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Information Management: Records Management
Official Mail and Distribution Management Program

*This regulation supersedes AE Regulation 25-51, 2 July 2007.

For the Director:

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Summary. This regulation establishes the Army in Europe Official Mail and Distribution Management Program.

Summary of Change. This change designates unit mail orderlies as the only personnel who may submit AE Form 25-51C to request special mail services (para 13a(5)).

Applicability. This regulation applies to—

- USAREUR major subordinate and specialized commands (AE Reg 10-5, app A).
- DOD and DA activities authorized to use Army appropriated postage funds.
- Garrison directors of human resources (military personnel and community activities managers) who have responsibility for official mail and distribution centers in IMCOM-Europe.

Supplementation. Organizations will not supplement this regulation without IMCOM-Europe (IMEU-HRD-R) approval.

Forms. This regulation prescribes AE Form 25-51A, AE Form 25-51B, and AE Form 25-51C. AE and higher level forms are available through the Army in Europe Publishing System (AEPUBS).

Records Management. Records created as a result of processes prescribed by this regulation must be identified, maintained, and disposed of according to AR 25-400-2. Record titles and descriptions are available on the Army Records Information Management System website at <https://www.arims.army.mil>.

Suggested Improvements. The proponent of this regulation is IMCOM-Europe (IMEU-HRD-R, DSN 370-3406). Users may suggest improvements to this regulation by sending DA Form 2028 to IMCOM-Europe (IMEU-HRD-R), Unit 29353, Box 200, APO AE 09014-0200.

Distribution. C (AEPUBS).

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Glossary

1. PURPOSE

This regulation prescribes policy, procedures, and objectives for the Army in Europe Official Mail and Distribution Management Program.

2. REFERENCES

Appendix A lists references.

3. EXPLANATION OF ABBREVIATIONS AND TERMS

The glossary defines abbreviations and terms.

4. RESPONSIBILITIES

- a. The Director, IMCOM-Europe (IMEU-HRD-R), will—
 - (1) Manage the Army in Europe Official Mail and Distribution Management Program.
 - (2) Provide policy and procedures for conducting official mail and distribution functions.
 - (3) Ensure official mail operations are managed according to governing directives (app A) and that cost-efficiency measures are considered.
 - (4) Inspect official mail and distribution centers (OMDCs) each year using DD Form 2495.

b. Commanders of direct-report United States Army garrisons (USAGs) will—

(1) Appoint a garrison official mail manager (GOMM) as an additional duty in the garrison directorate of human resources to manage the garrison official mail and distribution management program.

(2) Appoint an official mail manager (OMM) and an assistant OMM in each OMDC.

(3) Initiate support agreements with indirect-report garrisons, tenant activities, and other activities (for example, Department of Defense Dependents Schools).

(4) Budget, fund, and execute the official mail and distribution management program for their area of responsibility, including indirect-report garrisons and tenant activities.

(5) Ensure official mail funds are used according to governing policy and procedures.

(6) Avoid frequent changes of GOMMs and ensure new GOMMs are given enough time to become thoroughly familiar with their duties before the incumbent OMM leaves.

c. Commanders of indirect-report USAGs and tenant activities will—

(1) Appoint an OMM and an assistant OMM.

(2) Coordinate official mail requirements with the GOMM.

(3) Provide reimbursement when required and when official mail costs exceed the amount established in the support agreement with the GOMM (b(4) above).

d. GOMMs will—

(1) Oversee the official mail and distribution management program for OMDCs in their garrison (including indirect-report garrisons) area of responsibility.

(2) Coordinate and manage funding requirements for their indirect-report garrisons and tenant activities.

(3) Ensure training on official mail is conducted at least once a year for mailroom personnel and new employees. Remedial training will be conducted as needed.

(4) Validate (process and coordinate) SF 1034 with the applicable resource management office (RMO), the Defense Finance and Accounting Service - Europe (DFAS-Europe), the postage vendor, and the Army in Europe Official Mail Manager (AEOMM) (para 6).

(5) Add a section to the OMDC standing operating procedure (SOP) describing their area of responsibility (including the process for requesting postage).

(6) Request and ensure the OMDC has funds for equipment, supplies, and postage throughout the year.

(7) Order and distribute equipment and consumable supplies (such as meter tape and ink for OMDCs).

(8) Conduct OMDC assistance visits at least once a year and as needed.

(9) Give a copy of each OMDC SOP (including contingency plans) to the AEOMM for review.

(10) Be the approval authority for express mail service.

5. PROGRAM ADMINISTRATION

a. OMM Appointments. OMM appointments (for example, assistant OMMs, GOMMs) must be in writing and include the appointee's name, grade, duty address, e-mail address, and telephone number. A copy of the appointment memorandum must be sent to IMCOM-Europe (IMEU-HRD-R/AEOMM), Unit 29353, Box 200, APO AE 09014-0200, or e-mail: adminsvs@eur.army.mil.

b. OMM Training Requirements.

(1) Indepth training must be given for newly assigned mailroom personnel.

(2) Training on official mail must be given each year for official mailroom personnel. As a minimum, training must include the following:

(a) Addressing mail.

(b) Cost-saving methods.

(c) Facility security and procedures for handling suspicious mail.

(d) International mail requirements.

(e) Items that may not be mailed.

(f) Mail classification (special mail services).

(g) Mail protection.

(h) Mail surveys.

(i) Postage and fee requirements.

6. ACCOUNTING FOR ARMY OFFICIAL MAIL FUNDS

a. Official mail funds will be accounted for according to Army resource management policy and procedures.

b. Appropriated funds will be used to pay for official mail (DOD business only).

c. Official mail will not be used to mail personal items. Anyone aware of unauthorized use of official mail must report the offender to the offender's commander, the RMO, and the AEOMM for appropriate administrative action.

d. U.S. postage stamps will be used only if either of the following occurs:

(1) An OMDC is not operating commercial meters, remotely set (CMRSs), postage-by-phone (PBP) mail meters.

(2) A mail-meter outage occurs.

e. OMMs will do the following to refill postage meter heads:

(1) Send an e-mail message or fax to the GOMM requesting permission to reset the meter heads. The request must identify the meter heads to be charged by serial number and indicate the requested dollar amount of postage. The GOMM will verify the information on the request and approve the request to refill the meter heads.

NOTE: Refilling a meter head with postage is prohibited without GOMM approval.

(2) Refill meters with postage by connecting to the Pitney Bowes PBP account by telephone modem.

(3) After refilling the meter head, send the refill tape to the GOMM.

(4) Keep copies of completed meter refill tapes according to official indicia costs (file number 25-51a). GOMMs will use these tapes to monitor requests for additional postage and for auditing.

f. GOMMs must request funding for postage each quarter from their RMO. GOMMs will send SF 1034 as—

(1) A precertified payment voucher to DFAS-Europe.

NOTE: DFAS-Europe will transfer funds to the postage vendor (Pitney Bowes), which then will credit the OMDC's postage account.

(2) The obligation document (for accounting purposes).

7. OFFICIAL MAIL AND DISTRIBUTION CENTER STANDING OPERATING PROCEDURES

GOMMs will ensure the OMDC has an SOP that covers dispatching and controlling official mail funds. The SOP will include procedures for—

a. Refilling meter heads with postage.

b. Tracking funding. The GOMM or OMM will maintain a transaction file of documents relating to purchases.

c. Authenticating and approving SF 1034, processing SF 1034 through the RMO, and sending SF 1034 to DFAS-Europe.

d. Securing mail-metering equipment (such as bases, meter heads, scales, and stamps).

e. Refunding spoiled or incorrect meter postage.

- f. Providing official mail support to indirect-report garrisons and tenant units not covered by a memorandum of agreement or in a support agreement that provides procedures for official mail funding and reimbursement.
- g. Reducing postage cost.
- h. Handling suspicious mail and providing facility security.
- i. Handling official mail in case of emergency (contingency plan).
- j. Official mail training and inspections. (The AEOMM will use DD Form 2495 to inspect Army in Europe OMDCs.)

8. OFFICIAL MAIL COST REPORTING

- a. GOMMs must collect and maintain official mail cost data (postage meter and stamps) each quarter for each OMDC. The data must be recorded on AE Form 25-51A.
- b. GOMMs will submit AE Form 25-51A to IMCOM-Europe by mail ((IMEU-HRD-R/AEOMM), Unit 29353, Box 200, APO AE 09014-0200) or e-mail (adminsvs@eur.army.mil) within 5 workdays after the end of each fiscal year quarter (c below).
- c. Reporting periods are October through December (first quarter), January through March (second quarter), April through June (third quarter), and July through September (fourth quarter).
- d. Euro meter head and euro stamp expenditures must be recorded as separate line items (do not use conversion rates).

9. NONAPPROPRIATED FUND USE

Nonappropriated fund activities may use the OMDC support as explained in AR 25-51, paragraph 2-21i.

10. USE OF HOST-NATION POSTAL SERVICES

a. Requirements.

- (1) Mail posted in foreign post offices will bear the postage of the country where it is mailed unless there is a bilateral agreement with the host nation that provides procedures for accepting DOD mail (for example, a *Deutsche Bundespost* agreement).
- (2) The AEOMM is authorized to approve requests to send official, time-sensitive mail through mail systems other than the U.S. Army Postal Service, provided the system can deliver the mail faster than the U.S. Army Postal Service.
- (3) Requests for exceptions to using the U.S. Army Postal Service must justify the need for faster delivery than the U.S. Army Postal Service provides. Requests and a detailed justification must be sent to IMCOM-Europe by mail ((IMEU-HRD-R/AEOMM), Unit 29353, Box 200, APO AE 09014-0200) or e-mail (adminsvs@eur.army.mil). Requests to use host-nation stamps must also include the following:
 - (a) Documented comparisons of transit times for the U.S. Army Postal Service and the host-nation postal service.

(b) The exact type of mail being sent.

(c) The cost, quantity, and type of host-nation stamps required.

b. Permanent Approvals. The following organizations have permanent approval to use host-nation postal services:

(1) Contracting and procurement agencies mailing—

(a) Vendor payments involving discounts.

(b) Time-sensitive procurement transactions.

(2) DFAS-Europe activities mailing—

(a) Host-nation currency-accounting reports and related reports to HQ USAREUR/7A staff offices, U.S. embassies, and the Control and Services Directorate, Foreign Forces Payroll Office.

(b) Documents concerning local-national payroll entitlements.

(c) Correspondence concerning civilian and vendor accounts.

(3) Legal service centers mailing—

(a) Trial records to assigned military judges for authentication or to civilian defense councils for review.

(b) Correspondence to embassies, host-nation organizations, court agencies, and individuals regarding foreign criminal jurisdiction and civil process.

(c) Military office documents or related documents necessary for a court-martial.

(d) Correspondence pertaining to personnel accused by or in the custody of civilian authorities.

(4) The Civilian Personnel Operations Center or other offices mailing—

(a) Notices of termination to local national employees.

(b) Civilian time-and-attendance documents.

(c) Appointments, resignations, separations, and payroll documents to the Control and Services Directorate, Foreign Forces Payroll Office.

c. Commercial Stamp Usage Logs. Activities authorized to purchase and use host-nation stamps will—

(1) Complete AE Form 25-51B.

(2) Have AE Form 25-51B available for auditing by inspectors and all OMMs (for example, the AEOMM or GOMM) and other authorized officials.

11. POSTAGE METER HEAD AND MAIL METER EQUIPMENT TURN-IN

The OMM must use the following procedures to turn in meter heads and equipment:

a. Meter Equipment. The OMM must—

(1) Notify the AEOMM when mail-metering equipment is no longer required.

(2) When approved by the AEOMM, turn in postage-metering equipment (only the base, scale, and printer) to the installation property book officer.

(3) Send a copy of the hand-receipt for the equipment to the AEOMM.

b. Meter Heads. Postage meter heads are leased from and remain the property of the Pitney Bowes Corporation, USA. Therefore, the OMM must—

(1) Notify the AEOMM when a meter head must be turned in because of an installation closure.

(2) Complete USPS Form 3533. The OMM must annotate, verify, and authenticate remaining funds on the meter head.

(3) Complete the international meter return form (http://www.imcom-europe.army.mil/sites/divisions/hr_adminserv_om.asp).

(4) Run a zero-tape meter strip showing the serial number of the meter.

(5) Complete and sign USPS Form 3601-C (http://www.imcom-europe.army.mil/sites/divisions/hr_adminserv_om.asp).

(6) Pack the meter head in its original shipping container and include the original documentation in the box. Apply postage and mail the package by registered mail to the following address:

Pitney Bowes Returned Goods
595 Federal Road
Brookfield, CT 06804-2002

(7) Send a copy of the paperwork to the AEOMM. The AEOMM will notify the meter manufacturer that the meter head is being turned in and request a refund for remaining postage funds or a modification to the rental contract. The OMM must provide the following information:

(a) The serial number of the meter head.

(b) The military and civilian address of the OMDC.

(c) The name of the OMM or POC at the OMDC.

(d) The registered mail receipt number.

(8) If a postage meter head breaks, follow the procedures in paragraph 12 to obtain a replacement.

c. Mail Meter Outages.

(1) If postage-metering equipment (base, scale, or printer) breaks, GOMMs will notify the AEOMM.

(2) The AEOMM will coordinate the repair and maintenance service and inform the GOMM or OMM when the vendor will be available. OMMs must inform the AEOMM immediately after the repair or maintenance has been completed. The OMM must fax a copy of the service report the AEOMM at DSN 370-8553 or send a copy by e-mail to adminsvs@eur.army.mil.

12. PITNEY BOWES METER MALFUNCTION PROCEDURES

If a Pitney Bowes meter malfunctions, OMMs will—

a. Contact the AEOMM.

b. When directed to do so by the AEOMM, call the Pitney Bowes equipment repair office (civ 1-800-522-0020) for guidance. Before calling, have all information available about the meter head (such as the account number, PBP number, and the meter head serial number).

c. If the equipment repair office is unable to repair the meter, call or e-mail the Federal Government Sales Office to order a replacement meter head. Provide the model and serial number of the meter and modem, the APO address to which the replacement should be shipped, and OMM contact information. Contact information for Pitney Bowes is as follows:

Telephone number:	1-800-287-0807
Voice mail:	800-838-9945, extension 2482
Fax number:	703-658-6951

d. After arranging to receive a replacement meter head, secure the old meter head until the new one arrives, in case postage can be transferred to the new meter head.

e. On receipt of the equipment, inform the AEOMM and contact the Pitney Bowes equipment repair office. The Pitney Bowes equipment repair office will help with setting up the meter head and transferring postage from the old meter head to the new one or crediting the organization's account. After the meter is functioning properly—

(1) Complete USPS Form 3601-C and a Pitney Bowes International Meter Return Form.

(2) Package the meter, copies 2 and 3 of USPS Form 3601-C, and a copy of the Pitney Bowes International Meter Return Form.

(3) Mail the package by registered mail to the following address:

Pitney Bowes Returned Goods
595 Federal Road
Brookfield, CT 06804-2002

(4) Fax a copy of the Pitney Bowes international meter return form and USPS Form 3601-C to Pitney Bowes International Accounts at 001-757-228-3152.

13. SPECIAL MAIL SERVICES

a. Staff activities requiring special mail services for mail going to the continental United States will complete AE Form 25-51C. Besides special mail services listed in (1) below, return-receipt service in (2) below is also available. Return-receipt service must be requested on AE Form 25-51C at the same time that special mail service is requested.

(1) Special mail services are as follows:

- (a) Certified mail.
- (b) Express mail.
- (c) Registered mail.
- (d) Return receipt for merchandise mail.

(2) Return-receipt service is used to obtain proof of receipt of mail. This service is provided only with special mail services ((1)(a) through (c) above).

(a) Medical records will be sent by certified mail without a return receipt.

(b) Express mail may be used only for critical mission requirements. Official mail that is not critical for mission requirements must be sent by priority mail.

(3) Before requesting express mail service, requesters must contact the local OMM to determine if express mail service is available to the intended destination. When express mail service is—

(a) Not available, requesters will use first class or priority mail.

(b) Available and justified, the requester will prepare AE Form 25-51C and send it to the installation OMM for approval.

(4) Each AE Form 25-51C must include a valid authority (block 4) for use of the special mail service requested. AR 25-51 lists some items authorized for special Armywide mail services. Examples of valid authority are U.S. law, DOD directive, and Army regulations (including the paragraph number) that mandate the requested mail service.

(5) Requests may be submitted only by unit mail orderlies (blocks 9 and 10). The receiving OMM in the OMDC must forward the signed form and a description of the items to be mailed to the—

(a) GOMM at direct-report garrisons for review.

(b) Chief of the administrative services branch (ASB) of the human resources division of the applicable indirect-report garrison.

(6) If the GOMM or ASB chief approves the request on AE Form 25-51C in blocks 11 through 13, the OMM will dispatch the mail.

b. The OMDC will keep the original AE Form 25-51C according to the records disposition schedule.

14. OFFICIAL MAILROOM SECURITY

a. DOD 4525.6-M provides instructions for managing and controlling postal effects and for processing, dispatching, handling, transporting, and delivering personal and official mail. OMMs must refer to chapters 9, 10, 11, and 13 of DOD 4525.6-M for the minimum requirements for mail security (such as overnight storage and facility structural criteria).

b. DOD 4525.8-M provides guidance on the security of postage meters and stamps.

c. OMMs must request a physical-security inspection from the local physical-security or force-protection office at least once every 2 years or when any modification or renovation is made to the official mailroom or the building in which the mailroom is located.

15. STARTING, DEACTIVATING, AND RELOCATING OFFICIAL MAILROOMS

Organizations must contact the AEOMM as soon as possible to start, deactivate, or relocate an official mailroom. DOD 4525.8-M, chapter 6, provides guidance.

APPENDIX A REFERENCES

SECTION I PUBLICATIONS

DOD Instruction 4525.08, DOD Official Mail Management

DOD 4525.6-M, Department of Defense Postal Manual

DOD 4525.8-M, DOD Official Mail Manual

AR 25-51, Official Mail and Distribution Management

AR 25-400-2, The Army Records Information Management System (ARIMS)

DA Pamphlet 25-52, Mail Facility Security and Handling Suspicious Mail

AE Regulation 10-5, Headquarters, United States Army Europe

SECTION II FORMS

SF 1034, Public Voucher for Purchases and Services Other Than Personal

DD Form 2495, Official Mail Manager's Inspection Checklist
(<http://www.dtic.mil/whs/directives/infomgt/forms/eforms/dd2495.pdf>)

DA Form 2028, Recommended Changes to Publications and Blank Forms

USPS Form 3533, Application for Refund of Fees, Products and Withdrawal of Customer Accounts
(http://www.usps.com/forms/_pdf/ps3533.pdf)

USPS Form 3601-C, Postage Meter Activity Report
(http://www.imcom-europe.army.mil/sites/divisions/hr_adminserv_om.asp)

AE Form 25-51A, Quarterly Positive Accountability Postage Administrative System

AE Form 25-51B, U.S. Stamp/Host-Nation Usage Log

AE Form 25-51C, Request for Special Mail Services

International Meter Return Form
(http://www.imcom-europe.army.mil/sites/divisions/hr_adminserv_om.asp)

GLOSSARY

AEOMM	Army in Europe Official Mail Manager
AEPUBS	Army in Europe Publishing System
APO	Army post office
AR	Army regulation
ASB	administrative services branch
CMRS	commercial meter, remotely set
CT	Connecticut
DA	Department of the Army
DFAS-Europe	Defense Finance and Accounting Service - Europe
DOD	Department of Defense
DSN	Defense Switched Network
EM	electronic media
GOMM	garrison official mail manager
HQ USAREUR/7A	Headquarters, United States Army Europe and Seventh Army
HRD	human resources division
IMCOM-Europe	United States Army Installation Management Command, Europe Region
OMDC	official mail and distribution center
OMM	official mail manager
PBP	postage by phone
POC	point of contact
RMO	resource management office
SF	standard form
SOP	standing operating procedure
U.S.	United States
USA	United States of America
USAG	United States Army garrison
USPS	United States Postal Service