

APPENDIX A

SERVICES REFLECTED HEREIN MAY NOT BE AVAILABLE. Levels of Service; their frequency, quality, quantity and timeliness are influenced by the installations' funding posture and changes from higher headquarters. Customers will reimburse for all services above Common Levels of Support (CLS) in accordance with DODI 4000.19 for any service that “. . . increases the support supplier's direct costs (i.e., incremental direct cost). Costs associated with common use infrastructure are non-reimbursable, except for support provided solely for the benefit of one or more tenants. . .” Reimbursable costs may include but are not limited to overtime for Garrison employees, actual cost of contract support or any other incremental direct costs to provide services beyond the common level of support for a tenant or other customer.

**Service 17 – Document Management
Directorate of Human Resources**

Point of Contact: DHR, 301-677-3331/DSN 622-3331, Building 375

**Service 17.1 – Records Management
Directorate of Human Resources (FGGM, DHR)
Building 375**

**Receiver Responsibilities: Contact Records Management Section, ext 72324 for specific requirements.
(Reimbursable examples include: faster response time and significant volume.)**

**Service 17.2 – Official Mail
Point of Contact – (301-677-7128, Building 375)**

Receiver Responsibilities: MAIL TRAINING: Before entering into mail-handling duties, all selected personnel shall be properly trained and all designated personnel should attend the Unit Mail Handlers Course. Please call 301-677-4813 to schedule the training.

Reimbursable Support: Mail Postage Service - Meter receiver's outgoing official mail with postage imprint and surcharge. ACTUAL COST of postage + 5%.

Receiver Responsibilities: Provide the Installation Mail, Distribution and Locator Office with DA Form 3955 for soldiers assigned or attached to their unit. A DA Form 3955 is also required for each newly assigned or departing soldier. Notify the supplier upon arrival, of their mailroom address and for assistance in setting up a unit mailroom. If no mailroom is established, notify the supplier for the activity/unit that is supporting their unit's mailroom operations. Drop off undeliverable mail showing current endorsements not later than 1400 hours daily to the Locator Office. Appoint a Mailroom Supervisor, Mail Clerk and Mail Orderly in writing and ensure they complete the Unit Mail Service Training Class and are certified prior to working in the Unit Mail Room.

**Service 17.4 – Forms Management
Point of Contact – (301-677-7128/DSN 622-7128, Building 375)**

Receiver Responsibilities:

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