

Unclassified



OFFICIAL MAIL CENTER

for the **BASE INFORMATION TRANSFER SYSTEM**

Mail Handler Training

(2021 Version)

HOURS

0730-1630

POC 719-333-2997



UNITED STATES
AIR FORCE ACADEMY

DEFINING OFFICIAL MAIL

■ What is Defined as Official Mail

- Any item belonging to/or exclusively pertaining to the business of the United States Government, which is mailed at government expense
- This includes business related Magazines, Catalogs and other mailing that are directly related to your government job/career

■ What is not Official Mail

- Official Mail does not include personal mail and cannot be sent or received through the Official Mail Center
- Members TDY, PCSing in/out of USAFA or living on USAFA should contact the United States Post Office in building 5136 for temporary mail service or Post Office (PO) Boxes.

CONTACT NUMBERS

- USAFA Official Mail Manager (OMM) 333-3172
- Official Mail Center (OMC) 333-2997
- Contract Team Lead, Sumaria 333-4033
- Contract Quality Assurance 333-2825/
333-9135
- Additional Information: USAFASupport.com

**10 FSS took over the Official Mail Program, effective October 2018

PROPER ADDRESSING

- All addresses and Return addresses should have:
 - Must be typed on envelope/package or on label attached to envelope/package
 - Handwritten addressed envelope/package will be returned for corrections
 - Organization/Office Symbol
 - Street Address, Suite/Room Number (If it applies)
 - City, State and Zip Code
 - Official Business (Under the return address)

10 FSS/FSVP
5136 EAGLE DRIVE
USAFA, CO 80840-1350
OFFICIAL BUSINESS

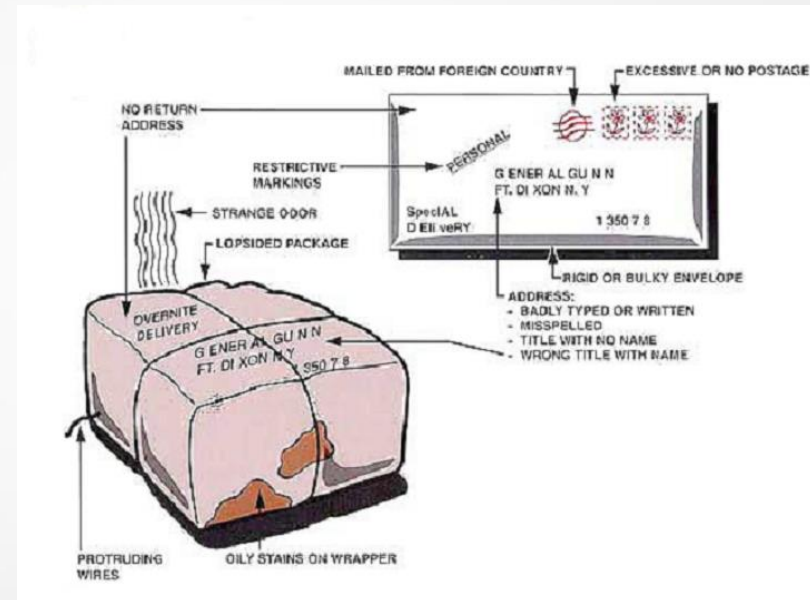
CAPT SAM ADAMS
AFSVC/SVOLP
355 B STREET, SUITE 103
RANDOLPH AFB, TX 78150-4522

COST SAVINGS TIPS

- Properly prepare mail to avoid special handling fees
- Ask questions about the item being mailed?
 - Will mission fail if item not mailed by fastest means possible?
 - Will recipient be present to accept item?
- Limit use of Special Services
 - Express really a priority?
 - Return receipt really required?
- Monitor mail practices to ensure mail is being sent s
 - Use Zip+4
 - Print on both sides of the paper
- Use of smallest size envelopes/packing for the mailing to keep cost down

Identifying Suspicious Packages/Letters

- Excessive postage
- Handwritten or poorly typed addresses
- Incorrect titles
- Title, but no name
- Misspellings of common words
- Oily stains, discolorations or odor
- No return address
- Excessive weight
- Lopsided or uneven envelope
- Protruding wires or aluminum foil
- Excessive security material such as masking tape, string, etc.
- Visual distractions
- Ticking sound
- Marked with restrictive endorsements, such as “Personal” or “Confidential”
- Shows a city or state in the postmark that does not match the return address



January 2012; West Palm Beach

- 4 people including a fire fighter were taken to hospital following a white powder incident at the County State Attorney's Office
- 2 women & 1 man complained of headaches and were vomiting
- The powder has been sent to an FBI lab for further testing
- "Suspicious substance and communication" in the letter were directed at State Attorney Michael McAuliffe



April 2013; Ricin Letters

- 16 Apr an envelope was intercepted at US capitol off-site mail facility
- 17 Apr envelope addressed to POTUS
- Both tested positive for ricin (FBI)



May 2012; Portland OR.

- A total of 6 white powder scares within a month
- Port of Portland's offices, PDX airport, Hilton hotel, Lloyd Center Mall, Market Center building and a courthouse
- Envelopes containing white powder & clippings saying ANTHRAX
- All turned out to be non toxic
- FBI announced they have stopped the sender or sender's ability to continue this stream of threats



Actions To Take For A Suspicious Package

- Do not touch it or get a closer examination
- Call 911—do not use cell phone within 25 feet of suspicious package
- Take actions to keep others away
- Inform co-workers
- Co-workers should check work areas while evacuating
- Know your unit evacuation plans
- Make contact with 1st responders when they arrive
- Give responders exact location/description of item

Suspicious Package at Work



***You find a package
in the mailroom
marked "Personel for
the Comendar"***

You know you should not open it, but what do you do?

- 1) Without opening the package, thoroughly examine it looking for oily spots on the outside and protruding wires
- 2) Destroy the package immediately by immersing it in water
- 3) Leave the package alone, isolate the room, and notify security personnel

White Powder Actions

If substance is in package/envelope

Do not to shake or empty contents from package or envelope

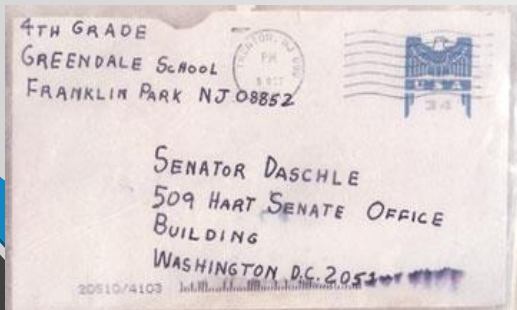
Do not clean up if spilled

Leave the room, secure the door or section off the area to prevent others from entering.
Notify personnel in the area – area will be a crime scene

Call 911 to report incident

Wash hands with soap and water to prevent spreading powder to face

Shut off HVAC system if facility has emergency shut down switch



2001: Contained anthrax sent to Senator Daschle



2008: Letters sent to Governor's office, some contained white powder



2008: 10 Banks receive threatening letters, some containing white powder

Immediate Response Actions — Suspicious Mail and Unknown Powders or Substances

REMEMBER — the Three P's:

- PACKAGE:** Don't handle the package. Isolate it.
PEOPLE: Clear the area of people. Notify your supervisor.
PLAN: Contact the Inspection Service. Follow your local emergency action plan.

EMPLOYEES — take the following actions:

- Leave the piece of mail or substance where it was found. Do not disturb it.
- Clear all employees from the immediate area where the piece of mail or substance is located. Prevent others from entering the area.
- Notify a supervisor or manager immediately. If a supervisor is not available, contact the Postal Inspection Service.
- Wash hands and exposed skin with soap and water.

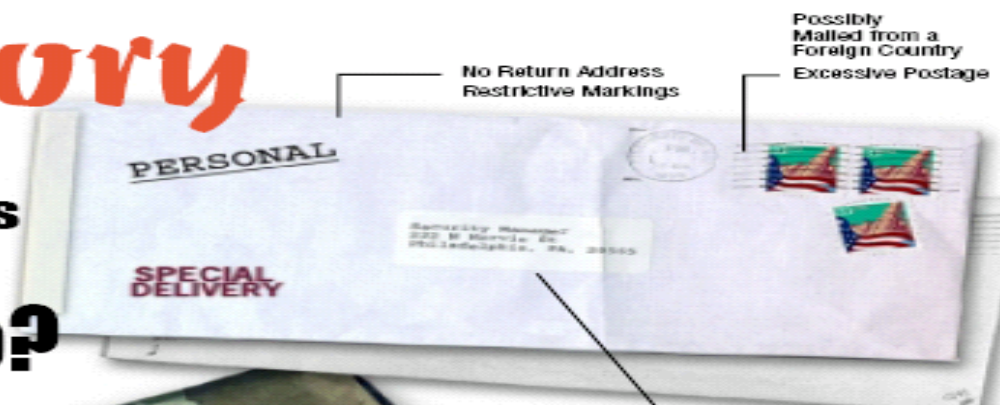
SUPERVISORS AND MANAGERS — take the following actions:

- Cordon off the area. Keep others away from the piece of mail or substance.
- Follow the steps outlined in Publication 167-A or 167-B, *Response Checklist for Suspicious Mail and Unknown Powders or Substances*.
- Call the Postal Inspection Service locally or at the toll-free telephone number listed below. Tell them what you know about the piece of mail or substance. The Inspection Service will conduct a threat assessment.
- Take protective actions based on:
 - The Inspection Service's threat assessment and instructions.
 - Your local emergency action plan.
- In an emergency situation — such as smoke, fumes, vapors, or employees exhibiting medical symptoms — evacuate the area and call local emergency responders. Follow the instructions of emergency responders. Make the notifications indicated in your local emergency action plan.
- Communicate expediently with employees, local unions, and management associations. Convey only the facts. Avoid speculation! As much as possible, have local first responders help you to provide information.

**Inspection Service 24-hour, toll-free telephone number:
1-877-US MAIL 5 (or 1-877-876-2455).**

FBI *Advisory*

If you receive a suspicious letter or package
What should you do?



- 1** Handle with care
Don't shake or bump
- 2** Isolate and look for indicators
- 3** Don't Open, Smell or Taste
- 4** Treat it as Suspect!
Call 911

If parcel is open and/or a threat is identified...

For a Bomb

Evacuate Immediately
 Call 911 (Police)
 Contact local FBI

For Radiological

Limit Exposure - Don't Handle
 Distance (Evacuate area)
 Shield yourself from object
 Call 911 (Police)
 Contact local FBI

For Biological or Chemical

Isolate - Don't Handle
 Call 911 (Police)
 Wash your hands with soap and warm water
 Contact local FBI



Police Department _____

Fire Department _____

Local FBI Office _____

(Ask for the Duty Agent, Special Agent Bomb Technician, or Weapons of Mass Destruction Coordinator)