OPNAV INSTRUCTION 5218.7D

From: Chief of Naval Operations

Subj: NAVY OFFICIAL MAIL MANAGEMENT PROGRAM

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

1. Purpose
   a. To set forth policy for the responsibilities and management of official mail within the Navy.
   b. This instruction is a complete and substantial revision and should be read in its entirety. Changes include removal of recommended commercial postal meter manufacturers and section on security of postage stamps. Security of postage stamps is contained in references (a) and (b).

2. Cancellation. OPNAVINST 5218.7C.

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

4. Discussion. Reference (c) is the directive governing the Department of Defense (DoD) Official Mail Program. The objective of the official mail program is to control cost through effective use of the United States Postal Service (USPS), international mail, and other carriers. As permitted by existing regulations, all items will be shipped by the most cost effective carrier meeting delivery and security requirements.

5. Roles and Responsibilities
   a. Deputy Chief of Naval Operations, Fleet Readiness and Logistics (CNO N4). CNO will develop and issue official mail management policy.
   b. Commander, Naval Supply Systems Command (COMNAVSUPSYSCOM)
      (1) Act as the lead activity for the Navy official mail program including appointing and training the Navy official mail manager (OMM).
(2) Confirm adherence to policies and procedures via the Navy Command Inspection Program.

(3) Serve as the single point of contact with:

(a) military postal service agency for official mail policy matters; and

(b) Headquarters, USPS for official mail operational matters.

(4) Where possible, centrally manage postage and associated metering equipment to capitalize on departmental contracts and lease agreements.

(5) Facilitate procurement of equipment and capabilities that allow the Navy to capture saving through utilizing the lowest cost mail service provider.

c. Echelon 2 Commands

(1) Implement a Navy official mail cost control program. In areas where a single or host command is providing official mail support to other area commands, the single or host command is responsible for administering the Navy official mail cost control program for supported commands. The fleet logistics center regional mail manager will be designated in writing to administer the Navy official mail cost control program for consolidated mail facilities (CMF). The regional mail manager will be the primary point of contact for tenant command OMMs and is responsible for providing official mail training to all area designated OMMs.

(2) Appoint an OMM to be responsible for issuance and implementation of all Navy official mail cost control program policy. Appointments will be in writing and copies of appointment letters will be provided to COMNAVSUPSYSCOM, Postal Policy Division, OMM (NAVSUP 42).

(3) Develop a training program for all personnel responsible for processing mail. Training should, at a minimum, cover proper addressing of mail, cost savings methods, protection of mail, mail preparation standards, and requirements. Training for commands without meters should include processing of mail to destination using the proper zone and rate charts.

(4) Budget for postal expenditures and reallocate monies within area of responsibility (AOR).

d. OMMs. Installations, activities, and mobile unit OMMs will be designated in writing, and a copy of the appointment letter provided to the echelon 2 or host installation OMM. Additionally, to be appointed as an OMM, an individual must be a commissioned, warrant, or
non-commissioned officer (E-6 or higher), or DoD civilian (GS-6 or higher). The OMM is responsible to the commanding officer or officer in charge for official mail functions for the command.

6. Payment of Navy Official Mail Costs. Navy regions, fleet commands, systems commands (SYSCOM), and other major commands budget for postal expenditures and reallocate funds within their AOR.

a. The host or senior command in an area will coordinate mail support within their AOR to ensure the courses of actions in subparagraphs 6a(1) through 6a(3) occur.

(1) All naval commands receive mail processing and postage metering support from the CMF or host installation serving their area. This policy applies to all outgoing non-production mail. Requests for an exception to this policy, with justification, will be forwarded to the Navy OMM at NAVSUP 42 via the chain of command.

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

(3) The establishment of permit imprints, business reply mail permits, and merchandise return service permits will be minimized to avoid the cost of establishing separate permits.

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

(1) tenant Navy commands;

(2) tenant Marine Corps commands; and

(3) squadrons, naval expeditionary combat forces, and other Navy and Marine Corps commands embarked with, or attached to, a host command for deployment.

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

(1) non-Navy DoD component tenant commands;

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

(3) morale, welfare, and recreation departments;

(4) Defense Commissary Agency;
(5) all Navy working capital fund commands and activities;

(6) Navy Bureau of Medicine and Surgery; and

(7) Naval Facilities Engineering Command.

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

e. The methods of payment contained in subparagraphs 6e(1) and 6e(2) may be used to purchase postal services.

(1) Government Commercial Purchase Card. This method of payment may be used to:

(a) order postage stamps by phone or online;

(b) purchase postage stamps, stamped cards, stamped envelopes, personalized stamped envelopes, and personal computer postage; and

(c) pay for post office box rental at a post office.

(2) Electronic Funds Transfer (EFT). This method of payment must be used for all commands with EFT capability that has either a Computerized Remote Postage Meter Resetting System (CMRS) account or Centralized Account Processing System (CAPS) account.

(a) CMRS Accounts. A CMRS account permits postal licensees using specially designed postage meters to reset their meters at their places of business via telephonic communications.

1. Set postage by phone using electronic meters that can be set remotely.

2. Contact the meter manufacturer representative to obtain a USPS CMRS lock box address and account number. Establish a master account number if the activity has more than one meter. This allows for an activity to set all meters from one account; however, postage accounts will be centralized to the greatest extent possible.

3. Deposit funds to cover postage for a 6-month period.

4. EFT deposit will be used if the command has the capability to send funds to a CMRS account through the servicing Defense Finance and Accounting Service (DFAS) or other paying activity.
5. Reset electronic meters at least quarterly. Each activity will maintain a summary statement of all meter(s) remote setting activity on the CMRS account.

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

   (b) CAPS Accounts. CAPS is a USPS system that must be used by Navy continental United States (CONUS) activities for paying USPS for postal purchases. CAPS users can view transactions and determine balances online.

1. Commands mailing items under any of the categories listed in subparagraphs 6e(2)(b)1a through 6e(2)(b)1e will establish a CAPS account by completing a PS Form 6001 Centralized Account Processing System (CAPS) Account Application.
   a. Business reply mail permits.
   b. Mailing publications at periodical mailing privileges rates.
   c. Express mail under a corporate account number.
   d. Merchandise return services.
   e. Address element correction services.

2. Commands establishing a CAPS account will work with the servicing DFAS to arrange for EFT. EFT will be made by automated clearing house credit transfer.

7. Commercial Postage Procedures

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

   DEPARTMENT OF THE NAVY
   (LINE 1 FOR COMMAND NAME AND ADDRESS)
   (LINE 2 FOR COMMAND NAME AND ADDRESS)
   (LINE 3 FOR COMMAND NAME AND ADDRESS)
   Official Business

   b. Stamps, Stamped Envelopes, and Stamped Cards

      (1) Regular USPS commercial postage stamps, stamped envelopes, and stamped cards will be used.
(2) Payment for postage stamps, stamped envelopes, and stamped cards will be made by cash, check, or Government commercial purchase card at time of purchase. Cash may only be used to purchase postal items if no other means are available to obtain the items.

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

d. **Postage Meters**

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

   (2) Commands must receive approval from NAVSUP 42 before purchasing postage metering equipment; requests will be forwarded via the chain of command and include:

   (a) type, quantity, and estimated cost of postage metering equipment to be procured;

   (b) estimated daily volume of official mail to be processed; and

   (c) current method of handling official mail.

   (3) Per reference (d), a meter license is required from USPS to operate a postage meter. The meter manufacturer’s representative will assist commands in completing and submitting PS Form 3615 Mailing Permit Application and Customer Profile to the USPS’s centralized meter licensing system office at the National Customer Support Center in Memphis, TN. The meter manufacturer should electronically transmit the data requested on PS Form 3615.

   (4) Payment for postage meter settings.

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

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

   (5) Postage meters will be controlled and safeguarded per reference (d). The command OMM will ensure all required forms are completed properly and security and accountability is maintained by the meter operator.
8. Navy Mailing Procedures

a. The class of mail service and mode of transportation selected for official mail will meet the security, accountability, and delivery requirements of material being shipped at the lowest cost.

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

   (2) Per enclosure (2) of reference (a), parcels containing administrative material (e.g., books, reports, contracts, drawings) will be shipped by the most cost effective trackable means. CMFs and other large mail centers will establish procedures to select an alternate mail carrier that meets delivery requirements, if not required by the private express statutes to be sent by USPS, and is cost effective. For a definition of the private express statutes see reference (d).

b. All mailings destined for the same area should be consolidated into the fewest number of mailings possible.

c. CMF directors will ship items in the most economical means that meet delivery requirements. Mail centers in CONUS will dispatch mail every day. Official mail acceptance sites aboard mobile commands and at overseas activities will ensure all official mailings are sent out daily, when possible.

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

9. Special Postal Services

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

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

   (2) Certified Mail. Confidential material to facilities cleared for access to classified information under the DoD Industrial Security Program or any non-DoD agency of the Executive Branch. This service may only be used for CONUS facilities and is not authorized for outside continental United States facilities or mobile units.
(3) **Numbered Insured Mail.** Motion pictures sent from, or to, the Navy Motion Picture Service.

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

10. **Designation of Unit Mail Clerks and Mail Orderlies**

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

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

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

   b. Before designating individuals as mail clerks or mail orderlies, all personnel will meet employee qualifications standards, per reference (d).

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

11. **Address Format**

   a. To be compatible with USPS automation requirements, the delivery line of all official mail addresses located in areas served by USPS must include a street address or post office box. In addition, except for invitations to social functions where handwritten addresses are prescribed by social custom, the delivery address on official mail will be typed or printed by mechanical means in upper case (capital) letters and contain no punctuation except for the hyphen in the Zone Improvement Program (ZIP) Code.
b. To maintain uniformity, the return addresses on official mail must conform to the delivery address format in subparagraph 11d.

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

(1) coordinate with local USPS officials to revise and reformat their official mailing address and those of their tenant commands;

(2) assign street numbers (addresses) and display on all buildings;

(3) provide tenant activities and local USPS officials with official addresses;

(4) provide official mailing addresses (including tenant activities’ addresses) to Office of the Chief of Naval Operations Organization and Management Branch (DNS-33) for inclusion in the Standard Navy Distribution List (SNDL), enclosure (2); and

(5) prepare installation map(s) showing assigned street names and numbers with a cross reference to the previous building numbers.

d. Official mail addresses (both delivery and return) will be in all capital letters, limited to five lines, and formatted with a uniform left margin as shown below, per the following examples:

Line 1 – ATTN / Title of official in charge
Line 2 – Office code – room (optional)
Line 3 – Name of command / activity
Line 4 – Number and street name or post office box
Line 5 – City – state – zip code

DELIVERY ADDRESS:

ATTN: COMMANDING OFFICER
JOHN DOE
NAVSUP WSS
5450 CARLISLE PIKE or PO BOX 2020
MECHANICSBURG PA 17055
RETURN ADDRESS:

DEPARTMENT OF THE NAVY
CODE __________________
NAVSUP WSS
5450 CARLISLE PIKE or PO BOX 2020
MECHANICSBURG PA 17055
OFFICIAL BUSINESS

(1) Title of Official in Charge. Navy correspondence should be addressed to the official in charge of the activity (e.g., director, commander, commanding officer). When known, the action officer's name may be placed in parentheses at the end of this line, or line 2 may be used to identify a specific person or section within the activity.

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

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

(4) Delivery Address Line. This line will consist of a street address, post office box number, or postal service center number, and box number or unit number with a box number, per the following examples:

STATESIDE:

5450 CARLISLE PIKE or PO BOX 2020

AFLOAT (SHIPS AND DEPLOYED AND NAVY MOBILE UNITS):

USS OLD SEADOG DDG 000
UNIT (6 DIGIT #) BOX (#)

(5) City, State, ZIP. The post office city, state, and ZIP will appear, in that order, on the bottom line of the address. Except for MPO addresses, the standard two-letter abbreviation will be used for the state. In the case of MPO addresses, Army and Air Force post office or fleet post office (FPO) is used in lieu of the city, and "AE," "AA," or "AP" in lieu of the state. Examples are following:
Civilian Post Office Address: NORFOLK VA 23511

MPO Address: FPO AA 34093

FPO AE 09501

FPO AP 96349

e. CMFs, other mail centers, and official metering sites may return official mail to the originator, if the address or return address are not in compliance with the proper address format, only after notification of improper addressing has been provided to the mailer and training has been conducted.

12. Prepaid Postage Report

a. On an annual basis, all commands having direct financial dealings with USPS or MPOs will report all official mail purchases to their major claimant, other reporting claimant, or SYSCOM, per reference (c).

b. Following the end of each fiscal year, the OMM of each command listed in this subparagraph below will obtain data from field activities, verify the accuracy of the data, and upload the information into the Automated Military Postal System, under the official mail expenditures per DoD guidance. This report will cover all official mail postage expenditures for the fiscal year. COMNAVSUPSYCOM will review the information in the Automated Military Postal System for accuracy and report to the DoD OMM by the date established by Military Postal Service Agency.

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<thead>
<tr>
<th>Command</th>
<th>Unit Identification Code</th>
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<tbody>
<tr>
<td>(1) Chief of Naval Operations (Director of Field Support (DNS-F))</td>
<td>00011</td>
</tr>
<tr>
<td>(2) Assistant for Administration, Office of the Under Secretary of the Navy</td>
<td>00012</td>
</tr>
<tr>
<td>(3) Commander, Navy Medical Logistics Command</td>
<td>00018</td>
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<tr>
<td>(4) Commander, Naval Air Systems Command</td>
<td>00019</td>
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<tr>
<td>(5) Chief of Naval Personnel</td>
<td>00022</td>
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<tr>
<td>(6) COMNAVSUPSYCOM</td>
<td>00023</td>
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<tr>
<td>(7) Commander, Naval Sea Systems Command</td>
<td>00024</td>
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</tbody>
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13. **Inspections.** Inspections of subordinate installations, activities, and mobile units will be conducted annually. These inspections should be conducted in conjunction with Naval Inspector General visits and postal assist visits. Inspections of installation tenant commands will be conducted annually. OPNAV 5218/6 Official Mail Center’s/Unit Mailroom Inspection Checklist will be used when inspecting official mail operations.

14. **Records Management.** Records created as a result of this instruction, regardless of media and format, must be managed per Secretary of the Navy (SECNAV) Manual 5210.1 of January 2012.

15. **Review and Effective Date.** Per OPNAVINST 5215.17A, CNO N4 will review this instruction annually on the anniversary of its issuance date to ensure applicability, currency, and consistency with Federal, DoD, SECNAV, and Navy policy and statutory authority using OPNAV 5215/40 Review of Instruction. This instruction will be in effect for 5 years, unless revised or cancelled in the interim, and will be reissued by the 5-year anniversary date if it is still required, unless it meets one of the exceptions in OPNAVINST 5215.17A, paragraph 9. Otherwise, if the instruction is no longer required, it will be processed for cancellation as soon as the cancellation is known following the guidance in OPNAV Manual 5215.1 of May 2016.

16. **Forms and Information Management Control**

   a. **Forms**

      (1) PS Form 6001 Centralized Account Processing System (CAPS) Account Application is available from the USPS CAPS Service Center at San Mateo, California; telephone number (650) 377-1334; or online at: [http://caps.usps.gov](http://caps.usps.gov).
(2) PS Form 3615 Mailing Permit Application and Customer Profile is available on-line at:  http://about.usps.com/forms/ps3615.pdf, or it can be applied for on-line at: https://prodpromotool.usps.com/promoreg/campaignView.do?campaignId=05212012&origination=business-picture-permit.

(3) DD Form 285 Appointment of Military Postal Clerk, Unit Mail Clerk or Mail Orderly is available on line via the DoD Forms Management Program Web site: http://www.esd.whs.mil/Directives/forms/.

(4) The forms listed in subparagraphs 16a(4)(a) and 16a(4)(b) are available on-line from Naval Forms On-line at: https://navalforms.documentservices.dla.mil/web/public/home.

(a) OPNAV 5218/6 Official Mail Center’s/Unit Mailroom Inspection Checklist.

(b) OPNAV 5112/1 Offenses Against the Mail and Mail Orderly Designation Form (Notice and Acknowledgement).

b. Information Management Control. Report Control Symbol DD-AT&L (SA) 1833 has been assigned to Prepaid Postage Report contained in paragraph 12.

D. R. SMITH
Deputy Chief of Naval Operations
(Fleet Readiness and Logistics)

Releasability and distribution:
This instruction is cleared for public release and is available electronically only via Department of the Navy Issuances Web site, https://doni.documentservices.dla.mil/