

Department of the Army
Headquarters, U.S. Army Garrison
462 Hamilton Road, Suite 120
Fort Sill, Oklahoma 73503
17 August 2015

Fort Sill Regulation 600-8-3

Personnel - General
UNIT MAILROOM OPERATIONS AND INSPECTIONS

Summary. This regulation establishes procedures for mailroom operations, quarterly and yearly unannounced mailroom inspections, and criteria for rating inspections in accordance with DoD 4525.6M, DoD Postal Manual, August 2002, DoD 4525.8-M, Official Mail Manual, 26 December 2001, and AR 600-8-3, Unit Postal Operations, 7 January 2013.

Applicability. The policy and guidance prescribed by this regulation is applicable to all Fort Sill organizations.

Suggested Improvements. The proponent of this regulation is the Directorate of Human Resources (DHR). Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) directly to DHR, Administrative Services Division (ASD), 4700 Mow-Way Rd, Suite G06, Fort Sill, OK 73503.

Distribution. This publication is distributed solely through the DHR, ASD Homepage at <http://sill-www.army.mil/USAG/publications.html>.

*This publication supersedes Fort Sill Regulation 600-8-3, Unit Mailroom Operations and Inspections, 8 August 2015.

- 1. Purpose.** This regulation establishes procedures for mailroom operations, quarterly and yearly unannounced mailroom inspections, and criteria for rating inspections.
- 2. References.** Required and related publications and forms are listed in appendix A.
- 3. Explanation of Abbreviations and Terms.** Abbreviations and terms used in this regulation are explained in the glossary.
- 4. Records Management.** Records created as a result of processes prescribed by this regulation must be identified, maintained, and disposed of according to Army Regulation (AR) 25-400-2, The Army Records Information Management System (ARIMS) and DA Pamphlet 25-403, Guide to Recordkeeping in the Army. Record titles and descriptions are available on the ARIMS website: <https://www.arims.army.mil/arims/Default.aspx>.

5. Responsibilities. Commanders are responsible for ensuring mailroom operations, mail processing, mail directory service, and mail redirect complies with the provisions of references in appendix A of this regulation. Commanders cannot deactivate a unit mailroom without approval from the Installation Official Mail Manager (OMM). Commanders must give at least one week prior notice to units served and the Installation Official Mail Manager, before operating reduced hours. Commanders of units deactivating their unit mailroom must transfer all remaining mailroom operations to another unit's mailroom. Commanders will provide the Installation Official Mail Manager the names of Soldiers still requiring service and the new unit assuming their mailroom operations.

6. Mail Delivery Procedures. The United States Postal Service (USPS) will deliver personal Soldier mail to the brown mailboxes located outside each unit mailroom's buildings. USPS delivers mail Monday through Friday to include training holidays, except official DoD holidays, to all Fort Sill units. All training units receive mail from USPS Monday through Saturday including training holidays.

a. The unit mail clerk signs for a key to their brown mailbox from USPS. The unit mail clerk will keep this key in the mailroom in a secure location when not being used. Installation Postal Inspectors will check for the key. Only the USPS can authorize the duplication of this brown mailbox key.

b. USPS will not deliver accountable mail to any of the training battalions. USPS will provide notice to each mail clerk indicating they have accountable mail to pick up. All training battalion mail clerks are authorized to pickup personal and official accountable mail for trainees/students to include the Personnel Control Facility (PCF). All other mail clerks can only pickup accountable official mail; not accountable personal mail for Soldiers within their units.

c. Upon change of unit mail clerk, the departing unit mail clerk will return the mailbox key to USPS and the new unit mail clerk will sign for the key.

7. Use of PS Form 3883 (Firm Delivery Receipt for Accountable and Bulk Delivery Mail) and Fort Sill Form 652 (Return/Issue/Transfer of Accountable Mail).

a. Mail clerks picking up accountable mail from USPS will electronically sign for the mail items listed on the Postal Service (PS) Form 3883. The mail clerk will receive a copy of this form after signing.

b. Mail clerks will use Fort Sill Form 652 when returning personal or official accountable mail to USPS, issuing personal accountable mail to individual Soldiers, delivering official accountable mail to appropriate offices, and when transferring accountable mail between mail clerks. When returning to USPS or transferring accountable mail between mail clerks, make an extra copy for USPS and the new mail clerk. Personnel can download a copy of Fort Sill Form 652 from the following web site: <http://sill-www.army.mil/USAG/forms.html>.

c. Mail clerks need to ensure they have a Fort Sill Form 652 for every article listed on PS Form 3883. This is how the postal inspectors will verify that the mail clerk has properly processed each piece of accountable mail.

8. Individual Mail Boxes. Units may use the individual mail boxes located outside of the Single Soldier Quarters or those located inside barracks, as long as the following conditions are met:

a. **Only** unit mail clerks or alternate unit mail clerks have access to individual mailboxes of Soldiers assigned to their unit. For example, if a Soldier is assigned to 2nd Bn, 4th FA, **only** 2nd Bn, 4th FA mail clerk can have access to this Soldier's individual mailbox.

b. Soldiers must keep their individual mailbox free of excess mail. If the mail clerk cannot place mail in a Soldier's individual mailbox because of excess mail, the mail clerk will notify the Postal Officer. The Postal Officer will verify status of the Soldier and take appropriate action as indicated below.

(1) If the Soldier is present for duty and able to pickup his/her mail, the postal officer will notify the Soldier of the requirement to remove his/her mail from his/her receptacle. If the Soldier does not pick up his/her mail, the mail clerk has the authority to return all mail in the receptacle to sender. Endorse the mail with "Unclaimed, Return to Sender."

(2) If the Soldier is unable to pick up his/her mail because of temporary duty of the installation, hospitalization, etc., the mail clerk will remove the mail from the receptacle and hold in the mailroom until the Soldier returns and fill out a DD Form 2258, Temporary Mail Disposition Instructions, and place in the assigned receptacle.

c. If a unit wishes to consolidate mailroom operations at brigade level, they may do so. This does not invalidate the need for Tables of Organization and Equipment type units to have trained mail clerks at battalion level. If the commander wishes to consolidate at brigade level, he/she will have to designate a **full time** mail clerk and alternate mail clerk to handle mailroom responsibilities. **All mail clerks should have access to government vehicles.**

9. Mailroom Inspections.

a. **Installation level.** The Installation Official Mail Manager or his/her designated representative will inspect unit/activity mailrooms on a yearly unannounced basis. The Postal Inspector will allow on-site corrections to deficiencies as long as they are not one of the deficiencies listed in paragraph 9 below. The Installation Postal Inspector will prepare a written report and submit to the commander along with the DA Form 7698, Unit Mailroom (UMR), Consolidated Mail Room (CMR), and Postal Services Center (PSC) Inspection Checklist, within 7 working days after the inspection. Personnel can download a copy of this form from the Army Publishing website at:

<http://www.apd.army.mil/>. The Postal Inspector will issue a rating of "satisfactory" or "unsatisfactory."

b. **Unit Postal Officer level.** Unit Postal Officers are required to inspect their unit mailrooms on a weekly basis utilizing the same DA Form 7698 mentioned in paragraph 9a above. At the end of every FY Quarter (e.g., last business day in December, March, June, and September), a copy of the last inspection for that particular quarter will be forwarded to the Installation Official Mail Manager.

10. Rating Criteria. The Installation Postal Inspector will rate a unit/activity "unsatisfactory" based on the following criteria listed on the last page of DA Form 7698:

a. The rating is based on a review of items covered by the checklist and observations of the daily procedures of the unit mailroom. An unsatisfactory rating is mandatory if any items of 3, 6, 9, 16, 18, or 19 are marked "No/Go" or a total of five or more of any items (numbered deficiencies not lettered deficiencies). These items emphasize supervision, security, and accountability of the mail.

b. If the unit has not corrected deficiencies cited in a previous satisfactory inspection, the Installation Postal Inspector will issue an UNSATISFACTORY rating.

c. If the unit has not corrected deficiencies cited in a previous UNSATISFACTORY rating, the postal inspector will issue another UNSATISFACTORY rating. Results of the second UNSATISFACTORY rating are sent to the next higher command.

d. The Postal Inspector must conduct **unannounced yearly** mailroom inspections at a minimum. To minimize the inspection time, the inspector tries to arrive during the mailroom posted open time, if the mailroom is not open during the posted time, the inspector normally will make another inspection attempt within a week's time. If the mailroom is still not open, the inspector will notify the Installation Official Mail Manager. The Installation Official Mail Manager will notify the unit's command of the attempted mailroom inspection. If the postal inspector tries to conduct two consecutive inspections (same unit) and arrives during the posted mailroom open times, the inspector will issue an UNSATISFACTORY rating.

11. Inspection Results. The Installation Postal Inspector will give a courtesy copy of the inspection checklist to the unit Postal Officer. The Director of Human Resources will forward the official copy of the inspection checklist to the mailroom unit battalion commander.

12. Re-inspections. The Installation Postal Inspector will reinspect unit/activities that receive an "unsatisfactory" rating within 30 working days of the unsatisfactory inspection. If a unit/activity receives three consecutive "unsatisfactory" ratings, the Installation Official Mail Manager will close the mailroom and make arrangements with the commander concerned to have another mailroom process the unit/activity's mail. The mailroom will remain closed until all deficiencies are corrected.

Appendix A References

Section I Required Publications

DoD 4525.6M
DoD Postal Manual

DoD 4525.8-M
DoD Official Mail Manual

AR 600-8-3
Unit Postal Operations

Section II Related Publications

This section contains no entries.

Section III Prescribed Forms

This section contains no entries.

Section IV Referenced Forms

DA Form 2028
Recommended Changes to Publications and Blank Forms

PS Form 3883
Firm Delivery Book—Registered, Certified, and Numbered Insured Mail

DA Form 7698
Unit Mailroom (UMR), Consolidated Mail Room (CMR), and Postal Services Center (PSC) Inspection Checklist

FS Form 652
Return/Issue/Transfer of Accountable Mail

DD Form 2258
Temporary Mail Disposition Instructions

Glossary

Section I Abbreviations

ASD

Administrative Services Division

AR

Army Regulation

DHR

Directorate of Human Resources

DOD

Department of Defense

FA

Field Artillery

FS

Fort Sill

PS

Postal Service

TDY

Temporary Duty

TOE

Tables of Organization and Equipment

USPS

United States Postal Service

Section II Terms

This section contains no entries.

Section III Special Abbreviations and Terms

This section contains no entries.

IMSI-HRA



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