

14 FAH-4 H-220 POUCH CONTENTS

(CT:DPM-4; 6-9-2009)
(Office of Origin: A/LM)

14 FAH-4 H-221 CONTENTS DISCLOSURE

(CT:DPM-2; 05-06-2009)

- a. Disclosure of pouch contents, regardless of nature or classification, to any person except U.S. Government employees or contractors with proper security clearance and a need to know, violates the security of the pouch. Never disclose or discuss pouch contents with foreign officials.
- b. Discussion of pouch contents:
 - (1) Communications may be designated UNCLASSIFIED when pouch contents are discussed in a general way (e.g., by registry number or by referring only to “items” or “material”).
 - (2) Communications must be at least SENSITIVE BUT UNCLASSIFIED when they specifically identify items being sent by pouch (e.g., “passports” or “Ambassador Smith’s letter of July 6”).

14 FAH-4 H-222 CONTROLLED ITEMS

14 FAH-4 H-222.1 Types of Items That Must Be Registered

(CT:DPM-2; 05-06-2009)

- a. Each piece (envelope, package, or other outer cover) of the following types of pouch material must be registered:
 - (1) Classified, cryptographic, or administratively controlled materials;
 - (2) Material the sending office considers sufficiently important to warrant registry control; or
 - (3) Material received registered by Form OF-112, Classified Material Receipt, from another office or an outside source. See 12 FAM 539.4-2 regarding use of the OF-112.
- b. The registry form used by the Department for official items is barcode readable Form OF-120, Diplomatic Pouch Mail Registration. Use only one

registry number per item. If the item already has an OF-112 registry number, the OF-112 number should be used in lieu of a new OF-120 number. Do not use an OF-112 or OF-120 for personal items. Ordering information for the OF-112 and OF-120 is found on the A/LM/PMP/DPM Web site.

- c. Locally produced barcode readable registry number labels may be used as an alternate to Form OF-120, for either official items or personal items.
- d. Appropriate receipts should be kept on file in accordance with 5 FAH-4, H-310 Records Management Handbook. Proof of handling is necessary to resolve tracing and tracking issues.

14 FAH-4 H-222.2 Types of Items That May Be Registered

(CT:DPM-2; 05-06-2009)

In unclassified pouches, senders may register any item for any reason. Registered items can be tracked and traced but are still sent at the risk of the sender.

14 FAH-4 H-222.3 Classification Marking of Controlled Items

(CT:DPM-2; 05-06-2009)

- a. Classified or administratively controlled items processed by the Department's Internal Mail and Messenger Service (IMMS) or diplomatic pouch service must display only classification or administratively controlled indicators recognized by the Department, as follows:
 - Unclassified - Via Controlled Air Pouch (UCAP)
 - Sensitivity Warrants Courier Handling
 - Sensitive But Unclassified (SBU)
 - CONFIDENTIAL
 - SECRET
 - TOP SECRET
- b. Items not marked with one of the above indicators are assumed to be unclassified. Items showing no classification but marked in a way that indicates they might be classified or administratively controlled (e.g., "By Courier", "NOFORN") will not be accepted for pouch transmission.
- c. Each envelope, package, or other outer cover (including collective cover) of official material originated by any Federal agency for transport by

diplomatic pouch must be marked with the highest security classification or administrative control designation of the material it contains.

14 FAH-4 H-222.4 Dispatch of Registered Items

(CT:DPM-2; 05-06-2009)

- a. Only items categorized as UNCLASSIFIED or SENSITIVE BUT UNCLASSIFIED may be transported in [A] pouches. Items in [A] pouches may be bar-coded for tracking purposes.
- b. Items transported in [C] pouches may be categorized as SENSITIVE BUT UNCLASSIFIED, Sensitivity Warrants Courier Handling, CONFIDENTIAL, SECRET, or TOP SECRET. Items in [C] pouches must be registered in accordance with 14 FAH-4 H-222.1.
 - (1) For a description of CONFIDENTIAL, SECRET, or TOP SECRET classifications, see 12 FAM 513.
 - (2) UNCLASSIFIED or SENSITIVE BUT UNCLASSIFIED items may be transported by classified pouch under certain conditions and must be bar-coded. See 14 FAH-4 H-213.2-2.
- c. Items transported in [C] pouches marked "VIA DCS," or "VIA Defense Courier Service" are handled as TOP SECRET items. See 14 FAH-4 H-260 for DCS procedures. The Department is charged an additional fee to use the DCS system, which is absorbed by the Courier Division for some Department customers and is charged back to the sender for some Department programs and non-Department customers (see 14 FAM 727, subparagraph c(2)).

14 FAH-4 H-222.5 Entry of Registered Item Data at ILMS DPM Posts

(CT:DPM-2; 05-06-2009)

- a. When the vault or mail room at an ILMS DPM post receives an item with a registry number, whether an OF-120, OF-112, or any scannable bar-code such as a commercial carrier registry number, the staff must enter that item into ILMS DPM for both the classified and unclassified channels.
- b. Information required by ILMS DPM for registered items is the registry number, classification, sending agency, and the weight of the item in kilograms.
- c. Data entry may be done at the time the pouch is being closed using the "Quick Pouch Build" process or may be done in advance of pouch day using the "Add/Modify Acct Items" process.

14 FAH-4 H-223 SENDING SBU MATERIAL BY POUCH

(CT:DPM-2; 05-06-2009)

- a. The originator must prepare SBU material using the following procedure:
 - (1) Attach barcode readable Form OF-120 to the front of the package. Mark the package and the form "UNCLASSIFIED".
 - (2) Deliver the package containing the SBU material to your servicing mail room.
 - (3) Keep a record of registry numbers and other pertinent information that would assist in tracing and tracking the SBU material.
- b. Unclassified Controlled Air Pouch (UCAP) should be used when additional safeguards are necessary as determined by the originator. To send SBU via UCAP, the originator should do the following:
 - (1) Attach barcode readable Form OF-120 to the front of the package and place "VIA CONTROLLED AIR POUCH" prominently on the front and back of the package and on barcode readable Form OF-120.
 - (2) Deliver the package to the classified pouch room (at post) or your servicing mail room at the Department for processing in accordance with 14 FAH-4 H-213.1-6.
 - (3) Keep a record of registry numbers and other pertinent information that would assist in tracing and tracking the SBU material.

14 FAH-4 H-224 SENDING VISA FORMS TO KCC BY POUCH

(CT:DPM-2; 05-06-2009)

- a. Posts that use [A] pouches to send DS-156 and DS-157 NIV application records to the Kentucky Consular Center (KCC) must address boxes as follows:

U.S. DEPARTMENT OF STATE
WASHINGTON DC
NOTIFY PANALPINA, Inc. TEL 703-834-2000 UPON ARRIVAL
FOR FURTHER TRANSIT TO: KCC
U.S. DEPARTMENT OF STATE
ATTN: KCC OF156 Manager
3505 HWY 25W
WILLIAMSBURG KY 40769

- b. KCC is an authorized pouch receiving facility for NIV records only. KCC is

authorized to receive and open these unclassified diplomatic pouches, remove the contents, maintain a record of the invoices, and return empty pouches to A/LM/PMP/DPM/U at SA-32.

- c. For airline and routing charges, Dulles International Airport (IAD) should remain the final destination airport. All pouch shipments destined to KCC must be dispatched on a separate airway bill. Do not send regular [A] pouch shipments to A/LM/PMP/DPM/U at SA-32 on the same airway bill as shipments destined to KCC.
- d. Manual posts must establish a unique unclassified pouch invoice series for [A] pouches sent to KCC. Manual posts can check shipment status by e-mail to KCCOF156MGR@state.gov
- e. ILMS DPM posts do not have to establish a unique unclassified series as the system generates invoices based on specific business units. KCC's business unit is "VOKCC". ILMS DPM posts can check shipment status in ILMS DPM.
- f. For both manual and ILMS DPM posts, pouch tags must contain the address in subparagraph (a) above, so that pouches destined for KCC are not delivered by the carrier to SA-32. Pouches for KCC must be double tagged with the same address on both tags.

14 FAH-4 H-225 SENDING RETIRED RECORDS BY POUCH

(CT:DPM-4; 6-9-2009)

- a. Posts abroad should notify the Records Service Center (A/GIS/IPS-RSC) of plans to ship records by unclassified e-mail addressed to RetiredRecords@state.gov. Prior to shipment, include a copy of the completed Form DS-693 in the first box of records. Label the top of the box with the address below and the post's name. Seal the box with a strong, clear tape. Shipments of less than one cubic foot should be packed in double envelopes.
- b. Unclassified files may be sent by unclassified pouch, by air or sea cargo, or from border posts by truck. Files may not be sent by military post office or DPO. Classified files must be sent by classified pouch.
- c. For unclassified and classified pouch, address boxes to:

Office of Information Programs and Services
Records Service Center (A/GIS/IPS-RSC)
SA-13
Department of State
Washington DC 20520

- d. Classified documents must be transmitted via classified Diplomatic Pouch under courier receipt Form OF-120, Diplomatic Pouch Mail Registration. This form must be ordered from the General Services Administration. The classification noted on the OF-120 must be that of the highest record contained in the box.

14 FAH-4 H-226 SENDING HOMEWARD BOUND MAIL BY POUCH

14 FAH-4 H-226.1 HBMS Mailing Procedures

(CT:DPM-2; 05-06-2009)

Persons wishing to use the homeward bound mail service (HBMS) will:

- (1) Make sure the service is available at the post;
- (2) Affix sufficient postage;
- (3) Securely wrap packages to avoid damage or loss and to facilitate proper handling;
- (4) Affix appropriate customs form to the outside of the package;
- (5) Use the following return address clearly marked in the upper left corner:
(Name of Sender)
unique post "street" address (e.g. 6180 KABUL PLACE)
DULLES VA 20689-(4-digit Post Extension)
- (6) Deliver the mail to the location provided by the Employee Association.

14 FAH-4 H-226.2 Employee Association Responsibilities

(CT:DPM-2; 05-06-2009)

- a. Employee Associations at posts will:
- (1) Comply with 6 FAM 500 regulations regarding operating the employee association and the HBMS;
 - (2) Establish procedures to collect payment from users of the service;
 - (3) Ensure postal supplies are available;
 - (4) Determine frequency of shipments;

- (5) Establish procedures to abide by USPS standards, policies and regulations;
 - (6) Protect private property;
 - (7) Reimburse the post for the cost of the procured supplies and air freight;
 - (8) Provide a location for accepting mail and preparing pouch bags; and
 - (9) Deliver open pouches containing outgoing HBMS mail to the post's mail room.
- b. Posts without an Employee Association should contact Commissary and Recreation Affairs (A/OPR/CR)

14 FAH-4 H-226.3 Mail Control Officer Responsibilities

(CT:DPM-2; 05-06-2009)

The Mail Control Officer will instruct mail room staff to:

- (1) Accept open HBMS pouches from the Employee Association;
- (2) Ensure HBMS material is not intermingled in the same pouch as official pouch material;
- (3) For manual posts, invoice HBMS pouches in the same numerical sequence as regular unclassified pouch shipments;
- (4) Close HBMS pouches and, for manual posts, devise an accounting system that separates the weight of HBMS pouches from official pouches. For ILMS DPM posts, the Employee Association must be entered into the system as an "agency" and HBMS pouches assigned to the Employee Association as the sender. The ILMS DPM system will track weight of outgoing pouches;
- (5) Transport HBMS pouches on the same waybill as regular [A] pouches;
- (6) Provide HBMS weights and costs to the Employee Association manager and Financial Management Officer; and
- (7) Provide empty pouch bags for the Employee Association. Official pouch material has priority when stock is low.

14 FAH-4 H-226.4 A/LM/PMP/DPM/U Responsibilities

(CT:DPM-2; 05-06-2009)

The Diplomatic Pouch and Mail unclassified mail facility (A/LM/PMP/DPM/U) will, upon receipt of pouches:

- (1) Open and provide a receipt for HBMS pouches;
- (2) Introduce HBMS parcels into the USPS/Customs systems; and
- (3) Treat HBMS parcels as incoming mail for post, to be sent back to post, if rejected by the USPS or Customs Service.

14 FAH-4 H-227 POUCH INSPECTION

14 FAH-4 H-227.1 Inspection by Pouch Control Officer

(CT:DPM-2; 05-06-2009)

- a. Each authorized user of the pouch who dispatches letters, flats, parcels, and non-conveyables automatically consents to an inspection by the Pouch Control Officer (PCO).
- b. PCOs may inspect items suspected of containing prohibited material subject to the following provisions:
 - (1) Classified or unclassified mail room staff may intercept any letter, flat, parcel, or non-conveyable that is improperly prepared or otherwise considered questionable for pouch transmission. Mail room staff may request the PCO to open the item to determine if it is eligible for pouch transmission.
 - (2) At posts, unclassified and classified items may be opened only in the presence of and with the consent of the originator or addressee. If consent is refused, the item will not be accepted for pouch transmission and will be returned to the originator. If neither originator nor addressee is physically present at post, the PCO may open suspect items in the presence of one witness.
 - (3) In the Department, the PCO is authorized, in the presence of one witness, to open suspect items without the presence or the consent of the addressee or originator. For classified items, every attempt will be made to contact the originator before opening the item.
 - (4) In the Department, A/LM/PMP/DPM will make a reasonable effort to

obtain disposition instructions from the appropriate person. The cost for the return or disposal of items will be paid for by the originator or the addressee. When disposition instructions or payment cannot be obtained, items will be turned over to building security guards. At the end of a 30-day holding period, DS personnel will list each item to be disposed of on the ILMS Asset Management Excess Property Report, and fax that form to the Business Analysis Division (A/LM/PMP/BA/PM) to coordinate pick-up of the property. See 14 FAM 427.1 (g).

14 FAH-4 H-227.2 Outgoing Items Containing Prohibited Material

(CT:DPM-2; 05-06-2009)

- a. At domestic mail facilities for outgoing unclassified pouch, the Pouch Control Officer takes the following action:
 - (1) If items have USPS postage and a valid return address, they are returned to sender via USPS and an e-mail is sent to post. For all other material, an email will be sent to posts informing the addressee that the parcel is being held pending disposition instructions and receipt of funds for return.
 - (2) Items addressed to and from the same person and the same address cannot be returned or forwarded. An e-mail will be sent to the post requesting the addressee to make arrangements to have the item returned to a valid domestic address in the same manner in which it was delivered. If forwarding instructions are not received within ten (10) working days, the item will be turned over to building security guards. At the end of a 30-day holding period, DS personnel will list each item to be disposed of on the ILMS Asset Management Excess Property Report, and fax that form to A/LM/PMP/BA/PM to coordinate pick-up of the property. See 14 FAM 427.1 (g).
- b. At domestic mail facilities for outgoing classified pouch, the PCO takes the following action: items found to have prohibited material will be returned to the originator in the same manner in which it was delivered.
- c. At posts abroad for both unclassified and classified pouch, the PCO returns the item to the sender.
- d. For policies and procedures regarding pouch abuse, see 14 FAM 726.

14 FAH-4 H-228 PILFERAGE AND DAMAGE

(CT:DPM-2; 05-06-2009)

- a. The Department does not accept responsibility for lost or damaged items sent via pouch. All items sent by the Diplomatic Pouch are sent at the risk of the sender.
- b. Post management must make certain that local procedures are in place to ensure the safekeeping of pouches and other property while under control of the PCO.
- c. To reduce the risk of damage, employees must ensure that parcels are packed well enough to withstand rough handling and storage. PCOs must ensure pouches are properly packed to minimize possible damage to contents.
- d. Pouches must be retrieved from the airport as soon as possible after arrival and opened only by authorized personnel in a controlled secure environment.

14 FAH-4 H-229 UNASSIGNED