

Department of the Army  
Headquarters, U.S. Army Garrison  
462 Hamilton Road, Suite 120  
Fort Sill, Oklahoma 73503  
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Fort Sill Regulation 600-8-3

Personnel - General  
**UNIT MAILROOM OPERATIONS AND INSPECTIONS**

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**Summary.** This circular establishes procedures for mailroom operations, quarterly unannounced mailroom inspections, and criteria for rating IAW DoD 4525.6M, DoD Postal Manual, August 2002 and AR 600-8-3, Unit Postal Operations, 28 December 1989.

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

**Suggested Improvements.** The proponent of this circular 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/publications2012.html>.

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\*This publication supersedes Fort Sill Circular 600-09-01, Unit Mailroom Operations and Inspections, 11 September 2009.

- 1. Purpose.** This circular establishes procedures for mailroom operations, yearly unannounced mailroom inspections, and criteria for rating.
- 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. Responsibilities.** Commanders are responsible for ensuring mailroom operations, mail processing, mail directory service, and mail redirect complies with the provisions of references A, B, of this regulation. Commanders cannot deactivate a unit mailroom without approval from the Installation Official Mail Manager. 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.

**5. 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.

**6. Use of PS Form 3883 and Fort Sill Form 652.**

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-ww.army.mil/dhr/Admin\\_Svcs\\_Div/FS\\_Blank\\_Forms/FS\\_BLANK\\_FORMS.htm](http://sill-ww.army.mil/dhr/Admin_Svcs_Div/FS_Blank_Forms/FS_BLANK_FORMS.htm).

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.

**7. 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 2<sup>d</sup>

Bn, 4<sup>th</sup> FA, **only** 2<sup>d</sup> Bn, 4<sup>th</sup> 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.**

## **8. 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 Fort Sill Form 435 within 7 working days after the inspection. Personnel can download a copy of this form from the same website in paragraph 6b. 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 Fort Sill Form 435. 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.

**9. Rating Criteria.** The Installation Postal Inspector will rate a unit/activity "unsatisfactory" based on the following criteria:

a. Two checks of "no" in any of the following items or sub-items of FS Form 435.

(1) Item 6, item 10, item 12, item 33, item 38, item 41, item 46, item 47, and Item 48. These items emphasize supervision, security, and accountability of the mail.

(2) Item 19. The inspector will check 10% of the unit/activity locator cards, up to a maximum of 50 cards. If 5 percent of the inspected locator cards are missing or found to contain errors, this will result in a "no."

b. Item 49.

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

(2) 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.

c. A total of four or more "no" ratings on all areas of the checklist.

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.

**10. Inspection Results.** The Installation Postal Inspector will give a courtesy copy of the inspection checklist to the unit Postal Officer. DHR will forward the official copy of the inspection checklist to the mailroom unit battalion commander.

**11. 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

**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

**FS Form 435**  
Unit Mailroom Inspections 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.

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