



DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, US ARMY GARRISON
462 HAMILTON ROAD, SUITE 120
FORT SILL, OK 73503-1340

AMIM-SIH-A (100)

13 May 2024

MEMORANDUM FOR RECORD

SUBJECT: Standing Operating Procedures (SOP), Fort Sill Official Mail and Distribution Center (OMDC)

1. References. Department of Defense (DoD) Military Postal Service Procedures Manual (MPM), dated, 9 December 2022; Army Regulation (AR) 600-8-3, Postal Operations, dated, 17 December 2019.
2. Responsibilities. OMDC personnel are responsible for ensuring proper mailroom operations, mail processing, mail delivery, and mail redirect comply with the provisions of this SOP and DoD MPM.
3. Purpose. To establish policies and procedures to receive, process, dispatch, redirect, and deliver incoming and outgoing official mail and distribution.
4. Applicability. These procedures apply to all personnel working and operating in the OMDC.
5. Scope: This SOP covers the following procedures:
 - a. Daily Activity Module.
 - b. Receiving and processing incoming official mail.
 - c. Metering and processing official mail to include registered, certified, and express mail.
 - d. Delivery of official mail and distribution.
 - e. Redirecting of official and personal mail.
 - f. Mail procedures for "incoming personnel."
 - g. Unit Mail Room (UMR) Clerk and Unit Mail Room Postal Officer Certification Program.
 - h. UMR inspection criteria.

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- i. Handling suspicious mail.
- j. OMDC contamination procedures.
- k. Newly arrived employees.

6. Procedures.

a. Daily Activity Module:

(1) **0700 – 0800**: Unlock and prepare lift machine (located on the dock) to receive daily official mail. All re-directed mail pieces are processed, bundled and placed into the United States Postal System (USPS) directory bin staged for pickup by USPS carrier. All official mail pieces that were not metered the previous business day are processed at this time. Various administrative functions are initiated and/or completed throughout this timeframe, considering the extent of such function.

(2) **0800 – 0930**: USPS mail delivery typically arrives between this timeframe. All OMDC re-directed mail pieces are loaded onto the USPS delivery vehicle, in exchange for the incoming mail bin from USPS. Mail pieces are sorted and placed into its respective mail receptacles or bins by respective organization.

(3) **0930 – 1330**: Military Unit Mail Handlers or organization patrons authorized for mail pickup and/or distribution of mail send or retrieve mail items throughout the duration of the work day. Please identify all personnel who receive over-the-counter mail items. Please identify all Civilian personnel receiving over-the-counter mail items by checking their DoD identification card, in addition to the black binder labeled "PS Form 3801, to verify that they are authorized to pick up mail, by location. Each organization is listed in alphabetical order, by name of organization, and the patron should be listed on PS Form 3801. If the patron is not listed, mail items cannot be delivered. The patrons' Supervisor will need to complete an updated copy of PS Form 3801 with the individual listed. Inspect all incoming mail items prior to processing to ensure that they are properly addressed, have a return address, parcel or envelope, have no tears, and are properly sealed.

All accountable mail items metered are to be annotated on FS Form 740. Ensure to print a copy of this form before you deliver mail items to the local Army Post Office (APO). If registered mail is listed on FS Form 740, be sure to print two (2) copies to take to the local APO.

(4) **1330 – 1500**: All mail items that have been processed throughout the work day is staged and ready to be delivered to the local Fort Sill APO, located at: *Fort Sill Army Post Office, 930 Fort Sill Boulevard, Suite 100, Fort Sill, OK 73503*

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All official mail correspondence addressed to the following:

Garrison Commander, Building 462 –Taylor Hall, Suite 100, Fort Sill, OK 73503

Command Group, Building 455 McNair Rd – McNair Hall, Fort Sill, OK 73503

Official correspondence addressed to the aforementioned commands are placed in designated green mail pouches and delivered to each respective building.

The primary route is to deliver official mail correspondence to the Garrison first, then to the Command Group, then to the local APO as the final delivery point.

All official mail items received from the local APO are signed for via PS Form 3883.

A copy of FS Form 740 from the previous day will be available for pickup as well; this copy is kept for record purposes. Once you have returned to the Official Mail Room, both accountable and non-accountable mail items are processed. All accountable items (i.e., certified mail, insured mail, priority express mail, registered mail) are annotated on FS Form 828, and Brigades or organization, which the accountable items are addressed, are annotated on the dry erase board for identification purposes for patrons who arrive to retrieve mail items.

Afterwards, all accountable mail items are placed in a secured location, (*locked in accountable mail cage if item is registered mail, and placed in the gray enclosed cabinet if items are **OTHER THAN registered mail.***)

Ensure you digitally scan PS Form 3883 and the FS Form 828, and forward to your official email address. Place hard copy in the provided file trays in cubicle #1; each tray is labeled for both forms individually.

Place PS Form 3883 and FS Form 740 into the digital files located within the official mail shared folder; the shared folder link for each file is as follows:

PS Form 3883 - Y:\600A (0-6) Official Mail and Distribution Center\600A (RN600-8-3z) Incoming Official Mail and Distro Mgnt Svc (CLS 113.A) K6mos.

FS Form 740 - Y:\600A (0-6) Official Mail and Distribution Center\600A (RN600-8-3z) Outgoing Official Mail and Distro Mgnt Svc (CLS 113.C) K6mos.

(5) **1500 – 1530**: The outdoor entrance gate to the loading dock is to be closed every day at 1500, with the exception of on Wednesdays due to trash disposal pickup. Annotate postal expenditures via NeoStats <http://myneostats.com/html5/#/> onto the Meter Postage Used excel spreadsheet located in the OMDC shared folder: Y:\600A (0-6) Official Mail and Distribution Center\600A (RN 600-8-3dd) Work Logs-FY (15) K1yr.

Check all areas of the mail room to ensure security. Complete SF Form 701 (Activity Security Checklist) located on the front entrance doors in the mailroom prior to departing from the mail room at close of business.

b. **Receiving and processing incoming official mail:** Everyone working in the OMDC is responsible for processing the incoming mail. Once incoming mail is received, it will be immediately sorted and pitched to the appropriate unit or activity. Any personal mail not accepted by a particular unit will be redirected appropriately. Upon completion of sorting and pitching all mail, all mail tubs, trays, tray sleeves and wires will be placed in their appropriate places. All accountable mail such as registered, certified, and express mail will be scanned in and logged on a FS Form 828. FS Form 828 will be kept on active file for one year and inactive file for an additional year. All letters and packages will be secured in the accountable mail locker or cage at all times. An accountable mail sheet will be prepared for each accountable item and placed in the appropriate mail bin to notify the person or agency of their accountable mail.

c. **Metering and processing official mail to include registered, certified, and express mail:** All mail received before 1500 will be metered and processed the same day. Metering clerk will ensure the proper mail code for each unit or activity is used. After metering for registered and certified mail has been completed, scanned information will be recorded on FS Form 740, Postal Worksheet Registry (see example of FS 740). Once the FS 740 has been completed, take the FS 740 and all pieces of listed mail to the United State Postal Services (USPS) side and have a clerk sign FS 740. Keep FS 740 on active file for one year and inactive file for an additional year.

d. **Delivery of official mail and distribution:** Once mail is received in the morning, as much mail as possible should be sorted and pitched prior to the loading the distribution. Once loaded, the distribution driver will depart the OMDC around 1330 and follow the distribution route. The distribution driver will drop off and pick up all official mail and return it to the OMDC for processing. Sort all mail that is not to be metered and place the mail in the appropriate place. The distribution driver will maintain, dispatch, and keep the distribution vehicle clean.

e. **Redirecting of official and personal mail:** Any mail received with an insufficient address will be looked up on the Personnel Locator (PERSLOC), Army Knowledge Online (AKO), or Microsoft (MS) Outlook to determine where the Soldier or Civilian works. Lookup procedures for official mail has priority over all other mail. The correct endorsement will be placed on the mail and put in the appropriate location. Forward mail will be sent back to USPS the same day. All other mail will be sent to USPS twice per week.

f. **Mail procedures for "Incoming Personnel:"** Mail received for incoming personnel who have not yet arrived, will be placed in the "pigeon box." Packages and boxes will be secured in the cage. Any accountable mail will be logged and secured in the accountable mail locker. All mail must be dated on the day it is received. Mail for incoming personnel can be held at the OMDC for 45 days. If the mail has not been claimed within 45 days, every attempt to locate the addressee must be made.

g. UMR Clerk and Unit Mailroom Postal Officer Certification Training

Program: All UMR Postal Clerks and Postal Officers are required to attend the Certification Training Program, including completion of local background checks and medical screening. Commanders who recommend personnel to attend training must submit their names to the Fort Sill Postal Inspector at least one week prior to the class start date. Once the personnel pass the Certification Training Program, a DD Form 285 Card will be issued. The Postal Officer will not receive a DD Form 285 Card. The certification class will be held every third Wednesday of each month.

h. Unit mailroom inspection criteria: All UMRs are required to be inspected yearly an Administrative Services Division inspector. UMRs must be in compliance with DoD MPM and the DA Form 7698, Unit Mailroom Inspection Checklist. A copy of the inspection checklist and memorandum will be forwarded to the unit commander within five (5) working days of the inspection.

i. Procedures for handling suspicious mail: If a suspicious envelope or package is encountered, the following procedures must take place:

Note: If a powdery substance is found, attempt to contact the sender to find out what is in the package before continuing to the procedures depicted below in paragraphs (1) through (8). All letter mail goes through a biological-detection procedure in Oklahoma City, OK prior to the OMDC receiving the mail.

(1) Leave the questionable article where it is and do not touch or attempt to remove it.

(2) Immediately notify the supervisor or the designated representative.

(3) Secure the area; post personnel at a safe distance, but near, all entrances and exits to stop all entry to the mail facility.

(4) Shut off HVAC system to ensure that no contaminants become airborne.

(5) Notify emergency responders. Call 911 and report the suspicious item.

(6) Evacuate the facility. Move all personnel to a predetermined location upwind from the facility until first responders arrive. If any personnel come into direct contact with the suspicious item, they must be quarantined from other personnel until medical personnel arrive.

(7) Decontaminate, if necessary. Wash hands with warm soapy water.

(8) Prepare a written report regarding the incident, as soon as possible, after turning the area over to local enforcement authorities.

Note: Simultaneously execute as many procedures as possible.

j. **OMDC contamination procedures:** If the OMDC (building 4700, G-05) becomes contaminated by any chemical or biological hazard, or becomes inhabitable for any other reason, the mail will continue to be processed. All mail to include USPS, UPS, and FED-EX will be transported to building 930, located on Fort Sill Boulevard; if necessary, this is the alternate location for the OMDC. All mail that has been screened and cleared will be dispatched appropriately.

k. **Newly arrived employees to the OMDC:** All newly arriving employees must attend the Postal Certification Training Class within 90 days of arrival. Training on the mailroom evacuation plan must be conducted within the first 30 days of employment. Newly arrived personnel will be shown the location of the alternate mailroom in case the primary becomes inhabitable. If the job requires access to the postage meter machine, a code will be issued to that employee. When an employee no longer works at the OMDC, the postage meter machine code will be changed.

7. Point of contact is the undersigned, at (580) 442-3892 or email: gregory.a.davis66.civ@army.mil.

GREGORY A. DAVIS
Chief, Administrative Services Division

CF:
OMDC Mail Assistants
Unit Postal Officers