the standard order for mail processing, distribution and delivery procedures of mail for all Marine Corps units on Marine Corps Installations.

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b. MCO 5110.5D Official Mail Address Listing for Marine Corps Commands. Provide an Official Mail address listing of Marine Corps commands and publish, per reference (a) and (b), military mail addressing standards.

c. MCO 5110.4A The Marine Corps Official Mail Program. Provides information and direction concerning the requirements for using U.S. Marine Corps Official Mail, Official Mail address listing of Marine Corps commands, and military mail addressing standards.

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Chapter 4

Postal Losses and Offenses

1. General. The protection and usage of postal funds, supplies, equipment, and expeditious transmission of mail matter is of prime concern. Any incident, reports, allegations of loss, theft, embezzlement of postal funds blank money order forms, stamps, stamped paper, postmarking devices, or other Postal properties of the United States Marine Corps or the United States Postal Service (USPS) shall be vigorously and thoroughly investigated.

2. Notification Upon Discovery. Upon the discovery of a mail irregularity or a postal offense the following action will be taken:

a. Any person making such a discovery shall immediately inform their Commanding Officer who, in turn, will notify the Postal Director at the Installation the discovery was made.

b. Certain incidents require an immediate message report to the Military Postal Service Agency (MPSA), it is imperative that all known and suspected irregularities be reported to this headquarters (Postal Director) without delay.

c. If a Post Office or Unit Mailroom is broken into, the person making the discovery will immediately isolate the area, permitting no one to compromise mail security by entering the Unit Mailroom until the Postal Director, a Postal representative, or the USPS authorities arrive.

d. Personnel are to be informed not to report suspected violations to Mail Orderlies or Postal Clerks. Such action may forewarn the individual responsible for the violation and hinder any subsequent investigation. All reports of suspected violations are to be promptly reported to the Commanding Officer or the Unit Postal Officer.

3. Investigative Action

a. The Postal Director or postal representatives, upon being notified, will proceed immediately to the scene of the incident, determine whether investigative assistance is required or determine if investigative action should be initiated by the activity concerned.

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b. If investigative assistance is required, the Postal Director will initiate action to obtain such assistance from the appropriate investigative agency.

4. Submission of Documents. Commanding Officers will ensure that two copies of all pertinent documents concerning postal violations and investigations are immediately forwarded to the installations Postal Officer, or Postal Representatives. Such documents will include, but are not limited to, correspondence pertaining to the incident, report of investigation, final disposition of the case and, when applicable, report of disciplinary action taken against the offender(s).

5. Punitive Action. The following information has been extracted from the current edition of the Table of Maximum Punishments, Manual for Courts-Martial (MCM) to impress upon all members of this command the severity of punishments that may be imposed for offenses against the mail: Article 134. Offenses: "Wrongfully taking, opening, abstracting, secreting, destroying, stealing or obstructing mail matter while in the custody of any other agency, or not yet delivered or received. Depositing or causing to be deposited obscene or indecent matter in the mail."

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Chapter 5

Audits, Inspections and Reports

1. Purpose. Postal audits and inspections are conducted to protect government interests and to determine that all government property and monies are accounted for, properly protected, and disposed of in accordance with current regulations and instructions; that the organization providing the service operates efficiently and economically; that mail is handled efficiently and without delay; that personnel are familiar with and adhere to regulations and instructions; and that any irregularities are corrected.

2. Inspections and Audits of MCIWEST-MCB CAMPEN Post Offices

a. Inspections and audits of Post Offices will be unannounced. Officers conducting audits and inspections shall be familiar with all sources of information and instructions pertaining.

b. Inspections will be strict, thorough, and accurate, as they may possibly result in the discovery of irregularities or findings by postal personnel.

c. Once a month, without prior notice to the Postal Clerks and at no set time or day, the Postal Director shall conduct an inspection and audit of accountable postal effects and monies, including stamp flex credit, money orders, and verify the accuracy of records. The audit shall cover all pertinent transactions since submission of the last Post Office inspection.

d. Additional audits and inspections of Post Offices may be ordered when deemed necessary or desirable.

e. Marine Corps Postal Clerks in charge of unit Post Offices shall conduct a minimum of one audit each week on flex credit stocks assigned to each clerk. A copy of the audit sheet PS Form 3294 (Cash and Stamp Stock Count and Summary) shall be retained by the clerk until a turnover is conducted. Records of audits shall be maintained by the Postal Clerk in charge of the unit and reviewed by the Postal Director during monthly audits/inspections of Postal Clerks' accounts on PS Form 3368 (Stamp Credit Examination Record).

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f. Inspections will be conducted by a competent authority and in accordance with the most current FA checklist.

3. Unit Mailroom Inspections

a. The Unit Postal Officer, or Assistant Unit Postal Officer(s) will conduct a weekly inspection using the current Functional Area (FA) checklist. Inspections will be conducted unannounced and random not to establish a trend when inspection are accomplished.

b. Assigned Quality Assurance/Quality Control (QA/QC) Inspectors or a qualified representative shall inspect all Unit Mailrooms and delivery points within the command at least once each quarter in accordance with the most current FA checklist.

c. Inspection reports will be completed by the QA/QC Inspector. A copy of the report will be mailed to the Unit Postal Officer via the Commanding Officer's address.

d. Additional copies will be sent to the unit's respective inspector's office (i.e. MLG, DIV, MCIWEST-MCB CAMPEN, and MAW).

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Chapter 6

Operation of the Postal Section

1. General. This Chapter covers operating procedures of the Military Post Office (MPO). The Operation of the Marine Corps Postal Service conforms to the Postal Laws of the United States, the Postal Agreement between the Department of Defense (DoD) and United States Postal Service (USPS), Regulations and Instructions, and instructions issued by other competent authorities.

2. U.S. Mail Collection Boxes

a. Mail collection boxes are easily identified by their blue coloring and the Postal Service emblem (Eagle) on the sides. Collection boxes are placed in areas of the highest customer traffic flow and the best possible service for personnel. They are the only boxes authorized for depositing mail. Hours of collection may be changed to meet scheduled dispatches and are posted on the each box.

b. Installation of mail collection boxes by other than postal personnel is prohibited. Mail will not be deposited in receptacles other than authorized and designated collection boxes. Unauthorized removal or defacing of mail collection boxes is a postal offense punishable under Federal law.

3. Unauthorized Transactions

a. Postal Clerks will not conduct or solicit any business or act as an agent for any individual or commercial business.

b. Deposits of money or articles will not be accepted for safekeeping.

c. Removal of postage stamps from mail matter in transit for any reason is prohibited.

d. Postal Clerks will not affix stamps to an article for any a patron subsequent to acceptance for mailing. Mailers are responsible for affixing stamps to all mail matter.

e. Postal Clerks are prohibited from handling funds other than postal funds while performing postal duties in the designated Military Occupational Specialty (MOS) 0161.

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4. Acceptance, Handling, and Treatment of Mail

a. The security of the mail is inviolable. Mail is considered to be in USPS or military postal channels from the time it is deposited in an authorized MPO, in locked mail depositories, or is given to a designated Postal Clerk or an authorized Mail Orderly for posting, until it is delivered to the addressee, or to a representative authorized by the Postal Director in writing.

b. Registered articles accepted for mailing must be securely wrapped and sealed in accordance with current instructions. Particular care shall be exercised in the acceptance of Official Registered Mail as all of it must be presumed to contain classified matter.

5. Special Mail Services

a. Registered Mail. A service that provides the maximum security on high valuable items, worth up to \$25,000 (Most secure means of mailing). It is also the slowest service due to the mail being signed for at each location within the postal system.

b. Express Mail. The fastest mail service offered by the USPS. It provides guaranteed expedite service for any mailable matter.

c. Certified Mail. Certified Mail service provides the sender with a mailing receipt and, upon request, electronic verification that an article was delivered or that a delivery attempt was made.

d. Insured Mail Domestic-International. A service that provides insurance on merchandise against loss, damaged or theft. This insurance covers \$1.00 and up to \$5,000.

e. Delivery Confirmation. Delivery Confirmation service provides the mailer with information about the date and time an article was delivered. If delivery was attempted but not successful, the date and time of the delivery attempt. Delivery Confirmation service is available only at the time of mailing. No record is kept at the office of mailing.

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f. Return Receipt for Merchandise. Return receipt for merchandise service is a form of return receipt service that provides the sender with a mailing receipt and a return receipt. After delivery, the return receipt is mailed back to the sender. A delivery record is maintained by the USPS, but no record is kept at the office of mailing.

g. Signature Confirmation. Service provides the mailer with information about the date and time an article was delivered. If delivery was attempted but not successful, the date and time of the delivery attempt was delivered. A delivery record, including the recipient's signature, is maintained by the USPS and is available, via fax or mail, upon request.

h. Restricted Delivery. Restricted delivery service permits a mailer to direct delivery only to the addressee or addressee's authorized agent. The addressee must be an individual (or natural person) specified by name.

i. Return Receipt. A service that provides proof that a package was delivered. A postcard will be returned to sender, signed by the person receiving the package.

6. Nonmailable Matter. Nonmailable matter includes all matter which is by law, regulation, or treaty stipulation prohibited from being sent in the mails. When mailers are in doubt as to whether any matter is properly mailable, they should inquire at the serving MPO. The following is a partial list of nonmailable matter:

- a. Obscene or indecent matter; lotteries, fraud, and libelous matter.
- b. Intoxicating beverages and illicit drugs.
- c. Explosive, flammable, or poisonous matter.
- d. Firearms (with certain exceptions).
- e. Bombs, grenades, ammunition, or percussion caps.
- f. Matter advocating threats to the President of the United States, or disloyalty to the United States.
- g. Unprotected sharp instruments.

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7. Inquiries and Claims

a. Inquiries and domestic claims for mail can be electronically filed at [www.usps.com](http://www.usps.com). Senders or recipients can file domestic claims online providing a faster claims process and access anytime to view their claim status and history. APO/FPO shipments included. Once you register or sign-in, all you need is:

- (1) Your insurance article number.
- (2) Your transaction number (for Click-N-Ship claims or the auction number for eBay Claims).
- (3) Proof of Value (all claims).
- (4) Claim description and details for loss or damaged claim.

b. When articles are mailed and addressed for delivery within the continental United States, inquiries and claims for lost registered mail with no declared value or insured mail may be electronically filed at [www.usps.com](http://www.usps.com) by the sender 21 days after the date of mailing for registered mail and 15 days after the date of mailing for insured mail.

c. When articles are mailed to or from MPO outside the continental United States, inquiries or claims for lost registered or insured may be electronically filed by the sender at [www.usps.com](http://www.usps.com) after 45 days of the mailing date.

8. Mail Privileges for Prisoners. Mail privileges extended to prisoners shall be in compliance with the current edition of the Corrections Order, SECNAVINST 1640.9C, and as prescribed by the Commanding Officer, Corrections Facility.

9. Articles Found Loose in the Mail. Every effort shall be made to match loose articles with the mail from which lost. When this cannot be done, the item will be disposed of in accordance with instructions in the Domestic Mail Manual.

10. Unsealed and Damaged Mail. Mail received at any Post Office unsealed must be stamped or marked with the endorsement "Received Unsealed." When received in a mutilated or damaged condition, the letter or article will be stamped with the

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endorsement "Received in Damage Condition." Such articles will be securely sealed or rewrapped if necessary to prevent loss of contents. After proper endorsing, such articles will be delivered or forwarded to the addressee.

11. Wrappers Found Without Content. When wrappers of domestic parcels, except registered, are observed under circumstances indicating separation from contents in the course of handling rather than depredation, and the contents are not identified, the MPO will send the address portion of the wrapper or container to the sender with instructions for initiating appropriate action.

12. Evacuation and Destruction Plan

a. If an emergency requires the evacuation of personnel from an installation, all MPOs will have evacuating personnel fill out "Notification of Change of Address" (PS Form 3575) which will be sent to Postal Directory. These "Notifications of Change of Address" cards will be used for directorizing evacuee mail.

b. If practical, the MCIWEST-MCB CAMPEN Postal Directory will remain in operation as long as possible to receive and direct evacuee mail after the evacuation has taken place.

c. Requests to directorize, deliver, or embargo evacuee mail shall be routed to Military Postal Service Agency via the Commanding General, MCIWEST-MCB CAMPEN.

d. Official Registered Mail shall be given priority in all emergency evacuation actions. The following priorities will be used in arranging evacuation, affording protection, and, if necessary, ensuring the destruction of mail and postal effects in the following order.

- (1) Official Registered Mail.
- (2) Directory service information.
- (3) Blank postal Money Order (MO) forms.
- (4) Currency and coins.
- (5) Postage stamps and stamped paper.

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- (6) Paid MOs and checks on hand.
- (7) The MO imprinter.
- (8) Other accountable mail.
- (9) All remaining mail.
- (10) All-purpose date stamp.
- (11) All other records, equipment, mail sacks, and furniture.

e. When possible the personnel conducting emergency destruction should ensure there is a witness. Personnel conducting emergency destruction will submit list of items destroyed to the area major command.

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Chapter 7

Unit Mail Clerk and Mail Orderly Services

1. Purpose. The purpose of Unit Mail Clerk/Mail Orderly is to provide mail collection and or directory service for military units which are serviced by a Military Post Office (MPO). Unit Mail Clerk/Mail Orderly Service is considered an official part of the Marine Corps Postal Service and comes within the purview of the Department of Defense (DoD) and the United States Postal Service (USPS).

2. Definition of Unit Mail Clerk. A Unit Mail Clerk is a person designated by the Unit Postal Officer or Assistant Postal Officer to receive and deliver incoming mail from a serving Post Office for that unit. Unit Mail Clerks are normally enlisted personnel, however, officers and civilian personnel may be designated as Unit Mail Clerks. Unit Mail Clerks are not to be confused with Marine Corps Postal Clerks and are not to be classified with the Military Occupational Specialty of 0161.

3. Appointment of Unit Mail Clerk and Orderlies

a. Unit Mail Clerk. Commanding Officers requiring Unit Mail Clerk service will appoint no less than two Unit Mail Clerks to operate the Unit Mailroom. The Unit Mail Clerks will be designated on DD Form 285 (Appointment of Military Postal Clerk, Unit Mail Clerk or Mail Orderly) as well as DD Form 2260 (Postal Clerk, Unit Mail Clerk and Mail Orderly designation log). DD Form 285 will be prepared in triplicate. One card will be kept on file in the Unit Mailroom, the second on the Unit Mail Clerk, and the third on file at the serving Post Office. One Unit Mail Clerk will be designated as the primary Unit Mail Clerk.

b. Section Mail Orderlies. Unit Mail Orderlies will be appointed by the Unit Postal Officer or Assistant Postal Officer. There will be at least two Unit Mail Orderlies appointed per section to which mail is to be delivered. Each section Mail Orderly is to be appointed on DD Form 285 and the same DD Form 2260 that the Unit Mail Clerk is designated on. A duplicate copy of each DD Form 285 is to be kept on file in the Unit Mailroom for each section Mail Orderly appointed.

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c. Use of DD Form 285. DD Form 285's will be issued in numerical order consisting of the number of card being issued that year and the last two numbers of the current year to be placed in block 2 of DD Form 285 (e.g. 1-10). For Unit Mail Clerk's block 7 of DD Form 285 will be the Unit he/she is authorized to pick up for and Mail Orderlies will have the section he/she is designated to pick up for. All Unit Mail Clerks and Mail Orderlies are to have their DD Form 285 with them at all times when performing their postal duties. They are to present their DD Form 285 when picking up mail from the serving Post Office or from the unit mailroom. Mail for an organization or section will not be given to anyone who does not present a DD Form 285 designating them as an authorized Unit Mail Clerk or Mail Orderly to receive mail for that organization or section. An individual may pick up personal mail from the Unit Mailroom upon presentation of proper identification (e.g. Military ID, Drivers License). DD Form 285's are to be retained only until revoked. Once revoked, they will be maintained in a destroy file for two years. It shall be the responsibility of the Unit Postal Officer to recover and destroy DD Form 285's when Unit Mail Clerks and Mail Orderlies are relieved of their duties and make the appropriate entries on the DD Form 2260 (see Appendix B). It shall also be the responsibility of the Unit Postal Officer to promptly notify the serving Post Office by memo when Unit Mail Clerks are revoked (see Appendix D for sample letter).

d. Appointment of Unit Mail Clerks and Mail Orderlies on DD Form 2260. DD Form 2260 will be used to designate Unit Mail Clerks and Mail Orderlies. A single DD Form 2260 will have all Unit Mail Clerks and Mail Orderlies designated listed in numerical order of cards issued. An asterisk will be placed to the left of all Unit Mail Clerks listed on DD Form 2260 (see Appendix B). DD Form 2260s are to be retained by the issuing authority for two years from the date of the last revocation recorded.

#### 4. Unit Mailrooms

a. A Unit Mailroom is a facility or area operated by a unit for the receipt and delivery of all Official Mail addressed to the unit as well as ordinary mail addressed to personnel assigned to that command. Unit Mailrooms shall not be referred to as a Post Office. The space provided must provide adequate security for the mail and will be maintained in a neat, clean,

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and orderly condition by the Unit Mail Clerks assigned to the Unit Mailroom. Nothing will be kept in the Unit Mailroom except essential furniture, mail, and mail records. Doors will be provided with locks, windows will be barred or covered with a heavy wire mesh, and walls will be solidly constructed to prevent forcible entry. Pin type hinges on doors will be placed on the inner side or otherwise adequately secured (welded, etc.) to prevent removal.

b. Unit Mailrooms will not be used as living quarters.

c. DD Form 1115 (Mailroom-No Admittance) will be attached to the outside of the Unit Mailroom door. The hours of operation will be listed on the DD Form 1115. The hours of operation must coincide with the listed hours in the Unit's Mail Handling Order.

d. The only personnel authorized to enter the Unit Mailroom are the Commanding Officer, Executive Officer, Unit Postal Officer, Unit Assistant Postal Officer, Unit Mail Clerk assigned to the Unit Mailroom, Postal QA/QC Inspectors, and supervised working parties. Personnel and section Mail Orderlies receiving mail from the Unit Mailroom will not be permitted access to the unit mailroom.

e. Duplicate key(s) to the Unit Mailroom or copies of lock combinations will be placed in a sealed envelope, endorsed as to the contents and will be maintained by the Unit Postal Officer. The duplicate key(s) must be maintained in a secure location with controlled access by authorized personnel only. Unit Mail Clerks cannot have access to the duplicate key(s).

f. Under no circumstances will the Unit Mailroom be utilized for the processing or storage of anything other than U.S. Mail.

g. Wall lockers, file cabinets, desks, etc. are not considered adequate for the proper storage or security of mail matter.

h. The following documents and directives shall be maintained in each mailroom:

(1) A Copy of the current edition of each of the following:

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- (a) DoD Manual 4525.6M.
- (b) OPNAVINST 5112.6D Navy Postal Instruction.
- (c) MCO 5110.6C Conduct of Marine Corps UMR and MDC.
- (d) MCIWEST-MCB CAMPENO 5110.3 Standing Operating Procedures for Postal Affairs.
- (e) Unit Mail Handling Order.

(2) Appoint a Staff Noncommissioned Officer (SNCO) or above, or civilian employee (GS6 or above) in writing as a Unit Postal Officer and Assistant Postal Officer to supervise the operation of the Unit Mailroom.

(3) A properly completed and signed DD Form 285 for each Unit Mail Clerk and Mail Orderly authorized to receive mail from and for the Unit Mailroom.

(4) A record of random weekly unannounced inspections of the Unit Mailroom conducted by the Postal Officer or Assistant Postal Officer.

(5) Instructions and memorandums periodically published by the Postal Director.

(6) A letter designating all personnel authorized to receipt for and open all Official Mail to include accountable.

(7) Mail orderly sign-in log sheets.

(8) A unbroken chain of receipts (PS Form 3883, Firm Delivery Receipt for Accountable and Bulk Delivery Mail), from the time that the Unit Mail Clerk signs for it, until delivery is made or mail is returned to the serving Post Office. These receipts will be maintained for two years.

#### 5. Responsibilities

a. Unit Postal Officers are responsible to the Commanding Officer for the efficient operation of mail service in the unit. General responsibilities are outlined in Chapter 1, paragraph 4-b of reference (c).

b. Unit Mail Clerks are responsible for, but not limited to, the following duties:

(1) Maintain a Mail Orderly Receipt Log which will record the following information concerning the delivery of mail to section Mail Orderlies:

(a) Date and time Mail Orderlies receive mail from the Unit Mailroom.

(b) Each time mail is delivered to a section Mail Orderly, the signature, DD Form 285 number and time of delivery are to be recorded in the log.

(c) All sections that receive mail from the Unit Mailroom will be listed each day. Even if a section will not be receiving mail that day, it will still be listed. If a section does not have mail to pick up from the Unit Mailroom on a given day, then the Unit Mail Clerk will annotate "no mail" in that sections listing. This procedure will allow for the proper monitoring of the sections concerning the timely pickup and delivery of mail.

(2) For examples of Mail Orderly Receipt Log entries see Appendix E.

#### 6. Safeguarding the Mail

a. Unit Mail Clerks shall treat the mail as inviolable and may be held responsible for any loss or damage brought about by their failure to properly handle the mail while entrusted to their care. They are also responsible for the following:

(1) Transporting the mail in a safe and secure manner.

(2) Guarding pouches and other mail in their custody against theft or damage.

(3) Promptly and properly delivering or forwarding mail and preventing unnecessary delay of the mail.

b. Unit Mail Orderlies shall not carry mail in their pockets.

c. Mail must be transported in a closed body military vehicle with proper protection given to the mail.

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d. Mail is not to be left unattended in a vehicle, even at a mail platform, unless the vehicle is in complete sight and can be reached quickly in the event a theft is attempted.

e. U.S. Mail bags are not waterproof and must be guarded against water damage resulting from rain or standing water.

f. Transportation of U.S. Mail by Unit Mail Clerks to and from the serving Post Office is not authorized in Privately Owned Vehicles (POV).

7. Collection and Delivery of Ordinary Mail

a. Incoming Mail

(1) Properly designated Unit Mail Clerks will pick up the mail from the serving Post Office for separation and delivery to subordinate units or addressees.

(2) Time and circumstances permitting, Unit Mail Clerks will check the mail prior to departing from the serving Post Office to ensure that they are not leaving with mail that cannot be delivered.

(3) Unit Mail Clerks will receipt for all mail by properly filling out the required information on the Unit Mail Clerk Receipt Log.

(4) Unit Mail Clerks will safeguard the mail at all times against loss or damage in accordance with Chapter 15, paragraph C15.5.1. of reference (a) and any other applicable instructions that may be issued by this or higher headquarters.

(5) Upon returning to the Unit Mailroom, the Unit Mail Clerk will immediately separate the mail and deliver it to addressees at mail call or by any other means the Commanding Officer deems best so long as personal delivery is provided. Under no circumstances will mail be left unprotected while awaiting delivery.

(6) Undeliverable mail will be appropriately processed immediately following mail call.

b. Outgoing Mail

(1) All outgoing Official Mail will be screened to determine that it is properly prepared. Refer to Chapter 9 for detailed instructions on the processing of outgoing Official Mail.

(2) Undeliverable mail and mail endorsed with a forwarding address will be bundled separately and returned to the serving Post Office.

8. Accountable Mail

a. Accountable mail, for the purpose of this Order, is Registered, Certified, Insured (Over \$200), Signature Confirmation, Return Receipt for Merchandise, and Express Mail. Such mail will be covered by receipts from the time of acceptance by the Unit Mail Clerk until delivery has been accomplished.

b. The delivery of personal accountable mail will be made at the serving Post Office to the addressee or his agent upon presentation of proper identification. Unit Mail Clerks are not authorized to handle personal accountable mail except when specifically authorized by the Postal Director.

c. Official accountable mail may be handled by Unit Mail Clerks at the discretion of Commanding Officer. This type of mail, addressed to the Commanding Officer may be delivered by the Unit Mail Clerk to an agent of the Commanding Officer. The authorized agent shall be designated in writing, by name, and a copy of the signed designation letter must be posted in the Unit mailroom. Letters of authorization must be signed by the Commanding Officer or responsible officer only. Use of "By direction" is not authorized (see Appendix F, sample letter of authorization).

d. When Unit Mail Clerks report to the serving Post Office to receive mail for the Unit, they shall check in with the Registry Section and inquire if there is any accountable mail on hand for their activity.

e. Unit Mail Orderlies will be guided by Chapter 3, paragraph 1. of reference (d), in the acceptance and recording of accountable mail.

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f. When the serving Post Office has received personal accountable mail for any member of this activity, the Accountable Mail Section will issue a completed PS Form 3849 (Delivery Notice/Reminder Receipt) and given to the Unit Mail Clerk for each such article on hand. Arrival notices shall be delivered to the addressee of the accountable article by the mail orderly in the same manner as letter mail. Addressees may then receipt for their accountable mail at the serving Post Office upon presentation of the arrival notice and proper identification.

g. When a "Delivery Notice/Reminder Receipt" (PS Form 3849) is undeliverable, suitable notation will be made in the space provided on the form stating the reason, for non-delivery or giving the new forwarding address for the addressee. The form will then be immediately returned to the serving Post Office. If the addressee is on leave or is temporarily absent for any reason, the form shall be appropriately endorsed by the Unit Mail Clerk (e.g. on leave, due to return and promptly returned to the serving Post Office).

h. When Unit Mail Clerks exchange custody of official accountable mail, use PS Form 3883 (Firm Delivery Receipt for Accountable and Bulk Delivery Mail). In doing so, a proper chain of receipts will be maintained.

i. Official accountable mail will not be held overnight in the Unit Mailrooms. If official accountable mail cannot be delivered on day of receipt, it must be returned to the serving Post Office before the close of business that same day.

#### 9. Accountable Mail Received by Mistake

a. If the mail orderly receives personal accountable mail by mistake, it is to be returned immediately to the servicing Post Office so that the proper chain of receipts can be maintained and the accountable item properly delivered to the addressee. Official Accountable mail mistakenly delivered to the wrong unit is to be handled in the same manner.

b. Under no circumstances will Mail Orderlies accept receipt of any personal accountable mail from the serving Post Office. Personal accountable mail includes Registered, Certified, Insured (over \$200), Signature Confirmation, Return Receipt for Merchandise, and Express Mail.

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10. Handling of Mail Received in Damaged Condition or Without Content. Upon delivery of articles that are endorsed "Received in Damaged Condition" or Received without Contents, the addressee will be so advised as to the location of the Post Office where an inquiry or complaint can be filed. The Mail Orderly will instruct the addressee to present the damaged article together with the wrapper and packing material in which it was received if addressee desires to file an inquiry or complaint.

11. Mail Received by Mistake. Personnel receiving mail not intended for them must immediately return such mail unopened to the Unit Mailroom or the serving Post Office.

12. Mail Received and Opened by Mistake

a. A person opening U.S. Mail by mistake will immediately reseal and endorse mail on the face of the cover as shown in the below example and return it to the orderly or the serving Post Office:

Opened by mistake 10 Mar 2010  
I. M. Marine (signature)

b. Personnel shall not examine the contents of the mail opened by mistake but will treat it as if it were sealed.

13. Mail Received in Open Condition. If a Mail Orderly received letter mail from the serving Post Office that is unsealed or in an open condition, the articles are to be endorsed as follows:

Received in open condition  
Time and Date  
Signature of Unit Mail Clerk

14. Emergency Disposition of Mail and Postal Effects. All units operating Unit Mailrooms shall provide for the disposition of mail and any other postal effects subject to danger of capture in an emergency situation. Plans for emergency disposition of mail will include the following:

a. When sufficient advanced warning is received:

(1) Deliver or dispatch mail on hand.

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(2) Suspend operations and transport all mail to a safe area.

b. When insufficient advance warning is received to permit carrying out completely the provision of the aforementioned paragraph and upon order of the Commanding Officer or senior officer present, evacuate or destroy all mail and postal effects.

Chapter 8

Mail Directory Service

1. Organization Required to Maintain Directory Service. Every activity that maintains a Unit Mailroom is required to maintain a complete and current directory file in accordance with Marine Corps Order (MCO) 5110.6C and supplemental instructions received from higher headquarters.
2. Directory. General: Accurate and timely directory service is an important mail handling responsibility. Transferred personnel should receive their mail as soon as possible. The individual service member is responsible for providing current directory file information to the Unit Mailroom/Mail Distribution Center (MDC) when checking in and out. The command will ensure all personnel checks in and out with the Unit Mailroom/MDC.
3. Transferred Personnel. All service members being transferred are required to check out with the Unit Mailroom/MDC and provide a forwarding address or instructions on how to handle any mail received after transfer. Failure to do so may result in the delay of forwarding or delivery of their mail. The Unit Mail Clerk shall provide the individual checking into the unit with a OPNAV 5110/5 or PS Form 3575 (Change of Address Card). The Unit Mail Clerk will send the change of address card to the individual's previous command to update their directory file records.
4. Directory File System. Marine Corps commands will maintain a directory file system for all personnel attached to the unit.
  - a. Unit Mail Clerks will fill out a NAVMC 10572 (Directory File Card) with information the service member provides when checking in or checking out. The unit diary is the preferred source document that should be used to extract information to complete the directory file for service members who fail to check in/out of the Unit Mailroom/MDC. Directory File Cards shall be utilized as follows:
    - b. When a service member checks in, enter the following information on the Directory File Card; last name, first name, middle initial, grade, unit joined from (complete address not required), date, and unit/section to which assigned (or other information necessary to ensure mail delivery).

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c. Changes in status are recorded in the appropriate spaces on the Directory File Card. Changes such as Temporary Additional Duty (TAD), sick, Unauthorized Absence (UA), confinement, or In Hands of Civilian Authorities (IHCA) are entered on the back side of the Directory File Card when applicable. Leave entries are not required on the Directory File Card.

d. When a service member checks out, enter the following information on the Directory File Card; new complete military address, including an Estimated Date of Arrival (EDA), or a complete home address and have the service member sign and date the card. When a service member cannot or does not provide a forwarding address, this information can be located on the unit diary. A unit diary number must be entered on the card only when the unit diary is used as the source of information to forward mail. The unit diary will be utilized to forward mail to military addresses only.

e. When a change of address card is received from a previously transferred service member, the Unit Mail Clerk will check to see if there is a change to the forwarding address previously recorded on the Directory File Card. If there is a change in address the Unit Mail Clerk will write the new address into the "new duty station" block of the Directory File Card if space permits. If space does not permit writing the new address, write "See CAC." The section of the change of address card containing the old unit address, the new address, the signature, and date will be cut out and stapled or taped to the back of the Directory File Card to show the new forwarding address. This procedure guarantees the source document for the change of address by showing the service member's signature is retained with the new address.

f. All Unit Mailroom/MDC will provide directory service for all "No Record" First Class Mail to include Priority Mail by utilizing the Marine Corps Total Force System (MCTFS) 3270 or Postal Automated Locator System (PALS). Post Office Unit Mailroom Inspectors and directory sections will ensure compliance. In addition, servicing Post Offices will check all mail identified above to ensure directory service is performed. If service members cannot be located using MCTFS or PALS, Unit Mailroom/MDC(s) will endorse "No Record" First Class Mail in the following manner: NO RECORD 3270 OR PALS, DATE, UNIT MAIL CLERK CARD NUMBER, AND UNIT. Other guidelines include: NR = No Record, MLNA = Moved Left No Address, MS = Missent, and FWD = Forward.

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g. Deserters. When a service member is declared a deserter, return to sender all mail with the endorsement "Moved Left No Address" (MLNA). The Unit Mail Clerk will enter the following information on the Directory File Card: write the word "Deserter" in the new duty station block, enter the desertion date, and discard date. The unit diary will be used as the source document for this entry. Enter the unit diary number in the appropriate block.

5. Retention Periods. All documentation for the Unit Mailroom are required before they can be destroyed.

a. Unit Mailroom/MDC(s) shall retain the Directory File Cards in accordance with reference (c).

b. Directory File Cards for service members on TAD status and attached to a unit for six months or less will be maintained per reference (c).

c. The Unit Mail Clerk will purge the Directory File Cards during the first week of each month and destroy all cards containing a discard date for that month.

6. Readdressing Mail. Unit Mail Clerks will endorse all mail requiring directory service. Place the correct address to the right of the original address, including an EDA if the new address is a military unit. Permanent mailing addresses going to a civilian location are not authorized to be obtained from the unit diary. If the service member has not provided proper forwarding instructions and a new military address is not available then mail will be returned to the Military Post Office with the endorsement, "Moved Left No Address."

7. Sources of Information for Updating the Directory File. The individual service member is responsible for keeping the Unit Mailroom/MDC informed as to their status to ensure the timely delivery of their mail. The Unit Mailroom will still require other source documents to provide information when the individual service member does not or cannot provide this information. The unit diary is the best source of documentation to provide this information due to the complete data it maintains on individual service members. When feasible, the Unit Mailroom/MDC will be provided a copy of each unit diary in order to update the Directory File Cards. The date will be written on the unit diary when it is received in the Unit

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Mailroom/MDC, when it has been reviewed, and when it is used to update the Directory File Cards. When the unit diary cannot be provided to the Unit Mailroom/MDC, the command will provide other documentation, such as morning reports, that provide all the necessary information to update the Directory File Cards.

8. Disposition of Undeliverable Mail

a. Mail Orderlies who are not assigned to the serving Unit Mailroom (e.g. company or section Mail Orderlies) are required to return all undeliverable mail to the serving Unit Mailroom or Post Office from which received by the close of business that same day. Under no circumstances will Mail Orderlies keep the mail overnight. Mail which cannot be delivered that day but can be delivered at a later date will be retained in the serving Unit Mailroom until delivery can be affected. Mail for personnel for whom there is no record will be endorsed as such on the backside (no address side) of the envelope using the letters "NR" along with the unit and date (e.g. NR HQBN MCB 10 Mar 10 5-11). Mail for personnel with a forwarding address on file will be properly endorsed by drawing a single diagonal line through the old address (do not obliterate the old address), recording the new address and circling it. Forwarding addresses will be recorded on the front (address side) of the envelope. All undeliverable mail (rework mail) will be returned to the serving Post Office to be forwarded to the MCIWEST-MCB CAMPEN Postal Directory for further processing and disposition.

b. Per references (a) and (c) mail for casualties shall not be forwarded to the Next of Kin (NOK) or returned to sender until absolute verification has been made that the NOK have been notified. Once verification has been made the casualty mail will be returned to the servicing post office to be forwarded to the NOK or returned to sender per the wishes of the NOK. Unit Mailroom personnel will make no endorsements on casualty mail, or write any message to indicate casualty status. Casualty mail may be held as long as necessary to preclude inadvertent disclosure of casualty status prior to the official notification of the NOK.

(1) Casualty mail may be held as long as necessary to preclude inadvertent disclosure of casualty status prior to the official notification of the NOK.

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c. Mail for personnel in an Unauthorized Absence (UA) status shall be retained in the Unit Mailroom until returned from UA status or a maximum of 30 days. After 30 days mail shall be processed in accordance with reference (c) chapter 6, paragraph 3a.(6).

d. Mail for personnel confined at the MCIWEST-MCB CAMPEN Correctional Facility shall be readdressed to "Box 555226, Camp Pendleton, CA 92055-5226." Mail for personnel confined at the MCAS Miramar Correctional Facility shall be readdressed to "Suite A, PO Box 452136, San Diego, Ca 92415-2136."

e. Mail for personnel who are IHCA will be forwarded under separate official cover in an Official Mail envelope to the appropriate official for delivery at the jail, prison, or other institution where the individual is confined. A letter of transmittal will be enclosed with the individual's mail. A business reply envelope addressed back to the serving Unit Mailroom will also be enclosed to facilitate the return of the individual's mail in the event of release from jail, or delivery of the mail is refused.

f. The words "brig," "confined," "UA," "deserter," or similar derogatory notations shall not be placed on the cover or used as part of the address on any mail matter.

g. Mail for which a forwarding address is available will be properly endorsed and forwarded by the next working day following the date of receipt. The name of the addressee shall not be written, marked or stamped over. Omit only the incorrect of the old address. Abbreviations shall not be used as part of the forwarding address except those abbreviations which may normally be used in civilian addresses. For example, "CLNC" will not be used for Camp Lejeune and "PI" would not be used for Parris Island.

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Chapter 9

Command Mail Center

1. Command Mail Center. A Command Mail Center will be established and maintained at the Military Post Office (MPO). The purpose of the Command Mail Center is to manage the Official Mail program and to reduce postage cost. All routine correspondence or documents intended for entry into the United States Postal Service (USPS) system must be channeled through the Command Mail Center for screening and processing (e.g., correct address and consolidation to common military addresses).

2. Procedures at the Organization/Unit Level. All responsible officials are to prepare official routine correspondence and documents to be entered into the USPS system as follows:

a. Official Mail Matter will be placed in individual envelopes and properly addressed with a correct forwarding address and the return military address of the unit. Only the smallest envelopes necessary are to be used. Correspondence and documents received in a loose condition not in an envelope will not be accepted for mailing.

b. Outgoing Official Mail will be delivered via established guard mail runs or by any other means deemed suitable by local commands and units. Units that are remote from the MPO may deliver their Official Mail to the postal finance unit serving their area.

c. Outgoing Official Mail must be received by the Command Mail Center early enough to provide sufficient time to make that days last outgoing dispatch.

3. Responsibilities of the Mail Center

a. Screen Official Mail to determine if mail has been correctly prepared for entry into the USPS system. In no case will documents destined for organizations located aboard MCIWEST-MCB CAMPEN or served by the originator's command courier service be entered into the USPS system.

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b. Consolidate outgoing Official Mail destined to a single military location using the following procedures:

(1) Sort all Official Mail according to the zip code of the military activity or address (e.g., 22134 for Marine Corps Base, Quantico, VA).

(2) After sorting, all Official Mail to be entered into the USPS system will be consolidated in a single large envelope/container regardless of weight or size (note: Official Mail) destined to civilian addressees will not be consolidated.

(3) Consolidated envelopes/containers will be addressed to the Commanding Officer of the military activity. In the lower left quadrant of the address side of the envelope/container the endorsement "Contains Consolidated Correspondence:" is to be placed in large bold letters.

c. Apply appropriate postage to all outgoing Official Mail pieces and complete all other processing in order to make the last outgoing USPS dispatch.

d. Handle and process outgoing official accountable mail and express mail.

4. Official Mail Not to be Processed by the Command Mail Center. Mail which is not of an official nature will not be accepted by the Command Mail Center.

Appendix A

Locations and Hours of Operation of Post Offices

The Consolidated Post Offices are located at various locations on each installation. All postal operations are closed on Saturday, Sunday and holidays. The Consolidated Post Offices provides and/or coordinates postal administration, parcel delivery, Postal Service Center (PSC), Official Mail, deployed unit mail operations, mail distribution, postal training, and stamp and money order which are identified under services as Mail Call, Parcel Delivery, Finance, PSC Window and/or Official mail. The locations, hours of operation and services provided for the MCIWEST-MCB CAMPEN Post Offices are listed below:

CAMP PENDLETON

Area	Bldg	Location	Days	Hours	Services
11	1102	MCX	Mon-Fri	0900-1300 1400-1600	USPS FINANCE
14*	1482	Mainside	Mon-Fri	0900-1430	MARINE FINANCE MAIL CALL
16*	16840	Mail Distribution Center	Mon-Fri	0800-1600	PARCEL DELIVERY
			Mon-Fri	0800-1600	OFFICIAL MAIL MAIL CALL
21	210636@	Del Mar	Mon-Fri	0900-1300 1400-1600	USPS FINANCE MAIL CALL
22	220106@	Chappo	Mon-Fri	0815-1045 1445-1600	USPS FINANCE
27	H-100@	NavHosp	Mon-Fri	1200-1400	USPS FINANCE
33*	33307	Margarita	Mon-Fri	0900-1400	MARINE FINANCE MAIL CALL
41*	41356	Las Flores	Mon-Fri	0900-1400	MARINE FINANCE MAIL CALL
43*	43507	Las Pulgas	Mon-Fri	0900-1400	MARINE FINANCE MAIL CALL

MCIWEST-MCB  
CAMPENO 5110.1B

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53\* 53507 Horno Mon-Fri 0900-1400 MARINE FINANCE  
MAIL CALL

62\* 62307 San Mateo Mon-Fri 0900-1400 MARINE FINANCE  
MAIL CALL

MCAS MIRAMAR

Bldg	Days	Hours	Services
2257*	MON-FRI	0800-1630	PSC WINDOW
	MON-FRI	1030-1400	MAIL CALL
	MON-FRI	1030-1330	MARINE FINANCE
2257	MON-FRI	0830-1500	USPS FINANCE

\* DENOTES THESE OFFICES WILL SECURE AT 1200 HOURS ON WEDNESDAYS  
FOR MILITARY OCCUPATIONAL SPECIALTY (MOS) TRAINING.

MCAS YUMA

Bldg	Days	Hours	Services
699	MON, WED & FRI	0730-1530	MAIL CALL
	TUE & THURS	0730-1630	
699	MON-FRI	0900-1300	USPS FINANCE
		1330-1530	

MCLB BARSTOW

Bldg	Days	Hours	Services
321	MON-FRI	0730-1100	OFFICIAL MAIL
		1300-1600	MAIL CALL

Appendix B

Unit Mail Clerk/Mail Orderly Appointment Log

**DD Form 2260 (sample)**

Card No.	Date Issued (Yr. Mo. Day)	Date Revoked (Yr. Mo. Day)	Activity Identifier	Name of Designee (Print) Last, First, MI	Designee Signature	Appointing Official (Signature)	Pay Grade
* 10-09	090125		Mail Clerk HGBN	Joe A. Marin	<i>Joe A. Marin</i>	<i>Thomas Highway</i>	E-7
11-09	090127		Supply	Sousa	<i>John Sousa</i>	<i>Thomas Highway</i>	E-7
12-09	090205	090420	Maint	John Henry	<i>John Henry</i>	<i>Thomas Highway</i>	E-7
13-09	090215		Motor T	Ben Franklin	<i>Ben Franklin</i>	<i>Thomas Jefferson</i>	O-3
14-09	090220	090401		John Wrench	<i>John Wrench</i>	<i>Thomas Jefferson</i>	O-3
* 15-09	090301		Mail Clerk HGBN	Amy Marine	<i>Amy Marine</i>	<i>Thomas Jefferson</i>	O-3

Appendix C

DD Form 285, Unit Mail Clerk Mail Orderly Appointment Card

APPOINTMENT OF MILITARY POSTAL CLERK, UNIT MAIL CLERK OR MAIL ORDERLY <small>(See Instructions on Reverse)</small>		1. DATE EFFECTIVE	2. DATE REVOKED
		090125	10-09
3. NAME OF APPOINTEE (Last, First, Middle initial) <b>Marine, Joe A</b>			
4. NAME OR GRADE <b>CPL</b>	5. SSN <b>XXXX</b>	6. TITLE OF APPOINTEE <b>MAIL CLERK</b>	
7. ORGANIZATION ACTIVITY <b>HQB1 1ST MAR DIV</b>		8. APO, MPO, OR CONUS INSTALLATION <b>FPO AP 96602</b>	
9. MAIL AUTHORIZED TO RECEIVE <small>(Check and initial)</small>		10. THIS FORM MUST BE VALIDATED BY THE SERVING AGENCY'S GENERAL PURPOSE DATE STAMP PRIOR TO CLERK RECEIVING MAIL. IN THE CASE OF THE NAVY MOBILE UNITS, VALIDATION MAY BE BY IMPRESSION OF THE OFFICIAL SEAL.	
PERSONAL <small>(ALL)</small> <input type="checkbox"/>	OFFICIAL <small>(Except accountable)</small> <input type="checkbox"/>		
PERSONAL <small>(Except accountable)</small> <input checked="" type="checkbox"/> <b>TH</b>	OFFICIAL POUCHES ONLY <input type="checkbox"/>		
OFFICIAL <small>(ALL)</small> <input checked="" type="checkbox"/> <b>TH</b>	<input type="checkbox"/>		
SIGNATURE OF APPOINTING OFFICIAL <i>Thomas Highberg</i>			
		SIGNATURE OF APPOINTEE <i>Joe A. Marine</i>	

DD FORM 285 5/N 0102-LF-002-9201 EDITION OF THIS FORM NOT HAVING SSN IS OBSOLETE AFTER 30 JUNE 00

APPOINTMENT OF MILITARY POSTAL CLERK, UNIT MAIL CLERK OR MAIL ORDERLY <small>(See Instructions on Reverse)</small>		1. DATE EFFECTIVE	2. DATE REVOKED
		090215	13-09
3. NAME OF APPOINTEE (Last, First, Middle initial) <b>Franklin, Benjamin</b>			
4. NAME OR GRADE <b>PP</b>	5. SSN <b>XXXX</b>	6. TITLE OF APPOINTEE <b>MAIL ORDERLY</b>	
7. ORGANIZATION ACTIVITY <b>HQB1 1ST MAR DIV</b>		8. APO, MPO, OR CONUS INSTALLATION <b>FPO AP 96602</b>	
9. MAIL AUTHORIZED TO RECEIVE <small>(Check and initial)</small>		10. THIS FORM MUST BE VALIDATED BY THE SERVING AGENCY'S GENERAL PURPOSE DATE STAMP PRIOR TO CLERK RECEIVING MAIL. IN THE CASE OF THE NAVY MOBILE UNITS, VALIDATION MAY BE BY IMPRESSION OF THE OFFICIAL SEAL.	
PERSONAL <small>(ALL)</small> <input type="checkbox"/>	OFFICIAL <small>(Except accountable)</small> <input type="checkbox"/>		
PERSONAL <small>(Except accountable)</small> <input checked="" type="checkbox"/> <b>TH</b>	OFFICIAL POUCHES ONLY <input type="checkbox"/>		
OFFICIAL <small>(ALL)</small> <input type="checkbox"/>	<input type="checkbox"/>		
SIGNATURE OF APPOINTING OFFICIAL <i>Thomas Jefferson</i>			
		SIGNATURE OF APPOINTEE <i>Ben Franklin</i>	

DD FORM 285 5/N 0102-LF-002-9201 EDITION OF THIS FORM NOT HAVING SSN IS OBSOLETE AFTER 30 JUNE 00

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Appendix D

Revocation of Unit Mail Clerk Letter

(SAMPLE)



Unit Letterhead

SSIC  
CODE  
DATE

From: Unit Postal Officer  
To: Postal Director

Subj: REVOCATION OF UNIT MAIL CLERK

1. Effective this date the Postal Director is hereby notified that (First, MI, Last) has been revoked as a Unit Mail Clerk for this command.

Unit Postal Officer  
Signature

Copy to:  
Files

**NOTE: Unit will utilize their own Letterhead**

Appendix E

Mail Orderly Receipt Log

(SAMPLE ENTRIES)

<b>MAL ORDERLY RECEIPT LOG</b>			MAIL CLERK <u>LCpl A. Mailclerk</u>	December 11, 2009
1ST INTEL BN				DATESTAMP
Organization	Time	Card No.	Print Name	Sign
OFFICIAL MAIL	1300	NA	Joe Marine	<i>Joe Marine</i>
S-1	1330	1-09	John Buckle	<i>John Buckle</i>
S-3	1345	33-08	Ben Franklin	<i>Ben Franklin</i>
S-4	1400	14-08	William Wallace	<i>William Wallace</i>
HQ	Section Training - No pick up			
COMM	Day Off - No pick up			
MAINT	No Mail			
MT	No Mail			
SUPPLY	No Pick Up			

Appendix F

Letter of Authorization to Receipt for and Open Official  
Accountable Mail (Examples)



Unit Letterhead

5112  
CODE  
DATE

From: Commanding Officer, Unit  
To: Section Head

Subj: AUTHORIZATION TO RECEIPT FOR AND OPEN ALL OFFICIAL MAIL  
TO INCLUDE OFFICIAL ACCOUNTABLE MAIL

Ref: (a) DoD 4525.6M  
(b) MCO 5110.6C

1. Per the references, you are authorized to receipt for and open all Official Mail including Official Accountable Mail addressed to the Commanding Officer.

<u>Name</u>	<u>Signature</u>
_____	_____
_____	_____
_____	_____

2. This authority supersedes all previous authorizations.

I. M. COMMANDING

Copy to:  
Files

**NOTE 1: ONLY the CURRENT or ACTING Commanding Officer  
can sign this letter**

**NOTE 2: Unit will utilize their own Letterhead**

Appendix G

Directory File Cards (Examples)

1. Sample of new join.

NAME (Last First Middle Initial) <b>DAVIS, JOHN A.</b>	SSN <b>5365</b>	GRADE <b>SGT</b>	DISCARD DATE (Mo., Yr.)
JOINED FROM <b>29 PALMS CA 92278</b>	DATE <b>040627</b>	UNIT ASSIGNED <b>B CO</b>	
DROPPED (New duty station, home address etc. - complete address with EDA)			
SIGNATURE (required)		DATE	UD NO. (Only if signature)
MAIL DIRECTORY FILE CARD (5119) NAVMC 10572 (REV. 11-96) (EF)			

2. Sample of checking out.

NAME (Last First Middle Initial) <b>DAVIS, JOHN A.</b>	SSN <b>5345 43</b>	GRADE <b>E5</b>	DISCARD DATE (Mo., Yr.) <b>5-06</b>
JOINED FROM <b>29 Palms CA 92278</b>	DATE <b>0010627</b>	UNIT ASSIGNED <b>B CO</b>	
DROPPED (New duty station, home address etc. - complete address with EDA) <b>EDA 050627</b> <b>MALS 176-05</b> <b>FPO AP 966 176-05</b>			
SIGNATURE (required)		DATE <b>050427</b>	UD NO. (Only if signature) <b>176-05</b>
MAIL DIRECTORY FILE CARD (5119) NAVMC 10572 (REV. 11-96) (EF) SN: 0109-LF-067-0700 U/I: 250 Per PKG (Previous editions are obsolete)			

Use only if the person does not check out with the Unit Mailroom (MLNA will go in the dropped)

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Directory File Cards (Examples)

3. Sample of TAD.

TEMPORARY STATUS (Tad, SK, UA, Conf, Iha)	TO	FROM	TEMPORARY STATUS (Tad, SK, UA, Conf, Iha)	TO	FROM
	DATE	DATE		DATE	DATE
	UD NO.	UD NO.		UD NO.	UD NO.
SNCOAC SCHOOL Box 555104Camp Pendleton CA 92055- 5104	20050412	20050713			

SAMPLE

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Appendix H

Sample Letter of Transmittal



Unit Letterhead

5112  
CODE  
DATE

From: Commanding Officer  
To: Warden and Address of Facility

Subj: MAIL FOR PRIVATE JOHN A. MARINE XXX XX 6789/0311 USMC

1. Records of this organization reflect subject named Marine as being confined in the (Name of Facility).
2. If delivery cannot be made, please return the mail using the enclosed self addressed official business reply envelope.

I. M. MARINE  
By direction

Copy to:  
Files

**NOTE: Unit will utilize their own Letterhead**

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Appendix I

Suspicious and Hazardous Mail Guidance

How to Recognize and Handle a Suspicious Package or Envelope

Inappropriate or unusual labeling

- Excessive postage
- Handwritten or poorly typed addresses
- Misspellings of common words
- Strange return address or no return address
- Incorrect titles or title without a name
- Not addressed to a specific person
- Marked with restrictions, such as "Personal," "Confidential," or "Do not x-ray"
- Marked with any threatening language
- Postmarked from a city or state that does not match the return address

Appearance

- Powdery substance felt through or appearing on the package or envelope
- Oily stains, discolorations, or odor
- Lopsided or uneven envelope
- Excessive packaging material such as masking tape, string, etc.

Other suspicious signs

- Excessive weight
- Ticking sound
- Protruding wires or aluminum foil

\*\*IF A PACKAGE OR ENVELOPE APPEARS SUSPICIOUS, DO NOT OPEN IT

Handling of Suspicious Packages or Envelopes

- Do not shake or empty the contents of any suspicious package or envelope.

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- Do not carry the package or envelope, show it to others or allow others to examine it.
- Put the package or envelope down on a stable surface; do not sniff, touch, taste, or look closely at it or at any contents which may have spilled.

**If at work notify the following in order:**

- Postal Officer or Assistant Postal Officer
- Provost Marshalls Office
- Consolidated Post Office

**Additional Notes**

- Alert others in the area about the suspicious package or envelope. Leave the area, close any doors, and take actions to prevent others from entering the area. If possible, shut off the ventilation system.
- WASH hands with soap and water to prevent spreading potentially infectious material to face or skin. Seek additional instructions for exposed or potentially exposed persons.
- If possible, create a list of persons who were in the room or area when this suspicious letter or package was recognized and a list of persons who also may have handled this package or letter. Give this list to both the local public health authorities and law enforcement officials.

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Appendix J

Processing Official Newsletters

1. Official Mail Newsletters that are to be processed by the Consolidated Postal Mail Processing Facility must be in accordance with the below information.
  2. All Official Mail Newsletters mailing addresses will be e-mailed to MCIW MCB CAMPEN POSTAL in Microsoft Office Excel. The excel document will be processed in accordance with the below guidelines:
    - a. Columns will be formatted in the following order: First Name, Last Name, Address, City, State, Zip (5 digit zip only)
    - b. Font: Times New Roman
    - c. Font Size: 9-10
    - c. All capitalized
    - d. All aligned to the left
  3. All Official Mail Newsletters will be emailed to MCIW MCB CAMPEN POSTAL for approval and they must meet the below requirements:
    - a. Be in an Adobe 1.5 or higher PDF attachment
    - b. No more than 5 pages front and back
    - c. No color in the background or colorful seasonal borders
    - d. No excessive use of color (See "\*\*Note" below)
    - e. Pictures and color ink will be limited to no more than 5% of the page
    - f. No background colors or images behind words
- \* NOTE: The excessive use of color ink is ultimately determined by the Postal Director and/or the Official Mail Postal Section.
- \*\* NOTE: Pages J-2 through J-5 of Appendix J are a correct example of an Official Newsletter.



March 2011

# Wounded Warrior Battalion—West

## CO Comments

### Battalion Families,

Our mission is to "Assist wounded, ill, and injured Marines, Sailors, and their families through all phases of recovery in order to help provide a successful transition back to their units or to civilian life." We do this by trying to provide a myriad of resources across five different areas: medical, mind, body, spirit, and family.

Although I have been in command of the battalion for 33 months, I believe that there is much more that we can do specifically for our families and that it is time to change our family efforts in a drastic way. In the next 30 days, I will convene a planning conference which will be attended by our senior staff, family readiness and support staff, our Chaplain, and representatives of various family support and non-profit organizations and of course a few of our wounded warrior family members. Our purpose will be to design and implement a family support program that results in an atmosphere in which our families feel relevant, loved, and extremely well supported. I anticipate that our future program will include most or all of the following: Quarterly Family Days, Monthly Family

*Continued on page 3*

## Marine Corps Wounded Warrior Games

The 2011 Inaugural Marine Corps Trials were hosted by WWBn-West at Camp Pendleton Ca. from 18 to 27 Feb 2011. There were over five individual competitive events and two team competitions. Within the events, there were also ability grouping. Awards were given to the top three competitors in each event ability group.

Starting on 18 Feb, there were several days of practice and coaching followed by the competitive events. This is a great opportunity for all active, reserve and veteran wounded, ill and injured Marines and Sailors to compete

and improve their skills at multiple sports, and to participate in a national scale event while enjoying the camaraderie of fellow warriors and Allies.

Competitors were provided billeting, chow and transportation to and from Camp Pendleton and daily shuttles for movement between events. ADA compliant billeting and transportation were available.

**Sport/Areas of Competition:**  
 Archery,  
 Track and Field; 100m, 200m, 800m, shot and discus

Swimming, 50m free, 100m free, 50m back and 200m free relay  
 Cycling; 10k, 20k and 30k  
 Archery, recurve and compound

Shooting, air rifle and pistol  
 Wheel chair Basketball  
 Sitting Volleyball  
 The Warrior Games is an Olympic-style event open to all wounded, ill and injured military members and veterans. This years events are taking place from 16-21 May in Colorado Springs, Colorado.



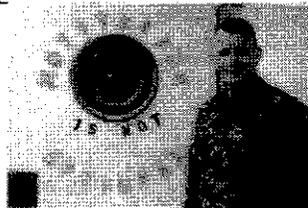
## Meet the new Battalion Sergeant Major

Greetings Wounded Warrior Bn West Family and Friends! I am Sg1Maj Mark O'Loughlin and I assumed the duties of Battalion Sg1Maj from Sg1Maj Templeton last December before the Christmas Party. My wife Elsa and I feel extremely honored to be assigned to this duty. This is a very special and unique unit with awesome Marines, Corpsman, and Staff filling the Battalions roles.

I am still astounded at the

diverse makeup and special mission of the Wounded Warrior Battalion and am attempting to get around to each Detachment and meet everyone.

I firmly believe in our mission and want to assure you of my commitment to the recovery process, development, and care for every Marine, Corpsman, Staff Member, and their Families. We are focused on



"Customer Service" and please remember that we work for you! We will work diligently to lead, assist, and guide everyone through their

Wounded Warrior Battalion—West

**What's New**

- Basic Money Management  
4/1, 4/15, 4/29
- Resume Assistance  
4/4
- Prelude to Basic Investing  
4/8
- Interviewing Techniques  
4/11
- Federal Application Process  
4/18
- Plan Your Move  
4/21
- Home Buying Strategies  
5/12

Please call 760-725-9052  
 or visit [www.mccsep.com](http://www.mccsep.com)  
 to register

"Commitment to our Wounded Warriors and their families must never waiver and our programs of support and hope must be built and sustained for the long-haul and the long-haul is the rest of this century when the young Wounded Warriors of today mature into our aging heroes in the years to come."

Navy surgeon general  
 Vice Adm. Adam M.  
 Robinson

**Chaplain's Corner**

Greetings, families of the Wounded Warrior Battalion West. My name is Dale Brown and I am the new chaplain for the battalion. I am a reservist from Dayton, Ohio. My active duty career began in 2003. I served as the ship's chaplain on the USS CAMDEN (AOE 2) home ported in Bremerton, Washington. In 2005 I PCS'd to 1<sup>st</sup> Marine Division, where I deployed with 1/4 and 1/1. In 2008 I transferred to the reserves. As a reservist I have done

my annual training with MCRD Parris Island and the Eastern Recruiting Region. My three children, Kaitlin, Ashley and Jacob are living in Ohio with their mother. I am missing them during this time apart, but I am honored to serve our wounded, ill and injured Marines and their families.

It is important to acknowledge that we all come from different backgrounds and belief systems. I happen to

be a member of the United Church of Christ. However, my goal as your chaplain is to assist you in identifying and growing in your own spiritual beliefs and practices. Are you unsure what your beliefs are? Or are you wondering what religious groups most closely match your beliefs? Check out the website <http://www.beliefnet.com> There you can read information about different religions and approaches to spirituality. While you are

**Chaplain's Corner (continued)**

there, click on the "Belief-O-Matic" link at the bottom of the page and take a twenty question quiz that will compare your views on God and the world to various faith groups. It won't tell you what religion you should be, but it's an interesting way to begin exploring and seeing how your beliefs match or differ from others. If I can assist

you in any way, please do not hesitate to contact me.

Ph 760-468-8301  
 Email:  
[dale.e.brown@usmc.mil](mailto:dale.e.brown@usmc.mil)



**Meet the new Sergeant Major (continued)**

mission whether it is recovery, recovery and transition, or development of your careers while continuing to care for Families.

We must work as a team to fulfill this mission and I am asking that as many family members as possible become involved in the Battalion wherever and whenever possible. Your involvement in the Battalion will help us

fulfill our mission. I know that the spouses and families of the Battalion shoulder a heavy burden in the recovery and healing process and we are all willing to help but no one is a mind reader and we can't help unless we know where and when to help. So please don't hesitate to ask for assistance.

Again, it is my honor and privilege to be the SgtMaj of

Wounded warrior Bn West. I look forward to meeting all of you in the future.

Stay Motivated, Semper Fidelis, and God Bless

Mark J. O'LoughlinSgtMaj  
 USMC

**Wounded Warrior Completes Marathon**

Marine Sgt James Carey participated in the San Diego Marathon on 23 Jan 2011 assisted by his fellow Marines from the Wounded Warrior Battalion West at Camp Pendleton. Sgt Carey, who was severely injured during an underwater training accident, was able to walk across the finish line supported by his fellow competitors. Mrs Carey with their daughter was there to meet and congratulate everyone.



**CO's Comments**

*Continued from page 1*

Support Groups, Weekly opportunities for interaction with other families, quarterly retreat type opportunities, financial advice/counseling opportunities, and increased participation in our events including our Warrior Athlete Reconditioning Program events such as cycling, surfing, and other sports.

In the coming months we will open our new Warrior Hope and Care Center at Camp Pendleton which will be available to our families to access many resources including physical fitness, recovery care coordinators, family support staff, possible child-care for specific events, non-profit support, and employment and education support.

Being the spouse or family member of a wounded, ill, or injured Marine or Sailor can be among the most challenging jobs in the Corps and we want to improve the atmosphere to one in which you feel the support of both each other and of the command. Please, take advantage of any help that we can provide you by contacting our family support staff and keeping your ears open for family events meant to help build a family atmosphere in the command.

My wife Rosario and I look forward to seeing you soon at one of our upcoming events.

Semper fidelis,  
 GREG MARTIN  
 Lieutenant Colonel,  
 USMC  
 Commanding Officer

**Military Wives Scholarship \$237,500 (Vocational Training Programs- Medical Field)**

Operation Homefront and the Women's Self Worth Foundation are proud to announce the Saban Military Wife Educational Scholarship. Due to the foundation residing in California, there is a strong emphasis on outreach to military families that are based in California. However, the scholarship is not limited to California and is being promoted internationally. We hope that you will assist in pushing this out to USN fami-

lies, through your respective communication channels. Please refer below and to the attached for additional details and the application/process:

The scholarship award is offered to wives of uniformed service members to attend vocational training programs in the "Medical Field." Fifteen (15) \$8,500\* scholarships and five (5) \$10,000\* scholarships will be awarded for tuition for vocational

training in one of the following fields: dental assistant, medical assistant, medical billing and coding specialist, medical insurance technician, patient care assistant/technician, nurse assistant training program, or medical transcription. Two (2) \$30,000\* scholarships will be awarded for tuition for vocational nursing programs. The

*Continued on page 4*

**Support Groups for Veterans of OIF/OEF and Their Families**

Veterans Village of San Diego offers support groups in both San Diego and North County. The group in San Diego meets on Thursday from 1900-2100 at 2115 Park Blvd. VVSD also comes to the Battalion on Wednesdays and meets at the Alpha Company barracks from 1000 until 1130.

If you desire greater anonymity, there is a meeting in the Libby Lake Community Center on North River Road in Oceanside on Monday from 1900-2100. Family members are welcome to attend a family night at Libby Lake Community Center on the 1st & 3rd Tuesday of every month from 1800-2000.

For those service members who live in the Murrieta area, Triple Threat meetings are held every Wednesday from 1830-2000. These meetings are specifically for individuals struggling with combat stress. For additional information on that meeting, please contact Oscar at 760-707-4345 or at oscarrauda35@gmail.com

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Wounded Warrior Battalion—West  
 Building H-49 Santa Margarita Road  
 PO Box 555321  
 Camp Pendleton, CA 92055-5321

**COMMANDING OFFICER:  
 LTCOL GREGORY R. MARTIN**

**Executive Officer: LtCol John Hanton**  
**Sergeant Major: SgtMaj Mark O'Loughlin**

**Family Readiness Officer:  
 Melinda A. Willett**  
 760-429-8606

melinda.willett@usmc.mil  
**Family Support Coordinator:  
 Diane Nogle**  
 760-468-9851

[www.mciwest.woundedwarriorregiment.org](http://www.mciwest.woundedwarriorregiment.org)

**Boosting Family Resilience**

Just as service members can build resilience, families can also take steps to boost their resilience or "family fitness." Family fitness is every military family's ability to use physical, psychological, social and spiritual resources to prepare for, adapt to and grow from military lifestyle demands. By helping family members feel more secure and connected in daily life, families can build resilience to cope with common military stressors like deployment, permanent change of station, combat injury and operational stress. This resilience also helps protect the psychological health of children who may struggle with change, fears or missing a parent. What's more, the more fit military families are, the better able they are to support their service member.

The Department of Defense offers service-specific resources to help military families build resilience. Programs may vary by branch and location, and may include referrals to local community resources, outreach programs for families new to the military, classes in parenting or stress management, or help for relocating families. See the box to the right for helpful resources by branch.

**Family Fitness Tips**

During all stages of military life, families can build resilience. Whether a service member is home or away, families can successfully cope by using family fitness tools that are:

1. **Physical.** Exercise can relieve stress and help you and your family stay healthy. Exercising as a family can also help bolster family connections.
2. **Psychological.** Have regular family dinners to talk about the day and strengthen bonds or talk with a family therapist about fears or concerns.
3. **Social.** Get involved in activities through a local military family support group to stay informed and strengthen your social network.
4. **Spiritual.** If spirituality or religion is a source of support for your family, stay with it. Whether it's personal practices or support groups, the support of friends makes the going easier.

**(Vocational Training Programs- Medical Field)**

*Continued from page 3*

scholarship funds may be used to assist with tuition expenses only -- no books or other fees included. All funds are paid directly to the educational institution. Twenty-two (22) scholarships totaling \$237,500\* will be given. \*The stated amounts are the maximum amounts awarded under each scholarship, but the actual amount paid out may be different than the stated amount because the scholarship awards may be used only for tuition charges, and not towards books, room/board, class fees or similar charges.

Grant recipients will be required to participate in twelve (12) hours of community service for each year in which they are recipients of grant funds. A recipient may choose any activity she would like to do, as long as the service is performed on a voluntary basis for individuals and/or groups beyond her immediate family. Each

grant recipient will be required to submit written confirmation that she has completed her community service requirement at the end of the relevant calendar year.

Applications will be accepted from March 1, 2011 -- May 1, 2011. The scholarships will be awarded to recipients on July 1, 2011. Selection for the scholarships will be made by a panel of judges, and the award will be scored in two areas: the applicant's response to the essay question and her commitment to volunteerism. Applicants must follow instructions carefully and complete the application in its entirety to be considered.

**ELIGIBILITY:**

1. The applicant must be a legal wife of a military member currently serving on active duty, whether active duty, Reserve or a member of the United States

National Guard (Members of the Reserves or National Guard are considered the same as active duty if they have served at least 180 combined days of full-time military duty since January 1, 2008).

2. The applicant must be accepted by a vocational school in one of the required fields or expect to be accepted by the same.
3. The applicant must begin using the funds within twelve (12) months of the scholarship award and the scholarship must be completed within forty-eight (48) months of the award. All funds will be paid directly to the educational institution by Operation Homefront upon verification of enrollment and eligibility status.

<http://www.operationhomefront.net/scholarship>

JUN 18 2012

Address Formats

**From:**

**To:**

COMMANDING OFFICER  
ATTENTION: ATTN FRO  
UNIT NAME  
BOX NUMBER: UNIT BOX NUMBER  
CITY, STATE, ZIP CODE

FIRST NAME, LAST NAME  
C/O CURRENT RESIDENT  
STREET ADDRESS  
CITY, STATE, ZIP CODE

Presort Standard Mailing (Bulk Mailing)

1. Presort mailing is available aboard the Camp Pendleton Installation. Activities that prepare a large number (200 or more) of pieces in a single mailing will utilize Presort Standard Mailing. A discount is applied to the postal rate when certain presort requirements are met.

Examples of Presort Standard Mailings are listed below

- Key Volunteer Network Newsletter
- Invitations to Change of Command Ceremonies
- Notification to reservists of upcoming drill training
- MCCS Family Service related newsletters
- International mail CANNOT be mailed Presort Standard.