



UNITED STATES MARINE CORPS  
MARINE CORPS BASE HAWAII  
BOX 63002  
KANEHOE BAY, HAWAII 96863-3002

IN REPLY REFER TO:  
BaseO 5010.2  
SSEC  
27 May 2004

BASE ORDER 5010.2

From: Commanding General, Marine Corps Base Hawaii  
To: Distribution List

Subj: COMMANDING GENERAL MAIL PROCEDURES FOR MARINE CORPS BASE  
HAWAII

1. Purpose. To publish policies, procedures, and standards for operation and maintenance of the Commanding General Mail (CG Mail) program for Marine Corps Base Hawaii.
2. Cancellation. Base Order 5010.1.
3. Effective Date. 27 May 2004.
4. Summary of Revisions. This Order contains significant policy and administrative changes that require a complete review.
5. Recommendation. Submit recommendations concerning Base Order 5010.2 to the Commanding General, Marine Corps Base Hawaii (Attn: CG Mail Administrator) via the chain of command.
6. Certification. Reviewed and approved this date.

R. C. ROTEN  
By direction

Distribution: A



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1. Situation

a. ALMAR 031/00 established the Marine Mail program for the Commandant of the Marine Corps with the intent to encourage creativity and innovation, providing every Marine, Sailor, or civilian, regardless of rank, a method by which their positive and professional ideas could be heard. It was not designed to be a substitute for the chain of command and other reporting procedures such as request mast, administrative requests, disciplinary actions or appeals, medical boards, EEO issues, etc.

b. In December 2001, the Commanding General (CG), Marine Corps Base Hawaii (MCBH) directed that a parallel program be created and instituted to ensure that Marines, Sailors, and civilians associated with Marine Corps Base Hawaii were afforded the same opportunity at the Base level.

c. This Order sets forth guidance and procedures for the CG Mail program for Marine Corps Base Hawaii.

2. Mission. Anyone may, and everyone is encouraged, to submit constructive ideas to the CG, MCBH. A CG Mail submission must include the name or names of persons submitting CG Mail, return address(es), and answer one of the following questions:

- a. What are we not doing that we should be doing?
- b. What are we doing that we shouldn't be doing?
- c. What are we doing that we should be doing better?

3. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. All CG Mail is encouraged; however, no action can be taken if CG Mail does not pertain to one of the questions listed in paragraph 2 of this Order.

(2) Concept of Operations. CG Mail may be submitted via the

following avenues:

(a) Email. Submit CG Mail to the following email address:

CGMAIL@MCBH.USMC.MIL. This email address can also be accessed via the MCBH Homepage: <http://www.mcbh.usmc.mil/>.

(b) A Written/Typed Fax. The following numbers are applicable: (808) 257-1076 (DSN 457-1076).

(c) A Written/Typed Letter. Must be mailed to the following address:

Commanding General (Attn: CG Mail Administrator)  
Marine Corps Base Hawaii  
Box 63002  
Kaneohe Bay, Hawaii 96863-3002

(d) A Written/Typed Letter Hand Delivered. Must be delivered to Room #1, Building 216, Marine Corps Base Hawaii.

b. Subordinate Element Missions. Upon receipt of a CG Mail, the CG Mail Administrator (normally the staff secretary) will review the submission and make a recommendation to the deputy commander as to the most appropriate staff section or agency to address the CG Mail. The designated staff section/agency will provide a proposed response, appropriately staffed, to the commanding general for approval (via email and under cover letter to the CG Mail Administrator) within five calendar days of receipt of the CG Mail. An extension, normally two calendar days, may be granted to a staff section/agency to complete a CG Mail response. A second extension will not be granted.

(1) Proposed responses will be forwarded to the commanding general via the deputy commander for approval.

(2) When CG Mail is approved, the commanding general will make a determination as to which CG Mail will be published in the Hawaii Marine. This authority may be delegated to the deputy commander.

(3) The CG Mail Administrator

(a) Coordination will be made with the Director of Public Affairs, MCBH for publication of CG Mail in the MCBH newspaper, the Hawaii Marine.

(b) Responses will be provided to the individual or individuals who submitted the CG Mail.

(c) Responses will also be provided to the staff section or agency that provided input.

c. Coordinating Instructions. Appropriate staff sections and agencies will adhere to the provisions outlined and specified in this Order. Recommended changes to this Order are invited and should be directed to the CG Mail Administrator.

4. Administration and Logistics. An individual or individuals who write a CG Mail may be unaware of programs or procedures either in place or in effect and that directly impacts the issue or concern outlined in their CG Mail. Preparation of responses should take care in accounting for this. It may also be necessary to include collateral information that "paints a bigger picture" and helps to frame an issue or concern into a broader context that is easily understood by a larger, general population.

5. Command and Signal

a. Command. This Order is effective the date signed.

b. Signal. This Order is applicable to both Active Duty and Reserve Personnel.

A handwritten signature in black ink, appearing to read 'R. C. Roten', is written over a faint, larger version of the same signature.

R. C. ROTEN  
By direction