

U.S. Department of  
Homeland Security

United States  
Coast Guard



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# *U.S. Coast Guard Postal Manual*



COMDTINST M5110.1B  
June 2008





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6. ENVIRONMENTAL ASPECT AND IMPACT CONSIDERATIONS. Environmental considerations were examined in the development of the changes to this Manual and have been determined not to be applicable.
7. FORMS/REPORT. The forms referenced in this Manual are available in USCG Electronic Forms on the Standard Workstation or on the Internet: <http://www.uscg.mil/forms/>; and Intranet at <http://cgweb.comdt.uscg.mil/CGForms>. USPS (PS) forms and publications are available from the local postmaster, USPS account executive, or the USPS Home Page: <http://pe.usps.gov>.

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Encl: (1) CH-1 to U.S. Coast Guard Postal Manual, COMDTINST M5110.1B



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COMMANDANT INSTRUCTION M5110.1B

Subj: U.S. COAST GUARD POSTAL MANUAL

- Ref:
- (a) Privacy Act of 1974, 5 U.S.C. §552a
  - (b) Classified Information Management Program, COMDTINST M5510.23 (series)
  - (c) Department of Defense (DoD) Postal Manual, DoD 4525.6-M
  - (d) Standard Distribution List, COMDTNOTE 5605 (series)
  - (e) Department of Homeland Security (DHS) Mail Management Program, Management Directive 119-01 (series)
  - (f) General Services Administration (GSA) Mail Center Security Guide (Third edition)
  - (g) Express and Ground Services for Non-Freight Shipments, COMDTINST M5110.9 (series)
  - (h) Privacy Incident Response, Notification, and Reporting Procedures for Personally Identifiable Information (PII), COMDTINST 5260.5 (series)
  - (i) U.S. Postal Service Domestic Mail Manual (DMM)
  - (j) How to Order and Use Penalty Mail Stamps and Stationery, U. S. Postal Service (USPS) Publication 350
  - (k) Property Management Manual, COMDTINST M4500.5 (series)

1. PURPOSE. This Manual has authority over all current U.S. Coast Guard (USCG) directives prescribing penalty mail policy and supplemental mail services. It provides instructions to implement the Official Mail Cost Control Program (CGOMCCP), prescribes the correct use of mail class, and supplemental postal services meeting the security, accountability, and delivery requirements of material being shipped at the most economical means. These policies and procedures apply to all USCG official mail users who shall comply with the provisions of references (a) through (k). This Manual further:

- a. Establishes policies and procedures concerning penalty mail and gives authority to accept and deliver personal mail under certain circumstances.

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COMDTINST M5110.1B

- b. Provides guidance on the proper handling and processing of Balloting Material to ensure legal requirements of the Voting Program are met.
  - c. Establishes policies and procedures concerning the shipment or mailing of Personally Identifiable Information (PII).
  - d. Establishes a framework for complying with DHS and other reporting requirements, including a number of cyclical data collections and Security Plans.
  - e. Provides additional guidance for processing, receipt, and delivery of USCG official mail, including use of commercial carriers and establishment of accounts.
2. **ACTION.** Area, district, and sector commanders, commanders of maintenance and logistics commands, Commander Deployable Operations Group, commanding officers of headquarters units, assistant commandants for directorates, Judge Advocate General, and special staff offices at Headquarters shall ensure that the provisions of this Manual are followed. Internet release is authorized.
  3. **DIRECTIVES AFFECTED.** U.S. Coast Guard Postal Manual, COMDTINST M5110.1A, is cancelled.
  4. **DISCUSSION.** This Manual updates policies, procedures, and responsibilities for all USCG and contractor personnel in the administration and processing of official and personal mail. It emphasizes control of official mail costs through proper and cost-effective use of the U.S. Postal Service (USPS), and when used, the services of commercial carriers (e.g FedEx, UPS, DHL) meeting legal requirements.
  5. **MAJOR CHANGES.** This Manual has updated information in general and specifically added new policies regarding proper processing of Balloting Material (Chapter 2); Mail Security Procedures (Chapter 4); the Mailing of Personally Identifiable Information (PII) (Chapter 5); and use of the Mail Business Intelligence Tool (MBIT) (Chapter 10) for data collections, reporting requirements, etc.
  6. **ENVIRONMENTAL ASPECT AND IMPACT CONSIDERATIONS.** Environmental considerations were examined in the development of this Manual and have been determined not to be applicable.
  7. **FORMS/REPORT.** The forms called for in this Manual are available in USCG Electronic Forms on the Standard Workstation; on the Internet: <http://www.uscg.mil/forms/>; on CG Central: <http://cgcentral.uscg.mil/>; on the Intranet: <http://cgweb2.comdt.uscg.mil/CGFORMS/Welcome.htm>; and in publications from the local postmaster, USPS account executive, or the USPS Home Page: <http://pe.usps.gov>.

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## CHAPTER 1. RESPONSIBILITIES, DUTIES, AND AUTHORITIES

- A. Responsibilities. Area, district, and sector commanders, commanders of maintenance and logistics commands, Commander Deployable Operations Group, commanding officers of headquarters units, and unit commanding officers, shall appoint, as an additional duty, a command Official Mail Manager (OMM), who should be a commissioned or warrant officer or, when appropriate, a Chief Petty Officer or civilian equivalent. Individuals who prescribe, create, design, or prepare official mail shall comply with this Manual.
- B. Authority Over USCG Penalty Mail. Commandant (CG-61) directs penalty mail, postal policies, and provides liaison between the USCG, Department of Homeland Security (DHS), General Services Administration (GSA), Department of Defense (DoD) Military Postal Service Agency (MPSA), and the USPS.
1. By virtue of their appointment, USCG postal officers, Official Mail Managers, and mail clerks are responsible for enforcing the standards addressed in this Manual.
  2. The Custodian of Postal Effects (COPE) aboard cutters with postage evidencing systems (formerly known as postage metering equipment) or Penalty Mail Stamps shall follow the procedures in this Manual.
  3. USPS Extra Services (e.g. registered or certified mail, return receipts, USPS Express Mail, etc.), shall not be used unless required by law or directive since these services are very expensive and are paid through the centrally managed postal account. As part of the directives review/concurrent clearance process, all USCG directives requiring the use of these services shall be coordinated with Commandant (CG-61).
- C. Official Mail Manager (OMM) Responsibilities. OMMs manage the postal operations within their area of responsibility to ensure subordinate units comply with GSA, DHS, USCG, USPS, and other Federal agencies' policies and procedures, as appropriate. Further, they ensure:
1. Subordinate units use penalty mail efficiently and cost effectively.
  2. Subordinate units comply with all Federally mandated data collections and reports including, but not limited to:
    - a. Submitting accurate Mail Business Intelligence Tool (MBIT) data collection requirements for Mail Centers (MCs) (monthly) and Mail Service Locations (MSLs) (annually) on a timely basis.
    - b. Establishing Express and Ground services accounts for non-freight shipments through Commandant (CG-61).
    - c. Following established procedures for creating a Penalty Mail Stamp account.

d. Updating listings of personnel assigned as unit/activity mail clerks, or designated as the primary point of contact (POC) for postal matters, and reporting this information to Commandant (CG-61).

3. Recommended procedural changes to the USCG penalty mail and postal program are submitted to Commandant (CG-61).

D. Unit/Activity Mail Clerk Designations. Action Officers shall comply with reference (a) when verifying qualifications listed in D.1. below, prior to appointing unit mail clerks by either letter or by use of Appointment of Military Postal Clerk, Unit Mail Clerk or Military Postal Clerk, DD Form 285 <http://www.dtic.mil/whs/directives/infomgt/forms/forminfo/forminfo62.html>, to receive, collect, and deliver incoming and outgoing mail. Unit mail clerks occupy a recognized official position and shall comply with USCG/USPS policies/procedures, and reference (a).

NOTE: If DD Form 285 is used, DO NOT enter the appointed mail clerks' Social Security Number (SSN) in the SSN block. Use a local command generated numbering system (for example, D17-001, NVDC-010, ESU-005). DD Form 285 shall be destroyed five months after termination, separation or transfer of individual, whichever is applicable.

1. Unit mail clerks shall meet the following qualifications:

- a. Be a U.S. citizen.
- b. Have no record of conviction by court-martial or non-judicial punishment in the last 12 months.
- c. Have no civil convictions other than minor traffic violations.
- d. Have no record of derogatory information or unfavorable conduct casting doubt on the individual's trustworthiness and integrity.
- e. Have no history of psychiatric disorder, alcoholism, or drug abuse, unless a medical evaluation determines the condition no longer exists.
- f. Have not been relieved of postal duties for cause.

2. Unit mail clerks shall:

- a. Promote efficient and economical mailing practices consistent with the USCG mission and security requirements.
- b. Establish a mail management information program to review practices for effectiveness and economy. Design this Program with locally developed information and postal information available through the local USPS account representative. At a minimum, this information should include:

- (1) Penalties for private use of penalty mail. (See the DMM, section 703 subsection 7.4.4).

- (2) Authorized uses of Extra Services (e.g., Return Receipts, Certified, Insured, Registered Mail, etc.).
  - (3) Requirements for mailing classified information. (See reference (b)).
  - (4) Use of private carriers (UPS, DHL, FedEx, etc.). (See GSA, DHS, and FSSI Express Delivery Contracts in CG Central under the Postal Management General Information section. Link: <http://cgcentralweb.uscg.mil/cLink/00000945>).
  - (5) Review of penalty mail received from other USCG activities for compliance of efficient mail practices. When errors or poor mail practices are noticed, notify the activity at the sending location either informally or through official channels.
  - (6) Review of information regarding mail products (including forms, Business Reply Mail (BRM) cards, envelopes, etc.) periodically to ensure they meet USPS and USCG requirements.
  - (7) Consumer Service Card. Unit mail clerks should maintain Consumer Service Cards, Postal Service (PS) Form 4314-C, for personnel to record complaints, suggestions or compliments concerning the USPS. (For example, if your mail continually arrives late, is missent, etc., the Consumer Service Card is the perfect avenue to communicate with USPS).
3. Contracting out a Mail Center (MC). Units that contract out MC functions/operations shall ensure:
- a. The Contracting Officer's Technical Representative (COTR) meets the requirements for Official Mail Manager described in 1.C. above.
  - b. Contract employees meet the requirements for unit/activity mail clerk described in 1.D.2 above.
  - c. A copy of the draft "Statement of Work/Performance Work Statement," or draft contract modification is provided to Commandant (CG-61) for review prior to contract award.
- E. **Required Publications.** USPS publications and their ordering instructions can be obtained from the local postal service account representative (the local postmaster has the name of a unit's representative). Below is a list of publications required for activities who prescribe, create, design, or prepare official mail. Activities that have Internet capability may use the USPS web page <http://pe.usps.gov> and <http://www.usps.com/publications/pubs/welcome.htm> in lieu of hard copies to obtain USPS publications and ZIP Code information. Deployed USCG cutters should have either the latest CD-ROM or hard copy of this Manual on board while deployed. DoD and USCG publications can be obtained as prescribed by the Directives, Publications, and Reports Index (DPRI COMDTNOTE 5600). For those units without Internet access, a CD-ROM containing all directives is available from Commandant (CG-61). Mail requests for the CD to Commandant (CG-612), ATTN: Directives Manager, 2100 2<sup>nd</sup> ST SW, Washington, DC 20593-0001.

1. USPS Domestic Mail Manual (DMM). Required at each activity that processes penalty mail. The DMM governs domestic mail service, contains the regulations of the USPS, and is the primary USPS manual used in the operation of post offices. The DMM contains regulations of direct interest to mailers, such as postage rates, mail classifications and preparation requirements.
  2. DoD Postal Manual, DoD 4525.6M. Required at each activity that operates a Fleet Post Office (FPO). This Manual, among many other topics, provides information on establishing an FPO ZIP Code and Mail Routing Instruction (MRI) preparation and guidance for mobile units that deploy. It also provides operating instructions to manage/control postal effects and to process, dispatch, handle, and transport personal/penalty mail.
  3. The USPS International Mail Manual (IMM). Required where international mail is sent. FPO/APO mail is not considered international mail.
  4. Postal Zone Chart. Required at activities that use Penalty Mail Stamps and envelopes.
  5. A Guide to Business Mail Preparation, USPS Publication 25. Required at each activity that processes mail.
  6. Postal Addressing Standards, USPS Publication 28. Required at each activity that prepares envelopes or labels.
  7. How To Order And Use Penalty Mail Stamps And Stationery, USPS Publication 350. Required at each activity that processes mail using Penalty Mail Stamps and envelopes.
  8. Postage Rates, Fees, and Information, USPS Poster 103 and/or USPS Notice 123. Required at activities that use Penalty Mail Stamps and envelopes.
  9. Directives and Forms Catalog, USPS Publication 223. This catalog lists all national Postal Service directives and forms, as well as government forms and documents used by the USPS. Required at each activity that processes mail.
- F. Search and Seizure of Penalty Mail. USPS inspections, search procedures, and postal laws apply to penalty mail matter only while in control of the USPS. USPS authority begins when mail is delivered to an authorized Postal representative, and terminates when mail is accepted by the addressee. The Action Officer (see Enclosure (1) for definition), his/her designated representative, or a properly designated USCG official mail manager/clerk may seize and/or search penalty mail matter:
1. Before it is accepted by/placed under control of the USPS (outgoing mail).
  2. Upon receipt/after control passes from USPS to the addressee or a representative (incoming mail).
- G. Terms and Abbreviations. Terms and abbreviations used in this Manual are explained in enclosure (1).

## CHAPTER 2. PENALTY MAIL POLICIES AND PROCEDURES

- A. Penalty Mail. The USCG uses appropriated fund postage on all penalty mail, which is identified by the statement “Penalty for Private Use \$300.”
- B. Policy and Operation Channels. The single POC with the USPS, DHS, GSA, and Military Postal Service Agency (MPSA), on penalty mail policy matters is the USCG Official Mail Manager, Commandant (CG-61). Units should coordinate operational and routine matters with the local postal facility or postal service account representative.
- C. The Coast Guard Official Mail Cost Control Program (CGOMCCP). This Program emphasizes use of mail class and supplemental postal services meeting security, accountability, and delivery requirements of material being shipped at the most economical cost to USCG.
1. Use the USPS when it is required by law, or is the least costly transportation method that meets required delivery date, security, and accountability requirements.
  2. When mailed, penalty matter shall move at the lowest postage cost to meet delivery date, security, and accountability requirements (see Chap 5 page 5-1 for economical mail classes).
  3. Whenever possible, penalty mail preparation, procedures, and processing shall be integrated to ensure optimum use of personnel, equipment, postage, and cost reduction practices, such as consolidated mailing, automation, and presort discounts.
  4. Consolidate postal operations on USCG installations with the major mailing activity as the host. At locations where the USCG is housed with other Federal agencies, a central mail facility should be formed, using a Memorandum of Agreement (MOA), Memorandum of Understanding (MOU), and/or Interagency Agreement (IA), if feasible. The principal idea behind these agreements is for Federal agencies to combine as many support functions as possible within the building or surrounding locations on a cost-sharing basis. This will not only save the Government money, but will also emphasize sharing responsibilities equally. If a unit is considering any type of these agreements which would result in a funding requirement, contact Commandant (CG-61) to initiate funding and approval.
  5. Report unauthorized use, loss, or theft of penalty postage to supervisors of the individual(s) involved for appropriate investigation. Action Officers shall determine appropriate reimbursement of postage and fee costs. Legal or administrative action shall be taken to obtain reimbursement when appropriate.
- D. Penalty Mail Support for USCG Tenants on DoD Installations. The MPSA granted USCG activities assigned/attached to DoD installations continued use of the host's penalty mail support (e.g. pick-up, sorting, delivery, etc.), with certain stipulations. The activity Action Officer should coordinate with the host DoD installation commander for continued support. USCG tenants on DoD installations shall establish Interservice Support Agreements, as necessary, with the host. Costs shall be coordinated with Commandant (CG-61) as funds are taken from the centrally managed postal account (not individual unit funds).

- E. Authorized Uses of Penalty Mail. The DMM, section 703, paragraph 7.3.1 states, “Only matter relating exclusively to the business of the Government of the United States may be sent as penalty mail.” The mailing activity shall determine which matter relates exclusively to its own official business. Use penalty postage only on material deliverable by the USPS. Private delivery companies (UPS, FedEx, DHL, etc.) will not accept this form of payment. Under no circumstances shall penalty mail contain unofficial commercial advertisements, discount type coupons, endorsement of any enterprise, etc.
1. The USCG/Reserve/Auxiliary may use penalty postage to transmit official matter including, but not limited to:
    - a. Non-appropriated Fund Activities (NAFA), including exchanges, for only official administrative (managerial) mailings related exclusively to the business of the U.S. Government. For example, penalty postage may be used on correspondence concerning command and control functions such as annual audits, customer surveys, financial reports, listing of available services, etc. Using penalty mail to send information on revenue producing items or events (sales and discount circulars) is not Federal business.
    - b. Merchandise return or business reply items of retired members furnished to them for reply purposes.
    - c. Ombudsman or other personnel designated by the Commanding Officer to correspond with family members when the member’s deployable unit is scheduled to be deployed for more than 30 days.
    - d. Individuals needing change-of-address cards, Notice to Mailer of correction in Address (postal card), PS Form 3547 and Change of Address Order, PS Form 3575, which are available for notification either online or from the local post office. NOTE: Personnel are encouraged to use subscribers’ and creditors’ change of address notice, and complete a change of address online by visiting the USPS website at usps.com.
    - e. Service Members moving at government expense. The official mail function is authorized to provide penalty envelopes/labels with penalty postage to mail change-of-address cards only. This usually occurs for permanent change of station (PCS) with an extended temporary duty en route, separation, or retirement. Members must present a copy of their orders to the unit mail clerk when mailing their change-of-address card(s).
    - f. Prisoners in a non-pay status for personal mail.
    - g. Units using penalty postage on authorized periodicals/newspapers, with the following limitations:
      - (1) Distribution is required for the transaction of USCG business.
      - (2) Individual copies to higher organizations in the chain of command for administrative purposes.



- (3) Copies in bulk to subordinate units for distribution to the units' members.
- (4) Copies to other government agencies, libraries, hospitals, or schools to promote USCG programs.

2. Action Officers have responsibility to:

- a. Discharge their morale, welfare and recreation (MWR) mission. Certain private associations (e.g., Boy Scouts, officer/enlisted wives clubs, etc.) are not part of an MWR mission and are therefore not authorized use of penalty postage.
- b. Mail a consolidated packet containing information regarding the existence of all available MWR activities to eligible personnel. Information on revenue producing items or events shall not be combined within this packet.
- c. Send letters of congratulations to people selected for schooling, promotions, etc.
- d. Send invitations to official social functions held in behalf of, or sponsored in the name of DHS/USCG. Official status of the function must be clearly stated or readily apparent in the invitation. For example, an Action Officer:
  - (1) May use penalty postage to invite community officials to official retirements and change of command ceremonies.
  - (2) May note the location and time of a related social reception immediately following the retirement or change of command ceremony if it does not result in any increase in cost to the government and the notation does not include advertisement for, or endorsement of, any enterprise.
  - (3) Shall not affix penalty meter or penalty mail stamps to the RSVP card or reply envelope when sending the invitations. However, officials receiving an invitation and responding may use penalty meters/stamps on the return RSVP card. Commands are encouraged to utilize RSVP by telephone, email, or FAX to the event coordinator.
  - (4) Shall not use Business Reply Mail (BRM) for any reply when inviting community officials to official retirements and change of command ceremonies.

F. Unauthorized Uses of Penalty Mail. The use of penalty postage is not authorized:

1. On mail matter that is not the exclusive business of the U.S. Government.
2. For private use.
3. By concessionaires or their employees.

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4. On parcels tendered to commercial freight carriers.
5. By charitable or nonprofit organizations.
6. On holiday or birthday greeting cards.
7. RSVP items. The rate of return on these items is too low to justify the expense of pre-paying the postage on each item. However, officials receiving an invitation and responding may use penalty postage on the return RSVP card.

G. General Mail Processing Procedures. Below are general mail processing procedures not specifically addressed in this or other chapters of the Manual.

1. Action Officers may recall any mailpiece sent as official mail by submitting an Express Mail letter identifying the piece to any post office. (See DMM, section 507, paragraph 4.1.2).
2. Personnel who handle mail must readily process and transmit these pieces, and protect them from damage, loss, or theft. Treat information in these pieces as private and do not disclose it to unauthorized persons. Deliver mail addressed by name that is clearly of personal interest, unopened and only to the addressee. Examples of this type of mail include leave and earning statements, material from the military and/or civilian personnel office, etc.
3. Assume that all registered penalty mail contains classified matter and protect it accordingly. Do not leave registered penalty mail unattended and always store as required by reference (b).
4. Unprocessed or undeliverable registered penalty mail endorsed "DO NOT FORWARD" should be placed in a classified storage container if kept overnight. Contact your Classified Materials Control Officer (CMCO) for specific storage instructions.
5. Mail should be processed and delivered according to classification and services paid for by the sender. Attempt to deliver Express, First-Class, Priority, Periodicals, and Package Services mail to the addressee within six business hours after it is received from the carrier.
6. Incoming bulk business rate (Standard) mail addressed to an individual and does not contain a mailer's endorsement may be discarded if the unit cannot readily ascertain the name or location of the addressee. Standard mail containing an endorsement shall be returned to the USPS for processing. Incoming First-Class mail and Periodicals that cannot be delivered must be returned to the sender using procedures in the DMM, section 507. Exception: Technical and professional publications mailed at the Periodical rate of postage are deliverable regardless of the number received since the USCG normally pays for such subscriptions. Additionally, mail addressed to positions, e.g., Finance Officer, Chief Counsel, Supply Officer, etc., shall also be delivered.

H. Federal Voting Assistance Program (FVAP): Processing of Absentee Balloting Material. The right to vote is one of our most important rights as U.S. citizens. Every individual must be given the opportunity to vote. Personnel shall be sensitive to the timely processing of all voting material.

Processing of absentee ballots must be given special attention. Not only must absentee ballots be legibly postmarked, they must be processed in a timely manner.

1. Absentee Balloting Material shall be afforded the most expeditious handling and transmission possible and processed as official mail addressed to a person.
2. Ballots and other voting material, in card or letter form shall be clearly postmarked, showing the date stamped (if hand canceled) or the date metered when the mail piece was accepted by the activity. Any U.S. citizen, with or without Military Post Office (MPO) privileges, can mail balloting material from any MPO, U.S. Embassy or Consulate per 39 U.S.C. 3406.
3. Regardless of how balloting material is received for further dispatch (e.g., working letter bundles, loose in tubs/trays, or as single pieces), it is the mail clerks responsibility to ensure ALL balloting materials are placed in outgoing bundles, trays, and/or tubs in front of all other mail to ensure these items are processed first by USPS.

I. Personal Mail Policy. Personal mail in the penalty mail system interferes with the transfer of official correspondence between action offices. Action Officers shall restrict delivery of personal mail to individuals at their duty address because it delays processing of penalty mail and correspondence (see paragraph 2.I.3. below for exceptions). This policy also restricts using USCG resources to pick up personal mail from activity distribution pick-up points.

1. Official sources use a complete official address, including the routing/staff symbol. Make every attempt to deliver communications from official sources regardless of how they are addressed. Determine official sources by the return address, the "Postage and Fees Paid" indicia, or a Congressional Frank (signature and title of an authorized person).
2. Official mail of a personal nature. Deliver mail or administrative communications that are addressed by name and clearly of a personal nature only to the addressee, unopened. (See paragraph 2.G.2. above for examples of this type of communication). If undeliverable, items must be returned to sender, unopened. Certain mail from unofficial sources may be official in nature. Action Officers may authorize delivery of such mail received in any reasonable quantity, if it is intended for addressees in their official capacity, rather than as a private person. This includes mail addressed to positions, e.g., Commandant, Comptroller, Commanding Officer, etc.
3. Action Officers requirements. Action Officers may authorize delivery of personal mail to individuals at their duty address, from unofficial sources, only under certain circumstances as follows:
  - a. Following a permanent change of station move. Individuals (and their dependents) may use their duty address to receive personal mail for a limited period (no more than 90 days), or until a permanent home address is established. The individual's supervisor must advise arriving personnel of this restriction. If individuals continue to have mail addressed to their duty address after the cutoff date, unit mail clerks shall notify the individual's supervisor of the infraction. Also, notify the individual(s) that future personal mail will be returned to sender. Action Officers may make exceptions to the policy for those service members, who because of their assignment receive professional

papers, journals, and other job-related materials or whose duties prohibit their ability to receive mail daily at their quarters address. This category includes, but is not limited to, medical doctors, lawyers, chaplains, etc.

- b. On installations or at activities where USCG personnel permanently reside in unaccompanied housing, bachelor officer quarters or onboard ship, and only when there is no suitable facility to establish a mail center with postal lock boxes. Personnel assigned to USCG cutters with a Fleet Post Office (FPO) ZIP Code, when it has been determined by the Commanding Officer that the FPO address should be used at all times, may receive personal mail through that address.
- c. ISC, Sector, Station, or other units supporting USCG cutters deploying for 30 days or longer must provide a temporary address for personnel transferring to such cutters under PCS orders (see chapter 5, paragraph G for a sample address). The temporary address should not contain the cutter's name or hull number. If a cutter is or will be deployed, the gaining unit must notify the cutter's arriving member of the temporary address at least 60 days prior to the member's arrival date.
- d. USCG personnel and/or other USCG resources shall not be used to duplicate services the USPS, by law or agreement is obligated to provide. For example, the USPS has an obligation to provide personal mail delivery to on-base family quarters. Personal mail for individuals residing on and off base, in private or government quarters where the USPS provides service, shall be addressed to their home. (Exception - see paragraph 2.I.3.a. and b. above).
- e. For morale purposes, as directed by the Action Officer.

4. Action Officers shall establish local procedures to ensure the handling of personal mail within the official mail system is not abused.

J. Contractor Mailings. Contractors engaged by the USCG to send penalty items shall prepare mailings as follows:

- 1. All USCG First-Class, Standard, and Package Services penalty mailings must be prepared using the penalty permit imprint format as shown in the DMM, section 703, sub-section 7.0. Contractors shall not use USCG penalty meters or stamps (except as provided in paragraph J.4. below). The USCG Permit Imprint Number for contractor mailings is "G-157", and shall appear in a rectangular box in the upper right corner of the mail piece. Also included is the mail class, e.g., First-Class, Standard, etc., the words "Postage and Fees Paid", and "U.S. Coast Guard." Contractor mailings that do not meet requirements of the DMM, section 703, sub-section 7.0, for use of permit imprint mail (e.g., minimum volume and identical weight pieces), must be prepaid by the contractor and reimbursed for postage under the contract terms. Pieces prepaid by the contractor in this manner shall not bear the penalty indicia format.

2. When a contractor mails official business correspondence, supplies, publications, etc., the USCG activity involved must apply to use the penalty permit by completing a Mailing Permit Application and Customer Profile, PS Form 3615. This form, and the applicable postage statement form are submitted to the post office where the mailings are to be deposited, at the time of mailing. The contractor may submit the forms, once completed by the USCG activity, to the post office of mailing. Agency Code 209, and the applicable Cost Code of the unit responsible for the mailing (see enclosure (3)) should be annotated on all PS forms to ensure proper accounting.
3. Penalty envelopes and labels used by any contractor shall bear the preprinted return address of the USCG activity authorizing the mailing. The name and address of a private person, concern, organization, or contractor shall not be shown in the return address.
4. Periodical mail shall be prepared using a penalty “periodicals imprint” as described in the DMM, section 707.
5. When an activity requires a contractor to provide progress reports or to return government materials by mail, the agency should require the contractor to prepay postage on such items, or as an alternative, provide contractors with penalty business reply envelopes or labels for these purposes.



## CHAPTER 3. THE MILITARY POSTAL SERVICE

- A. Definition. The Military Postal Service (MPS) is an extension of the USPS and operates under an agreement between the DoD and USPS. Its mission is to provide movement of mail and the operation of Fleet Post Offices (FPO) and Army/Air Force Post Offices (APOs) in areas where USPS does not operate. The MPS is administered by the Military Postal Service Agency (MPSA), which serves as the single DoD POC with USPS and other Government agencies on MPS policy and operational matters.
- B. Military Mail. USPS Publication 38, "Postal Agreement with the Department of Defense," defines military mail as domestic and bearing a military or return address, which at some stage in its transmission, comes into the custody of a military department. All such mail being transported outside the U.S., its territories and/or possessions in the domestic postal system is placed under the control of the MPS.
- C. Establishment of Fleet Post Office (FPO) ZIP Codes. FPO mail operations are under the direction of an Action Officer through a properly designated unit mail clerk. Assignments of FPO ZIP Codes to USCG cutters will be granted for all cutters that deploy for 30-day periods outside the continental U.S., or if operational conditions or other considerations make such service advisable. Use the following to establish or disestablish an FPO ZIP Code:
1. Establishing an FPO ZIP Code. Submit a request for assignment of an FPO ZIP Code for a mobile unit to Commandant (CG-61), 2100 2<sup>nd</sup> ST SW, Washington DC 20593-0001. Commandant (CG-61) will coordinate with MPSA and USPS to establish the FPO ZIP Code.
  2. Disestablishing an FPO ZIP Code. An FPO ZIP Code is closed when no longer required or when a change in policy dictates this action. Action Officers should submit requests to disestablish an FPO ZIP Code, when the requirement is known, IAW reference (c), Chapter 1, to Commandant (CG-61), 2100 2<sup>nd</sup> ST SW, Washington DC 20593-9998.
- D. Mail Routing For Mobile Deployed Units. Mail transportation to mobile units requires careful planning of routes/carrier schedules and intensive monitoring by dispatching/receiving activities. Therefore, it is extremely important that, prior to deploying, Action Officers complete a mail routing instructions (MRI) message notifying the Joint Military Postal Activity (JMPA) of their itinerary. An MRI message shall be submitted as far in advance as possible, but at a minimum of 10 days before movement. Further information concerning MRIs can be found in reference (c), Chapter 11.
- E. FPO/APO ZIP Code Alignment and Address Standardization. To enable military mail to be processed on USPS automated equipment, the alignment of ZIP Codes is very important. Address standardization changes military (FPO/APO) addresses to conform to addressing practices of other U.S. mail. While not all FPO/APO ZIP Codes have changed, the structure of the last two lines of the address has. Changes described below will provide members with faster, more reliable mail service. **USE OF THE ZIP CODES AND FORMAT IS MANDATORY.**

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1. DoD inaugurated this worldwide change of ZIP Codes for all FPO/APO locations. They also eliminated use of the U.S. “gateway” cities and states, such as New York NY, San Francisco CA, Miami FL, etc. Instead “FPO” or “APO” (which takes the place of the “city”), and “AE,” or “AA,” or “AP” (which takes the place of the “state”) have been used for many years. Refer to reference (d) for current addresses of USCG cutters and other mobile units assigned FPO ZIP Codes, or contact Commandant (CG-61).

NOTE: AE represents Area Europe, AA represents Area Atlantic, and AP represents Area Pacific.

2. ZIP Codes are aligned geographically so that all ZIP Codes in a specific area will start with the same three digits. The four-digit add-on is selected from a pre-assigned block of Plus4 codes. The first three assigned of the nine-digit ZIP+4 Code, designating the overseas areas, are listed below.

- a. “AE” ZIP Codes designate Armed Forces in Europe, the Middle East, and Africa:

090-092	- Germany
093	- Contingency Use Only
094	- United Kingdom
095	- Atlantic/Mediterranean Ships
096	- Italy, Spain
097	- Other Europe
098	- Middle East, Africa

- b. The “AA” ZIP Code designates Armed Forces in Central and South America:

340	- The Americas (Except US & Canada)
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- c. “AP” ZIP Codes designate Armed Forces in the Pacific:

962	- Korea
963	- Japan
964	- Contingency Use - Pacific
965	- Other Pacific and Alaska
966	- Pacific/Indian Ocean Ships

3. USCG cutters/mobile units assigned FPO ZIP Codes.
  - a. When addressing mail to a USCG cutter/mobile unit, the unit’s name shall appear in the delivery address line (next to the last line of the address). Other (land-based units) FPO/APO mail shall contain a Postal Service Center (PSC) number and box number (if applicable). See the following examples:



COMMANDING OFFICER ATTN POSTAL OFFICER USCGC POLAR STAR WAGB 10 FPO AP 96698-3920	COMMANDING OFFICER ELECTRONIC SYSTEM SUPPORT DETACHMENT GUAM PSC 455 BOX 176 FPO AP 96540-1056
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- b. Cutter/mobile unit Action Officers are responsible for keeping their home port post office informed of their status. Action Officers shall forward a status update, at least biannually, to their servicing JMPA. Cutters/mobile units decommissioning are required to terminate their FPO ZIP Code. Inactive cutters/mobile units should retain their FPO ZIP Code.



## CHAPTER 4. MAIL SECURITY

- A. Mail Security Procedures. Given the state of heightened security, everyone working with mail is reminded to be vigilant at all times. Never leave incoming and outgoing mail, FedEx, UPS, DHL, or other carrier's packages in an unsecured area. Stay alert to any unusual or preventable hazardous conditions that may arise, regardless of OPCODE status. DHS has been developing strategies/initiatives and planning consolidated mail facilities equipped to deal with key industry recognized threats such as Chemical, Biological, Radiological, Nuclear, and Explosive (CBRNE).
1. Key points of procedures to identify and handle suspected mail bombs include:
    - a. A bomb can be enclosed in either a package or an envelope, its outward appearance is limited only by the imagination of the bomber.
    - b. Mail bombs may bear restricted endorsements such as "personal" or "private." These characteristics are important when the addressee does not usually receive personal mail at the office.
    - c. Mail bombs may have distorted handwriting or the name and address may be prepared with homemade labels or cut-and-paste lettering.
    - d. Mail bombs may have protruding wires, aluminum foil, or oil stains and may emit a peculiar odor.
    - e. Letter bombs may feel rigid, or appear uneven or lopsided.
    - f. Package bombs may have an irregular shape, soft spots, or bulges.
    - g. Package bombs may make a sloshing sound.
    - h. Placed devices may buzz or tick, mail bombs generally do not.
    - i. Pressure or resistance may be noted when removing contents from an envelope or package.
    - j. Addressee's name or title may be inaccurate.
    - k. Return address may be fictitious or not available.
    - l. Cancellation or postmark may show a different location than the return address.
  2. If you are suspicious of a mailing and are unable to verify the contents with addressee or sender:
    - a. Do not open.

- b. Isolate the mail piece and evacuate the immediate area.
- c. Do not put the mail piece in water or a confined space such as a desk, drawer, or filing cabinet.
- d. If possible, open windows in the immediate area to assist in venting potential explosive gases.
- e. If you have any reason to believe a letter or package is suspicious, do not take a chance or worry about possible embarrassment if the item turns out to be a false alert. Contact your local law enforcement agency and the postal inspection service for professional assistance.

3. The Centers for Disease Control (CDC) recommends the following actions be taken if your activity receives an anthrax threat:

- a. Bag the letter in zipper-type plastic bags using latex gloves and a particulate or (N95) mask. Note: Persons working with or near machinery capable of generating aerosolized particles (e.g., electronic mail sorters) or at other work sites where such particles may be generated should be fitted with NIOSH-approved respirators that are at least as protective as an N95 respirator.
- b. Notify your immediate supervisor.
- c. Following the unit's command procedures, notify both local police (military and civilian) and the Federal Bureau of Investigation, who will arrange to collect the object of the threat. Also notify the local, county, and state health departments and the state emergency manager.
- d. Notify CDC emergency response center at 770-488-7100. CDC maintains a 24/7 Emergency Operations Center to assist local, state, and Federal agencies.
- e. Ensure all persons who have touched the letter wash their hands with soap and water. Hand washing is sufficient for those who have touched the envelope and letter. Decontamination or prophylaxis may not be warranted.
- f. Provide a list of all persons who have touched the letter and/or envelope to public health authorities.

B. Mail Center (MC) Mail Security Plans. In accordance with references (e) and (f), MC Mail Security Plans are required by all units designated as a MC (see 10.C.1 for the definition of a MC), and must be reviewed/updated annually by the unit, and submitted to Commandant (CG-61). In preparing or reviewing the Security Plan, the MC Manager should actively participate in the development and implementation of each element listed below. If required to develop a MC Security Plan where one does not exist, MC Managers should solicit assistance from other offices within the agency. Outside security experts should be consulted and have the lead in developing the following:

1. Risk Assessment - The risk assessment objective is to determine the likelihood that identifiable threats will harm a Federal agency or its mission. As each site has different threats and risk levels, different security measures are required. A thorough understanding of the risk assessment process will prepare MC Managers for potential threats and eliminate or mitigate consequences. A risk assessment incorporates the entire process of asset and mission identification, as well as threat vulnerability and impact.
2. Operating Procedures - Most of the effort in developing a risk assessment, as described in the preceding paragraph, should be accomplished by security professionals. By contrast, MC operating procedures must necessarily be developed locally. Although higher levels in the Federal agency will develop policy, these procedures will be based on work processes developed at the local level. All decisions about MC operating procedures and every aspect of security must be based on the risk assessment.
3. Training, Testing, and Rehearsing the Plan - Through training, you can develop a culture of security awareness in your operation. Through rehearsal, you can ensure critical lessons have been learned and retained. A union/employee representative will ensure confidence for their safety by developing and providing training. Managers should consider security training and rehearsal a critical element of their job.
4. Managing Threats – Since the MC is a first line of defense for your unit, every piece of mail should be examined by x-ray upon receipt and visually inspected for suspicious characteristics before processing/sorting.
5. Communications Plan - The MC should develop a Communications Plan to be executed when responding to a threat. This Plan should cover how to acquire and distribute information. Prepare a list of trusted resources to acquire timely and accurate information (e.g., GSA, USPS, CDC, etc.). Organize protocols for the approval and distribution of information on the status of the mail operation. Good communications are part of any successful mail operation and are critical for security issues. There are at least three audiences: MC personnel, customers, and management.
6. Occupant Emergency Plan (OEP) - The OEP is a set of procedures to protect life and property under defined emergency conditions. The MC Manager should be actively involved in the OEP and its development of the Plan. An occupant emergency is an event that may require evacuation from your occupied space or relocation to a safer area. The emergency may include a fire, explosion, discovery of an explosive device, severe weather, earthquakes, chemical or biological exposure or threat, hostage takeover, or physical threat to building occupants or visitors. In the event of an emergency, the MC Manager must protect the people who work there and ensure their exit from the situation to a safe place.
7. Continuity of Operations Plan (COOP) - The COOP is intended to ensure continuance of essential Federal functions across a wide range of potential emergencies, including those enabling agencies to provide vital services, exercise civil authority, maintain safety and well being of the general populace, and sustain the industrial/economic base in an emergency.

The COOP deals with maintaining essential work once the safety of personnel has been assured.

8. Annual Reviews - Once a year or if there are any changes, Security Plans should be reviewed. Consider whether any aspect should be updated as circumstances change, and information on protecting your MC/unit continues to evolve. Re-evaluate your last rehearsal to determine any necessary training needs.
- C. Mail Service Location (MSL) Security Standard Operating Procedures (SOP). In accordance with reference (e), MSL Security SOPs are required by all units designated as a MSL (see 10.C.2 for the definition of a MSL), and are required to be reviewed/updated at least annually.

## CHAPTER 5. PREPARATION FOR MAILING

- A. General. Prepare all outgoing penalty mail according to instructions provided in this Manual and the DMM. Use cost effective means to reduce postage costs. Properly package, presort and/or consolidate, as necessary.
- B. Shape Based Rating. Since USPS' 14 May 2007 rate change, First Class Mail is now divided into three categories: letters, flats, and parcels. The cost to mail an item, as the heading implies, is determined by the shape, size, and weight of the article. The mailer, not informed of an aspect of this rate change, could send an article thought to be one price, but end up paying more than twice the anticipated amount. This could potentially cost hundreds, if not thousands, of dollars in unnecessary postage costs. To minimize/avoid excessive costs use the following guidelines:

1. Letter Rate - For correspondence less than 3.5 oz, use a standard #10 letter size envelopes (4" x 9"). Up to 5 pages can be easily folded in thirds and mailed at the First Class letter rate of postage.
  - a. To qualify for the First Class letter rate of postage, items must be sent in envelopes less than 6-1/8" x 11-1/2" in size and weigh less than 3.5 oz.
  - b. Fold correspondence (6 or more pages or up to 3.5 oz. and less than 1/4" thick) in half, and place in an envelope measuring less than 6-1/8" x 11-1/2" size to receive the letter rate (cheaper), instead of the flat rate, which is twice the cost.

NOTE: First-Class mail weighing one ounce or less is nonstandard if it exceeds any of the following dimensions and will be assessed a nonstandard mail surcharge:

Height	= 6-1/8"
Length	= 11-1/2"
Thickness	= 1/4"

2. Flat Rate - Envelopes over 1/4" thick and larger than 6-1/8" x 11-1/2" are charged at the "flat" rate of postage which is twice the cost of "letter" rate. Use flat envelopes, measuring up to 12" x 15" for larger mailings (items that cannot be folded and placed in smaller envelopes or items such as certificates and awards that should not be folded). Up to 3/4" of material will receive the "flat" rate of postage. Keep in mind, a flat envelope exceeding 12" x 15" in size will be charged the First Class Parcel rate, which is much higher than the flat rate.
3. Parcel Rate - Mailable items (must be at least 3-1/2" in height and 5" in length) exceeding 3/4" in thickness or measuring greater than 12" x 15" will be charged at the parcel rate of postage, which is higher than the First Class and Flat rate.

NOTE: " = inches

- C. Mailing of Personally Identifiable Information (PII). Personally Identifiable Information (PII) is defined as: Data that can be used to distinguish or trace a person's identity, or any other personal information that can be linked to a specific individual. Examples of PII include: name, date of

birth, home mailing address, telephone number, social security number, home e-mail address, ZIP Code, account numbers, certificate/license numbers, vehicle identifiers (including license plates), uniform resource locators (URLs), Internet protocol addresses, biometric identifiers (e.g., fingerprints), photographic facial images, any unique identifying number or characteristic, and other information where it is reasonably foreseeable that the information will be linked with other personal identifiers of the individual.

1. Personnel responsible for mailing PII must ensure the envelope or package is prepared using similar care and preparation as would be used when sending classified material (see reference (b), Chapter 8). The following recommendations are strongly encouraged:
  - a. Ensure the envelope/packaging material is adequate for the volume/weight of item being mailed.
  - b. Reinforce seams of envelopes with clear packing tape.
  - c. Reinforce packages with additional packing material (to avoid the contents from shifting within the container) and use additional packing tape.
  - d. Ensure the To/From addresses are clear and can be properly read from a distance of 30 inches.
  - e. When possible, place the To/From addresses directly on the mail piece. If using a mailing label, place an identical label inside the item being mailed. Since the original label may become detached, this reduces the likelihood of lost mail and receipt by appropriate addressees.
  - f. If required to use USPS Extra Services by law or directive (e.g. Certified, Registered, Delivery/Signature Confirmation), track the shipment in a timely manner to ensure/confirm delivery. For Registered Mail or overnight delivery of classified materials, see references (b) and (g) for specific follow-up action requirements.
  - g. Ensure all policy, guides, directives, and/or laws are adhered to with regards to “chain-of-custody” when mailing or receiving shipments containing PII.
2. The following additional measures are recommended options to consider when mailing PII.
  - a. Mail PII using USPS Registered Mail if required by other directives. This service is very expensive and slow, but does provide the best protection against loss/theft.
  - b. When making a shipment containing PII using a Commercial Express Carrier (DHL, FedEx, or UPS), follow procedures outlined in reference (g).

NOTE: Size and volume should also be considered when determining selection of services when mailing/shipping PII.



3. Mail containing PII, believed to be lost or compromised constitutes a privacy incident. Upon discovery, personnel shall immediately report all suspected or confirmed privacy incidents to the Commanding Officer in accordance with reference (h).

D. Economical Mailing and Selection of USPS Extra Services.

1. Limit USPS Extra Services (Registered, Certified, Insured, Return Receipts, etc.) to situations where law or USCG directives require their use or when mission essential. The Government Losses in Shipment Act (Title 40 U.S.C., section 726) and the Government's general self-insurance policy prohibit Federal agencies from using registered/insured mail for the sole or primary purpose of obtaining postal indemnity. Do not use Extra Services just to get a record of mailing or delivery, or to trace communications sent between USCG activities, unless a USCG directive authorizes it. The following applies:
  - a. Items shall be registered for security, not indemnity. Indemnity is not provided for registered penalty mail. Activities desiring to obtain insurance on registered mail must prepay all postage and fees. Registration gives more security in transmission, and provides a chain of receipts from the time of mailing to final delivery. The extra controls over registered mail may delay it, causing longer transit times. See reference (b) for instructions on mailing classified material through the USPS. Unit mail clerks, prior to signing for registered mail, shall carefully examine each article to ensure there is no evidence of damage/tampering. See reference (b) for instructions on reporting procedures if you suspect a registered article has been tampered with.
  - b. Only mailable matter on which postage at the First-Class or Priority rate has been paid may be accepted as certified mail, which should not be used widely within USCG. Certified service simply provides the sender with a mailing receipt and a record of delivery at the office of address. No record is kept at the office of mailing. It provides no indemnity and, if lost, cannot be traced. Consequently, unless otherwise authorized, personnel will use CG-9733, Document Receipt (stock number 7530-01-GF3-2130), for control purposes, rather than certified mail. See paragraph 5.D.1.c. and 5.D.1.d below, for alternatives to certified mail.
  - c. If evidence of delivery only is required, use Delivery Confirmation Service, which provides the sender with date/time of delivery, and is available for First-Class Mail parcels, Priority Mail, Standard Mail (prepared as Non Flat-Machinable, machinable, or irregular parcels (electronic option only)), and Package Services.
  - d. If evidence of mailing only is needed, use a Certificate of Mailing instead of certified mail as it is approximately one-third the cost. Obtain Certificate of Mailing forms from the local post office.
  - e. Use insured service for accountability reasons when proof of delivery is required for valuable administrative or logistical equipment, supplies, and printed matter. You may obtain payment for domestic mail that has been lost, rifled, or damaged by having it insured. Insurance may be obtained for Package Services mail, and on First-Class mail

containing merchandise.

- f. A Return Receipt, PS Form 3811, provides a mailer with proof of delivery. This service may only be used with registered and certified mail, insured mail with a declared value of more than \$200, Cash on Delivery (COD) and Express mail. Do not use a return receipt on mail unless authorized by law or USCG policy. Mail sent between two USCG activities shall use Document Log, CG-9733.
- g. Return Receipt for Merchandise, PS Form 3804, provides the sender with a mailing receipt, a return receipt, and a record of delivery at the office of address. Merchandise must be mailed at the Priority, First-Class, or Package Services rates of postage.
- h. Accountable penalty mail (Registered, Certified, Insured, etc.), addressed to Federal agencies and large commercial business, is delivered to the agency or business mail center. It is at this point that the USPS has completed its delivery of the mail. Return receipts shall be removed, completed and immediately returned to the post office. Action Officers shall designate a CG unit mail clerk to sign for accountable mail. Signatures may be rubber or machine stamped. For postal purposes, it is not required that the individual to whom the mail is specifically addressed sign the receipt. Complete return receipts should include:
  - (1) A legible signature of the individual completing the receipt; and
  - (2) The date mail was delivered to the agency MC.

E. Small Parcel Delivery Services.

- 1. Private Express Statutes. Congress passed a group of laws known as the Private Express Statutes (18 U.S.C. §§ 1693-1699, 1724 and 39 U.S.C. §§ 401-402). Which state the USPS has a general monopoly for the transmission of First-Class material (see the DMM, for a complete definition). Private delivery companies can carry all other classes of mail.
- 2. Private Delivery Services
  - a. The Private Express Statutes apply to Federal agencies which, when they cause their letters to be carried by a private contractor at their own expense, are required to reimburse the USPS at the same rate as if the letter were sent via the USPS. Typically, agencies have contracted with private couriers to deliver items such as interoffice memos, newsletters, agency bulletins, etc. These items are letters as defined by postal regulation, and Part 310 of Title 39, CFR. There are three major exceptions to this restriction (below are the exceptions to use an express service without payment of postage):
    - (1) Invoices, bills, and similar First-Class material sent with, and exclusively for, the cargo they accompany.

- (2) Time sensitive material that must reach an addressee within 12 hours and the USPS cannot make delivery (through normal First-Class or Priority delivery schedules) within that timeframe. If an activity pays for high cost overnight or next day service from a private (express) delivery company, this normally establishes sufficient urgency and therefore, First-Class postage is not required.
    - (3) If there is a disruption of the USPS, private delivery companies may transport First-Class material without payment of postage.
  - b. The Private Express Statutes do not preclude activities from using a private delivery company for other than overnight delivery. Action Officers should consider use of the DHS DHL Express/Ground Services, GSA Federal Strategic Source Initiative (FSSI) FedEx, and/or the DHS UPS contracts. If a decision is made to use a private delivery company, the above listed contracts are mandatory for domestic express and ground small packages (up to 150 pounds) and extremely urgent letters. In some instances, commercial carrier services are superior to the USPS in terms of cost or delivery time. Action Officers should compare USPS to other private delivery company costs for other than express delivery. For more information regarding these contracts visit CG Central, Postal Management Community at: <http://cgcentralweb.uscg.mil/cLink/00000945>.
3. Authorized use of USPS Express Mail.
  - a. The use of USPS Express Mail is costly and the determination to use it should be carefully made. Since the DHS and GSA contracts, noted in E.2.b above, are generally less costly than USPS Express Mail, Action Officers shall ensure these contracts are used exclusively for extremely urgent letters and packages that do not meet the criteria of paragraph 3.b. below.
  - b. USPS Express Mail is the only express service available for a post office box or an APO/FPO address. Commercial carriers, e.g. DHL, FedEx, UPS, do not deliver to PO boxes or APO/FPO addresses.
  - c. Action Officers may approve use of USPS Express Mail, on an exception basis if, in their opinion their mission could be seriously impaired. Action Officers should require exceptions be fully justified, in writing.
- F. Consolidated Mail. A reliable and cost-effective way to mail administrative, operational communications, and logistical items between Headquarters, area/district offices, MLCs, and other large units.
  1. Use consolidated mail when mailing several items going to the same addressee by placing them in large envelopes (flats), boxes, or pouches. Avoid under filling or overfilling containers. Do not place parcels that might damage other mail in a consolidated container. Consolidated mail, which remains intact while in transit, reduces costs since postage is paid on the total weight of the container and its contents, rather than separately on each piece within the container. Under the First-Class postage rate structure, the first pound is the most

expensive. As weight increases, the cost per pound decreases. Non-First-Class mail should be combined with First-Class mail. A consolidated shipment shall be identified as such to ensure the mail is opened and sorted in the addressee's MC.

2. USCG unit mail clerks should encourage the use of “guard mail” (Government Messenger Envelope, Standard Form 65, U.S.) to transfer correspondence between offices/activities when courier service between them is available.

G. Mail Addressing. Official mail containing a hand written return or mailing address will NOT be accepted in the mail stream and will be returned to the office code or unit causing unnecessary delays. There is no exception to this policy.

1. Since the USPS high-speed, automated, multi-line optical character readers (MLOCR) now read the total address block, all USCG penalty mail must be addressed as follows:
  - a. Typewritten or machine printed using dark ink, entire address should be in upper case letters. For fastest delivery, use office symbols.
  - b. ALL punctuation shall be omitted except the parentheses required for the routing symbol (within the first two lines of the address) and the hyphen in the ZIP+4 Code.
  - c. Limit the address block to five lines or less.
  - d. It is mandatory that the last two lines (Delivery Address line and the City, State, and ZIP+4 line) of an address contain only information as illustrated below. The street address, PO Box number, rural route and box number, etc., must appear on the delivery address line. Mail addressed to occupants of multi-unit buildings shall include the apartment number, suite, room, etc., immediately after the street address of the building, on the same line. When use of a building name is necessary, it should appear on the line above the delivery address line. USPS does not recommend using a dual delivery address, i.e., the street name and a PO Box number. Place only the city, state and ZIP+4 on the last line and DO NOT write or mark below the last line of address. All mail addressed to a DoD activity or another USCG activity shall contain the ZIP+4 Code. Mail addressed to other Federal agencies shall contain either the correct 5-digit ZIP Code or the correct 9-digit ZIP+4 code. The following are examples of proper addresses:

STANDARDIZED FORMAT  
 LINE 1-----ATTENTION LINE  
 LINE 2-----RECIPIENT LINE  
 LINE 3-----DELIVERY ADDRESS LINE  
 LINE 4-----CITY, STATE & ZIP + 4 LINE

COMMANDANT (STAFF SYMBOL)	COMMANDER (DEPT: XXXXXXXX)
US COAST GUARD	EIGHTH COAST GUARD DISTRICT
2100 2ND STREET SW ROOM XXX	501 MAGAZINE STREET STE 1240
WASHINGTON DC 20593-0252	NEW ORLEANS LA 70130-3396

- e. The purpose of an address is to indicate the specific delivery location of a mail piece. Therefore, an address must contain at least the following elements appearing in the outline order:
- (1) Line 1 - INFORMATION/ATTENTION LINE - If used, it shall be the first line of the address. Place the routing symbol here or on the Name of Recipient Line.
  - (2) Line 2 - NAME OF RECIPIENT LINE - The name of the USCG activity (and routing symbol), business or individual shall appear on this line.
  - (3) Line 3 - DELIVERY ADDRESS LINE - In addition to the street address, PO Box number, etc., include the following on this line, when applicable:
    - (a) N (North), S (South), NW, SE, etc.
    - (b) Ave (Avenue), St (Street), Apt (Apartment), etc.
  - (4) Line 4 - CITY, STATE, AND ZIP CODE/ZIP+4 CODE LINE - Put the ZIP Code on the last line next to the city and state. Leave one or two character spaces between the last letter of the state name and the first digit of the ZIP Code. Do not insert a comma between the state and ZIP. (See enclosure (2) for state abbreviations).

2. The return address must be prepared in the format shown below:

- a. US DEPT OF HOMELAND SECURITY  
US COAST GUARD  
ACTIVITY NAME (ROUTING/OFFICE SYMBOL)  
STREET OR PO BOX  
CITY STATE AND NINE-DIGIT ZIP CODE  
Official Business
- b. Use the “Penalty for Private Use, \$300” statement when the penalty permit imprint is used to pay postage.

3. All mail addressed to another USCG or DoD activity shall contain the ZIP+4 Code in both the delivery address and return address. Also, use the ZIP+4 Code to the maximum extent possible in other Federal and civilian delivery addresses. When addressing mail where the validity of the “To” address is not certain, mailers are required to validate the address by visiting the usps.com website, select “Find a ZIP Code,” and enter as much information as known.

H. Mail Classification. The DMM provides specific guidance about the types of items that may be mailed under each class. The following are brief definitions:

1. Express Mail. (See the DMM, section 110). A service available to mailers for shipment of any mailable matter and provides high-speed, high-reliability service, 7 days a week. Five basic service offerings are available: Same Day Airport; Custom Designed; Next Day; Second Day; and Express Mail Military Service (EMMS).
2. First-Class. (See the DMM, section 130). All mailable matter may be sent as First-Class. Certain items, such as matter in writing or typewriting, bills and statements of account, autograph albums containing writing, printed price lists containing written figures, blank printed forms filled out in writing (e.g., checks, certificates, etc.), must be sent First-Class. First-Class mail is closed against postal inspection. The following items may only be mailed as First-Class mail. (See DMM, section 233 sub-section 2.0):
  - a. Matter wholly or partially written or typewritten.
  - b. Matter having the character of actual and personal correspondence.
  - c. Bills and statements of account.

NOTE: Priority Mail is First-Class Mail weighing more than 13 ounces and, at the mailer's option, any other matter weighing 13 ounces or less. Priority Mail rates are based on zone and weight. The maximum weight is 70 pounds.

3. Periodicals. (See the DMM, section 707). Postage for all Periodicals includes a pound-rate/piece-rate charge and any reductions for which this type of mail may qualify. Each piece must also meet the specific eligibility and preparation requirements that apply to the presort level, rate or discount claimed.
4. Standard. (See the DMM, section 343). All matter not required to be mailed as First-Class, not entered as Periodicals, and less than 16 ounces in weight, can be mailed at the Standard rate. There is not a single piece rate for Standard. Mailing costs for Standard mail are bulk rates that require a mailing statement.
5. Package Services. Package Services mail consists of matter that is not required to be mailed as First-Class, 16 ounces or more in weight, and not entered as Periodicals. There are four “subclasses” of Package Services Mail: Bound Printed Matter, Library, Media, and/or Parcel Post.
  - a. Bound Printed Matter must:
    - (1) Weigh no more than 15 pounds.
    - (2) Consist of advertising, promotional, directory, or editorial material/any combination.
    - (3) Be securely bound by permanent fastenings such as staples, spiral binding, glue, or stitching. Loose-leaf binders and similar fastenings are not considered permanent.

- (4) Consist of sheets in which at least 90% are imprinted by any process other than handwriting or typewriting with words, letters, characters, figures, or images/any combination.
  - (5) Not have the nature of personal correspondence.
  - (6) Not be stationery, such as pads of blank printed forms.
  - (7) Consist of matter that is neither mailed nor required to be mailed as First-Class Mail nor entered as Periodicals.
- b. Library Mail. Items described in this section may be mailed at the Library Mail rate when sent between: (1) schools, colleges, universities, public libraries, museums, herbariums, nonprofit religious, educational, scientific, philanthropic (charitable), agricultural, labor, veterans, and fraternal organizations or associations; (2) any such institution, organization, or association and an individual who has no financial interest in the sale, promotion, or distribution of the materials; or (3) any such institution, organization, association, or publisher, if such has placed an order to buy such materials for delivery to itself:
- (1) Books, consisting wholly of reading matter, scholarly bibliography, or reading matter with incidental blank spaces for notations and containing no advertising, except for incidental announcements of books.
  - (2) Printed music, whether in bound or sheet form.
  - (3) Bound volumes of academic theses, whether in typewritten or duplicated form.
  - (4) Periodicals, whether bound or unbound.
  - (5) Sound recordings.
  - (6) Other library materials in printed, duplicated, or photographic form or in the form of unpublished manuscripts.
  - (7) Museum materials, specimens, collections, teaching aids, printed matter, and interpretive informational materials furthering educational work and interests of museums and herbariums.

- c. Media Mail. Certain matter that is not required to be mailed as First-Class Mail nor entered as Periodicals may be mailed as Media Mail. Only these items may be mailed at the Media Mail rates:
- (1) Books, including those issued to supplement other books, of at least eight printed pages, consisting wholly of reading matter or scholarly bibliography, or reading matter with incidental blank spaces for notations and containing no advertising matter other than incidental announcements of books. Advertising include that which is paid and may contain the publishers' own display, classified, or editorial style.
  - (2) 16-millimeter or narrower width films, which must be positive prints in final form for viewing, and catalogs of such films of 24 pages or more (at least 22 of which are printed). Films and film catalogs sent to or from commercial theaters do not qualify for the Media Mail rate.
  - (3) Printed music, whether in bound or sheet form.
  - (4) Printed objective test materials and their accessories used by or on behalf of educational institutions to test ability, aptitude, achievement, interests, and other mental and personal qualities with or without answers, test scores, or identifying information recorded thereon in writing or by mark.
  - (5) Sound recordings, including incidental announcements of recordings and guides or scripts prepared solely for use with such recordings. Video recordings and player piano rolls are classified as sound recordings.
  - (6) Playscripts and manuscripts for books, periodicals, and music.
  - (7) Printed educational reference charts designed to instruct or train individuals for improving or developing their capabilities. Each chart must be a single printed sheet of information designed for educational reference. The information on the chart, which may be printed on one or both sides of the sheet, must be conveyed primarily by graphs, diagrams, tables, or other non-narrative matter. An educational reference chart is normally but not necessarily devoted to one subject. A chart on which the information is conveyed primarily by textual matter in a narrative form does not qualify as a printed educational reference chart for mailing at the Media Mail rates even if it includes graphs, diagrams, or tables. Examples of qualifying charts include maps produced primarily for educational reference, tables of mathematical or scientific equations, noun declensions or verb conjugations used in the study of languages, periodic table of elements, botanical or zoological tables, and other tables used in the study of science.
  - (8) Loose-leaf pages and their binders consisting of medical information for distribution to doctors, hospitals, medical schools/students.



- (9) Computer-readable media containing pre-recorded information and guides or scripts prepared solely for use with such media.
- d. Parcel Post. Any Package Services matter may be mailed at Parcel Post rates, which consists of matter that is not required to be mailed First-Class nor entered as Periodicals. The general public (other than publishers or registered news agents) may mail copies of Periodicals at Parcel Post rates.
6. Overseas Military Mail. (See the DMM, section 703-2.0). Parcels of any class paid at surface postage rates not exceeding certain weight and size limits below, are airlifted to, from, or between overseas military post offices outside the 48 contiguous states. These parcels must be marked with the large letters "SAM" (space available mail) on the address side, preferably below the postage and above the name of the addressee.
  - a. When mailed from the 48 contiguous states, the weight and size limits are not more than 15 pounds in weight and not more than 60 inches in length and girth combined; and
  - b. When mailed from an APO or FPO outside the 48 contiguous states, the weight and size limits are not more than 70 pounds in weight and not more than 130 inches in length and girth combined.
7. Parcel Airlift Services (PAL). Mail sent as Package Services may qualify for PAL, which provides for air transportation on a space-available basis to or from military post offices outside the contiguous 48 states. An additional fee is charged for PAL services (see the DMM, section 703-2.5). PAL mail may not exceed 30 pounds in weight or 60 inches in length and girth combined.
- I. Mail Piece Endorsements. All mail, except standard sized envelopes, shall be marked (by the originator) to show the mail class (e.g., First-Class, Package Services, etc.). The USPS gives unendorsed mail the lowest class of service.
  1. Place the mail class endorsement in the upper right corner, about ¼" below the postage or indicia. Endorsements shall be ¼" to ½" high.
  2. Place all markings for Extra Services (Registered, Certified, etc.) above the address and to the right of the return address (see the DMM).
- J. Business Reply Mail (BRM).
  1. General Information.
    - a. BRM is a convenient method for mailers to help ensure they receive replies from individuals by paying postage only on mail that is returned. The DMM states "the only permissible use of BRM is for the return of information to a Federal agency address for

which a BRM permit has been established at the delivery post office.” Use BRM only if it is in the best interest of the USCG. An example of BRM usage is when there will be a low return rate but the mailer wishes to obtain a greater response rate by providing free postage. Do not use BRM:

- (1) If you are requesting a response from other Federal agencies or personnel who have penalty/commercial postage available to them.
  - (2) For outgoing mail unless the BRM was received from a source outside USCG for response.
  - (3) For RSVP items since the rate of return on these is too low to justify the expense of pre-paying the postage on each item (see Chapter 2, paragraphs E.1.c.(4).(c) and (d)).
- b. The post office will provide detailed instructions on how to correctly prepare BRM, and assign a unique ZIP+4 code and barcode (see BRM sample at Figure 5-1 and the DMM, section 507 sub-section 8.0).
- c. BRM envelopes must meet the following requirements:
- (1) Its length must be at least 5” and not more than 11-½”.
  - (2) Its height must be at least 3 ½” and not more than 6-1/8”.
  - (3) Flag envelopes should be 7-3/8” by 4-¾”.
- d. BRM postcards must meet the following size requirements:
- (1) Its length must be at least 5” and not more than 6”.
  - (2) Its height must be at least 3-½” and not more than 4-¼”.

U.S. Department of  
Homeland Security  
  
United States  
Coast Guard



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

Official Business  
Penalty for Private Use \$300

**BUSINESS REPLY MAIL**  
FIRST CLASS PERMIT NO. 13057 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY UNITED STATES COAST GUARD

**U.S. Coast Guard Headquarters**  
**Attn: Proceedings Magazine**  
**2100 2nd St. S.W.**  
**CGHQ 6100**  
**Washington, DC 20593**

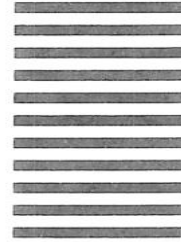


Figure 5-1. Business Reply Mail Sample

2. Print the special and/or recurring message on the reverse of the postcard (e.g., “Yes, please send this information to the name and address below”).
3. BRM is sent by the First-Class rate of postage. Since there is a significant price difference between the envelope and postcard rate of postage, the use of postcards is recommended.
4. Business Reply Mail (BRM) shall:
  - a. Be addressed to a USCG activity. The activity address, ZIP+4 Code, bar code and facing identification mark (FIM), shall be preprinted on all BRM pieces (see the DMM, sections 507 subsection 8.0 and 703 subsection 7.0).
  - b. Be used when an official reply is in the best interest of the USCG.
  - c. Be used when a reply is requested from an activity or individual, outside the U.S. Government, who is not required by law to reply.
  - d. Not be used to receive responses from other Federal agencies or personnel except retired USCG personnel and reservists not assigned to a unit. Federal activities can return these items at their agency expense, saving the U.S. Government the applicable accounting fee.
5. BRM is charged at the First-Class postage rate and a per-piece accounting fee. The USCG must pay an annual permit and accounting fee for each location using BRM. The USCG pays for BRM usage through the USPS Official Mail Accounting System (OMAS).

6. BRM Permit Number 13057, Washington DC, shall be used by all USCG activities for official BRM.
7. Since the USCG participates in the Business Reply Mail Accounting System (BRMAS), users must make formal application to their servicing post office before they deposit BRM pieces in the mail. Prior to depositing BRM, users are encouraged to provide copies of the BRM piece(s) to the serving post office for approval. Commandant (CG-61) maintains the original Mailing Permit Application and Customer Profile, PS Form 3615, for a BRM Permit. See the DMM, sections 507 subsection 8.0 and 703 subsection 7.0), for proper formats and other required information.
8. BRM users shall comply with the following instructions:
  - a. Action Officers have sole authority to permit subordinate activities to use BRM. Each authorized activity must be assigned an "Agency Code and cost code." The requesting activity must complete Mailing Permit Application and Customer Profile, PS Form 3615. Before presenting the application to the post office, make sure the mandatory Agency Code (209) and applicable five digit cost code from enclosure (3) are correct and entered properly.
  - b. Since the USPS charges an annual BRM license fee for each location, plus a per-piece accounting fee and the appropriate First-Class postage, the Action Officer shall limit BRM permits to only those activities that receive at least 1,000 returned pieces annually. Remember USPS only charges for the number of returned BRM pieces.
  - c. Organizations which anticipate receiving more than 1,000 pieces containing a BRM reply card or envelope shall prepare each reply piece using the procedures for Qualified Business Reply Mail (QBRM). Additionally, the organization shall complete QBRM Application, PS form 6805, and forward the form with required BRM samples to the USPS Business Mail Entry Unit where the BRM will be returned.

K. Merchandise Return Service (MRS).

1. MRS is charged at the appropriate First-Class, Priority, and single piece Package Services (Parcel Post, Standard Mail, and Bound Printed Matter) rate plus a per-piece accounting fee.
2. MRS shall not be used unless the USPS assigns a permit number.
3. MRS labels shall be used only for return of official government business. If you are loaning an item to someone outside the Federal government, do not provide them a MRS label unless the return of the merchandise is in the best interest of the USCG. If it is in the best interest of the borrower, inform them they must pay the return postage.

L. Penalty Permit Imprint Mail.

1. Permit imprint mailings should be used, when cost effective, on large volume mailings of items with a uniform size and weight. See the DMM, sections 507 subsection 8.0 and 703

subsection 7.0 for penalty permit formats and instructions.

2. Permit imprint mail can be used on any class of mail as long as the volume meets USPS requirements. Apply in advance, at the local post office that accepts such mailings.
3. Completion of the permit imprint application requires the USCG permit imprint number, G-157, and the cost code, which is found in enclosure (3).



## CHAPTER 6. MAIL FORWARDING AND DISPOSITION PROCEDURES

A. Procedures for Departing Members. Units maintaining a MC for unaccompanied members, military, and/or civilians shall ensure their mail is forwarded, returned to sender, or disposed of using procedures in the DMM, section 507 subsection 2.0 upon the member's departure. Members living in family quarters must complete the Postal Service Change of Address form for all members of their quarters. Additionally, all activities providing personal mail delivery services to authorized unaccompanied personnel shall ensure the form is completed as part of the out processing procedure.

1. Action Officers should encourage the use of a Change of Address Order, PS Form 3575, or the Postal Service Home Page to electronically change the address (<http://www.usps.gov/moversnet/>). Customers using the Internet Change Of Address (ICOA) method must provide a valid credit card number for identity verification, in which the customer's credit card will be charged \$1.00. Moreover, customers can use the Telephone Change of Address (TCOA) at 1-800-ASK-USPS, and use the same verification and payment method.

NOTE: To ensure the timely processing, delivery, and/or forwarding of personal mail, personnel transferring, for any reason, (retiring, reassignment, discharge, etc.) are responsible for submitting a Change of Address Order (postcard) or completing the change of address online through the US Postal Service.

- a. Personnel are encouraged to notify ALL family members, billing companies, magazine publishers and other correspondence senders of their new address as soon as it is known.
  - b. Activities experiencing problems with mailers not using correct mailing addresses shall report that problem to the activity Commanding Officer. Problems that cannot be resolved in the command should be forwarded to Commandant (CG-61) for resolution.
2. Mail received from mailers who continuously send quantities of standard advertising material containing a "mailer endorsement" (such as occupant, homeowner, postal customer, resident, etc.) shall be returned to sender endorsed "Insufficient Address." Such mail received without the mailer endorsement must be destroyed. (Exception: this does not apply to mail from a Federal agency). Activities experiencing recurring problems with Federal mailers should report them to Commandant (CG-61).
  3. Perishable items (e.g., food) with a required delivery date (RDD), that cannot be forwarded or returned before spoiling should be disposed of as waste. Destroy or discard as appropriate in the presence of a witness. Notify the sender and addressee, by letter, of this action.

- B. Processing Instructions For Undeliverable As Addressed Mail. When departing members file a change of address card, the USPS will automatically forward or dispose of the member's mail. However, some incorrectly addressed or undeliverable mail will still occasionally be received at the facility. The following procedures apply to undeliverable mail:
1. Activities must forward all single piece-rate Priority, First-Class, Express, Standard Mail, and Package Services, annotated with either "Address Service Requested" or "Forwarding Service Requested," as applicable. For Standard Mail and Package Service, endorse and send it to the forwarding address on file. Also endorse Priority, Standard Mail and Package Services mail with "Change of Address Due to Official Orders." If the mail has an endorsement that restricts forwarding, return it to the sender.
  2. Periodicals. All Periodicals are forwarded, at no charge, for a period of 60 days. Endorse each piece "Change of Address Due to Official Orders." See reference (i), section 507. Address correction service (including Address Change Service (ACS)) is provided for the first issue after 60 days for all publications, unless copies are to be returned at the publisher's request. ACS participants may receive the change notice before day 60, if so requested. Copies received after the address correction notice is mailed are disposed of by the USPS. When copies of the publication cannot be forwarded, Notices of Undeliverable Periodical, PS Form 3579, are prepared for the first undeliverable issue of the publication received. PS Form 3579 is mailed to publishers at least once a week.
  3. Package Services Mail. Unless endorsed "Do Not Forward, Do Not Return," Package Services mail is forwarded locally for one year. (See reference (i), Section 507, paragraph 1.5.4).
  4. Hold mail for personnel who are AWOL for 30 days, then endorse Express Mail, Priority, First-Class and Package Services mail "Moved, Left No Address" and return to sender.
  5. Endorse undeliverable catalogs "Undeliverable as Addressed" and return to the serving post office. Exception: Aboard cutters at sea, remove and destroy the wrapper/label. This also applies to catalogs bearing the endorsement "Return Postage Guaranteed." The catalog may be given to any crewmember.
  6. Return undeliverable accountable mail (including mail of obvious value) to the serving post office.
  7. For disposition of other "Undeliverable As Addressed Mail," refer to reference (i), Section 507.
  8. Provide forwarding service for voting and balloting material immediately. If undeliverable, and a forwarding address is not known, immediately return the material to sender, properly marked "Unknown, Return to Sender."



C. Mail Disposition For Casualties.

1. Under no circumstances shall mail for casualties be returned to sender or forwarded to next of kin (NOK) until absolute verification is obtained they have been notified. This mail shall be held as long as necessary to prevent inadvertent disclosure of casualty status before official notification of NOK. Once this takes place, the mail shall be returned to sender or forwarded to NOK, with an authorized endorsement, as follows:
  - a. DECEASED - When the member has died and NOK has been notified.
  - b. PATIENT - When the member has been hospitalized and the hospital is known.
  - c. SEARCH – When the member’s mail status is unknown and the mail is being forwarded to a Military Post Office (MPO) or casualty mail section.
  - d. HOSPITAL SEARCH – When the member is evacuated through medical channels to an unknown hospital and mail is being forwarded to a casualty mail section.
2. Under no circumstances shall mail for casualties be returned to sender or forwarded with the following endorsements:
  - a. MISSING
  - b. KILLED IN ACTION
  - c. WOUNDED
3. Action Officers shall forward or return to sender all mail for deceased members, by cover letter. The following suggested wording applies:
  - a. Form letter for returning personal and business correspondence including mail from a member of the deceased's family when the relationship is unknown:

“The enclosed correspondence addressed to (rank/grade/rate, first name, middle initial, last name) is returned. I regret the need to inform you that the service member died on (date).”
  - b. Form letter for returning personal mail to a member of the deceased’s family when the relationship is known:

“The enclosed correspondence addressed to your (relationship), the late (name, rank/grade/rate, and branch of service), is returned.”



## CHAPTER 7. TRAINING REQUIREMENTS

- A. General. Since annual postage rate increases affect the centrally managed postal account (AFC-36), and other costs associated with mailing are rising (e.g., private mail carriers, mailing contractors, supplies, space, and equipment), postal training is needed. In the 1980 Paperwork Reduction Act, Congress reinforced the need for efficient, effective, and economical mail management by all Federal agencies. To help keep postage costs low, it is necessary to train not only unit mail clerks, but also the originator of mailpieces.
1. It is each local mail manager's job to change the mindset of those who deposit mail in the typical office "OUT" box through a training awareness program. This could include displaying mail economy posters, or developing a well-illustrated Mail Management Handbook.
  2. To be an effective manager and produce real savings, the mail manager/clerk must be knowledgeable of procedures. This can be accomplished through attendance at any of the numerous postal training classes, seminars, conferences, and forums, sponsored by the USPS, Federal government (DHS, GSA, etc.), and commercial firms. Since many of these classes, forums, conferences, etc., are held nation-wide, contact Commandant (CG-61) for training locations and dates or see the Commandant (CG-61) web page at <http://cgcentralweb.uscg.mil/cLink/00000949> for course dates and costs. Other ways to keep informed are to:
    - a. Review the publications listed in Chapter 1, paragraph E. of this Manual.
    - b. Subscribe to the many free commercial magazines (Parcel Shipping and Distribution, Modern Office Technology, etc.), which print various articles concerning mail management.
    - c. Contact the local postal service account representative (every USCG activity processing mail is assigned an account representative), and request any of the free publications the USPS offers (i.e., Postal Addressing Standards (Pub 28), A Guide to Business Mail Preparation (Pub 25), Automation Plan for Business Mailers, etc.).
    - d. Liaise with the local Postmaster for tours of postal processing centers.
    - e. Join the local Postal Customer Council.
- B. Training Opportunities. More than a hundred professional business seminars are held throughout the year at various locations across the U.S. These one-half, one, and two-day seminars are designed to help reduce costs and assist the mail manager/clerk in becoming more knowledgeable and efficient.
1. The USPS offers the following Mail Management Seminars and courses:
    - a. Periodical Professional. This course is for mailing customers sending periodicals or would like to start mailing them. This three day course of instruction and labs provides training in the administration, acceptance, and verification of mailing periodicals.

Topics include basic elements and categories, advertising, statements of ownership, publisher records, mailpiece construction, preparation & sortation standards, documentation, accounting procedures, and a verification checklist.

- b. Executive Mail Center Manager. This course is for individuals wishing to advance their professional knowledge of management principles. This course covers nine key operational areas: People Management, Sales and Marketing, Managing MC Operations, Managing MC Finances, MC Safety and Security, Planning and Managing Technology, Plans and Policymaking, Resource Planning, and Quality Management.
  - c. Mail Design Professional (MDP). This course provides detailed training on postal standards related to designing letter and flat mail to facilitate processing on high speed automated equipment, while maximizing cost effectiveness and reducing processing delays. The MDP course includes the following topics: basic addressing, forwarding and related services, machinable and nonmachinable criteria, barcoding formats and specifications, designing automation letters/flats, mail processing equipment, MERLIN reports, design of special services labels, reply mail, and USPS evaluation tools.
  - d. Business Mail Academy Shape Based. This course is designed to enable new business mail employees to perform duties at a minimally acceptable level. The course of instruction is taught in a classroom and lab environment.
  - e. USPS hosts an annual National Postal Forum (NPF) in a different major city in the Spring. The Forum is an educational conference/trade show offering a wide range of opportunities for attendees (<http://www.npf.org>). The NPF's mission is "To assist the United States Postal Service in building relationships with and educating mailers in the most effective and efficient use of the products and services offered by the United States Postal Service." It provides business mailers with ongoing training and education, and helps them keep pace with the mailing industry's rapid progress.
2. DoD Official Mail Workshop is an annual one week conference hosted by the Military Postal Service Agency (MPSA) (<http://hqdainet.army.mil/mpsa/mid.htm>).
  3. Mail conferences (MAILCOMs) sponsored by the Mail Systems Management Association are held in the Spring and Fall. They are similar to National Postal Forums in format and content (<http://www.mailcom.org/>).
  4. The courses listed above must be budgeted and paid for from local funds. Contact Commandant (CG-61), for class schedules and further information.
  5. Other training opportunities. Contact the local postmaster for information regarding joining the local Postal Customer Council.

CHAPTER 8. PENALTY MAIL STAMPS, PENALTY STAMPED ENVELOPES, AND  
PENALTY STAMPED POST CARDS

- A. General. Specific procedures regarding use of penalty mail stamps, stamped envelopes, and post cards are located in references (i) and (j).
1. Penalty Mail Stamps, stamped envelopes, and post cards are used by activities that generate small amounts of outgoing penalty mail. Activities choosing to use penalty mail stamps shall request authorization from the Commandant (CG-61). Upon approval, Commandant (CG-611) will provide the activity with Postal Publication 350, How to Order and Use Penalty Stamps and Stationery, and Penalty Mail Stamp Requisition, PS Form 17-G, and Penalty Mail Printed Stamped Envelope Order, PS Form 17-J (See Figures 8-1 and 8-2).
  2. Mail pieces on which penalty mail stamps are used shall have no other printing or indicia in the upper right corner and bear the complete return address of the activity in the upper left corner. The preprinted phrase "Official Business" must appear immediately below the return address.
  3. Mail bearing penalty mail stamps with insufficient postage will be subject to collection of the additional postage due at time of delivery. Mail may be returned to sender for collection of postage due.
- B. Penalty Mail Stamps. Penalty Mail Stamps are affixed in the upper right corner of the address side of the mail piece. Penalty mail stamps bear the phrases, "Penalty For Private Use \$300" and "Official Mail USA", indicating there is a penalty for unauthorized use of stamps, serving as an effective deterrent (see figure 8-3).
- C. Penalty Mail Stamped Envelopes. These envelopes are ordered with a penalty mail stamp embossed in the upper right corner. The complete return address must appear in the upper left corner of the envelope along with the preprinted words "Official Business" and "Penalty for Private Use \$300" (see Figure 8-3).
- D. Ordering procedures.
1. Penalty Mail Stamps. Orders for penalty mail stamps and penalty mail stamped envelopes must be submitted to the USPS Stamp Distribution Office (SDO) using a Penalty Mail Stamp Requisition, PS Form 17-G (see Figure 8-1). Enter "209" as the Agency Code and the unit's five digit cost code (from Enclosure (3)) in the appropriate blocks on PS Form 17-G.  
Address orders to:  
  
ACCOUNTABLE PAPER DEPOSITORY  
ATTN: ADEAN JOHNSON, ROOM 200  
358 WEST HARRISON STREET  
CHICAGO IL 60607-3925
  2. Penalty Mail Printed Stamped Envelopes. Submit orders for penalty mail printed stamped envelopes, using Penalty Mail Printed Stamped Envelope Order, PS Form 17-J, (See Figure 8-2). Enter "209" as the Agency Code and the unit's five digit cost code (from Enclosure (3)) in the appropriate blocks.

3. Send the requisition to:

STAMP FULLFILLMENT SERVICES  
UNITED STATES POSTAL SERVICE  
PO BOX 219178  
KANSAS CITY MO 64121-9178

4. Orders shall be restricted to once per quarter and each order must total at least \$50.

- E. Exchanges. Mistakes made by the SDO in shipping the wrong items, damaged, defective, or otherwise unserviceable stamps must be corrected by the SDO. Otherwise, these items are non-returnable.
- F. Security. Upon receipt of penalty mail stamps/envelopes and post cards, the receiving activity shall inventory the items, sign and return the receipt to the SDO. The unit shall maintain a simple log, computer database, or Daily Record of Stamp Stock (PS Form 3295) to ensure accountability. These items shall be secured overnight in a locked cabinet, desk, or other suitable container. Overnight storage in a safe is not necessary.
- G. Audit and Control of USPS Penalty Mail Stamps. USPS penalty mail stamp stock is intended for use by small volume mailers with outgoing volume too low to justify Postage Evidencing Systems (postage meters). Unit mail clerks and supervisors should become familiar with the command resources protection program, which has the goal of safeguarding property by reducing the opportunity for theft, making a potential target inaccessible or unattractive. Since USPS penalty mail stamp stock is an administrative resource, commanders, commanding officers, supervisory personnel, and unit mail clerks are all responsible for preventing pilferage and misuse.
  1. Audits and inspections are management tools designed to ensure established policies and procedures are being met. Each commander/officer in charge is responsible for establishing their units' inspection program. Order stamp stock on a quarterly basis. At no time should small volume mailers' penalty mail stamp inventory exceed a 90-day supply. At a minimum commanding officers and officers-in-charge shall:
    - a. Ensure audits of stamp stock are conducted at unscheduled and unannounced times, at least quarterly, by reviewing the unit stamp inventory log or Daily Record of Stamp Stock, PS Form 3295.
    - b. Appoint, in writing, an unbiased officer, Chief Petty Officer (E-7 or above) or civilian equivalent, to conduct the audit. At small units, if the grade requirement cannot be met, the commanding officer/officer in charge shall use their own judgment and appoint an appropriate individual to conduct audits.
    - c. Maintain a record of audits.
    - d. Ensure the responsible individual immediately replaces shortages. When individuals refuse to make voluntary restitution, take appropriate action to determine pecuniary

liability to effect collection. Contact Commandant (CG-61) to obtain details for resolving these situations.

- e. Ensure supervisors issue stamp stock to only one person at a time.
2. See the DMM, section 703, subsection 7.9.7 to redeem damaged stock. Incorrectly shipped items, stamps stock/envelopes damaged in shipping, or defective or otherwise unserviceable stamp stock may be exchanged by the SDO at full value.
3. Store stamp stock separately from classified material, registered, and certified mail.



**Penalty Mail Stamp Requisition**

For USPS® Use Only											
SDO Name <b>CHICAGO</b>		SDO 3-Digit ZIP Code™ <b>6 0 6</b>		<b>Stamps</b>	Item No.	No. of Stamps	X	Denomination	=	Dollars	Cents
Shipper		Date			555000		X	1¢	=		
Witness		Date			555800		X	10¢	=		
Register No.					556400		X	20¢	=		
					556000		X	23¢	=		
					555600		X	\$1.00	=		
					555500		X	\$5.00	=		
<b>Instructions</b>				<b>Coil Stamps</b> (Coils of 100)	Item No.	No. of Coils	X	Price	=	Dollars	Cents
1. Type or print clearly. You are making 3 copies.					780900 (39¢)		X	\$39.00	=		
2. Minimum dollar value per order is \$50.00. Orders received for less than \$50.00 will have additional coils of stamps added to order to satisfy the minimum order. Stamps are available only in multiples of 100 except for \$1.00 and \$5.00 stamps which are available in multiples of 10. Plain Stamped Envelopes are available only in multiples of 500.					778800 (34¢)		X	\$34.00	=		
3. Enter your name, address, telephone number and name of your federal government department or agency in the "Ordered By" block.					774800 (33¢)		X	\$33.00	=		
4. Enter in numerics only, the Date of Order, the Agency Code, and the Agency Cost Code in the blocks provided. (Agency Code and Agency Cost Code are special codes you receive from your headquarters mail manager.) The Agency Code must be entered. The Agency Cost Code is optional.					780800 (37¢)		X	\$37.00	=		
5. Enter the name and complete address of the individual to whom the stamps will be sent in the Shipping Label block.						X		=			
6. TO ORDER, multiply the number of stamps, coils, or boxes by the denomination or unit price. You must enter the total dollar and cents amount for the order in the Requisition Total column.				<b>Stamped Envelopes</b> (Boxes of 500)	Item No.	No. of Boxes	X	Price	=	Dollars	Cents
7. Keep the pink Customer Copy, copy 3, for your records.					218400 (#10, 39¢ Regular)		X	\$210.00	=		
8. Mail to:							X		=		
STAMP DISTRIBUTION OFFICE UNITED STATES POSTAL SERVICE 358 W HARRISON ST RM 200 CHICAGO IL 60607-3928							X		=		
<b>Ordered By</b>				<b>Requisition Total</b> ▶							
Name and Title				▼ <i>Press Hard -- This Is Your Shipping Label</i> ▼  Name & Title _____  Office/Unit _____  Street Address _____  City and State _____ ZIP + 4 _____							
Street Address											
City, State, ZIP + 4®											
Telephone No. (Include area code)											
Signature											
Department/Agency											
Date of Order		Agency Code	Agency Cost Code								
Mo Mo Day Day Yr Yr Yr Yr		[ ][ ][ ][ ]	[ ][ ][ ][ ]								

Figure 8-1





**Penalty Mail Printed Stamped Envelope Order**

*(Complete, make a photocopy, and distribute as indicated below.)*

Enter your agency's three-digit code. Enter a cost code if your agency requires you to do so. Contact your agency's mail manager to obtain these codes.

1. Agency Code			2. Agency Cost Code			

Enter the date of order and ZIP + 4®.  
NOTE: The ZIP + 4 must be identical to the ZIP + 4 printed in the return address.

3. Date of Order						4. Return ZIP + 4					
Month		Date		Year							

**5. Ordering Information**

Name	Agency/Department Name
Title	Street Address
Signature	City, State, and ZIP + 4
	Telephone No. <i>(Include area code)</i>

**6. Order**

<p>NOTE: Envelopes are available ONLY in boxes of 500.</p> <p>Multiply the prices in Column f by the quantities in Column "e" and enter the results in Column g.</p> <p>Add the quantities in column g to obtain the total of your order.</p>	a.	b.	c.	d.	e.		f.		g.	
	Style	Size No.	Denomination	Item No.	No. of Boxes		Price per Box of 500		Cost	
	Regular	10	\$.41	212700		X	\$228.00	=	\$	
								=	\$	
	Shipping and Handling Charges (\$6.05 for one box, \$10.05 for two or more boxes)								=	\$
	<b>Total</b>								=	\$

**7. Printing Information**

TYPE or PRINT the return address EXACTLY as you want it to appear on the envelope. Include ZIP + 4.

- NOTE:**
- (1) The return address must not exceed seven lines;
  - (2) No line can exceed 47 characters in length (including spaces);
  - (3) You may attach a sample or facsimile address.

**8. Shipping Address**

Complete this section ONLY if envelopes are to be shipped to an address other than that listed in Item 7.

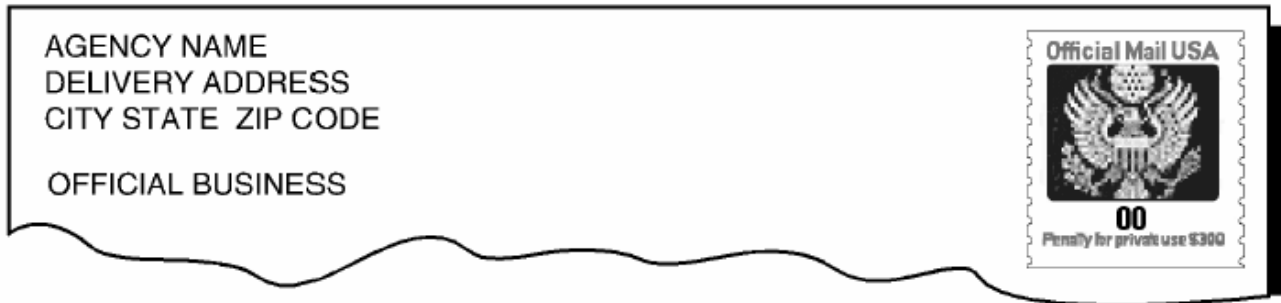
The shipping address must not exceed four lines.

NOTE: Keep Copy 2, Customer Copy, as your record of order. Send Copy 1 to:

STAMP FULFILLMENT SERVICES  
UNITED STATES POSTAL SERVICE  
PO BOX 219178  
KANSAS CITY MO 64121-9178

Figure 8-2

Penalty Mail Stamp



Penalty Mail Stamped Envelope

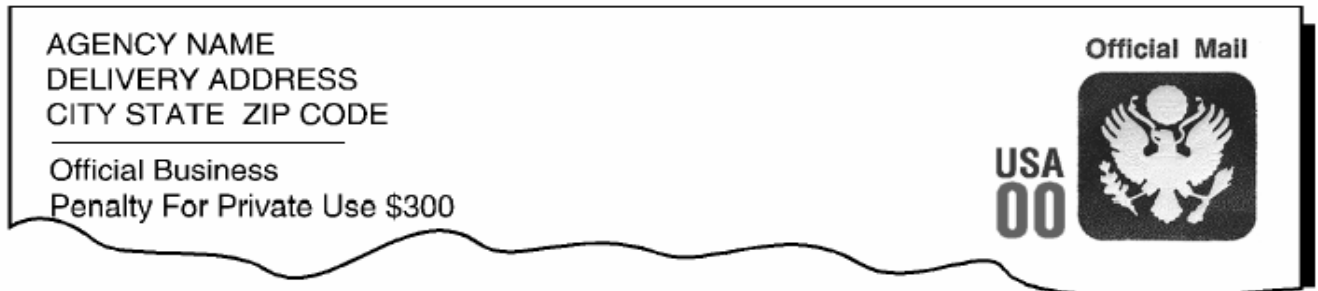


Figure 8-3

## CHAPTER 9. PENALTY POSTAGE EVIDENCING SYSTEMS (METERS)

- A. Definition. Penalty Postage Evidencing Systems (PES) (formerly known as Penalty Postage Meters) have a special penalty design inscribed with the statement “Official Business, Penalty for Private Use \$300.” This warning is printed on the meter tape by the PES, which consists of at least four functional parts that may or may not be housed separately:
1. Postage Evidencing System (meter head). This component maintains accountability for postage settings and use.
  2. Mailing machine. The mailing machine supports the PES (meter head) and guides the mail into the correct position for application of postage.
  3. Scales. The two types of scales are mechanical and electronic.
  4. Electronic interface equipment. The interface equipment consists of cables and software allowing the scale to transmit weight/cost information to the PES.
- B. PES. These systems must be leased from one of the five USPS authorized manufacturers (see DMM, section 604, subsection 4.0). Commandant (CG-61) currently pays the annual lease and maintenance contract for all USCG PES through the centrally managed postal account (AFC-36). Units desiring a PES must submit a request to Commandant (CG-61) via the chain-of-command, and include the following information:
1. Current method of posting official mail.
  2. Reasons penalty mail stamps would not be sufficient to process mail daily.
  3. Reasons another nearby USCG, DoD, or other Federal MC would not be sufficient to process daily mail (activity postage costs would be paid by Commandant (CG-61)) to any non-USCG activity.
  4. Meter capability expected, or type of meter needed. CG’s current meter provider is Pitney Bowes ([www.pb.com](http://www.pb.com)). Level of their systems are DM100, DM200, DM800, DM1000.
  5. Estimated volume (pieces and typical weight) of official mail to be processed on a daily basis for the following mail types:
 

(a) Letter sized mail	pieces:	weight:
(b) Flat sized mail	pieces:	weight:
(c) Parcel mail	pieces:	weight:
(d) Periodical/magazine mailings (if any) (indicate frequency)	pieces:	weight:
(e) Business Reply or other Permit Imprint (if any) (indicate frequency)		
  6. Command mailing address.

7. Name/phone number/E-Mail address of the designated Official Mail Manager and primary meter operator.
8. Location and brief description of security where the meter machine will be placed.
9. Endorsement/recommendation of the senior USCG command in the area, and the command that operates the closest official mail metering site.

C. Postage Evidencing System (PES) Setting and Payments. The USPS requires the PES be set (postage added) quarterly. This does not preclude an activity from additional settings in the quarter, if required. To initially set a PES, an activity determines its approximate amount of outgoing mail per quarter. Then, using this computed cost, set the PES in multiples of \$100.

1. All USCG PES (meters) are capable of being set by telephone. If your unit is receiving a PES for the first time, the manufacturer will explain this process when the system is installed. Information on adding postage to your system can be found in CG Central under the Postal Management Community section.
2. Set the meter when necessary but only when your balance is near zero. It is mandatory that meters are not set with an excessive amount of money at the end of a quarter, especially the fourth of the FY as the USPS will not reduce the amount of postage remaining on a meter at the end of the last quarter. Any postage remaining on the meter will be used the next quarter or fiscal year. It is important to carry over as little as possible past 30 September.

NOTE: High dollar settings toward the end of the fourth quarter makes our first quarter expenditures appear too low and may cause funding reduction for the remainder of the year.

D. Accounting Responsibilities. Individuals operating PES (meter) equipment will provide proper care and protection of the equipment as follows:

1. Ensure unauthorized persons do not use the PES equipment and that it is only used to process official mail.
2. Keep areas under the equipment free of dirt, and check for mail that may have slipped underneath at the start and finish of each use. Ensure you cover the PES to protect the mechanical parts from dust/dirt when not in use. If your unit does not have the original protective cover, either obtain one from the manufacturer (Pitney Bowes) or cover the PES with a plastic bag/liner, or some other material that will assist in protection.
3. Ensure the PES (meter) is password protected when not in use. At the end of each duty day, or when temporarily absent from the MC, the meter should be secured. To store, use an approved GSA class-5 safe. Do not store with weapons or medical drugs. The PES may be removed for regular postal or manufacturer inspections, but do not remove the meter head daily for security reasons.

- E. Operation of Postage Evidencing Systems. A User Manual was provided with each meter when originally shipped by the manufacturer which, operators should study. Units unable to locate the manual should contact Commandant (CG-61) or the meter manufacturer (Pitney Bowes) to obtain one. The following paragraph provides general operating instructions/procedures pertaining to all meters regardless of type:
1. Each meter has a password security function which acts as a locking device. When set, the meter cannot be accessed by unauthorized users. A password is required to unlock the meter before operating.
  2. Activities shall maintain a log, excel spreadsheet, or other tracking mechanism to record the daily balance. This is necessary in the event of a power failure, flooding, theft, fire, or other event, so the actual value of funds remaining on the PES meter head at the time of loss/damage can be validated and reported to Commandant (CG-61).
  3. When setting or resetting the meter, add the amount of postage needed to operate for three months (one quarter) in multiples of \$100.
  4. Spoiled or Incorrect Meter Postage.
    - a. Requests for refunds will be submitted to the local post office. Reference (i), section 604, paragraph 9.3.2 explains the conditions and procedures.
    - b. Equipment malfunctions causing spoiled meter postage shall be immediately reported to the manufacturer's representative.
  5. Equipment Operation.
    - a. All personnel involved in mail processing will receive detailed instructions from the vendor when the new metering equipment is installed. During initial use, do not hesitate to call the service representative when questions arise. USCG cutters with PES are authorized to maintain a 90-day stock of penalty mail stamps for use if equipment fails while away from home port or in a foreign country.
    - b. Prior to using the scale, perform a daily accuracy check by weighing an object of known weight.
  6. Equipment Failure.
    - a. All new equipment is covered by a maintenance contract.
    - b. Immediately report failures of meters, mailing machines, scales, etc., to the service representative.
    - c. Do not tamper with the postage meter under any circumstances.

- F. Metered Mail Preparation. The meter imprint acts as a postmark allowing mail to skip the canceling process at the post office, so, be sure that it is clear, clean and dated correctly. Metered mail, showing the date, must be tendered to the USPS in the same day.
1. Preparing and Metering Letter Mail. For letter mail size and limitations see chapter 5.B.1.
    - a. All addresses must face the same way. Large volumes should be trayed. The USPS provides trays and similar items free of charge.
    - b. Ensure correspondence is actually in the envelope before weighing or metering, and an address with a 9-digit ZIP code is on the envelope.
    - c. Separate letter mail by envelope size (long and short).
    - d. Separate envelopes by mail class (e.g., First Class, Standard, etc.).
    - e. Weigh envelopes. See USPS Poster 103/Notice 59, Postage Rates, Fees, and Information, for the correct fee required for extra postal services.
    - f. At this point, if you are using penalty stamps, you must determine the total cost by adding the postage and fees, otherwise, the postage meter will automatically determine these costs.
  2. Preparing Flats. A “flat” is a piece of First-Class, Priority, or Package Services mail too large to be distributed in a regular letter size envelope. Flat mail size and limitations are provided in chapter 5.B.2.
  3. Metering Official Parcels. Parcel mail size and limitations are provided in chapter 5.B.3.
    - a. Ensure parcels are properly packed, wrapped, and addressed with the 9-digit ZIP Code.
    - b. Endorse the item with the desired class of service.
    - c. Weigh and determine postage charges. For delivery of parcels within the U.S. not containing First-Class material, compare postage charges with the current GSA and DHS express delivery service contracts to compare costs. Use the most economical service. See USPS Poster 103/USPS Notice 59 to verify postage costs.
- G. Postage Evidencing System (PES) Security.
1. Ensure only authorized personnel have access to the PES. Log-off/power down at the end of each day and any other time the operator is temporarily absent and adequate surveillance cannot be maintained to prevent unauthorized use of the system. The PES shall be located in a secure room that is locked or under constant visual surveillance whenever authorized mail personnel are not present. To store, use an approved GSA class-5 safe. Do not store with weapons or medical drugs. The PES may be removed for regular postal or manufacturer

inspections, but do not remove the meter head daily for security reasons.

2. Immediately report the loss, theft and recovery of a lost or stolen meter to the local post office, the equipment vendor, and through command channels to Commandant (CG-61). Reports shall include the meter make, model, and serial number; the date, location, details of the loss, theft, or recovery, and a copy of the police report when applicable.

H. Property Accountability. Account for all PES equipment in accordance with reference (k).

I. Supplies. These generally consist of meter tapes, ink roller cartridges, and envelope sealing products. Units shall procure supplies from the meter manufacturer or other commercial source using unit funds.





## CHAPTER 10. MAIL BUSINESS INTELLIGENCE TOOL (MBIT)

- A. General. DHS developed MBIT in compliance with OMB/GSA requirements to collect and track meaningful performance metrics and program information from locations that process mail and are defined as either a Mail Center (MC) or Mail Service Location (MSL). DHS Management Directive 119 (series) requires all Components report data on mail volume, expenditures, and performance: MCs monthly, MSLs once per year.
- B. MBIT. Accessible via a web-based interface, standardizes and consolidates the collection and reporting of data in such a manner for DHS/USCG Mail Managers and administrators to have a clear and quantifiable view of mail operations to help in making informed management decisions regarding mail operations, providing data to GSA as required. The MBIT system also imports data from the USPS to improve analysis and compare to current mail operations.
- C. Mail Center (MC) and Mail Service Location (MSL) Definitions as they apply to MBIT.
1. A Mail Center is defined as a location with one or more full time employees and more than \$500 in average monthly mail expenditures.
  2. A Mail Service Location is defined as a location with less than one full time employee and/or less than \$500 in average monthly mail expenditures.
- D. User Roles. Functions accessed and the types of data entered and viewed in the MBIT system are determined by an assigned “User Role”. The following roles describe the MBIT user community:
1. Mail Center Contacts (MCC). This user is responsible for populating the monthly MC data task and saving information for their respective MC. Once the data is entered and the MCC selects the “submit” button within MBIT, it is sent to the Mail Center Manager (MCM) for verification (see exception regarding MCC assignment noted below paragraph 3).
  2. Mail Center Managers (MCC). This user is responsible for reviewing all data entered into the system by the MCC. Once MCMs have reviewed and optionally edited the data, they must submit it by the given deadline. A MCM can save work on the task form at any time by clicking the “Save Form button” on the bottom of the form. These users may also create reports for their location. In addition, they may also change budgeted expense and general mail program information.
  3. MSL Managers. These users enter, save, and submit data for their location. They process mail at locations not meeting the MBIT definition of a MC. However, because they do process mail information relative to volume and cost, it must be captured. MSLs are required to submit data on an annual basis, at least once.

Exception to the users roles noted above: Commandant (CG-61) encourages units to assign their MC personnel as MCM. This offers maximum flexibility since the MCM can open, view, enter, and submit a monthly “TASK.” In this case, the monthly TASK is

sent to the MCM, one of which will be responsible for entering data in MBIT and submitting the report to DHS.

- E. Requirement to access MBIT. All USCG members have two email addresses, one they use everyday, the USCG.MIL address and the other, USCG.DHS.GOV which is assigned but not readily known. MBIT requires the use of your USCG.DHS.GOV email address to access the system. Upon completing registration through DHS Online, the USCG Mail Program Office (MPO) will assign new users to the appropriate MC/MSL.
- F. MC Reporting Requirements. The monthly data collection process involves all active MCs. This process starts with a task that is sent out to the MCC at the beginning of each month. After the MCC submits data, the MCM will receive a task to review data and approve it for submission into the MBIT system. After this task is done, the data becomes available for reporting within the system. Data is to be submitted by the seventh day of the following month by the MCM. Ten calendar days prior to the submission due date, the system automatically notifies each MCC and MCM of the impending deadline. The following areas make-up the reporting elements in MBIT:
1. General Mail Program Information – Contains information regarding your unit such as Unit Name, Address, Number of Employees, Component, Cost Code, etc. This information is only entered at the time a MC is created and is carried over from month-to-month. Though not required to be entered every month, the MCM is required to verify this data and check the appropriate box at the bottom of the page acknowledging the information is correct. Failure to check this box will prevent your units' data from being properly submitted.
  2. Annual Budgeted Expenses – Commandant (CG-61) enters this data for each of the respective MCs. Annual Budget Expenses are determined by numerous data calls, history, and estimates. This information, like the General Mail Program Information page, must be verified each month by the MCM. Failure to check this box will prevent your unit's data from being properly submitted. MCMs are encouraged to update this information as necessary by either making the changes themselves or contacting the MPO for assistance.
  3. The next three sections, "Performance Measures," "Mail Volume Data," and "Expenditure Data" contain data fields to be filled out by the user completing the task on a monthly basis. Figure 10-1 shows data elements the MC is required to report every month. Areas shaded in gray are automatically totaled in the MBIT system.
  4. For detailed explanations and training relating to MBIT review available videos and documents in DHS Interactive and visit the Intranet Postal Management Community page in CG Central.
- G. MC Reporting Deadlines. If data is not submitted by the deadline (the 7<sup>th</sup> day of month following a reporting month), the open task will become locked and cannot be accessed by either the MCC or the MCM. Only the DHS Mail Administrator can grant an extension to a deadline. Units that miss the reporting deadline are required to submit the justification/reason for failing to submit their data on time to Commandant (CG-61). The USCG Mail Manager will submit an extension request on behalf of the unit.

- H. MSL Reporting Requirements. At least once per year MSLs are required to submit a monthly report to the USCG Mail Program Office showing Total Mail Volume Inbound, Total Mail Volume Outbound, and Total Expenditures. For an annual submission, this value is propagated to all months thereby emulating a monthly input for the MSL. Documents have been developed to help assist these units in collecting data for this requirement and can be found in CG Central under the Postal Management Community.
- I. MSL Reporting Deadlines. Data must be submitted by the deadline (the 7<sup>th</sup> day of the month designated by DHS). Only the DHS Mail Administrator can grant an extension to a deadline. Units that miss the reporting deadline are required to submit the justification/reason for failing to submit their data on time to the CG Mail Program Office (CG-61). The USCG Mail Manager will submit an extension request on behalf of the unit.

**MAIL CENTER DATA COLLECTION ELEMENTS**

<b>Average Accountable Mail Delivery Cycle Time</b>
<b>Average Official Mail Delivery Cycle Time</b>
<b>Inside Official Mail Delivery Cycle Time</b>
<b>Customer Service Inquiries</b>
<b>Average Sort Rate per Hour (incoming mail)</b>
<b>Average Number of Pieces Moved to USPS on Same Day Received by Mail Center</b>
<b>Pieces of Mail Returned as Undeliverable as Addressed</b>
<b>Equipment Maintenance Response Time</b>
<b>Mail Volume Inbound USPS Non-accountable First Class</b>
<b>Mail Volume Inbound USPS Non-accountable Standard</b>
<b>Mail Volume Inbound USPS Accountable</b>
<b>Mail Volume Inbound Commercial Express Mail</b>
<b>Total Mail Volume Inbound</b>
<b>Mail Volume Outbound USPS First Class</b>
<b>Mail Volume Outbound USPS Standard</b>
<b>Mail Volume Outbound USPS Parcel Post</b>
<b>Mail Volume Outbound Commercial Express Mail</b>
<b>Total Mail Volume Outbound</b>
<b>Volume of Inside Mail</b>
<b>USPS First Class Mail Postage Expense</b>
<b>USPS Standard Mail Postage Expense</b>
<b>USPS Express Mail Postage Expense</b>
<b>USPS Priority Mail Postage Expense</b>
<b>USPS Parcel Post Mail Postage Expense</b>
<b>USPS Other Postage Expense</b>
<b>Total Expenditures USPS Postage</b>
<b>Current Express Mail Delivery Expense</b>
<b>Other Express delivery Expense</b>
<b>Total Expenditures Commercial Express Mail</b>
<b>Operations Expenditures</b>
<b>Equipment Expenditures</b>
<b>Equipment Maintenance Expenditures</b>
<b>Other Expenses for the Month (total)</b>
<b>Total Expenditures</b>
<b>Budgeted USPS Postage Expense</b>
<b>Budgeted Commercial Express Mail Expense</b>
<b>Budgeted Operations Expenditures</b>
<b>Budgeted Equipment Expenditures</b>
<b>Budgeted Equipment Maintenance Expenditures</b>
<b>Total Budgeted Expenditures</b>
<b>Mail Center Federal FTEs</b>
<b>Mail Center Contractors</b>
<b>Mail Center Personnel Total: FTEs and Contractors</b>

Fig 10-1

## TERMS AND ABBREVIATIONS

### **Accountable Mail**

USPS numbered insured, certified, or registered mail.

### **Action Officer**

An individual in a position of responsibility such as Commanding Officer, Executive Officer, Section Leader, Team Leader, Division Chief, XPO, or similar position that is empowered to make decisions.

### **Activity**

Any USCG organization such as Headquarters, districts, cutters stations, etc.

### **Army Post Office (APO)**

A branch of a designated USPS civilian post office, which falls under the jurisdiction of the postmaster of either New York City or San Francisco, that serves either Army or Air Force personnel. Also see military post office (MPO).

### **Bound Printed Matter (BPM)**

A subclass of Package Services that consists of permanently bound sheets of which at least 90% are printed with advertising, promotional, directory, or editorial matter (or a combination of such matter).

### **Business Reply Mail (BRM)**

A service that allows a permit holder to receive First-Class Mail and Priority Mail back from customers and pay postage only for the returned pieces. These pieces must have a specific address and format. Postage and per piece charges are collected when the mail is delivered back to the permit holder.

### **Certificate of Mailing**

A postal service that may be used on any class of mail when proof of mailing is required but proof of delivery is not necessary.

### **Certified Mail**

A service that provides the sender with a mailing receipt. A delivery record is maintained by the USPS. This type of mail must be sent at First-Class Mail or Priority Mail rates. Certified mail may be combined with return receipt service and restricted delivery service.

### **Classification**

The grouping of mailable matter into mail classes and subclasses by rate categories, according to content, weight, size, and preparation standards.

### **Consolidated Mail**

Two or more pieces of mail placed in one container for direct mailing to one addressee or one installation.

### **Courtesy Reply Mail**

A preaddressed envelope or card enclosed in another envelope such as an invitation to a change of command ceremony. The person returning the mail piece applies postage.

**Direct Accountability**

A system for paying actual postage costs through the use of penalty mail stamps, penalty meters, permit imprints, and other methods that require a statement of mailing.

**Endorsement**

An authorized marking on a mailpiece that shows handling instructions, a service, or a request for an ancillary service.

**Express Mail**

A mail class that provides expedited delivery service. This is the fastest mail service offered by the USPS. Express Mail International Service is available between the United States and most other countries.

**Express Mail Military Service (EMMS)**

An Express Mail service available between the United States and designated APO and FPO addresses that provides Department of Defense and other authorized personnel stationed overseas with expedited delivery service to or from the United States.

**First-Class Mail (FCM)**

A class of mail that includes all matter wholly or partly in writing or typewriting, all actual and personal correspondence, all bills and statements of account, and all matter sealed or otherwise closed against inspection. Priority Mail is a subclass of First-Class Mail. Any mailable matter may be sent as First-Class Mail.

**Flat**

The general term for flat-size mail, so called because the large mail is sorted without bending it so that the mail remains flat.

**Flat-Size Mail**

A flexible rectangular mailpiece that exceeds one of the dimensions for letter-size mail (11-1/2 inches long, 6-1/8 inches high, 1/4 inch thick) but that does not exceed the maximum dimension for the mail processing category (15 inches long, 12 inches high, 3/4 inch thick). Dimensions are different for Periodicals automation rate flat-size mail. Flat-size mail may be unwrapped, sleeved, wrapped, or enveloped.

**Fleet Post Office (FPO)**

A branch of a designated USPS civilian post office, which falls under the jurisdiction of the postmaster of either New York City or San Francisco, that serves Coast Guard, Navy, or Marine Corps personnel.

**Franked mail**

Official mail sent without postage prepayment by members and members-elect of Congress, the Vice President, and other authorized individuals. Mail must relate to the mailer's official business, activities, and duties. The mailpiece bears a written signature, printed facsimile signature, or other required marking instead of a postage stamp.

**Indicia**

Imprinted designation on mail that denotes postage payment (e.g., metered postage or permit imprint).

**Insured mail**

A service that provides indemnity coverage for a lost, rifled, or damaged article, subject to the standards for the service and payment of the applicable fee. Insurance is available for merchandise sent as First-Class Mail, Express Mail, Priority Mail, Standard Mail, and Package Services.

**International Mail**

Mail addressed to an address in another country (a non-FPO/APO address).

**Letter**

According to the Private Express Statutes, a message directed to a specific person or an address and recorded in or on a tangible object. Also a shortened way to refer to letter-size mail.

**Letter-Size Mail**

A mail processing category of mailpieces, including cards, that do not exceed any of the dimensions for letter-size mail (i.e., 11-1/2 inches long, 6-1/8 inches high, 1/4 inch thick). Minimum size is at least 3-1/2 inches by 5 inches.

**Library Mail**

A subclass of Package Services for items sent to or from or exchanged between academic institutions, public libraries, museums, and other authorized organizations. Books, sound recordings, academic theses, and certain other items may be mailed at the Library Mail rate if properly marked.

**Mail**

Mail is part of a postal system wherein written documents, typically enclosed in envelopes, and also small packages, are delivered to destinations around the world. Anything sent through the postal system is called mail or post.

To qualify as mail, an item must:

- a. Be legally mailable in size, weight, and content.
- b. Show that postage has or will be paid. Postage includes stamps, meter imprint, and permit imprint.
- c. Be accepted into the domestic, military, or international postal system or deposited into an authorized receptacle.

**Machinable**

The ability of a mailpiece to be sorted by mail processing equipment.

**Machinable Parcel**

A parcel that is of the correct size and weight to be safely sorted by mail processing machinery such as a parcel sorting machine.

### **Mail Class**

The classification of domestic mail according to content (e.g., personal correspondence versus printed advertising). It is codified in the Domestic Mail Classification Schedule.

### **Marking**

Words or abbreviations printed on a mailpiece that show the class of mail, presort level, or ancillary service endorsement. See also *endorsement*.

### **Media Mail**

A subclass of Package Services that consists of books, sheet music, printed educational material, film, videocassettes, and computer prerecorded media such as CD ROMs. Advertising restrictions apply.

### **Merchandise Return Service**

A method whereby a merchandise return permit holder may authorize individuals and organizations to send parcels at the appropriate Priority or Package Services rate to the permit holder and have the postage and fees paid by the permit holder.

### **Metered Mail**

A piece of mail on which the amount of postage has been either imprinted by a postage meter, or to which a postage meter tape has been applied.

### **Military Ordinary Mail (MOM)**

A category for Department of Defense official mail sent at Periodicals or Standard Mail rates that requires faster service than sealift transportation to, from, and between military post offices. This mail is moved by surface transportation to a gateway facility and from there by air at a specific transportation rate and service standard.

### **Military Post Office (MPO)**

A branch of a U.S. civil post office operated by the Army, Navy, Air Force, or Marine Corps to serve military personnel overseas or aboard ships.

### **Nonstandard Mail**

First-Class mail weighing one oz or less that:

a. Exceeds any of the following:

- (1) Height – 6-1/8”
- (2) Length – 11-1/2”
- (3) Thickness – 1/4”

b. Requires payment of a surcharge.

### **Official Mail**

Mail authorized by federal law to be sent by government officials without postage prepayment. It includes franked mail sent by members of Congress and penalty mail sent by U.S. government agencies.



**Official Matter**

Any item belonging to or exclusively pertaining to the business of the government.

**Package Services**

A class of mail that comprises four subclasses: Bound Printed Matter, Library Mail, Parcel Post, and Media Mail. There is no minimum weight limit for Package Services.

**Parcel**

Mail that does not meet the mail processing category of letter-size mail or flat-size mail. It is usually enclosed in a mailing container such as a box.

**Parcel Airlift (PAL)**

A service that provides air transportation for parcels on a space-available basis to or from military post offices outside the 48 contiguous states.

**Parcel Post**

A subclass of Package Services with rates based generally on weight and zone.

**Penalty Mail**

Official mail sent without postage prepayment by officers of the executive and judicial branches of the U.S. Government, by departments and agencies of the U.S. Government, and by specifically authorized individuals. Agencies then reimburse the USPS for the penalty mail service they receive. The term comes from the endorsement “Penalty for Private Use” printed on the mail.

**Permit**

Any authorization required for specific types of preparation or postage payment. Specifically, an authorization to mail without postage affixed by using indicia or an imprint. Payment is made against an advance deposit account that is established with the USPS for postage and services. Permits also are required to participate in certain programs such as business reply mail.

**Permit imprint**

Printed indicia, instead of an adhesive postage stamp or meter stamp, that shows postage prepayment by an authorized mailer.

**Penalty Mail Stamp (PMS)**

USPS stamps bearing the words “Official Mail USA” and “Penalty For Private Use \$300” for use by government agencies. Stamped stationery (plain stamped envelopes, printed stamped envelopes, and postal cards) is also included.

**Periodicals**

A class of mail consisting of magazines, newspapers, or other publications formed of printed sheets that are issued at least four times a year at regular, specified intervals (frequency) from a known office of publication. Periodicals usually must have a legitimate list of subscribers and requesters.

**Personally Identifiable Information (PII)**

Data that can be used to distinguish or trace a person’s identity, or any other personal information that can be linked to a specific individual. Examples of PII include: name, date of birth, home mailing address, telephone number, social security number, home e-mail address, zip code, account numbers, certificate/license numbers, vehicle identifiers (including license plates), uniform resource locators (URLs), Internet protocol addresses, biometric identifiers (e.g., fingerprints), photographic facial images, any unique identifying number or characteristic, and other information where it is reasonably foreseeable that the information will be linked with other personal identifiers of the individual.

**Prepaid Postage**

All forms of postage except penalty mail.

**Printed matter**

Paper on which words, letters, characters, figures, or images (or any combination of them) not having the character of a bill or statement of account, or of actual and personal correspondence, have been reproduced by any process other than handwriting or typewriting.

**Priority Mail**

First-Class Mail that weighs more than 13 ounces and, at the mailer’s option, any other mail matter weighing less than 13 ounces mailed at Priority Mail rates. Priority Mail provides expedited delivery. Any mailable matter may be sent as Priority Mail.

**Privacy Incident**

Loss of control, breach, compromise, unauthorized disclosure/acquisition/access, or any similar term referring to situations in which unauthorized users have access or potential access to PII in usable form, whether physical or electronic. The term encompasses both suspected and confirmed incidents involving PII.

**Private Express Statutes**

A group of Federal statutes giving the USPS the exclusive right, with certain exceptions, to carry letters for others. They are based on the provision in the U.S. Constitution authorizing Congress to “establish Post Offices and post roads” (See Title 39, USC, sections 401, 404, 601-606; Title 18, USC, sections 1693-1699; and Title 39, Code of Federal Regulations, sections 310 and 320 for complete definitions and suspensions).

**Registered Mail**

Provides the most secure service offered by the USPS. The sender receives a receipt at the time of mailing, and a delivery record is maintained by the USPS. This service also provides optional indemnity in case of loss or damage. Compare with certified mail and insured mail.

**Required Delivery Date (RDD)**

The date by which mail must reach its addressee.

### **Restricted Delivery**

A service by which a mailer may direct delivery only to the addressee or to an agent of the addressee specifically authorized in writing by the addressee to receive his or her mail.

### **Return Receipt**

A postal service available only on registered, certified, or numbered insured mail. USPS return receipts show to whom and when mail is delivered and is used only when the mailer must have proof of delivery or date of delivery.

### **Shipment**

Shipping is physical process of transporting goods and cargo. Virtually every product ever made, bought, or sold has been affected by shipping. Despite the many variables in shipped products and locations, there are only three basic types of shipments: land, air, and sea.

### **Space Available Mail**

A special postal service for parcels and Periodicals publications mailed to/from military personnel overseas. It is not authorized for use on penalty mail.

### **Standard Mail**

A class of mail that weighs less than 16 ounces. It comprises the subclasses of Regular Standard Mail, Nonprofit Standard Mail, Enhanced Carrier Route Standard Mail, and Nonprofit Enhanced Carrier Route Standard Mail. These subclasses include circulars, printed matter, pamphlets, catalogs, newsletters, direct mail, and merchandise. Standard Mail may be sent at Enhanced Carrier Route, automation, nonautomation, and Not Flat-Machinable rates.

### **Surcharge**

Fees charged in addition to the normal postage on nonstandard mail.

### **ZIP Code**

A system of 5-digit codes that identifies the individual post office or metropolitan area delivery station associated with an address. ZIP+4 is an enhanced code consisting of the 5-digit ZIP Code and four additional digits that identify a specific range of delivery addresses. ZIP Codes on CG penalty mail are mandatory.

### **ZIP+4 Code**

A nine-digit numeric code composed of two parts: (a) the initial code: the first five digits that identify the sectional center facility and delivery area associated with the address, followed by a hyphen; and (b) the four-digit expanded code: the first two additional digits designate the sector (a geographic area) and the last two digits designate the segment (a building, floor, etc.).

### **Zone Chart**

The USPS Official National Zone Chart Data Program is administered from the National Customer Support Center (NCSC) in Memphis, TN. Single-page zone charts for originating mail are available at no cost from local post offices or online at <http://postcalc.usps.gov/Zonecharts/>.

## TWO LETTER STATE AND TERRITORY ABBREVIATIONS

ALABAMA	AL	MISSOURI	MO
ALASKA	AK	MONTANA	MT
ARIZONA	AZ	NEBRASKA	NE
ARKANSAS	AR	NEVADA	NV
AMERICAN SAMOA	AS	NEW HAMPSHIRE	NH
CALIFORNIA	CA	NEW JERSEY	NJ
COLORADO	CO	NEW MEXICO	NM
CONNECTICUT	CT	NEW YORK	NY
DELAWARE	DE	NORTH CAROLINA	NC
DISTRICT OF COLUMBIA	DC	NORTH DAKOTA	ND
FEDERAL STATES OF		OHIO	OH
MICRONESIA	FM	OKLAHOMA	OK
FLORIDA	FL	OREGON	OR
GEORGIA	GA	GUAM	GU
HAWAII	HI	PENNSYLVANIA	PA
IDAHO	ID	PUERTO RICO	PR
ILLINOIS	IL	RHODE ISLAND	RI
INDIANA	IN	SOUTH CAROLINA	SC
IOWA	IA	SOUTH DAKOTA	SD
KANSAS	KS	TENNESSEE	TN
KENTUCKY	KY	TEXAS	TX
LOUISIANA	LA	UTAH	UT
MAINE	ME	VERMONT	VT
MARSHALL ISLANDS	MH	VIRGINIA	VA
MARYLAND	MD	VIRGIN ISLANDS	VI
MASSACHUSETTS	MA	WASHINGTON	WA
MICHIGAN	MI	WEST VIRGINIA	WV
MINNESOTA	MN	WISCONSIN	WI
MISSISSIPPI	MS	WYOMING	WY

## Cost Codes (Field Units)

Unit	Code	Unit	Code
District 1	01000	Academy	60000
District 5	05000	ARSC	40000
District 7	07000	ATTC Mobile	76000
District 8	08000	ATTC Elizabeth City	78000
District 9	09000	Auxiliary	20000
District 11	11000	ELC Baltimore	38000
District 13	13000	FINCEN	36000
District 14	14000	HRSIC	53000
District 17	17000	Institute	71000
		Intel Coordination Ctr	71000
Atlantic Area	32000	Loran Support Unit	55000
Pacific Area	33000	Marine Safety Ctr	31000
MLC Atlantic	25000	Motor Life Boat School	62000
MLC Pacific	26000	National Maritime Ctr	39000
ISCs Atlantic*	25XX0	National Strike Force	58000
ISCs Pacific*	26XX0	Navigation Center	52000
		Nat Pollution Funds Ctr	72000
LNM Mailings*	XX100	Operations Systems Ctr	49000
Worklife*	XX999	Personnel Command	79000
		R&D Center	81000
TISCOM	50000	Recruiting Command	21000
TRACEN Cape May	77000	TC Yorktown	75000
TRACEN Petaluma	74000	Uniform Distribution Ctr	22000
CG Yard Baltimore	80000	Yard's Columbia Annex	80001
HQ Mail Operations	98000	AMVER Battery Park NY	98527
Reservist Magazine	98700	CG-1 Survey	98701
Admin Law Judge	98880	Aids to Nav/Naton Mag	98910
Boating Safety	98523		

NOTE: The \*symbol indicates these units support District functions. The XX in the cost code represents the district. For example the code for the ISC in Boston is 25010 and a Local Notice to Mariners mailing from District 7 is 07100.