

DEPARTMENT OF THE ARMY
HEADQUARTERS, U.S. Army Medical Department Center
and School and Fort Sam Houston
Fort Sam Houston Texas 78234-5014

AMEDDC&S & FSH Pam
No. 25-52

15 March 2004

MAIL SERVICES
Human Resource Business Center

1. **HISTORY.** This pamphlet is created to provide guidance on matters concerning incoming and outgoing mail on Fort Sam Houston.
2. **PURPOSE.** To provide information for the proper utilization of the different services provided by the Mail and Distribution Branch, Personnel Readiness and Administrative Services Division (PRASD), Human Resource Business Center (HRBC), U.S. Army Medical Department Center & School (AMEDDC&S) and Fort Sam Houston (FSH).
3. **REFERENCES.**
 - a. AR 25-50, Preparing and Managing Correspondence. (Required & cited in para 6g(3)).
 - b. AR 25-51, Official Mail and Distribution Management. (Required & Cited in para 6g(3)).
 - c. AR 525-13, Antiterrorism. (Related & cited in para 6d)
 - d. AR 600-8-3, Unit Postal Operations. (Related)
 - e. DOD Directive 4525.6-M, DOD Mail Manual. (Required & cited in paras 6a(1)& 6f(1)).
 - f. DOD Directive 4525.8-M, DOD Official Mail Manual. (Required & cited in para 6g(2)).
4. **SCOPE.** This pamphlet is applicable to all elements assigned or attached to Fort Sam Houston and those tenant activities using the services provided by the Mail and Distribution Branch. Specific functions discussed in this pamphlet are subject to change as expended to keep our customers informed.
5. **SERVICES.** The AMEDDC&S and FSH Mail and Distribution Branch is located in building 4190, (Door X), with satellite offices located in building 2792, U.S. Army Medical Command (MEDCOM), and building 2840, AMEDDC&S. The AMEDDC&S and FSH Mail and Distribution Branch, is managed by HRBC, PRASD. The Mail and Distribution Branch provides the services discussed below to all members of activities attached or assigned, and all tenant organizations.

a. **Incoming Mail Services.** The United States Postal Service (USPS) Branch, FSH receives all incoming personal and official mail for the installation. Routing services are accomplished by street address, and delivered to major activities on FSH. Items received by USPS without a street address are returned to sender.

b. **General Delivery Service.** The Mail and Distribution Branch will maintain a General Delivery service at building 4190 for mail addressed to individuals in the Guesthouse, Unaccompanied Personnel Housing (UPH), the Travel Camp, and incoming military personnel. Military on Temporary Duty (TDY), not attached to an activity with a Unit Mailroom may use the General Delivery Service, also located in building 4190. General Delivery Service may also be used by Department of Defense civilian personnel being transferred, accepting a position on the installation, personnel assigned from overseas or any individual(s) previously approved by the Installation Postal Officer.

c. **Reserve Units Training at FSH or Camp Bullis.** If requested, service will be provided to Reserve Units training on FSH or Camp Bullis through the General Delivery window at building 4190 on Fort Sam Houston.

d. **Screening of Suspicious Packages.** For the protection and safety of our employees and the safeguard of our customers, the Mail and Distribution maintains and uses a DynaVision x-ray machine to screen suspicious packages. Screened items can be identified by the use of a round rubber stamp with the words "FSH Postal."

e. **Unit Mailroom Inspections.** The Installation Postal Officer or authorized inspector will perform unannounced inspections of each unit mailroom quarterly.

f. **Mail Clerk Testing.** The installation Postal Officer or authorized representative will conduct tests for prospective unit mail clerks.

g. **Outgoing Mail Services.** The Mail and Distribution Branch at building 4190 is the only office authorized to process outgoing official mail for the installation.

6 PROCEDURES.

a. Incoming Mail.

(1) Items received by any of the Mail and Distribution Branch main or satellite locations are separated in accordance with (IAW) Department of Defense (DOD) Directive 4525.6-M. Mail identified as personal will only be delivered to the individual, an authorized unit mail clerk or mail orderly.

(2) Items received by any office, addressed to that office with a personal name, or even one to the attention of an employee, will be treated as official office mail for that office.

(3) Individuals are not authorized to receive personal mail to an official office address. Individuals using an official office address for personal mail risk that mail being opened as official business. Personal mail received by an office will not be forwarded at government expense.

(4) Professionally related material may be received at the official mail address, however, it will not be forwarded at government expense. It is the sole responsibility of the individual receiving professionally related material to submit a change of address to the publisher or sender prior to departure.

(5) Mailrooms will sign for all items from carriers other than USPS. Mail Clerks will maintain a record of the item number, who signed for the item from the carrier, who the item was addressed to, and when it was signed for by the addressee.

b. General Delivery.

(1) Mail received for General Delivery will be held for 15 calendar days

(2) Individuals receiving mail through General Delivery must check at least every 15 calendar days to see if they have mail.

(3) Mail over 15 calendar days old will be returned to sender as unclaimed.

(4) Mail for personnel in the Guest House or Travel Camp will not be forwarded from General Delivery.

c. Reserve Units Training at FSH or Camp Bullis

(1) Upon arrival, units training at FSH or Camp Bullis desiring mail service, will provide the Installation Postal Officer with three completed DD Forms 285, Appointment of Military Postal Clerk, Unit Mail Clerk, or Mail Orderly, for each individual appointed as a Postal Clerk/Unit Mail Clerk/Mail Orderly.

(2) One copy of a favorable local records check will be provided for each individual appointed as a Postal Clerk/Unit Mail Clerk/Mail Orderly. The local records check must have been performed at the city where the individual resides. No orderlies will be appointed if they have received an Article 15 or have any drug, alcohol, or psychiatric problems.

(3) Mail will be picked up between 0700 and 1600 each weekday, except for Federal and training holidays, and mail that can not be given out will be returned to Mail and distribution Branch prior to close of business (1600). The Postal Clerk/Unit Mail Clerk/Mail Orderly will not hold mail that cannot be delivered to the addressee overnight.

d. Screening of Suspicious Packages.

(1) Mail Clerks at the Mail and Distribution Branch main office and satellite offices who discover a suspicious package will run the package through the Dynavision X-ray machine located in Building 4190.

(2) Representatives from Directorate of Public Safety (DPS) and Explosive Ordnance Disposal (EOD) units are authorized the use the X-ray machine at any time.

(3) Offices receiving what they believe to be a suspicious package should contact DPS for instructions.

(4) During threat condition Bravo (B) all official mail will be screened at the Mail and Distribution Branch at building 4190. During threat conditions Charlie (C) and Delta (D), all items addressed to military organizations other than the Post Exchange and Commissary will be processed through the Mail and Distribution Branch at building 4190.

e. Unit Mailroom Inspections.

(1) Inspectors will use CSFS Form 214-E-R, Unit Mail Room (UMR) and Postal Service Center (PSC) Inspection Checklist to conduct quarterly inspections and CSFS Form 809-R, HQ, AMEDDC&S & FSH Command Inspection Checklist, to conduct Command Inspections (CI).

(2) When problems are identified in three of the four areas, (i.e., security, accountable mail, delivery of personal mail), or redirect of personal mail an unsatisfactory will be given. If the unit mail personnel fail to correct deficiencies and receive a second unsatisfactory, in the same quarter, the mailroom will be closed. The Commander of that unit will be required to make arrangements with another unit mailroom to handle their mail until the deficiencies are corrected and the mail clerks have retaken and passed the unit mail clerk test.

(3) Command or courtesy inspections will be conducted upon request from the unit.

(4) Inspectors will be appointed by the Installation Postal Officer.

f. Unit Mail Clerk Testing.

(1) Prospective mail clerks must meet all the qualifications listed in DOD Directive 4525.6-M. The unit must provide a favorable local records check from local Military Police, Military Personnel Records and Medical Records offices, and a statement from the unit security officer that the individual has at least a favorable National Agency Check (NAC) prior to testing.

(2) Prospective Unit Mail Clerks must correctly answer 70% of the Mail Clerk Test to pass. The 45 minute test will be multiple choice and true/false. Individuals will not be given the test more than twice. If an individual fails the test twice, that individual may not be appointed by any command on Fort Sam Houston as a mail clerk or mail orderly.

(3) It is recommended that prospective Postal Clerks/Unit Mail Clerks/Mail Orderlies receive at least thirty days on the job training (OJT) prior to testing. If an individual has OJT, a memorandum, signed by the Unit Postal Officer, must be on file in the Unit Mailroom.

(4) The Installation Postal Officer or representative must be given at least 24 hour notice before tests can be given.

g. Outgoing Mail Services.

(1) All outgoing official mail is processed at the Mail and Distribution Branch building 4190. The acceptance window is open from 0700 to 1600 weekdays, except for Federal and Training Holidays. Any special hours will be posted on the FSH Admin-Info Bulletin Board.

(2) All outgoing official mail must be prepared properly for processing by the office requesting the service. Items not prepared properly IAW AR 25-51 or DOD Directive 4525.8-M will be returned for correction.

(3) All items will have a correct return address, to include street number and name, and any additional identifier (e.g., suite, room, dept, or unit). Only return addresses serviced by Mail and Distribution Branch will be processed. An address can be checked by going to <http://www.usps.com/zip4/welcome.htm?from=global&page=2132findzip> and keying in the address, city and state. Click PROCESS for results. All addresses will be formatted in accordance with the examples provided in AR 25-50 and AR 25-51, see Appendix A. All addresses will be typed or mechanically printed. Rubber stamps will not be accepted. All addresses will be prepared in normal fonts at a size of 10 or 12 point. Envelopes of unusual color will not be accepted.

(4) Offices will separate their on post items and their items to other Army installations, see Appendix B, from their regular mail outs. All items should be faced the same.

(5) Items needing special services, certified, registered, return receipt for merchandise, or overnight will be accompanied by a CSFS Form 141-E, Request For Special Mail Services. Overnight items sent to those Air Post Office (APO)s and Fleet Post Office (FPO)s that accept express mail will take three to five days.

(6) Packages will be prepared using typed or mechanically printed labels for the address and the return address.

APPENDIX A
LIST OF AREAS FOR CONSOLIDATED MAIL

FT Belvoir
FT Bragg
FT Carson
FT Eustis
FT Irwin
FT Leavenworth
FT Mc Pherson
Randolph AFB
FT Sill
Walter Reed AMC

FT Benning
Brooks AFB
FT Detrick
FT Gordon
FT Jackson
Lackland AFB
FT Monmouth
FT Rucker
Tripler AMC
FT Wainwright

FT Bliss
FT Campbell
FT Drum
FT Huachuca
FT Lewis
FT Monroe
FT Polk
FT Stewart
West Point

The Office of the Surgeon General Falls Church
Personnel Center St Louis
DFAS & Personnel Records Indianapolis

APPENDIX B
Installation Distribution Stop Numbers

1. USAG Command Group, Deputy to the Garrison Commander, Command Sergeant Major, and Business Development Office.
2. Readiness and Logistics Business Center (RLBC), Special Security Office Museums, and Reserve Training.
3. Headquarters Special Troops Battalion, Headquarters Company, and 323d Army Band, 440th Blood Support, 418th MEDLOG Co, 581st MEDLOG Co, OFFICIAL MAIL ONLY.
4. Public Affairs Office (PAO).
5. Information Technology Business Center (ITBC).
6. Commissary (DECA).
7. Public Works Business Center (PWBC).
8. Battle Simulation Center.
9. Installation Management Agency SWRO
10. Physical Evaluation Board (PEB).
11. U.S. Army Medical Information Systems Support Activity (USAMISSA) Property Warehouse.
12. Corps of Engineers.
13. 90th Reserve Support Group (RSG) and Reserve units, 5501st Army Hospital, 7210th Medical Detachment, 384th Medical Detachment Patient Administration, 217th Transportation Company, 321st Military Intelligence Battalion, 345th Public Affairs Detachment, 90th Reserve Support Center (RSC) Customer Support Team, 328th P&A Battalion, 3457th U.S. Army Medical Training Center, 10th Battalion, 5th Brigade, 5th Brigade Historical Support, 344th DPU, 321st Civil Affairs Brigade ECS-2, 90th Military History Detachment, 670th Signal Company, and 121st Chaplain Detachment.
14. Mail and Distribution Branch.
15. Director of Contracting.
16. Naval Recruiting Detachment
17. Document Automation and Publishing Service (DAPS).
18. Human Resource Business Center (HRBC).
19. Staff Judge Advocate (SJA).
20. Community Activities Business Center (CABC), Recreation Services, Clubs Frame Shop, Guest House, Unaccompanied Personnel Housing, and Travel Camp.
21. Human Relations/Equal Opportunity Office (EEO).
22. Civilian Personnel Advisory Center (CPAC).
23. San Antonio Operating Location (OPLOC), Defense Finance & Accounting Service (DFAS).
24. Army Career & Alumni Program (ACAP), Texas Vets, Order of the Purple Heart, and Veteran Affairs.
25. Not Used
26. Inspector General (IG).
27. Internal Review (IR).
28. Personnel Operations & Transition Point and Retirement Services.
29. Post Library.
30. Army Continuing Education Center.
31. Thrift Shop.

Appendix B (Cont)
Installation Distribution Stop Numbers

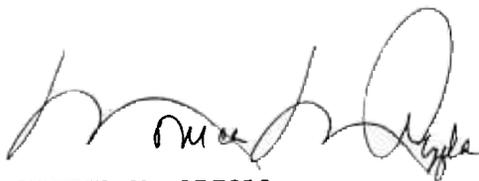
32. Army Frequency Management Office (AFMO).
33. Visual Information Division, ITBC VI.
34. Army Medical Department Recruiting Detachment, San Antonio Recruiting Battalion, Marine Corps Recruiting, U.S. Army Reserve Team 9, and Graphics Office, ITBC.
35. AMEDD & Installation Staff Chaplain Office.
36. Director of Safety, Environment and Fire.
37. Installation Resource Management Office (RMO).
38. Law Enforcement Command, A Company, and Reserve/National Guard units serving as gate guards.
39. Not used.
40. American Red Cross.
41. Not Used.
42. Army & Air Force Exchange Service (AAFES).
43. 228th Combat Support Hospital.
44. Trainee, Student Personnel and National Guard & Reserve Liaison.
45. USAG Career Counselor.
46. U.S. Army South.
47. Center for AMEDD Strategic Studies.
48. Fort Sam Houston Independent School District (FSHISD).
49. U.S. Army Medical Department Center & School (AMEDDC&S).
50. U.S. Army Medical Command (MEDCOM).
51. Brooke Army Medical Center (BAMC).
52. 5th U.S. Army, AMEDDC&S Activities: Director of Combat Development, and Force Structure & Analysis.
53. Patient Administration Systems and Biostatistics (PASBA).
54. Dial Control Office (Post Telephone Operators).
55. Clinical Investigation Regulatory Office AMEDDC&S.
56. 79th Explosive Ordnance Disposal Battalion.
57. Personal Mail for Troop Apartments in Buildings 372 and 2263.
58. Not Used.
59. 6th MP Group (CID).
60. Not Used.
61. 5th Recruiting Brigade.
62. 2d Brigade, 75th Infantry Division.
63. Facility Engineer Center Southwest, Confederation of Interallied Officers Reserve (CIOR), and 1st Judge Advocate General Legal Support Office (JAGLSO).
64. Nonresident Instruction Branch, AMEDDC&S.
65. Not Used.
66. Not Used.

Appendix B (Cont)
 Installation Distribution Stop Numbers

- 67. 4th RECON, Naval Recruiting, and Naval Reserve Center.
- 68. Medical Contracting.
- 69. Health Care Acquisitions Activity.
- 70. Not Used.
- 71. Not Used.
- 72. 314th MI Battalion at Lackland AFB South.
- 73. Not Used.
- 74. Fort Sam Houston National Cemetery.
- 75. Department of Health, Education, and Training, AMEDDC&S.
- 76. A-76 Operations Center.
- 77. Not Used.
- 78. Department of Training Support, AMEDDC&S.
- 79. Army Audit Agency (AAA).
- 80. 12th ROTC BDE Western Region.
- 81. PHARMACOECONOMICS Center.
- 82. DOD Office of Complaint Investigation (CPMS-OCI).
- 83. U.S. Customs Service.
- 84. Tri-service Information Management Program Office (TIMPO).
- 85. Defense Military Pay Office (DMPO).
- 86. Not Used.
- 87. Greenway Park, Energy Plaza, Tactical Army Medical Management Information Systems (TAMMIS), Army Medical Department Property Accounting System (AMEDPAS), and U.S. Army Medical Information Systems Support Activity (USAMISSA) Property Warehouse.
- 88. Joint Regional Medical Planning Office.
- 89. 381st Air Force Detachment.
- 90. Network Enterprise Technology Command Southwest Regional Chief Information Office (NET COM SWRCIO).
- 91. Defense Medical Readiness Training Institute (DMRTI).
- 92. Publications and Blank Forms Stockroom.
- 93. 32d Medical Brigade.
- 94. Army Research Lab.
- 95. Army Community Service, Army Emergency Relief, and Family Advocacy.
- 96. Child and Youth Services.
- 97. Lackland AFB/DLIELC.
- 98. Randolph AFB.
- 99. MEDMAL, Medical Malpractice.
- 100. General Delivery, Guesthouse, Unaccompanied Personnel Housing, and Travel Camp. PERSONAL MAIL ONLY.
- 101. Not Used.
- 102. San Antonio Military Examination Processing Service.
- 103. 187th Medical Training Battalion.
- 104. 232d Medical Training Battalion.
- 105. Academy Battalion.
- 106. Not used.

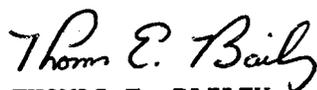
The proponent of this publication is the Personnel Readiness and Administrative Services Division, Human Resource Business Center. Users are invited to send comments and suggested improvements on DA Form 2028, Recommended Changes to Publications and Blank Forms, to HQ, U.S. Army Medical Department Center and School and Fort Sam Houston, ATTN: MCCS-BHR-PA, 2108 9th Street, Fort Sam Houston, TX 78234-5014.

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