

14 FAH-4 H-200 INTERNAL MESSAGE SERVICE (IMS) (DEPARTMENT ONLY)

14 FAH-4 H-210 INTERNAL MESSAGE SERVICE PROCEDURES

*(CT:DPM-1; 06-28-2007)
(Office of origin: A/LM/PMP/DPM)*

14 FAH-4 H-211 ACCEPTANCE

(CT:DPM-1; 06-28-2007)

The Internal Message Service accepts all letters, flats, and parcels—classified and unclassified—up to 70 pounds per item. Originators must make delivery arrangements for items over 70 pounds.

14 FAH-4 H-212 DELIVERY

(CT:DPM-1; 06-28-2007)

- a. Mail originating in Main State or its annexes addressed for delivery in Main State or its annexes will not be processed by the classified or unclassified pouch branches. This mail is processed by the contractor that provides internal messenger service (IMS) for the Department.
- b. Mail originating from within the IMS addressed to locations outside the IMS is sent to DPM/U or DPM/C for processing.
- c. DPM acts as agent for the Department when registered, certified, and other special category mail is delivered by the United States Postal Service (USPS). Official registered and certified letters and other controlled mail addressed to offices and employees located at Main State and Annexes are signed for by cleared IMS staff. Addressees or their message center mail acceptance staff sign for the mail items on the DPM

record acknowledging receipt upon delivery by IMS messenger.

- (1) The receiving office must date stamp, sign, and return the acknowledgment of receipt as instructed on the appropriate USPS form.
 - (2) Department offices or message centers should establish procedures to ensure that a record of receipt identifying the individual the items was delivered to is kept on file.
- d. Mail and Pouch items addressed to other agency domestic offices are transported from DPM facilities to the agency. Most Washington agencies have established regularly scheduled messenger service between their agencies and DPM/UPM (SA-32) and DPM/CPM (Room 528, Main State).
- (1) Unclassified messenger service between other agencies and the Department's Diplomatic Pouch and Mail facility (SA-32) is available. Each agency picks up unclassified pouch and mail material received via unclassified pouch on a regular basis, i.e., one pick-up per day. A few agencies, for example those that are unique to the official community at Department facilities abroad, do not. If in doubt, the agency representative at post should contact the parent agency in Washington, DC to verify that the service exists. If messenger service is not available, the agency is responsible for arranging pick-up at the appropriate Department facility.
 - (2) Classified courier/messenger service is established between the Department of State and other U.S. government agencies (see 14 FAH-4 H-575 for details). Depending on the agency, service is either daily or three times a week from room B528.
 - (3) Classified material for the Old Executive Office Building (OEOB)/New Executive Office Building (NEOB), the Office of Management and Budget (OMB), United States Trade Representative (USTR), and the Pentagon originators must use Form DS-112, Classified Material Receipt. The outer envelope must not have external classification markings. An IMS employee leaves the Department twice a day (7:30 a.m. and 1:00 p.m.) from room B528 for the above agencies with this material. Pentagon mail is sent via a consolidated registered mail bag once a day from room B528 at 3:00 p.m.
 - (4) Classified material for other U.S. government domestic addresses must be prepared for USPS registered mail. Follow the procedures as outlined in 14 FAH-4 H-575.2.

14 FAH-4 H-213 PERSONAL MERCHANDISE

(CT:DPM-1; 06-28-2007)

- a. Personal merchandise must not be sent through the Department internal messenger service. Exceptions are temporary duty personnel assigned as rovers to posts abroad who have a genuine, compelling need to use the Department as their mailing address.
- b. Washington-based personnel who insist on using the Department's address to receive personal parcels must coordinate pickup with parcel service carriers prior to delivery at the Joggens entrance (the corner of 21st and C Street).
- c. Personal parcels received through the Department messenger service will be returned to the sender or donated to charity if the sender is not known.

14 FAH-4 H-214 THROUGH H-219 UNASSIGNED