

## ADMINISTRATION

### Official Mail Management

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#### **1.0 GENERAL**

This directive establishes policy, procedures and guidelines for the Arizona Department of Emergency and Military Affairs (DEMA) Mailroom personnel and the customer.

#### **2.0 SCOPE**

This directive applies to all users of the DEMA Mailroom services provided at Papago Park Military Reservation (PPMR), the Phoenix Metropolitan area, and throughout the State of Arizona. This directive may be supplemented at the command level or at geographic locations outside the Phoenix metropolitan area as required. A copy of any supplement should be forwarded to the DEMA Mailroom Manager, DEMA/JP-R

#### **3.0 RESPONSIBILITIES**

- a. The DEMA Resource Manager, DEMA/JP-R, exercises overall supervision of mail/distribution services.
- b. The Mailroom Manager, DEMA/JP-R, is responsible for the direct supervision of all Mailroom personnel.

#### **4.0 SERVICES PROVIDED**

The Mailroom provides: USPS mail delivery; internal distribution; inter/intra-office and inter-agency distribution; receipt, delivery and shipping of FEDEX and UPS parcels; and courier service to selected areas in the Phoenix Metropolitan area. The Mailroom Manager provides administrative guidance and policy oversight to all DEMA mailroom functions throughout the state of Arizona

##### **4.1 Mailbox Service**

Mail delivery is provided by a system of mailboxes established in the Headquarters Building, M5101, PPMR. Boxes are assigned on the basis of normal delivery volume.

#### 4. 1 Mailbox Changes

Requests for changes in mailbox assignment are to be made in writing to DEMA/JP-R, giving the reasons for the desired change. Requests will be considered based on availability.

#### 4. 2 Security of Mailbox Combination

Security of the mailbox combination is the responsibility of the assigned user.

#### 4.2 Distribution

##### 4.2.1 Mailbox Distribution

Mail will be deposited to the addressee's mailbox as it is received, and may be picked up at the convenience of the user. Notice of oversized packages will be placed in the addressee's box, and may be retrieved during normal duty hours: 0630 – 1600.

##### 4.2.2 Internal Distribution

Internal distribution should be transmitted in an envelope to prevent loss/damage and addressed using the correct office symbol. Mailroom personnel are not responsible for improperly addressed mail/distribution. Users should refer to STARC AZ PAM 340-9 for proper office symbols.

##### 4.2.3 Command Wing Mail

Mail and packages addressed to Command Wing personnel will be hand-delivered daily by the Mailroom Manager or another DEMA Resource Manager's Office employee.

#### 4.3 Official Use of Mailroom

Mailroom services are provided for official business only. Mailroom personnel will not deliver personal mail with the exception of that addressed to active duty personnel in transit.

### **5.0 COURIER PICK-UP AND DELIVERY SCHEDULES**

The DEMA Resource Manager will provide Mailroom and courier support for the Department of Emergency and Military Affairs (DEMA) activities located in the Phoenix Metropolitan area.

## 5.1 Courier Schedule

The courier is scheduled to leave PPMR at 1000 hours and return at approximately 1200 hours on all normal work days. The courier will make the following stops (any additional stops will be approved by the Mailroom Manager):

### Morning

- McDowell USPS Station (for incoming mail)
- 161<sup>st</sup> Air Refueling Wing (Sky Harbor)
- Soldier Support Center M5315
- Recruiting M5331
- FMO M5330
- DEMA Purchasing & Contracting M5330
- AZ RTI M5320
- Publications M5341
- ADOA Interagency Mail Room, 1802 W. Jackson
- ADOA State Capitol Complex, 100 N. 15<sup>th</sup> Ave., to include:
  - ADOA Administrative Offices
  - GAO Office
  - Human Resources Office
- 107<sup>th</sup> Air Traffic Squadron (PPMR)

### Afternoon

- USPFO Administration Building M5801
- USPFO Warehouse M5804
- Moreland Street Armory M5705
- Office of Human Resources (HRO) M5555
- Health Services M5501
- USPS GMF Post Office, Van Buren Street, Phoenix

## 5.2 Courier Mail Deposit Deadlines

Courier mail must be in the Mailroom no later than 0945 to ensure same day delivery. Mail received after 1000 will be delivered the next business day.

## 6.0 U. S. MAIL

United States Postal Service (USPS) mail will be handled in accordance with the USPS Domestic Mail Manual.

### 6.1 Outgoing Mail

Outgoing mail will be deposited in the appropriate collection box at the Mailroom and must comply with postal regulations. Official mail will be metered and charged to the proper customer account. Outgoing mail will be delivered to the U.S. Post Office daily at 1500 hours, and must arrive at the Mailroom no later than 1400 hours to be guaranteed delivery to USPS on the same day.

### 6.2 Incoming Mail

Incoming USPS mail will be delivered to the addressee's mailbox as it arrives. It is the responsibility of each office to advise its correspondents of the correct address and office symbol to expedite delivery. Although every effort will be made to deliver all mail, the Mailroom personnel are not responsible for delayed delivery of improperly addressed mail.

### 6.3 Personal Mail

Personal mail will not be accepted for delivery and will be returned to the USPS for return to the originator. The DEMA Resource Manager will approve any exception to this in writing. Outgoing personal mail will be accepted at any time provided it is properly stamped. USPS personnel pick up outgoing personal and official mail daily for deposit into the USPS mail system.

### 6.4 Opening Mail

Mail will not be opened by DEMA Mailroom personnel.

### 6.5 Generic Mail addressed to Adjutant General and Unidentifiable Mail

Generic mail addressed to the Adjutant General, and any unidentifiable mail, will be opened only by the Mailroom Manager, or by someone in the DEMA Resource Manager's office. Every effort will be made to properly distribute this type of mail to the appropriate office or employee.

## 7.0 SECURITY

### 7. Access to Mailroom

Access to the Mailroom is restricted to Mailroom personnel only. In the absence of the Mailroom personnel and the Mailroom Manager, the Administrative Services Office personnel (Room E-3) are authorized to accept delivery of mail or packages. They are not authorized to issue or deliver any item from the mailroom. Keys to the Mailroom will only be issued to individuals authorized

by the DEMA Resource Manager. The DEMA Administrative Services Officer, DEMA/JP-P, will issue keys.

## 7.2 Mailbox/Mailroom Break-ins

All mailroom or mailbox tampering, theft or vandalism will be reported immediately to the Mailroom Manager and PPMR Security Manager. The PPMR Security Manager will inform the Phoenix Police Department and the appropriate U.S. Postal Service personnel.

## 7.3 Suspicious Mail

The USPS has provided guidelines for identifying suspicious letters and packages. Mailroom personnel will become familiar with these guidelines. Posters are displayed identifying USPS guidelines for dealing with suspicious mail. Every effort will be made to provide for the safety of the customer and the Mailroom personnel at all times.

The following internal guidelines will be followed regarding suspicious mail:

- Contact PPMR Security and POMSO.
- PPMR Security or POMSO will call the Phoenix Police Department.
- Contact the Mailroom Manager.
- Do not touch the letter or package if at all possible.
- Leave the letter or package in the Mailroom.
- Exit the Mailroom and wait for PPMR Security personnel.

## **8.0 CLASSIFIED MAIL**

### 8.1 Access

The Mailroom Manager and all permanent Mailroom personnel are required to obtain and retain a SECRET security clearance as a requirement of employment. Temporary personnel are not required to obtain a clearance. All Mailroom personnel are allowed to handle accountable mail, i.e. registered, certified, etc. Only those individuals with a SECRET clearance will handle the distribution of classified mail.

### 8.2 Incoming Classified Mail

All classified mail will be handled in the following manner:

- a. Classified mail will not be opened. If the outer envelope is received opened, and the inner envelope is unopened, leave the item as is and hand carry it to the proper person, not automatically to the addressee. Opened classified mail will be delivered to the Custodian of Classified Information, as listed below.

b. The classified envelope will be hand carried immediately to Room F-3, Custodian of Classified Information, POMSO Office, AZAA-PTM, and turned over to one of the following personnel:

Custodian of Classified Information  
DCS Plans, Operations, Training and Security (AZAA-PT)  
Secretary (AZAA-PTM)  
Plans, Operations and Military Support Officer (POMSO)  
PPMR Security Manager

c. In the event one of the above personnel is not available to receive the classified document, it will not be left unattended. Contact PPMR Security and inform the person on duty that a classified document needs to be secured. PPMR Security will contact a custodian of classified information who will come to the Mailroom to take physical possession of the classified document. Under no circumstance will the classified document be left unattended or in the custody of an employee that does not have a security clearance.

### 8.3 Outgoing Mail

It shall be the responsibility of the sender of classified information to ensure it is properly transmitted IAW AR 380.5. The following is not all inclusive instructions for transmission of classified information, but is intended for Mailroom personnel so they are aware of basic mailing procedures:

- a. SECRET documents must be sent by Registered Mail
- b. Whenever classified information is transmitted, it shall be enclosed in two opaque, sealed envelopes, boxes or heavy wrappings.
- c. Material used for packaging shall be of such strength and durability as to provide security protection while in transit, to prevent items from breaking out of the container, and to facilitate the detection of any tampering with the container. The wrappings of the outer envelope shall conceal all classified markings.

BY THE ORDER OF THE GOVERNOR:

  
DAVID P. RATA CZAK  
Major General, AZ AZRNG  
The Adjutant General

Michael E. Virgin  
Director, Joint Programs