



DEPARTMENT OF DEFENSE, VETERANS AND EMERGENCY MANAGEMENT  
JOINT FORCE HEADQUARTERS, MAINE NATIONAL GUARD  
33 STATE HOUSE STATION  
AUGUSTA, ME 04333-0033

NGME-Z (100)

15 April 2025  
TAG 25-05

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Mailroom Operations

1. This policy is effective immediately and will remain in effect until rescinded or superseded.
2. References:
  - a. DoDI 4525.09, Military Postal Service, 23 October 2024
  - b. DMM 300, United States Postal Service (USPS) Domestic Mail Manual, 7 April 2025
  - c. AR 25-51, Official Mail and Distribution Management, 30 January 2023
3. Purpose: This Standard Operating Procedures (SOP) establishes and implements the mail distribution responsibilities, procedures, and priorities at the Headquarters (HQ).
4. Policy: The Joint Force Headquarters (JFHQ) Administrative Services Office is responsible for the HQ mailroom. The mailroom will be operated by Maine Army National Guard (MEARNG) Administrative Services Staff to process and receive all letters and packages for the HQ.
5. Responsibilities:
  - a. Installation Commander, MEARNG. In accordance with this SOP, the installation Commander has delegated responsibility for the operation mailroom to the Chief of Administrative Services within NGME-ARS-ITB.
  - b. Organizational Mail Manager (OMM). The OMM will monitor mailroom operations for compliance with the references above and will receive/resolve complaints from building occupants. On a monthly basis, the OMM will monitor usage to detect potential abuse.

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c. Manager, Mailroom. The mailroom manager will process and receive letters, parcels, and packages in accordance with the terms and conditions of the contract. The mailroom manager is authorized to reject mail that is not properly addressed in accordance with DoD and USPS mail manuals and Army Regulations. It is the Mailroom Manager's responsibility to process mail in the most cost-effective manner for mail to be delivered by the required delivery date, security, and accountability requirements. The Mailroom Manager and assistant manager are authorized to open incoming mail that is improperly addressed.

6. Services: The mail manager processes mail in the most cost-effective manner possible. Contact the mail manager concerning the efficient use of postal services. The mail manager monitors postage used each month by each account. The HQ Mail distribution center provides the following services:

a. Receiving and posting mail and packages delivered from the unit mail handlers and directorate offices.

b. Distribution of Internal Directorate Mail

c. U.S. Postal Service (USPS) Mail

d. Pouch Mail to All 54 States and Territories

e. USPS Express Services

7. Hours of Operation: The mailroom is open from 0630 to 1500, Monday through Friday excluding federal holidays.

8. Points of Contact:

a. The mailroom phone number is (207) 430-5027.

b. Mail Room Manager: MSG Rita Gossett (207) 430-5027; Assistant Mailroom Manager: CW3 Ron Ruhlin (207) 430-5000.

9. Scheduled Customer Service Hours. The following schedule for mail service, Monday through Friday, is:

a. Internal Mail Drop Off at the mail room (HQ), 0630-1500. There is a distribution box available to drop off to 24hrs a day. Internal Mail Pick Up at the mail room (HQ), 0630-1500. Distribution boxes are available 24hrs a day.

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b. Certified/Registered/Express Mail (must be delivered to the mailroom), prior to 0730. **Note: That all special services may only be used IAW AR 25-51 or other applicable regulations.**

c. All outgoing mail USPS/FedEx etc. is handled at the warehouse, building 14, Camp Keyes.

d. If mail is delivered after the cutoff times, it will be sent out the following business day.

10. U.S. Mail: All outgoing U.S. Mail must be prepared in accordance with the DoD Official Mail Manual (DoDI 4525.09), U.S. Postal Service (USPS) Domestic Mail Manual, and AR 25-51. Mail must be moved at the least costly transportation method that will meet the Required Delivery Date, security, and accountability requirements.

Some guidelines are:

a. Addresses must be typed.

b. Return addresses must be on the envelope.

c. Use letter size envelopes to mail less than 7 sheets of paper.

d. The use of 9" x 12" flats increases postage costs significantly.

e. DO NOT use binder clips (increases postage costs). Use rubber bands.

11. Address Format. DoD and USPS developed the following address formats to permit USPS automated equipment to read and sort the mail and must be used:

a. Official DoD mail addresses are limited to five lines with no more than 25 characters and spaces per line. Addresses must be typed in all UPPERCASE letters with no punctuation other than the hyphen in the ZIP + 4 code. Only one space should precede the ZIP + 4 code. The DoD name of activity line will consist of the plain language address for message transmission shown in DA Pam 25-11. Example address is:

**(1) MAINE ARMY NATIONAL GUARD ATTN: (Name or Office) 33 STATE HOUSE STATION, AUGUSTA, ME 04333-0033 (Camp Chamberlain)**

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**(2) MAINE ARMY NATIONAL GUARD ATTN: (Name or Office) 32 STATE HOUSE STATION, AUGUSTA, ME 04333-0032 (Camp Keyes)**

b. The mailroom manager is authorized to return or reject mail that is not in compliance with the DoD and USPS mail manuals and Army Regulations. Incoming mail is delivered around 0800 and all outgoing mail is picked up at that time. The mailroom manager and assistant manager have the authority to open any incoming mail that is improperly addressed.

12. Registered Mail. Registered mail must be hand carried to the mailroom manager or assistant manager.

13. Express Mail Services. Next day and Ground services are available through the mailroom. A memorandum signed at the Directorate level (Director, Deputy Director, or Executive Officer) stating the extenuating circumstances, that require special express mail service, is mandatory. The memo must be forwarded to the mailroom manager. Mail requiring express service will not be accepted for delivery on Saturday unless a recipient and telephone number is included in the justification. The mailroom manager is authorized to contact the recipient by phone to verify availability. Routine shipments or oversized packages will not be mailed/shipped "Next Day Air". Boxes, tubes, and other cartons are available from the mailroom for express shipments.

a. Federal Express (FedEx) is authorized to be used for transmission of SECRET and CONFIDENTIAL material using the following guidance, reference Memorandum from Assistant Secretary of Defense dated 22 November 1994:

b. The authorization to use FedEx is in addition to, not a replacement for, the provisions of subsections 8-102 and 8-103 of DoD Regulation 5200.1R concerning approved means for the transmission of SECRET and CONFIDENTIAL material. In this regard, FedEx should be used only when it is the most cost-effective way to meet a program requirement, given time, security and accountability restrictions. The provisions of DoD Regulation 5200.1R concerning wrapping, addressing and receipting (subsections 8-200, 8-201 and 8-202) remain in effect, except that, a FedEx envelope may be considered as the second envelope for purposes of double wrapping.

c. FedEx may be used for the transmission of SECRET and CONFIDENTIAL material only within the Continental United States (CONUS).

d. To ensure direct delivery to the addressee, the release signature block #7 on the FedEx Airbill Label may not be executed under any circumstances.

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e. The SECRET and/or CONFIDENTIAL material must meet FedEx standard size and weight limitations.

f. Packages should be shipped via FedEx only on Mondays through Thursdays so as to ensure that FedEx does not have possession of a package over a weekend.

14. Internal or interoffice mail. This mail consists of loose or enveloped correspondence for delivery to the addressee. To ensure proper delivery, provide a name and exact State House number.

15. Addressing Mail. Sheet correspondence (memos, letters, etc.) need not be inserted into an interoffice envelope for delivery within the HQ. Address the sheet correspondence at the top of the front page indicating the mail stop code and highlight the mail stop with a colored marker.

16. Carbon Copies("CC"). If documents are distributed to several individuals, indicate the name and mail stop code for each recipient and highlight each with a colored marker.

17. Plain Envelopes (U.S. Govt. Messenger Envelopes). When addressing inner office mail on plain white envelopes, use a one-line address format if possible. A two-line format may be used if necessary. It is requested that you avoid three or more lines to avoid mistaking interoffice mail for U.S. Mail.

18. Interoffice Envelopes (U.S. Govt. Messenger Envelopes). These envelopes are used repeatedly for State House interoffice or internal mailing. When using interoffice envelopes make sure all—previous markings have been crossed out to ensure proper handling and directions to the intended recipient. The mail stop code should always appear on the envelope.

19. Outgoing Personal Mail. Personal mail can be sent through the mailroom provided the proper postage is placed on the letter. The mail manager will not process (meter) personal mail. Personal outgoing parcels cannot be sent through the HQ mailroom.

20. Incoming Personal Mail and Parcels. Employees are not to have personal mail and parcels sent to HQ.

21. Unit Mail Clerks. Primary and Alternate Unit Mail Clerks will be appointed as an additional duty on a memo by the unit Commander. The appointment memo for each mail clerk shall be provided to MSG Rita Gossett, [rita.k.gossett.mil@army.mil](mailto:rita.k.gossett.mil@army.mil), (207) 430-5027 for processing by the OMM. Contractors are allowed to be appointed as Mail

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clerks providing, they meet the standards in DoD4525.06-M. The unit Commander will notify the OMM when assigned personnel are reassigned or replaced. Revalidation of unit mail clerks will occur annually. Training for the Mail Clerk will be provided by the OMM. After training has been successfully completed, the DD 285 will be issued by the OMM.

22. Exceptions. Exceptions to these instructions shall be addressed to CW3 Ron Ruhlin at the OMM for consideration and resolution (207) 430-5000.

A handwritten signature in black ink, reading "Diane L. Dunn". The signature is fluid and cursive, with the first name "Diane" and last name "Dunn" clearly legible.

DIANE L. DUNN  
BG, MENG  
The Adjutant General

DISTRIBUTION:  
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