



DEFENSE INFORMATION SYSTEMS AGENCY

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DISA INSTRUCTION 200-15-6*

ADMINISTRATION

Document Control and Mail Distribution

1. **Purpose.** This Instruction prescribes policy and assigns responsibility for document control and mail distribution. It also provides guidance on mail control forms and incoming and outgoing mail.
2. **Applicability.** This Instruction applies to DISA activities.
3. **Authority.** This Instruction is published in accordance with the authority contained in DoD 4525.8-M, DoD Official Mail Manual, December 2001; DoD 5200.01-M, Volume 3, Information Security Program: Protection of Classified Information, 24 February 2012; and DoD Directive 5105.19, Defense Information Systems Agency (DISA), 25 July 2006.
4. **Definitions.** For this Instruction, the term "mail" includes letters, memorandums, postcards, documents, packages, publications, directives, forms, and any other written communications required by law to be carried by the United States Postal Service (USPS) and received for distribution or dispatch. Definitions for other terms are provided in enclosure 1.
5. **Policy.** All mail will be processed in accordance with USPS Domestic Mail and International Mail Manuals, DoD 4525.8-M, volume 3 of DoD 5200.01-M, and installation policies and procedures. Mailing costs will be kept to the minimum necessary to conduct essential government business.
6. **Delegation of Authority.** The Agency Director or a designee will delegate, in writing, persons to serve as the Agency Official Mail Manager (OMM) and/or alternate. A copy of the letter of delegation will be forwarded to the Military Postal Service Agency, United States Postal Service (USPS), or appropriate office.
7. **Responsibilities.**
 - 7.1 **Director, Workforce Services and Development Directorate (WSD).** The Director, WSD, is designated as the focal point on all matters pertaining to military postal operations and related services within DISA and will comply with the provisions contained in DoD 4525.6-M, Department of Defense Postal Manual, as they pertain to DISA.

7.2 Directors, Executives, Commanders, and Chiefs of Major Organizational Elements.

These individuals will:

7.2.1 Designate a Mail Control Officer and an alternate for their activities within and outside of the National Capital Region (NCR) and will ensure the establishment of procedures for the proper control of classified material and accountable mail.

7.2.2 Inform the Official Mail Manager (OMM), in writing, of those personnel who are authorized to sign for classified material.

8. Official Mail Manager (OMM) and Mail Control Officer Duties.

8.1 Official Mail Manager (OMM). The OMM will:

8.1.1 Ensure the Director, WSD, or the WSD representative is informed of the effectiveness of document control and mail distribution and any problem areas.

8.1.2 Ensure users know when and how to contact their OMM.

8.1.3 Establish mailing procedures and controls on postal expenditures to ensure cost-effective mail management.

8.1.4 Inspect incoming mail at least once a week and report deficiencies to the responsible organization.

8.1.5 Inspect outgoing mail at least once a week at the final preparation point to ensure proper preparation and to determine if additional emphasis is required for any policies or procedures. (Items containing errors or deficiencies in preparation will be returned to the sending organization for correction.)

8.1.6 Monitor spoiled meter postage instances to reduce occurrence and to ensure proper disposition.

8.1.7 Maintain liaison with appropriate supply and procurement activities to ensure ordered and stocked postal-related items, such as envelopes and labels, meet the requirements in this Instruction and of the USPS.

8.1.8 Order, verify, and safeguard shipments and issue postage stamps when use is authorized.

8.1.9 Establish and carry out a program to train mail center employees to perform mail center functions and to maintain proficiency in those functions.

8.1.10 Receive annual training at the local and National Postal Forums conducted by USPS.

8.1.11 Belong to and attend meetings of the local USPS-sponsored Postal Customer Council (PCC), whenever possible.

8.2 **Mail Control Officer.** A mail control officer will:

8.2.1 Establish procedures for and supervise mail and document control operations within their staff elements.

8.2.2 Sign for classified material received within their activity.

9. **Mail Control Forms.** Forms used to control mail are detailed in enclosure 2.

10. **Incoming and Outgoing Mail.** Incoming and outgoing mail will be processed promptly, efficiently, and economically. Guidance on incoming mail is provided in enclosure 3 and outgoing mail in enclosure 4.

11. **Personal Mail.** Personal mail is not to be received by or sent out through an official mail center. (Mail bearing an attention line or the addressee's name with a job title is considered to be official and will be delivered.)

11.1 All mail bearing an official Federal Government return address will be delivered.

11.2 Employees may receive personal mail through the official mail center only during the first 120 days after they join the organization in order to allow time to establish a local residence address.

11.3 Discretion should be used in applying this Instruction to individuals who regularly deal with those outside of DoD. It is common practice outside of DoD to address official business matters to an individual by name and the address may or may not include a job title or attention line.

12. **Solicitation Mail.** Solicitation mail is mail from nongovernment sources addressed to many individuals by name for the purpose of obtaining business, information, or donations. Solicitation mail shall be marked "Undeliverable as addressed" and returned to the post office. Do not attempt to provide a forwarding address.

13. **Security of Mail.**

13.1 Mail personnel may be held liable for any mail loss caused by their failure to handle mail properly. When the responsible individuals are not physically present, the mailing areas and all receptacles for accountable mail will be locked.

13.2 All undelivered official registered mail and mail from commercial carriers (i.e., Federal Express [FedEx] or United Parcel Services [UPS]) shall be stored overnight in an approved security container that meets the requirements for storing classified material.

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4 Enclosures a/s

BRADLEY W. BARNHART
Colonel, USAF
Chief of Staff

SUMMARY OF SIGNIFICANT CHANGES. This revision incorporates changes to the classes of mail, as described in the definitions, and the assignment of suspense dates and time limits on correspondence received.

*This Instruction replaces DISAI 200-15-6, 13 March 2013.
OPR: WSD - disa.meade.mps.list.mail-manager@mail.mil
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Enclosure 1

DEFINITIONS

Certified Mail. A special service that provides the sender with a postmarked mailing receipt at the time of mailing; a record of delivery and attempted delivery is kept at the post office of address. This type of mail must be sent at the regular first class mail or priority mail rate. It is dispatched and handled in transit as ordinary mail. There are additional fees for return receipt and restricted delivery.

Consolidated Mail. Two or more pieces of mail placed in one container for direct mailing to one addressee, one installation, or more than one installation served by the same mail center.

First Class Mail. Any mailable item weighing 13 ounces or less. A mail class that includes all matter wholly or partly in handwriting or typewriting, all actual and personal correspondence, all bills and statements of account, and all matter sealed or otherwise closed against inspection. Any mailable matter may be sent as first class mail. First class mail is a United States Postal Service (USPS) trademark. These items are covered by the Private Express Statutes.

Flat-Size Mail. A mail piece 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 does not exceed the maximum dimension for this mail-processing category (15 inches long, 12 inches high, 3/4 inch thick). The dimensions are slightly different for automation rate eligibility. It may be unwrapped, paper-wrapped, sleeve-wrapped, or enveloped.

International Mail. Mail originating in one country and destinating in another. It is classified as Postal Union Mail (letters and cards [LC] and other articles, postal parcels, and express mail international service). (Mail to and from Military Post Offices (MPOs) is considered domestic mail and not international mail as long as the return address is an MPO or domestic address and the delivery address does not include the name of a foreign city and country.)

Letter Size Mail. A mail-processing category of mail pieces, including cards, not exceeding any of the dimensions for letter-size mail (11 1/2 inches long, 6 1/8 inches high, 1/4 inch thick). (Letter size mail must be at least 5 inches long, 3 1/2 inches high, and 0.07 inches thick).

Metered Postage. Postage printed by a digital imprinter directly onto the mail piece or onto gummed tape or labels affixed to the mail piece. It may be used on all mail classes except periodicals.

Military Ordinary Mail. Official mail sent by DoD posted at periodicals requester publication rate, standard mail, or package services postage rates, which must have faster than sealift transportation service to, from, and between overseas points, but does not require premium priority service. It is moved by surface transportation in the United States and by air on overseas portions of the trip. It provides cheaper postage than priority mail. Delivery time to any Military Post Office (MPO) may be almost as fast as priority mail and rarely exceeds 21 days.

Military Post Office (MPO). A branch of a designated United States Postal Service (USPS) civilian post office which falls under the jurisdiction of the postmaster of either New York or San Francisco. It is operated by DoD to serve military personnel overseas or aboard ships where the USPS does not operate and a military situation requires the service. It may be either an Army Post Office (APO) that serves the Army or Air Force or a Fleet Post Office (FPO) that serves the Coast Guard, Navy, or Marine Corps.

Package Services. Items usually weighing 16 ounces or more and comprised of three subclasses: bound printed matter, library mail, and media mail. (DoD is not authorized to use the library mail rate.) Package services is a congressionally subsidized rate.

Priority Mail. First class mail weighing more than 13 ounces.

Priority Mail Express. Fastest and most costly means to dispatch mailable items; it is used only to prevent mission failure or financial loss. A mail class that provides expedited United States Postal Service (USPS) overnight to 3-business-day delivery service to most locations in the United States including post office boxes for mailable matter (up to 70 pounds), subject to certain standards. It is available in five basic domestic service offerings: same day airport service, custom designed service, Post Office to addressee service, Post Office to Post Office service, and military service. In addition, priority mail express international service is available for foreign destinations. Priority mail express is a USPS trademark.

Private Express Statutes. A group of federal statutes giving the United States Postal Service (USPS) the exclusive right, with certain exceptions, to carry letters for others. Statutes are based on the provision in the U.S. Constitution authorizing Congress to "establish Post Office and post roads." (See 39 U.S. 401, 404, 601-606; 18 U.S.C. 1693-1699; and 39 CFR Part 310 and 320 [references (b) through (d)].)

Registered Mail. The most secure service the United States Postal Service (USPS) offers. It incorporates a system of receipts to monitor mail movement from the point of acceptance to delivery.

Return Receipt. A postal service available on registered or certified mail. The United States Postal Service (USPS) domestic return receipt (Postal Service [PS] Form 3811) shows to whom and when mail is delivered and is used only when the mailer must have proof of delivery or date of delivery. Return receipt must be paid for at time of mailing.

Enclosure 2

MAIL CONTROL FORMS

DISA Form 137: Classified Document(s) Accountability Log. A DISA Form 137 (or other applicable form) used to control classified documents delivered to the mail distribution centers for outgoing distribution.

Department of the Air Force (AF) Form 143: Top Secret Register Page. An AF Form 143 (or other applicable form) used as a receipt when transferring Top Secret material from one Top Secret Control Officer (TSCO) to another on the same installation.

AF Form 310: Document Receipt and Destruction Certificate. An AF Form 310 (or other applicable form) used to control secret material transmitted outside the organizational element or through a mail distribution system (United States Postal Service [USPS], Army Post Office [APO], or Fleet Post Office [FPO]), by registered mail.

Department of the Army (DA) Form 455: Mail and Document Register. A DA Form 455 (or other applicable form) reflects the receipt and disposition (transfer or destruction) of all secret and confidential material received by the element. The register will cross-reference the United States Postal Service registered mail number.

DISA Form 621: Transmittal Record. A DISA Form 621 signed by the Contracting Officer's Representative (COR) to accompany all classified information released to contractors. The COR is to keep one copy, and a copy is forwarded to the appropriate contracting office for inclusion into the contract file.

DA Form 969: Top Secret Document Record. A DA Form 969 (or other applicable form) attached to each top secret document. When filled in, the form identifies all persons given access to the information and the date of disclosure. The person possessing the material ensures the recording is done; however, the name of the person granted access need only appear once, regardless of the number of times that person has had access to the information. All copies are to remain with the document until it is downgraded, destroyed, or transferred from the Agency.

DA Forms 3964: Classified Document Accountability Record. A DA Form 3964 is used instead of AF Form 310 when multiple documents are being sent to the same addressee.

Enclosure 3

INCOMING MAIL

1. **Unclassified.**

1.1 Unclassified mail that is not addressed to an individual by name may be opened by mail center personnel or the head of an Agency element to which it is addressed or an appointed representative.

1.2 Official mail that is addressed to a specific individual by name that cannot be identified may be opened by mail center personnel and routed by subject matter.

1.3 Mail will be distributed by code and building location. If there is no code on the mail, the mail center clerk will look up the name on the mail in the personnel locator system (PLS) and distribute the mail by name.

1.4 Mail that does not include an individual's name or office code will be opened, initialed, dated, analyzed, and forwarded to the appropriate major staff element by mail center personnel.

2. **Classified.**

2.1 **Top Secret.** A Top Secret Control Officer (TSCO) and at least one alternate are appointed by each DISA activity that prepares, receives, stores, or handles top secret material. Couriers will deliver top secret material directly to the TSCO of the appropriate element. The TSCO will open, record, analyze, and forward the mail to the appropriate staff element.

2.2 **Secret.** All secret mail will be processed through document control in a mail distribution center.

2.2.1 If the mail includes an office code, the mail distribution center or the appropriate facility will forward it unopened to the staff element concerned.

2.2.2 If the mail does not include an office code, the mail distribution center document control clerk will open the outer wrapping to obtain the name from inner envelope. The receipt for the classified material will be signed and dated by the recipient and returned to the sender.

2.3 **Confidential.** Confidential material should include a receipt and be mailed registered regardless as to whether it is intended for the continental United States (CONUS) or outside the continental United States (OCONUS). Receipts are required for hand-to-hand transfer between DISA organizational elements that are geographically separated.

3. **Received via USPS and Contract Carrier.** Documents received via United States Postal Service (USPS) and General Services Administration (GSA) contract carrier (i.e., FedEx) will be safeguarded as classified material. A logging or tracking system should be maintained by the receiving activity.

4. **Requiring Special Handling.** Correspondence from the White House or from members of Congress; Office of the Secretary of Defense; Joint Staff; Office of a Secretary, an Under Secretary, or an Assistant Secretary of a Military Department; General and Flag Officer or comparable level, will be routed to the office of the Chief of Staff for appropriate action, controls, processing, and assignment of suspense date, if applicable.

Enclosure 4

OUTGOING MAIL

1. **Unclassified.** Outgoing unclassified mail entering the United States Postal Service (USPS) postal system will be prepared according to the instructions provided in USPS Publication 25 and the Domestic and International Mail Manuals, as appropriate. If additional guidance is needed, the Official Mail Manager (OMM) should be contacted.

2. **Classified.**

2.1 **Top Secret.** Outgoing top secret mail will be processed through the Workforce Services and Development (WSD) Directorate Security Division (MPS6) or appropriate office. A Top Secret Document Record (DA Form 969) or other applicable form will be attached to each top secret document.

2.2 **Secret.** Outgoing secret mail will be prepared for mailing in accordance with DoD 5200.01-M, Volume 3, DoD Information Security Program: Protection of Classified Information, and United States Postal Service (USPS) Domestic Mail Manual (DMM). The documents must be written on a Classified Document Accountability Log (DISA Form 137) or other applicable form and a Document Receipt and Destruction Certificate (AF Form 310) or Classified Document Accountability Record (DA 3964) or other applicable form by the originating office prior to being receipted to document control personnel in a mail distribution center.

2.2.1 A mail distribution center document control clerk will process the material in accordance with volume 3 of DoD 5200.01-M and USPS DMM. If appropriate, the originating office will provide an AF Form 310 or a DA 3964 or other applicable form to accompany the material. A document control clerk in a mail and distribution center will maintain a logging or tracking system.

2.2.2 Secret material along with an AF Form 310 or DA Form 3964 or other applicable form must be hand-carried to the distribution center or appropriate office for processing and mailing. When the addressee returns the signed receipt, the receipt will be forwarded to the originating directorate.

2.3 **Confidential.** Outgoing confidential mail will be processed through the mail and distribution center or appropriate office. All confidential mail will be sent via USPS registered mail (return receipt is optional) for tracking purposes. The criteria are the same as secret.