



DEPARTMENT OF THE NAVY
OFFICE OF THE CHIEF OF NAVAL OPERATIONS
2000 NAVY PENTAGON
WASHINGTON, DC 20350-2000

OPNAVINST 5218.7C
N41
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OPNAV INSTRUCTION 5218.7C

From: Chief of Naval Operations

Subj: NAVY OFFICIAL MAIL MANAGEMENT PROGRAM

Ref: (a) DoD Instruction 4525.08 of 11 Aug 2006
(b) DoD 4525.8-M, DoD Official Mail Manual, 26 Dec 2001
(c) OPNAVINST 5112.6D
(d) DoD 4525.6-M, Department of Defense Postal Manual,
15 Aug 2002

1. Purpose. Per references (a) and (b), this instruction sets forth policy for the responsibilities and management of official mail within the Navy. This instruction is a complete and substantial revision and should be read in its entirety.

2. Cancellation. OPNAVINST 5218.7B.

3. Applicability and Scope. This instruction applies to all Navy activities involved with the administration and operation of the official mail program. This instruction does not address military postal service operations, which is covered in references (c) and (d).

4. Discussion. Reference (a) is the basic directive governing the Department of Defense (DoD) Official Mail Program. The objective of the official mail program is to control cost through proper and cost-effective use of the United States Postal Service (USPS), international mail, and other carriers when cost effective as permitted by existing regulations provided all other accountability and delivery requirements are met.

5. Roles and Responsibilities

a. Deputy Chief of Naval Operations for Fleet Readiness and Logistics (N4) shall:

(1) Develop and issue official mail management policy.

(2) Ensure adherence to policies and procedures under the auspices of the Navy Command Inspection Program.

b. Commander, Naval Supply Systems Command (COMNAVSUPSYSCOM) shall:

(1) Act as the lead activity for the Navy Official Mail Program including appointing and training the Navy official mail manager (OMM).

(2) Serve as the single point of contact with the Military Postal Service Agency on official mail policy matters and with the Headquarters, USPS on official mail operational matters.

c. Echelon 2 commands shall:

(1) Implement a Navy official mail cost control program (NOMCCP) within their area of responsibility. In areas where a single or host command is providing official mail support to other area commands, the single or host command is responsible for administering the NOMCCP for that installation or area. If there is a consolidated mail facility (CMF) in the area or region, the director of postal operations at the CMF shall be designated in writing to administer the NOMCCP. The designated command will be the primary point of contact for tenant command OMMs and responsible for providing official mail training to all area designated OMMs.

(2) Appoint an OMM to be responsible for issuance and implementation of all NOMCCP policy. Appointments will be in writing and copies of appointment letters will be provided to COMNAVSUPSYSCOM, Postal Policy Division, Official Mail Manager, (NAVSUP 54A). OMMs will develop a training program for all personnel responsible for processing mail. Training should, at a minimum, cover proper addressing of mail, cost savings methods, and protection of mail. Training for commands without meters should include processing of mail to destination using the proper zone and rate charts.

(3) Budget for postal expenditures and reallocate monies within their area of responsibility.

d. Installations, activities, and mobile units shall designate an OMM. The OMM will be a commissioned, warrant, noncommissioned officer (E-6 or higher) or DoD civilian (GS-6 or higher). The OMM is responsible to the commanding officer or

officer in charge for official mail functions of the command. Appointments will be in writing and copies of letters of appointment will be provided to the echelon 2 command or host installation OMM as applicable.

6. Payment of Navy Official Mail Costs. Navy regions, fleet commands, systems commands (SYSCOMs), and other major commands budget for postal expenditures and reallocate monies within their area of responsibility based on the following policies:

a. The host or senior command in an area shall coordinate mail support within the area to ensure:

(1) All naval commands receive mail processing and postage metering support from the CMF or the host installation serving their area. This policy applies to all outgoing non-production mail, unless the CMF or originating activity determines it is not cost effective to do so, or this practice will result in mail transit time increases. Justified requests for an exception to this policy must be forwarded for consideration to the Navy OMM at NAVSUP 54A via the chain of command.

(2) Intra-area mail systems are available and integrated so both classified and unclassified material can be transported among Navy activities located on the same installation or within the same geographic area without affixed postage. Sending or carrying letters over post routes must be in compliance with the private express statutes.

(3) The establishment of permit imprints, Business Reply Mail® (BRM) permits and Merchandise Return Service (MRS) permits are kept to a minimum consistent with area needs and to avoid the cost of establishing separate permits.

b. Host commands shall provide official mail support on a non-reimbursable basis to:

(1) Tenant Navy commands.

(2) Tenant Marine Corps commands.

(3) Squadrons, Seabee battalions, and other mobile Navy and Marine Corps commands that routinely embark with, or to, a host command for deployments.

c. Host commands shall provide official mail support on a reimbursable basis to:

(1) Official mail support for other DoD component tenant commands.

(2) Medical facilities funded by the U.S. Public Health Service.

(3) Morale, welfare, and recreation.

(4) Defense Commissary Agency.

(5) All Navy Working Capital Fund activities (including Marine Corps).

(6) Homeported afloat units.

d. Commands providing official mail support shall maintain records reflecting the total cost of the support provided to each activity served.

e. The following methods of payment may be used to purchase postal services.

(1) Navy Purchase Card. This method of payment can be used to order stamps by phone or purchase postage stamps, stamped cards and stamped envelopes, personalized stamp envelopes, personal computer postage, and pay for post office box rental at a post office.

(2) Electronic Funds Transfer (EFT). This method of payment is mandatory for all commands with EFT capability that have a Commercial Meter Remotely Set (CMRS) account or Centralized Account Processing System (CAPS) account.

(3) CMRS Accounts

(a) CMRS allows for the setting of postage by phone using electronic meters that can be remotely set. These meters can be obtained from one of five authorized meter manufacturers listed below.

1. FP Mailing Solutions.
2. Hasler Inc.
3. Neopost.
4. Pitney Bowes Inc.
5. Data-Pac Mailing Systems Corp.

(b) Contact the meter manufacturer representative to obtain a USPS CMRS lock box address and account number. Establish a master account number if the activity has more than one meter. This allows for an activity to set all meters from one account.

(c) Deposit funds to cover postage for a 6-month period.

(d) Commands having the capability to send funds by EFT to the CMRS account through the servicing Defense Finance and Accounting Service (DFAS) or other paying activity must use this method of deposit.

(e) Reset electronic meters as needed, but at a minimum quarterly. To reset the meter(s), OMMs must call the meter manufacturer using the toll free number provided by the representative. Sufficient funds must be in the account to cover the amount of postage being added on the meter. Each activity will receive a summary statement that will list all meter(s) remote setting activity on the CMRS account.

(f) Postage deposits must be made to a designated USPS bank account. Payments for postage may not be held in postal vendor accounts unless the DoD component has statutory authority to do so or it has received prior written approval from Department of the Treasury.

(4) CAPS Accounts. CAPS is a USPS system that must be used by Navy continental United States (CONUS) activities as the standard method for paying the USPS for most postal purchases. Mailers will be able view transactions and the determine balance online.

(a) Commands mailing items under a BRM permit, mail publications at the periodical mailing privileges rates, express mail under a corporate account number, MRS, or address element correction services must establish a CAPS account by completing a PS Form 6001 Centralized Account Processing System (CAPS) Account Application.

(b) Commands establishing a CAPS account must work with the servicing DFAS to arrange for deposit of funds by EFT. EFT must be made by automated clearing house credit transfer.

7. Commercial Postage Procedures

a. Envelopes, Labels and Mailable Forms. The return address portion of envelopes, labels, and mailable forms to be used with prepaid (commercial) postage shall be prepared as follows:

DEPARTMENT OF THE NAVY
(SPACE FOR COMMAND NAME AND ADDRESS)
(SPACE FOR COMMAND NAME AND ADDRESS)
(SPACE FOR COMMAND NAME AND ADDRESS)
Official Business

b. Stamps, Stamped Envelopes and Stamped Cards

(1) Regular USPS commercial postage stamps, stamped envelopes, and stamped cards will be used.

(2) Payment for postage stamps, stamped envelopes, and stamped cards must be made by cash, check, Navy purchase card, or the OMM Navy cash card at time of purchase. Cash can only be used to purchase postal items if no other means are available to obtain the items.

c. Refunds. Refunds for spoiled postage meter tapes or other unused postal services previously paid for will be made per reference (b).

d. Postage Meters

(1) Per reference (b), metered postage shall be used to the maximum extent possible on mail not sent under a permit.

(2) Commands desiring to obtain postage metering equipment must request approval from COMNAVSUPSYSCOM, Director, Postal Policy Division (NAVSUP 54) before the equipment is purchased. Such requests shall be forwarded via the chain of command and include the following:

(a) Type, quantity, and estimated cost of postage metering equipment to be procured.

(b) Estimated volume of official mail to be processed on a daily basis.

(c) Current method of handling official mail.

(3) Per reference (b), a meter license is required from USPS to operate a postage meter. The meter manufacturer's representative will assist commands in completing and submitting PS Form 3601-A Application or Update for a License to Lease and Use Postage Meters to the USPS' centralized meter licensing system office at the National Customer Support Center in Memphis, TN. The meter manufacturer may also electronically transmit the data requested on PS Form 3601-A. This is the preferred method.

(4) Payment for postage meter settings.

(a) Payment for postage set on meters must be made in advance by depositing funds into a CMRS account.

(b) When setting postage by phone, sufficient funds must be in the CMRS account to cover the amount of postage that will be set on the meter.

(5) Reference (b) establishes procedures for controlling and safeguarding postage meters. The command OMM must ensure all required forms are completed properly and check to ensure security and accountability is maintained by the meter operator.

8. Navy Mailing Procedures

a. The class of mail service and or mode of transportation selected for official mail shall be the one that meets the security, accountability, and delivery requirements of material being shipped at the lowest cost.

(1) Parcels containing high priority logistic material (i.e., casualty report parts or supplies) must be shipped by the most expeditious and cost effective mode of transportation available. The transportation officer normally makes the determination as to the method of transportation.

(2) Per enclosure (2) of reference (c), parcels containing administrative material (i.e., books, reports, contracts, drawings, etc.) will be shipped by the USPS when weight and size restrictions are not exceeded. CMFs and other large mail centers should establish procedures to select an alternate carrier for mailings of items not required by the private express statutes to be sent by USPS if delivery requirements can be met and if it is cost effective. For a definition of the private express statutes see reference (b).

b. All mailings destined for the same addressee and or area shall be consolidated into the fewest number of mailings possible.

c. Savings in postage costs will not be achieved at the expense of service. Mail centers in CONUS are required to dispatch mail every day. Official mail acceptance sites aboard mobile commands and at overseas activities must also ensure all official mailings are sent out daily, when possible.

d. Activities generating large quantities of mail on a consistent basis shall, to the maximum extent possible, take advantage of available postal rate and work sharing discounts.

9. Special Postal Services

a. In addition to the authorized uses listed in reference (b), chapter 1, paragraph C1.8, Navy commands are authorized to use registered, certified, and numbered insured mail.

(1) Registered. Service records, medical records, records of courts-martial, and all equipment, such as laptop computers used in conjunction with processing classified material.

(2) Certified. Confidential material to facilities cleared for access to classified information under the DoD Industrial Security Program or any non-DoD agency of the Executive Branch. This service can only be used for CONUS facilities and is not authorized to outside continental United States facilities or mobile units.

(3) Numbered Insured. Motion pictures sent from or to the Navy Motion Picture Exchange.

b. Overseas activities and mobile commands on deployment in an overseas theater are authorized to use all special services in conjunction with DoD official intra-theater mail. Indemnity will not be paid for loss or damaged articles, but claims may be filed for the purpose of determining if articles were delivered. Completed claim forms must be sent to the claims and inquires section at the military post office (MPO) where the article(s) were sent, not to USPS.

10. Security of Postage Stamps. To provide proper accountability and to prevent unauthorized use in addition to the security measures set forth in reference (b), the OMM shall:

a. Require personnel who apply postage to official mail to use a daily worksheet to record the amount of stamps, stamped envelopes, and stamped cards used. The daily worksheets must be maintained on file until the next monthly audit has been completed.

b. Maintain records reflecting the number and dollar value of postage stamps, stamped envelopes, and stamped cards procured, used, and on hand.

c. Maintain a signature receipt record for all postage stamps, stamped envelopes, and stamped cards transferred for use on a sub-custody basis.

d. Require all persons having sub-custody of, or using postage stamps, stamped envelopes and stamped cards to maintain

a daily record reflecting the value of postage stamps, stamped envelopes, and stamped cards received, number of mailings, total postage expended, and total value of stock remaining on hand at the end of the day.

e. Conduct a monthly audit(s) of stamp stock on hand.

f. Shortages of \$10.00 or more in the account must be replaced at the time of the audit. Overages must be carried over. In addition to the command OMM, the following personnel are authorized to conduct audits of the official mail account.

(1) Monies Audit Board members.

(2) Navy postal advisors.

(3) Members of the major command inspector general team.

(4) Navy OMM and assistant OMM.

(5) Other personnel designated in writing by the commanding officer.

g. All commands must forward a copy of the monthly official stamp audit to their region, major claimant, or SYSCOM OMM.

11. Designation of Unit Mail Clerks and Mail Orderlies

a. Per references (c) and (d), commanders or their designated representatives shall designate unit mail clerks or mail orderlies. DD Form 285 Appointment Of Military Postal Clerk, Unit Mail Clerk or Mail Orderly and OPNAV 5112/1 Offenses Against the Mail and Mail Orderly/Unit Mail Clerk Designation Form (Notice and Acknowledgement) shall be used for this purpose.

(1) Personnel working in a CMF or other mail center must be designated as mail clerks.

(2) Other personnel responsible for picking up mail from a Navy mail center, mail room, other military facility, or direct from a USPS facility must be designated as mail orderlies.

b. Before designating individuals as mail clerks or mail orderlies, all personnel must meet the employee qualifications in reference (b).

c. Prior to entering into mail handling duties, all selected personnel shall receive training in the importance of safeguarding mail, handling of accountable mail, timely delivery, and the serious consequences of negligence of duty. Training will be accomplished through proficiency training programs and locally developed training courses or instructions. A record of training provided must be maintained.

12. Address Format

a. To be compatible with USPS automation requirements, the delivery line of all official mail addresses located in areas served by USPS must include a street address or post office box. In addition, except for invitations to social functions where handwritten addresses are prescribed by social custom, the delivery address on official mail must be typed or printed by mechanical means in upper case (capital) letters and contain no punctuation except for the hyphen in the Zone Improvement Plan (ZIP) + 4 code.

b. To maintain uniformity, the return addresses on official mail must conform to the delivery address format in paragraph 12d.

c. Commanders and commanding officers of activities located within the United States and its territories and possessions that do not have proper street addresses, except those having an MPO address shall:

(1) Coordinate with local USPS officials to revise and or reformat their official mailing address and those of their tenant commands.

(2) Assign street numbers (addresses) and place on all buildings.

(3) Provide tenant activities and local USPS officials with new official addresses.

(4) Provide new official mailing addresses (including tenant activities' addresses) to Office of the Chief of Naval Operations Organization and Management Branch (DNS-33) for inclusion in the Standard Navy Distribution List (SNDL), part 2.

(5) Prepare new installation map showing assigned street names and numbers with a cross reference to the existing building numbers.

d. Official mail addresses (both delivery and return) will be in all caps and be limited to five lines, formatted with a uniform left margin and be limited to a maximum of 40 characters per line, including spaces and eight separate words per line as shown below.

XXXXXXXXXXXXXXXX	ATTENTION LINE
XXXXXXXXXXXXXXXX	OPTIONAL LINE
XXXXXXXXXXXXXXXX	NAME OF DoD ACTIVITY LINE
STREET ADDRESS SUITE NUMBER OR PO BOX #	DELIVERY ADDRESS LINE
CITY STATE ZIP + 4	LAST LINE

(1) Title of Official in Charge. Navy correspondence shall be addressed to the official in charge of the activity (i.e., director, commander, commanding officer, etc.). When known, the action officer's name may be placed in parentheses at the end of this line or the optional line may be used to identify a specific person or section within the activity.

(2) Optional Line. This line may be used to direct mail to a specific person or section when the name of the activity line and the title of official in charge line do not adequately identify the addressee.

(3) Name of Activity Line. Although the long title will still appear in the SNDL, for addressing purposes, the short title, plain language address, less city and state, will be used. For example, the activity line for Commander, Naval Supply Systems Command will be addressed "COMNAVSUPSYSCOM."

(4) Delivery Address Line. This line, except for ships, will consist of a street address, post office box number, postal service center number, and box number or unit number with or without box number.

Examples

Street address:	1775 JOHN PAUL JONES BLVD
Post Office box:	PO BOX 405
Postal Service Center Number:	PSC 467 BOX 291
Unit Number:	UNIT 30001
Unit Number with Box Number:	UNIT 62001 BOX 426

(5) City, State, ZIP + 4 Line. The post office city, state, and ZIP + 4 will appear in that order on the bottom line of the address. Except for MPO addresses, the standard two-letter abbreviation will be used for the state. In the case of MPO addresses, Army and Air Force post office or fleet post office (FPO) is used in lieu of the city, and "AE," "AA," or "AP" in lieu of the state.

Examples

Civilian Post Office Address:	NORFOLK VA 23511-5218
Military Post Office Address:	FPO AA 34093-2329
	FPO AE 09501-4665
	FPO AP 96349-1100

e. CMFs, other mail centers, and official metering sites are authorized to return official mail to the originator if the addresses and return addresses are not in compliance with the proper address format. This must occur only after notification of improper addressing has been provided to the mailer(s) and training has been conducted.

13. Prepaid Postage Report. On an annual basis, all commands having direct financial dealings with USPS or MPOs shall:

a. Report all official mail purchases to their major claimant, other reporting claimant, or SYSCOM per reference (a).

b. The OMM of each command below is responsible for obtaining data from field activities, verifying the accuracy of the data, and consolidating the official mail purchase information pertaining to their claimant into a single report and forwarding it to NAVSUP 54A to arrive by 1 December following the end of each fiscal year. Report will cover all official mail postage expenditures for the fiscal year. COMNAVSUPSYCOM will consolidate the information received and forward a single Navy prepaid postage report to the DoD OMM by the date established by the DoD OMM.

<u>Command</u>	<u>UIC</u>
(1) Chief of Naval Operations (Director of Field Support (DNS-F))	00011
(2) Assistant for Administration, Office of the Under Secretary of the Navy	00012
(3) Commander, Navy Medical Logistics Command	00018
(4) Commander, Naval Air Systems Command	00019
(5) Chief of Naval Personnel	00022
(6) COMNAVSUPSYCOM	00023
(7) Commander, Naval Sea Systems Command	00024
(8) Commander, Naval Facilities Engineering Command	00025
(9) Strategic Systems Programs	00030
(10) Commander, Military Sealift Command	00033
(11) Commander, Space and Naval Warfare Systems Command	00039

(12) Commander, U.S. Fleet Forces Command	00060
(13) Commander, Naval Education and Training Command	00062
(14) Commander, U.S. Pacific Fleet	00070
(15) Commander, Naval Reserve Force	00072
(16) Commander, Navy Region Naval District Washington	00171
(17) Commander, Navy Region Southwest	00242
(18) Commander, Navy Region Southeast	09697
(19) Commander, Navy Region Hawaii	61449
(20) Commander, Navy Region Mid-Atlantic	61463
(21) Commander, Navy Region Northwest	68742
(22) Commander, Navy Region Far East	57006
(23) Commander, Navy Region Europe	3455B
(24) Commander, Navy Installations Command	00052

14. Inspections. Inspections of subordinate installations, activities, and mobile units will be conducted at least every 3 years. It is recommended these inspections be conducted in conjunction with naval inspector general visits and postal assist visits. Inspections of installation tenant commands will be conducted once a year. OPNAV 5218/6, Official Mail Manager's/Unit Mailroom Inspection Checklist shall be used when inspecting official mail operations.

15. Records Management. Records created as a result of this instruction, regardless of media and format, shall be managed per Secretary of the Navy Manual 5210.1 of November 2007.

16. Reports Control. Report requirements contained in paragraph 13 is assigned Report Control Symbol DD-AT&L(SA&A)1833 (5218).

17. Forms

a. PS Form 6001 Centralized Account Processing System (CAPS) Account Application may be obtained by contacting the USPS CAPS Service Center at San Mateo, California; telephone number (650) 377-1334; or via online at <http://caps.usps.gov/business/caps.asp>.

b. PS Form 3601-A Application or Update for a License to Lease and Use Postage Meters is available from USPS (http://www.usps.com/forms/_pdf/ps3601a.pdf) or MPOs.

c. DD Form 285 Appointment of Military Postal Clerk, Unit Mail Clerk or Mail Orderly is available on line via the DoD Forms Management Program Web site: <http://www.dtic.mil/whs/directives/infomgt/forms/formsprogram.htm>.

d. The following forms are available on line from Naval Forms OnLine at: <https://navalforms.daps.dla.mil/web/public/home>:

(1) OPNAV 5218/6 Official Mail Manager's/Unit Mailroom Inspection Checklist; and

(2) OPNAV 5112/1 Offenses Against The Mail and Mail Orderly/Unit Mail Clerk Designation Form (Notice and Acknowledgement).



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