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**Under Secretary of Defense for
Acquisition and Sustainment**



**DEPUTY UNDER SECRETARY OF DEFENSE FOR
LOGISTICS AND MATERIEL READINESS
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WASHINGTON, DC 20301-3500**

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FOREWORD

This Manual is reissued under the authority of DoD Directive 4525.6, "Single Manager for Military Postal Service," May 5, 1980. It prescribes uniform procedures and responsibilities for the administration and operation of the Military Postal Service (MPS). The changes contained herein are considered too complex to be handled via page changes. Many portions have been completely revised and require the Manual to be reviewed in its entirety.

DoD 4525.6-M, "DoD Postal Manual." Volume I and II, December 28, 1989, is hereby canceled.

The provisions of this Manual apply to the Office of the Secretary of Defense, the Military Departments, the Chairman of the Joint Chiefs of Staff, the Combatant Commands, the Office of the Inspector General of the Department of Defense, the Defense Agencies, the DoD Field Activities and all other organizational entities within the Department of Defense (hereafter referred to collectively as "the DoD Components") and their Non-Appropriated Fund Activities. The term "Military Services," as used herein, refers to the Army, the Navy, the Air Force, the Marine Corps, and the Coast Guard. The term "major command," as used herein, refers to the subordinate commands of the Military Services having MPS support responsibility within an assigned area.

This Manual is effective immediately and is mandatory for use by all DoD Components that operate and use the MPS. Supplementary instructions may only be issued when necessary to provide for unique requirements within their respective commands. The Executive Director, Military Postal Service Agency (MPSA) shall approve Any supplementary instructions before publication. Two copies of any supplementary instructions shall be provided to MPSA.

Forward recommended changes to the Manual through channels to:

**Executive Director
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Alexandria, VA 22331-0006**

Copies of this Manual may be obtained at <http://www.dtic-mil/whs/directives>. All Department of Defense and Standard Forms prescribed for use, in this manual, are available on the Internet under Defense Link Publications. The U.S. Postal Service publications and forms prescribed for use, in this manual, are available on the Internet under <http://www.usps.com> or from the local post office.

Record responsibility for this publication is assigned to the Executive Director, Military Postal Service Agency.



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DL1.1. DEFINITIONS

DL1.1.1. Activity. Any DoD organization such as headquarters, agency, depot, or unit.

DL1.1.2. Ancillary Service. Forwarding, return, or address correction service included within a mail class. Depending on the mail class, these services are preformed at a charge or at no additional charge, if and when the service is actually rendered.

DL1.1.3. Appropriated Fund Postage. Postage paid for with funds appropriated by the United States Congress. The postage may be prepaid or penalty postage.

DL1.1.4. Black Box Payments. Payments pertaining to classified projects.

DL1.1.5. Business Reply Mail (BRM). Specially printed postcards, envelopes, cartons, and labels that may be mailed without postage prepayment. Postage and fees are collected when the mail is delivered back to the original sender. This domestic service enables authorized mailers to receive First-Class Mail, without prepaid postage, back from customers by paying the postage and fee on receipt of the mailpieces. (Compare with courtesy reply mail, International Business Reply Service, and meter reply mail.)

DL1.1.6. Certificate of Mailing. A supplemental mail service that provides a receipt prepared by the mailer as proof of mailing.

DL1.1.7. Certified Mail. A special service that provides the sender with a receipt at the time of mailing; a record of delivery is kept at the post office of address. This type of mail must be sent at the regular First-Class Mail or Priority Mail rate. If sent as First-Class Mail, it is dispatched and handled in transit as ordinary mail. There are additional fees for return receipt. (Compare with Registered mail.) A record is not kept at the post office where it is mailed. If lost, it cannot be traced.

DL1.1.8. Commercial Enterprise Publication. DoD installations or activities Public Affairs office normally keep personnel informed about what is happening through installation or activity newspapers. In some cases, the printing and distribution of these newspapers has been contracted out to commercial enterprises. The latter sell advertising in the paper to cover the printing and distribution costs.

DL1.1.9. Consolidated Mail. Two or more pieces of mail placed in one container for direct mailing to one addressee, one installation, or more than one installation served by the same mail center.

DL1.1.10. Container. A bag, an envelope, a box, a pouch, or similar items that will hold two or more pieces of mail.

DL1.1.11. Distribution Case. The USPS' term for a group of boxes used to sort mail by addressee. "Pigeon hole" is another name frequently used for these boxes.

DL1.1.12. Endorsement. A marking on a mailpiece that shows handling instructions, a special service, or a request for an ancillary service.

DL1.1.13. Express Mail. A mail class that provides expedited USPS overnight delivery service for mailable matter (up to 70 pounds), subject to certain standards. It is available in five basic domestic service offerings (Same Day Airport Service, Custom Designed Service, Post Office to Addressee Service, Post Office to Post Office Service, and Military Service). In addition, Express Mail International Service is available for foreign destinations. Express Mail is a USPS trademark.

DL1.1.14. First-Class Mail. A mail class that includes all matter wholly or partly in handwriting or typewriting, all actual and personal correspondence, all bills and statements of account, and all matter sealed or otherwise closed against inspection. First-Class Mail comprises three subclasses: Post Cards and Stamped Cards, Letters and Sealed Parcels, and Priority Mail. Any mailable matter may be sent as First-Class Mail. First-Class Mail is a USPS trademark. (NOTE: Its use is mandatory for all matter wholly or partly in handwriting or typewriting, all actual and personal correspondence, all bills and statements of account. The Private Express Statutes cover these items.

DL1.1.15. Flat. The general term for flat-size mail, since the large mail is sorted without bending.

DL1.1.16. Flat-size Mail. A mail piece that exceeds one of the dimensions for letter-size mail (11-1/2 inches long, 6-1/8 inches high, 1/4 inch thick), but that does not exceed the maximum dimension for this mail processing category (15 inches long, 12 inches high, 3/4 inch thick). The dimensions are slightly different for automation rate eligibility. It may be unwrapped, paper-wrapped, sleeve-wrapped, or enveloped.

DL1.1.17. Indicia. An imprinted designation on a mailpiece that denotes postage payment (for example, a permit imprint in place of a postage stamp or a meter stamp).

DL1.1.18. Insured Mail. A special service to customers who pay a fee in advance to obtain payment in the event that the mail is lost, rifled, or damaged. (See also collect on delivery, Express Mail, and registered mail.) (NOTE: Insured mail is

available only on Standard Mail, or mail containing Standard Mail matter sent at the First-Class or Priority Mail rates. It provides a receipt to the sender and a record of delivery at the post office of delivery is kept for numbered insured, but not minimum fee insured items. A record is not kept at the post office where mailed.) Express mail is automatically insured for \$500.00.

DL1.1.19. International Mail. Mail originating in one country and destinating in another. It is classified as Postal Union Mail (that is, letters and cards (LC) and other articles (AO), postal parcels, and Express Mail International Service. (NOTE: Mail to and from MPOs is considered domestic mail, not international mail, as long as the return address is an MPO or domestic addresses and the delivery address does not include the name of a foreign city and country.)

DL1.1.20. Letter-size Mail. A mail processing category of mailpieces, including cards, not exceeding any of the dimensions for letter-size mail (that is, 11-1/2 inches long, 6-1/8 inches high, 1/4 inch thick). NOTE: It must be at least 5 inches long, 3 1/2 inches high, and 0.007 inches.

DL1.1.21. Library Rate. A Standard Mail subclass for items on loan from or exchanged between academic institutions, public libraries, museums, and other authorized organizations. NOTE: This is a congressionally subsidized rate. It is not authorized for use by DoD activities.

DL1.1.22. Marking. A notation on a mailpiece showing the mail class or rate. Generally defined as any notation or endorsement.

DL1.1.23. Merchandise Return Service. A special service that an authorized company provides a customer with a special mailing tag or label to return a shipment without postage prepayment. The company pays the return postage. See Business Reply Mail.

DL1.1.24. Metered Postage. Postage printed by a mechanical or electronic imprinter directly onto the mailpiece or onto gummed tape or labels affixed to the mailpiece. It may be used on all mail classes except Periodicals.

DL1.1.25. Military Ordinary Mail (MOM). Official mail sent by Department of Defense, posted at Periodicals requester publication rate, or Standard Mail postage rates, which must have faster than sealift transportation service to, from, and between overseas points, but does not require premium Priority service. It is moved by surface transportation in the United States and by air on overseas portions of its trip. It provides cheaper postage than Priority Mail. Delivery time to any MPO may be almost as fast as Priority Mail and rarely exceeds 21 days.

DL1.1.26. Military Post Office (MPO). A branch of a designated USPS civilian post office, which falls under the jurisdiction of the postmaster of either New York or San Francisco. It is operated by the Department of Defense to serve military personnel overseas or aboard ships where the USPS does not operate and a military situation requires the service. It may be either an Army Post Office (APO) that serves the Army or Air Force or a Fleet Post Office (FPO) that serves the Coast Guard, Navy, or Marine Corps.

DL1.1.27. Mixed Classes of Mail. Two or more classes of mail combined into one enclosure. Postage for the entire weight is charged at the higher-class rate.

DL1.1.28. Nonconveyable. Any item to be shipped via diplomatic pouch that weighs over 40 pounds, or exceeds 62 inches in length and girth combined, or whose longest dimension exceeds 24 inches.

DL1.1.29. Nonstandard Mail. First-Class mail weighing 1 ounce or less and Standard Mail (A) weighing 2 ounces or less requires payment of a surcharge if it does not have a standard aspect ratio of between 1.3 and 2.5. The standard aspect ratio is determined by dividing the length by the height. The surcharge is also applicable if it exceeds any of the following: height 6 1/8 inches; length 11 1/2 inches; thickness 1/4 inch.

DL1.1.30. Official Mail. Official matter mailed as penalty mail or with postage and fees prepaid.

DL1.1.31. Official Matter. Any item belonging to or exclusively pertains to the business of the U.S. Government.

DL1.1.32. Parcel Air Lift (PAL) Mail. Special postal services for parcels and Periodicals rate publications mailed to military personnel overseas. It is not authorized for use on official mail.

DL1.1.33. Penalty Postage. Penalty postage is paid for after mailing versus prepaid postage that is paid for when obtained. Forms of penalty postage are penalty-metered indicia, penalty permit indicia, penalty mail stamps, penalty business reply and merchandise return indicia.

DL1.1.34. Periodicals. Magazines, journals, newspapers, digests, briefs, bulletins, summaries, and similar items published on a recurring basis.

DL1.1.35. Periodicals Rate. The class of mail for printed periodical publications including newspapers and requester publications.

DL1.1.36. Permit. Mail with imprinted indicia instead of a stamp or postage meter imprint showing postage paid by the sender.

DL1.1.37. Postage Stamp. Includes both prepaid postage stamps sold by post offices and penalty mail stamps.

DL1.1.38. Post Office. A post office operated by the USPS or an MPO.

DL1.1.39. Prepaid Postage. All forms of postage except penalty postage.

DL1.1.40. Priority Mail. First-Class Mail weighing more than 13 ounces.

DL1.1.41. Private Express Statutes. A group of Federal statutes that gives the USPS the exclusive right, with certain exceptions, to carry letters for others. They are based on the provision in the U.S. Constitution authorizing Congress to "establish Post Offices and post roads."

DL1.1.42. Registered Mail. The most secure service the USPS offers. It incorporates a system of receipts to monitor mail movement from the point of acceptance to delivery.

DL1.1.43. Requester Publications Rate. A part of the Periodicals rate structure used for periodicals with at least 24 pages, issued regularly four or more times a year, circulated free or mainly free, and containing at least 25 percent nonadvertising.

DL1.1.44. Required Delivery Date (RDD). The date mail must reach its addressee.

DL1.1.45. Restricted Delivery. A service wherein mailer may direct delivery only to the addressee or to an agent of the addressee specifically authorized in writing by the addressee to receive his or her mail.

DL1.1.46. Return Receipt. A postal service available only on registered, certified, or numbered insured mail. USPS Domestic Return Receipt (PS Form 3811) shows to whom and when mail is delivered and is used only when the mailer must have proof of delivery or date of delivery.

DL1.1.47. Secondary Unit Designator. Words such as apartment, suite, floor, room, unit, stop, and department that are followed by a number. They normally are placed on the same line as the street address. The secondary designator may be placed on the line above the street address if the line would be too long when both are shown on the same line.

DL1.1.48. Self-Mailer. Any mail piece (except parcels) that does not have an outer cover, wrapping, or envelope in addition to the paper or material on which the majority of the printing, drawing, or writing being transmitted is placed. Examples are postcards, or a number of sheets, folded or unfolded, not necessarily of the same material.

DL1.1.49. Single Manager (SM). The manager of MPS, designated to be the Secretary of the Army. Military Postal Service Agency acts as the SM for the Secretary of the Army.

DL1.1.50. Single Service Manager (SSM). The component command assigned by the Combatant Commander to be the manager and point of contact (POC) on all postal issues in the area of responsibility (AOR).

DL1.1.51. Small Volume Mailer. An activity with outgoing mail volume that is too small to justify the cost of leasing and using any type of postage meter.

DL1.1.52. Space Available Mail (SAM). A special postal service for parcels and publications mailed to military personnel overseas. It is not authorized for use on official mail.

DL1.1.53. Standard Mail (A). Standard Mail that weighs less than 16 ounces. It comprises the subclasses of Regular Standard Mail, Nonprofit Standard Mail, Enhanced Carrier Route Standard Mail, Nonprofit Enhanced Carrier Route Standard Mail, and Single-Piece Standard Mail. These subclasses include circulars, printed matter, pamphlets, catalogs, newsletters, direct mail, and merchandise. Standard Mail (A) may be sent at presorted rates and at automation rates. (NOTE: The Department of Defense is not authorized to use the Nonprofit Standard Mail and Nonprofit Enhanced Carrier Route Standard Mail rates; they are congressionally subsidized.)

DL1.1.54. Standard Mail (B). Usually Standard Mail that weighs 16 ounces or more. It comprises four subclasses: Bound Printed Matter, Library Mail, Parcel Post, and Special Standard Mail. (NOTE: The Department of Defense is not authorized to use the Library Mail rate; it is a congressionally subsidized rate.)

DL1.1.55. Surcharges. Fees charged in addition to the normal postage on nonstandard mail.

AL1. ABBREVIATIONS AND ACRONYMS

AL1.1.1.	<u>AAFES</u>	Army and Air Force Exchange Service
AL1.1.2.	<u>ADC</u>	Area Distribution Center
AL1.1.3.	<u>AIC</u>	Account Indicator Code
AL1.1.4.	<u>AIG</u>	Address Indicator Group
AL1.1.5.	<u>AMC</u>	Air Mobility Command
AL1.1.6.	<u>AMT</u>	Aerial Mail Terminals
AL1.1.7.	<u>AOR</u>	Area of Responsibility
AL1.1.8.	<u>APDS</u>	All Purpose Date Stamp
AL1.1.9.	<u>APO</u>	Army or Air Force Post Office
AL1.1.10.	<u>APOD</u>	Aerial Port of Debarkation
AL1.1.11.	<u>APOE</u>	Aerial Port of Embarkation
AL1.1.12.	<u>ASM</u>	Any Service Member
AL1.1.13.	<u>AWOL</u>	Absent Without Leave
AL1.1.14.	<u>BRM</u>	Business Reply Mailing
AL1.1.15.	<u>CASREP</u>	Casualty Reporting
AL1.1.16.	<u>CINC</u>	Commander-In-Chief
AL1.1.17.	<u>CMR</u>	Community or Consolidated Mail Room
AL1.1.18.	<u>COD</u>	Collect On Delivery
AL1.1.19.	<u>CONUS</u>	Continental United States
AL1.1.20.	<u>COPE</u>	Custodian of Postal Effects
AL1.1.21.	<u>CPX</u>	Command Post Exercise
AL1.1.22.	<u>CRAF</u>	Civil Reserve Air Fleet
AL1.1.23.	<u>CTUS</u>	Customs Territory of the United States
AL1.1.24.	<u>DAYSTAT</u>	Daily Mail Movement Status Report
AL1.1.25.	<u>DMM</u>	Domestic Mail Manual
AL1.1.26.	<u>DMO</u>	District Management Office
AL1.1.27.	<u>DoD</u>	Department of Defense
AL1.1.28.	<u>DoDDS</u>	Department of Defense Dependent School
AL1.1.29.	<u>DoS</u>	Department of State
AL1.1.30.	<u>DoT</u>	Department of Transportation

AL1.1.31. <u>DP</u>	Diplomatic Pouches
AL1.1.32. <u>DRO</u>	Dependent Residing Overseas
AL1.1.33. <u>DTS</u>	Defense Transportation System
AL1.1.34. <u>DUSD(L)</u>	Deputy Under Secretary of Defense (Logistics)
AL1.1.35. <u>EAR</u>	Electronic Accumulation Register
AL1.1.36. <u>EFT</u>	Electronic Funds Transfer
AL1.1.37. <u>ENTNAC</u>	Entrance National Agency Check
AL1.1.38. <u>EPW/DP</u>	Enemy Prisoners of War/other Detained Personnel
AL1.1.39. <u>ETD</u>	Estimated Time of Departure
AL1.1.40. <u>FAA</u>	Federal Aviation Administration
AL1.1.41. <u>FAM</u>	Financial Adjustment Memorandum
AL1.1.42. <u>FFT</u>	For Further Transfer
AL1.1.43. <u>FM</u>	Free Mail
AL1.1.44. <u>FMC</u>	Fleet Mail Center
AL1.1.45. <u>FMS</u>	Foreign Military Sales
AL1.1.46. <u>FPO</u>	Fleet Post Office
AL1.1.47. <u>FY</u>	Fiscal Year
AL1.1.48. <u>GSA</u>	General Service Administration
AL1.1.49. <u>HAZMAT</u>	Hazardous Material
AL1.1.50. <u>HOLVOL</u>	Christmas Holiday mail Volume
AL1.1.51. <u>HOR</u>	Home Of Record
AL1.1.52. <u>HQ</u>	Headquarters
AL1.1.53. <u>IAD</u>	Intrusion Alarm Device
AL1.1.54. <u>IAMRU</u>	International Air Mail Reporting Unit
AL1.1.55. <u>ICRC</u>	International Committee of the Red Cross
AL1.1.56. <u>ID</u>	Identification
AL1.1.57. <u>IDS</u>	Intra-theater Delivery Service
AL1.1.58. <u>IEO</u>	International Exchange Office
AL1.1.59. <u>IG</u>	Inspector General
AL1.1.60. <u>IMM</u>	International Mail Manual

AL1.1.61. <u>IPP</u>	Irregular Parcels and Pieces
AL1.1.62. <u>IRC</u>	International Reply Coupon
AL1.1.63. <u>J-SIIDS</u>	Joint-Service Interior Intrusion Detection System
AL1.1.64. <u>JCS</u>	Joint Chiefs of Staff
AL1.1.65. <u>JEM</u>	Joint Exercise Manual
AL1.1.66. <u>JMPA</u>	Joint Military Postal Activity (Atlantic or Pacific)
AL1.1.67. <u>JTF</u>	Joint Task Force
AL1.1.68. <u>LCM</u>	Letter Class Mail
AL1.1.69. <u>LOC</u>	Line-Of-Communication
AL1.1.70. <u>MACOM</u>	Major Command
AL1.1.71. <u>MAMAS</u>	Military Automated Mail Accounting System
AL1.1.72. <u>MAO</u>	Mail Address Only
AL1.1.73. <u>MCA</u>	Mail Control Activity
AL1.1.74. <u>MIDAS</u>	Military and International Dispatch and Accountability System
AL1.1.75. <u>MILSTAMP</u>	Military Standard Transportation and Movement Procedure
AL1.1.76. <u>MMRS</u>	Mail Movement Reimbursement System
AL1.1.77. <u>MO</u>	Money Order
AL1.1.78. <u>MOB</u>	Money Order Business
AL1.1.79. <u>MODIS</u>	Military Origin Destination Information System
AL1.1.80. <u>MOID</u>	Money Order Identification Number
AL1.1.81. <u>MOM</u>	Military Ordinary Mail
AL1.1.82. <u>MPC</u>	Military Postal Clerk
AL1.1.83. <u>MPO</u>	Military Post Office
AL1.1.84. <u>MPOLL</u>	Military Post Office Location List
AL1.1.85. <u>MPOMDS</u>	Military Post Office Mail Distribution Scheme
AL1.1.86. <u>MPS</u>	Military Postal Service
AL1.1.87. <u>MPSA</u>	Military Postal Service Agency
AL1.1.88. <u>MRI</u>	Mail Routing Instruct
AL1.1.89. <u>MSC</u>	Military Sealift Command
AL1.1.90. <u>MTE</u>	Mail Transport Equipment

AL1.1.91. <u>MTMC</u>	Military Traffic Management Command
AL1.1.92. <u>NAC</u>	National Agency Check
AL1.1.93. <u>NAF</u>	Non-Appropriated Fund
AL1.1.94. <u>NATO</u>	North Atlantic Treaty Organization
AL1.1.95. <u>NBC</u>	Nuclear, Biological, or Chemical
AL1.1.96. <u>NCO</u>	Non-Commissioned Officer
AL1.1.97. <u>NEO</u>	Non-combatant Evacuation Operation
AL1.1.98. <u>NLT</u>	Not Later Than
AL1.1.99. <u>NSF</u>	Non-Sufficient Funds
AL1.1.100. <u>NWA</u>	No Witness Available
AL1.1.101. <u>OAG</u>	Official Airline Guide
AL1.1.102. <u>ODIS</u>	Origin Destination Information System
AL1.1.103. <u>OID</u>	Office Identification number
AL1.1.104. <u>OJT</u>	On-the-Job Training
AL1.1.105. <u>OMAS</u>	Official Mail Accounting System
AL1.1.106. <u>OPLAN</u>	Operations Plan
AL1.1.107. <u>OSI</u>	Offices of Special Investigations
AL1.1.108. <u>OSP</u>	Outside Piece
AL1.1.109. <u>PAL</u>	Parcel Airlift
AL1.1.110. <u>PB</u>	USPS Postal Bulletin
AL1.1.111. <u>PC</u>	Postal Clerk
AL1.1.112. <u>PCS</u>	Permanent Change of Station
AL1.1.113. <u>PEP</u>	Personnel Exchange Program
AL1.1.114. <u>PFO</u>	Postal Finance Officer
AL1.1.115. <u>PNA</u>	Postal Net Alert
AL1.1.116. <u>POC</u>	Point Of Contact
AL1.1.117. <u>POM</u>	Postal Operations Manual
AL1.1.118. <u>POP</u>	Postal Operating Plan
AL1.1.119. <u>POV</u>	Privately Owned Vehicle
AL1.1.120. <u>PSC</u>	Postal Service Center

AL1.1.121. <u>PULHES</u>	Physical Profile Serial Code
AL1.1.122. <u>PVI</u>	Postage Validation Imprinter
AL1.1.123. <u>RDD</u>	Required Delivery Date
AL1.1.124. <u>RDM</u>	Rapid Delivery Mail
AL1.1.125. <u>SACEUR</u>	Supreme Allied Commander Europe
AL1.1.126. <u>SALTS</u>	Streamline Automated Logistics Transmission System
AL1.1.127. <u>SAM</u>	Space Available Mail
AL1.1.128. <u>SECDEF</u>	Secretary of Defense
AL1.1.129. <u>SNDL</u>	Standard Navy Distribution List
AL1.1.130. <u>SOFA</u>	Status-of-Forces Agreement
AL1.1.131. <u>SOP</u>	Standard Operating Procedures
AL1.1.132. <u>SM</u>	Single Manager
AL1.1.133. <u>SSM</u>	Single Service Manager
AL1.1.134. <u>SSN</u>	Social Security Number
AL1.1.135. <u>STANAGS</u>	Standard NATO Agreements
AL1.1.136. <u>SVM</u>	Stamp Vending Machine
AL1.1.137. <u>TAD</u>	Temporary Additional Duty
AL1.1.138. <u>TC</u>	Transaction Counter
AL1.1.139. <u>TCN</u>	Transportation Control Number
AL1.1.140. <u>TDY</u>	Temporary Duty
AL1.1.141. <u>TPFDL</u>	Time Phased Force Deployment List
AL1.1.142. <u>UA</u>	Unauthorized Absence
AL1.1.143. <u>UCMJ</u>	Uniform Code of Military Justice
AL1.1.144. <u>UFN</u>	Until Further Notice
AL1.1.145. <u>UIC</u>	Unit Identification Code
AL1.1.146. <u>UMC</u>	Unit Mail Clerk
AL1.1.147. <u>UMR</u>	Unit Mail Room
AL1.1.148. <u>UN</u>	United Nations
AL1.1.149. <u>UPU</u>	Universal Postal Union
AL1.1.150. <u>USPS</u>	United States Postal Service
AL1.1.151. <u>USTRANSCOM</u>	U.S. Transportation Command
AL1.1.152. <u>WSP</u>	Weapon System Pouch
AL1.1.153. <u>ZIP</u>	Zone Improvement Plan

C1. CHAPTER 1
GENERAL INFORMATION

C1.1. MILITARY POST OFFICES (MPOs)

C1.1.1. Purpose. The Department of Defense (DoD) Postal Manual, per DoD Directive 4525.6 (reference (a)), prescribes standard procedures and responsibilities for the administration of the Military Postal Service (MPS). It also provides instructions for the management and control of postal effects and for the processing, dispatching, handling, transporting, and delivering of personal and official mail.

C1.1.2. Mission. The mission of the MPS is to provide postal service to the DoD Components in support of DoD missions.

C1.1.3. Applicability

C1.1.3.1. This Manual applies to all military postal activities. All MPS activities and Unit Mail Rooms (UMRs) must maintain access to a current copy of this Manual.

C1.1.3.2. The instructions in this Manual do not apply to processing official mail in official mail distribution centers. Personal mail entered into official mail channels must be handled and protected per the policies and procedures in this Manual.

C1.1.4. Terms and Abbreviations. Appendix 1 contains terms and abbreviations used in this Manual, the United States Postal Service (USPS), and other DoD postal-related directives or regulatory documents.

C1.1.5. Policy

C1.1.5.1. The MPS operates as an extension of the USPS, consistent with public law and Federal regulations. Appendix 2 contains the policies and procedures governing the use of the MPS and is applicable to all DoD Components. The MPS provides efficient and responsive postal services to authorized personnel and activities overseas during both normal and contingency operations.

C1.1.5.2. The MPS will handle mail promptly, efficiently, and economically in support of the DoD mission.

C1.1.5.3. Duplication of postal services by the Department of Defense and USPS in the United States and its territories is not normally authorized. There must not be an overlap of postal service between elements of the MPS and non-DoD courier or Department of State (DoS) diplomatic mail or pouch systems. Military Post Offices (MPOs) will not be authorized for areas serviced by the DoS pouch system, unless the pouch system is determined to be inadequate. If this is the case, send a request for postal service to the Military Postal Service Agency (MPSA) via Major Command (MACOM) and Military Department Postal Representative.

C1.1.5.4. All classes of mail will be transported per reference (b) and 49 U.S.C. (reference (c)), this Manual, and USPS directives.

C1.1.5.5. Foreign commercial airlines or military airlift (Air Mobility Command (AMC)), per reference (b), may be used to transport military mail when U.S. commercial air carriers are unavailable or cannot provide timely delivery. Authority to use foreign air carriers or military airlift requires the specific approval of the MPSA in coordination with the USPS. Refer to Chapter 11 for transportation segment procedures. See section C11.5. for mail routing for mobile or deployed units.

C1.1.5.6. Military Traffic Management Command (MTMC) contracts sealift and surface transportation requirements.

C1.1.5.7. The Department of Defense pays for the transportation of mail between the Continental United States (CONUS) gateways and overseas, and inter- and intra-theater locations. The three Military Departments share the DoD transportation costs. Fleet Post Office (FPO) mail transportation cost is billed to the Navy. Army or Air Force Post Office (APO) mail transportation cost is billed to the Army and Air Force on the basis of their agreement.

C1.1.5.8. U.S. Government Agencies and other organizations authorized the use of the MPS must reimburse the Department of Defense for transportation costs per 31 U.S.C. 1535 (reference (d)).

C1.1.5.9. Whenever adequate service by scheduled commercial air carriers is not available command transportation may be used. When there are special circumstances requiring expedited transportation, overseas commands may transport military mail.

C1.1.5.10. Classified material transmitted as registered mail transported among the MPS activities must be transmitted per DoD 5200.1-R (reference (e)) security procedures, and Chapter 11.

C1.1.5.11. Mail security and accountability must be provided at all times to prevent theft, damage, and the introduction of contraband and prohibited materials.

C1.1.5.12. USPS correspondence must be mailed with USPS indicia.

C1.1.5.13. Requests for exception to policy and procedures outlined in this Manual, the USPS or other DoD postal regulatory documents must be submitted in writing through the appropriate command postal operating element to the MPSA.

C1.1.6. Responsibilities

C1.1.6.1. The Deputy Under Secretary of Defense for Logistics shall:

C1.1.6.1.1. Provide broad policy guidance for the operation and use of the MPS and maintain guidelines concerning use of the MPS by DoD Components, other Government Agencies, and non-Government organizations.

C1.1.6.1.2. Serve as the final authority concerning requests for the establishment or termination of DoD postal services, including the first opening and last closure of an MPO in any country.

C1.1.6.1.3. Serve as the DoD representative for implementation and administration of agreements with the USPS.

C1.1.6.1.4. Prepare DoD Directives and issue related publications governing DoD postal services.

C1.1.6.2. The Secretary of the Army, as the designated Single Service Manager (SSM) of the MPS shall:

C1.1.6.2.1. Establish and maintain the MPSA as a jointly staffed headquarters (HQ) located in the National Capitol Region and establish other field activities, when required.

C1.1.6.2.2. Designate a general officer (or equivalent civilian grade) to be the Executive Director, MPSA.

C1.1.6.2.3. Provide legal advice and representation from the Army Legal Services Agency on postal matters before the Postal Rate Commission, Department of Transportation (DoT), and other regulatory organizations.

C1.1.6.3. The Secretaries of the Military Departments shall:

C1.1.6.3.1. Designate a Deputy Director to provide oversight and management of the day-to-day operation of the MPS.

C1.1.6.3.2. Ensure their components request the establishment of MPOs per this Manual.

C1.1.6.3.3. Maintain audit, inspection, advisor, and assistance responsibilities for the MPS activities under their jurisdiction.

C1.1.6.3.4. Ensure postal operating elements provide the MPSA, through the Joint Military Postal Activity (JMPA) Atlantic or Pacific, with information to allow proper mail routing and dispatch instructions when their respective units change location, activate, deactivate, inactivate, commission, decommission or rotate.

C1.1.6.3.5. Command postal operating elements in the theaters of operations. The Combatant Commander has designated the responsibility for MPS. See subparagraph C1.1.6.6., below.

C1.1.6.3.6. Provide recommendations to the Executive Director, MPSA, concerning policies and procedures to be incorporated by the MPSA in carrying out postal operations.

C1.1.6.3.7. Issue internal instructions for the control and use of official mail entered in the USPS or the MPS.

C1.1.6.3.8. Provide the MPSA with information concerning postal restrictions or policies affecting the MPS because of unique requirements. Provide excerpts of the appropriate country-to-country agreements that affect the MPS.

C1.1.6.3.9. Plan, program, budget, and obligate funds for their overseas military mail transportation requirements, in coordination with the MPSA.

C1.1.6.3.10. Coordinate all contingency and war planning involving MPS matters with the MPSA.

C1.1.6.3.11. Provide the MPSA with information required to support the MPSA management information systems, per DoD 8910.1-M (reference (f)).

C1.1.6.3.12. Assist the MPSA in resolving overlap or duplication of MPS functions.

C1.1.6.3.13. Establish and operate MPOs for use by all authorized organizations and personnel on their respective installation(s) overseas. The DoD Components must be provided postal service on a non-reimbursable basis. MPOs may be operated at locations overseas other than at a military installation, or at CONUS military locations to meet an operational requirement of a Military Department.

C1.1.6.3.14. Ensure support services are provided to on-site military postal activities; i.e., custodial, utilities, real property maintenance, and transportation, on a non-reimbursable basis. This must include providing additional facilities, supplemental transportation, and personnel augmentation in support of local postal activities to eliminate mail backlogs created by emergency or seasonal increases in mail volume.

C1.1.6.3.15. Provide the required military officer and enlisted personnel to staff the MPSA, in the grade and occupational specialty specified by the applicable Service manpower document and with a minimum tour length of 36 months.

C1.1.6.3.16. Eliminate military postal policy and management functions at departmental HQ levels that duplicate the MPSA's DoD-wide responsibilities to jointly manage the MPS.

C1.1.6.4. The Executive Director, Military Postal Service Agency shall:

C1.1.6.4.1. Operate the MPS under the direction and control of the Secretary of the Army.

C1.1.6.4.2. Operate under the policy direction of the Deputy Under Secretary of Defense for Logistics (DUSD(L)).

C1.1.6.4.3. Act as the DoD-wide functional director for the MPS, which includes integrating postal transportation and routing procedures worldwide, and implementing uniform worldwide postal practices and procedures, when possible. This includes recommending policy and monitoring all overseas mail transportation costs, and making recommendations to DUSD(L), as required, to ensure the proper administration of the MPS.

C1.1.6.4.4. Act as the DoD Single Point of Contact (POC) concerning military postal policy and operational affairs. Maintain direct working relationships

with USPS, U.S. Customs Service, DoT, and other Departments and Agencies of the Federal Government .

C1.1.6.4.5. Recommend necessary changes to the USPS Publication 38 (reference (g)).

C1.1.6.4.6. Direct the operation of joint-Military Department staffs who serve as liaisons to the USPS.

C1.1.6.4.7. Provide technical advice for postal operations of the Military Departments.

C1.1.6.4.8. Coordinate with the jointly staffed inter-Service postal school, managed by the U.S. Army Training and Doctrine Command, for training Military Department postal personnel. This includes reviewing the integrated training curriculum to ensure the adherence to DoD postal policy and doctrine.

C1.1.6.4.9. Develop procedures aimed at preventing postal offenses. Develops procedures to supplement the USPS requirements for processing postal claims and monitors and processes postal claims made against the Military Departments by the USPS.

C1.1.6.4.10. Approve or disapprove the activation and/or deactivation of MPOs.

C1.1.6.4.11. Ensure that MPOs for overseas land-based organizations comply with postal arrangements made with sovereign foreign governments.

C1.1.6.4.12. Maintain direct working relationships with the DoD Components to enable the MPSA to provide management and technical assistance on postal matters; and actively monitor worldwide MPS postal transportation and operations.

C1.1.6.4.13. Monitor the responsiveness of the MPS and USPS, their impact on performance standards, and their ability to take corrective action, as required. Coordinate the compilation of statistics and perform any necessary analysis.

C1.1.6.4.14. Maintain liaison with the U.S. Transportation Command (USTRANSCOM) and the DoD transportation operating agencies Military Traffic Management Command (MTMC), Air Mobility Command (AMC), and the Military Sealift Command (MSC).

C1.1.6.4.15. Publish a single DoD Postal Manual and develop other technical directives and regulatory documents, as necessary, to be used by all DoD Components in support of the MPS mission.

C1.1.6.4.16. Maintain liaison with Postal MACOMs within each Combatant Command to aid in the effective operation of the MPS. Maintain liaison to investigate and resolve postal problems.

C1.1.6.4.17. Process presidential, congressional, and other correspondence pertaining to the MPS.

C1.1.6.4.18. Maintain and publish a consolidated list of military Zone Improvement Plan (ZIP) Codes.

C1.1.6.4.19. Develop proposed DoD actions in response to proposed rule making documents, published by any Federal Agency, that have a significant impact upon DoD postal matters.

C1.1.6.4.20. Develop, establish, and operate information data systems to support the mission of the MPSA and the DUSD(L) in its postal oversight role.

C1.1.6.4.21. Coordinate MPS support for contingency operations.

C1.1.6.4.22. Provide budget estimates to the Military Departments and non-DoD Agencies concerning mail transportation costs.

C1.1.6.5. The Joint Military Postal Activity (Atlantic and Pacific) shall:

C1.1.6.5.1. Act as a single POC for the MPSA with the USPS at the designated airport gateways.

C1.1.6.5.2. Provide information to the USPS and postal activities to allow proper distribution, dispatch, and transportation of military mail.

C1.1.6.5.3. Publish Military Massing and Labeling Instructions (MMLI).

C1.1.6.5.4. Monitor Financial Adjustment Memorandum (FAM).

C1.1.6.5.5. Provide major commands and Military Department Postal Representatives with information on mail processing and irregularities.

C1.1.6.5.6. Work with USPS management at the gateway concerning Military Mail Processing and Distribution in their Mail Processing Distribution Automation Program.

C1.1.6.5.7. Work with USPS management at the gateway concerning Military Finance and Transportation in their Information System Program.

C1.1.6.5.8. Maintain the Military ZIP Code database for the automated dispatch of mail.

C1.1.6.5.9. Assist the U.S. Postal Inspection Service when requested, in matters relating to the processing, distribution, dispatch, and transportation of military mail.

C1.1.6.6. The Combatant Commander or Designated Representative shall:

C1.1.6.6.1. Be responsible for MPS support in area of command including:

C1.1.6.6.1.1. Initial opening and the last closing of an MPO in any country.

C1.1.6.6.1.2. Assigning and transferring operational control of MPOs to and between Military Component Commands.

C1.1.6.6.1.3. Ensure sharing of resources between the Military Components to avoid duplication of expenditures and effort, to include providing military air and surface transportation support to move military mail when tendered by the USPS or MPS.

C1.1.6.6.1.4. Provide the MPSA with postal and mail management information per postal regulations and DoD Directive 8320.1 (reference (h)).

C1.1.6.6.2. Forward actions to the MPSA for consideration, as appropriate, per this Manual.

C1.1.6.7. The Heads of the Military Components shall:

C1.1.6.7.1. Appoint a command postal representative.

C1.1.6.7.2. Provide resources to perform the MPS mission. Service should be provided uniformly to all authorized users of the MPS.

C1.1.6.7.3. Review all contracts involving postal operational management.

C1.1.6.7.4. Ensure their postal activities develop comprehensive resource protection plans to include not only facilities and postal effects, but also postal personnel under all operating environments.

C1.1.6.7.5. Develop contingency plans for providing postal services in support of command operational plans.

C1.1.6.7.6. Ensure the appropriate authorities inspect and audit postal functions and activities.

C1.1.6.7.7. Request activation and deactivation of military ZIP Codes.

C1.1.6.7.8. Maintain liaison with host-government postal administrations.

C1.1.6.7.9. Determine mail transportation requirements and coordinate with the appropriate authorities. See Chapter 11.

C1.1.6.7.10. Maintain liaison with postal officials of allied forces.

C1.1.6.7.11. Ensure postal irregularities and postal offenses are reported to the appropriate levels.

C1.1.6.7.12. Ensure effective mail directory service.

C1.1.6.7.13. Develop and maintain a customers' service information program.

C1.1.6.7.14. Develop procedures for addressing customer complaints, inquiries, and suggestions.

C1.1.6.7.15. Identify deficiencies in the postal operating systems and take appropriate corrective action.

C1.1.6.7.16. Make recommendations for improvements in the MPS to the MPSA.

C1.1.6.7.17. Coordinate with the JMPAs and provide information to allow proper mail routing.

C1.1.6.7.18. Review, approve, and disapprove all MPO facility designs and modifications.

C1.1.6.7.19. Identify, consolidate, and monitor postal equipment and supply requirements.

C1.1.6.7.20. Provide policy and oversight to non-DoD postal operations within their area of command. Maintain Memoranda of Agreement (MOA) between DoD Component Command and non-DoD units operating the postal facility that identifies responsibilities, reimburseable funding, and basic support.

C1.1.6.7.21. Provide the following:

C1.1.6.7.21.1. A Postal Officer to manage the installation postal and mail processing operations.

C1.1.6.7.21.2. Adequate postal facilities in accordance with Chapter 13 of this Manual.

C1.1.6.7.21.3. Dedicated telephone circuits, to include analog and commercial capability, to operate and interface with USPS equipment.

C1.1.6.7.21.4. Authorized postal personnel access to all mail handling facilities, ramps, and flightline area as well as equipment and transportation conveyances to conduct surveys and inspections concerning mail movement in accordance with Installation requirements.

C1.1.6.7.21.5. Additional facilities and supplemental transportation to promptly eliminate mail backlogs as the postal activity chief requests. Personnel augmentation, to include TDY/TAD/FAP personnel and equipment when necessary. Tasking for support to other Military Departments and Agencies receiving mail support through a mail facility.

C1.1.6.7.21.6. Sufficient vaults, safes and other adequate storage facilities to safeguard registered mail, postal effects, and other appropriate support to ensure compliance with the Postal Manual and directives.

C1.1.6.7.21.7. A trained postal clerk to act as an alternate clerk at locations where the postal activity operates a one-person MPO.

C1.1.6.7.21.8. Armed guards or armed convoy protection, on request for valuable mail shipments while in military postal channels within their areas. See Chapter 9.

C1.1.6.7.21.9. Adequate funding for the postal activity to maintain acceptable service levels.

C1.1.6.7.21.10. Review local details and exercise participation to ensure taskings do not inadvertently curtail postal service and create mail delays.

C1.1.6.8. The Unit Commander shall:

C1.1.6.8.1. Assign a primary and alternate E-6 or senior or civilian (GS-6 or higher) as the Unit Postal Officer, to supervise the unit mail handling operation.

C1.1.6.8.2. Ensure unit personnel notify the UMR, Community or Consolidated Mailroom (CMR) or Postal Service Center (PSC) of a change in status that affects their mail delivery.

C1.1.6.8.3. Notify the local servicing post office as soon as possible about a deployment and coordinates any required mail routing changes.

C1.1.6.9. The Postal Officer or MPO Supervisor (including Detachment/Operating Location Chiefs/Supervisors, Postmasters or equivalent, and Postal Officers) shall:

C1.1.6.9.1. Coordinate all public affairs releases that affect postal matters with Public Affairs Representative before release.

C1.1.6.9.2. Provide security, including protection of mail and postal effects, access to mail work areas, and mail transportation requirements.

C1.1.6.9.3. Ensure emergency destruction of mail and postal equipment (overseas only).

C1.1.6.9.4. Deliver mail during field exercises.

C1.1.6.9.5. Ensure all postal-related correspondence for higher headquarters is routed through the MACOM Postal Representative.

C1.1.6.9.6. Coordinate with their MACOM Postal Representative before entering a formal support agreement for postal support.

C1.1.6.9.7. Ensure appropriate personnel maintain directory files and mailroom records properly and perform directory service.

C1.1.6.9.8. Ensure all personnel understand and comply with current postal directives.

C1.1.6.9.9. Conduct periodic, unannounced inspections of PSCs, UMRs, CMRs, and mail handling areas using the checklist in Appendix 2.

C1.1.6.9.10. Ensure a DD Form 1115, "Mail Room Sign," is displayed outside the entrance to PSCs, UMRs, or CMRs showing the times the mail is available.

C1.1.6.9.11. Ensure a sample mail address (personal and official) is prominently displayed.

C1.1.6.9.12. Notify appropriate command levels immediately of all suspected or known postal offenses and losses.

C1.1.6.9.13. Restrict entry to all mail facilities to only authorized personnel.

C1.1.6.9.14. Ensure the USPS equipment is used only for its intended purpose.

C1.1.6.9.15. Ensure verification of accountable mail is received and delivered. See Chapter 3.

C1.1.6.10. The Postal Clerks (PCs) and Unit Mail Clerks (UMCs), as applicable, shall:

C1.1.6.10.1. Provide mail service and operate the MPO, UMR or CMR per current regulations.

C1.1.6.10.2. Safeguard the mail at all times.

C1.1.6.10.3. Perform directory service. See Chapter 3.

C1.1.6.10.4. Deliver accountable mail and properly maintain accountable mail records. See Chapter 3.

C1.1.6.10.5. Correct all discrepancies noted on inspections.

C1.1.6.10.6. Report known or suspected postal offenses to the appropriate command levels.

C1.1.6.10.7. Pick up mail from the servicing post office.

C1.1.6.11. The Mail Orderlies shall:

C1.1.6.11.1. Pick up the mail at specified times.

C1.1.6.11.2. Safeguard the mail at all times.

C1.1.6.11.3. Deliver personal mail only to the actual addressee and official mail (see Chapter 3) only to individuals authorized by the appropriate authority.

C1.1.6.11.4. Return undeliverable mail to the UMR, CMR, or MPO daily. See Chapter 3. If undeliverable mail cannot be returned, it must be secured in a designated, securely locked container. If returned to the UMR, CMR, or MPO, follow the procedures in Chapter 3.

C1.1.6.11.5. Report any known or suspected postal offenses and irregularities. See Chapter 14.

C1.1.7. Establishing or Opening a Military Post Office (MPO)

C1.1.7.1. The Combatant Command Actions for Establishing or Opening a Military Post Office

C1.1.7.1.1. State whether the building meets the requirements. See Chapter 13.

C1.1.7.1.2. State the method that shall be used to remit funds to the USPS.

C1.1.7.1.3. Verify that a qualified, on-site military member shall supervise the postal operations.

C1.1.7.2. The MPSA Requirements for Establishing or Opening a Military Post Office (MPO). A request to establish an MPO in a country or on a ship, for the first time, must contain the information in subparagraph C1.1.7.5.1. (as applicable).

C1.1.7.2.1. Establishing an MPO

C1.1.7.2.1.1. Include requirements listed in subparagraph C1.1.7.2.

C1.1.7.2.1.2. State the reasons why other means, such as, international mail or DoS pouch system cannot be used. Include an economic analysis per DoD Instruction 7041.3 (reference (i)).

C1.1.7.2.1.3. State the number of non-DoD users projected to be provided service through the MPO.

C1.1.7.2.1.4. Provide one copy of the Status-of-Forces Agreements (SOFAs) or any other agreements that authorizes the establishment.

C1.1.7.2.2. Opening an MPO

C1.1.7.2.2.1. State that conditions in subparagraph C1.1.7.1. have been met.

C1.1.7.2.2.2. State the number of military personnel and family members to be serviced by the MPO and any projected increases or decreases in the strengths.

C1.1.7.2.2.3. State the number of authorized DoD civilian personnel and family members to be serviced by the MPO and any projected increases or decreases in the strengths.

C1.1.7.2.2.4. State the name and location of the installation or activity.

C1.1.7.2.2.5. State the proposed opening date.

C1.1.7.2.2.6. State the amount of fixed and flexible stamp credit requested. See Chapter 6.

C1.1.7.2.2.7. State whether Money Order (MO) Service is desired. See Chapter 8.

C1.1.7.2.2.8. State the date by which postal supplies are required. The USPS requires 60 days to assemble and ship initial supplies. Provide the address to which the shipment will be made.

C1.1.7.2.2.9. Provide mailing instructions. Identify the concentration point (first stop after Aerial Mail Terminal/Fleet Mail Center (AMT/FMC)) or offload point (airstop).

C1.1.7.2.2.10. State the Unit Identification Code (UIC) (Navy and Marine Corps only).

C1.1.7.2.2.11. State the PSC, UMR, CMR, Unit Number and Box Range or Box Ranges, if a broken sequence, as applicable.

C1.1.7.2.2.12. State the number of non-DoD users projected to be provided service through the MPO.

C1.1.7.2.3. Procedures for Submitting MPO Requests

C1.1.7.2.3.1. Requests for the initial establishment of an MPO shall be submitted through the appropriate Combatant Command. The Combatant Command shall designate the supporting Military Department and forward establishment recommendations to the MPSA.

C1.1.7.2.3.2. Requests for opening additional MPOs will be submitted directly to MPSA.

C1.1.7.2.3.3. Before submitting requests, non-DoD activities shall obtain concurrence from their respective HQ, the responsible Combatant Command, and the designated supporting Military Department. Requesting non-DoD activities must include a statement in their request that they will assume responsibility for the following:

C1.1.7.2.3.3.1. To provide qualified manpower to operate the MPO.

C1.1.7.2.3.3.2. To provide funding for all training, travel associated with postal inspections, and command visits.

C1.1.7.2.3.3.3. To safeguard mail at all times.

C1.1.7.2.3.3.4. To operate subject MPO in accordance with this Manual, USPS and MACOM directives.

C1.1.7.2.3.4. The DoD Component activity requests for the opening of additional MPOs shall be submitted through their MACOM to the MPSA for consideration, when the requesting and supporting Military Department are the same.

C1.1.7.2.3.5. Approval authority for establishing the first MPO in a country rests with the DUSD(L). These requests shall be routed to the MPSA for referral to the DUSD(L).

C1.1.7.2.4. MPO Establishment Procedures

C1.1.7.2.4.1. When the MPO request is approved, the MPSA shall:

C1.1.7.2.4.1.1. Assign a ZIP Code.

C1.1.7.2.4.1.2. Provide a Personal Identification Number (PIN) and a Federal Standard Requisitioning and Issue Procedure (FEDSTRIP) Account Number.

C1.1.7.2.4.1.3. Notify the appropriate activities of opening.

C1.1.7.2.4.1.4. Coordinate mail transportation requirements.

C1.1.7.2.4.2. All required equipment, supplies, and personnel shall be available before the MPO opens. Lead-time for ordering of the USPS equipment and supplies is up to 6 to 9 months, and initial supplies require 60 to 90 days.

C1.1.7.2.5. Classification of MPOs. MPOs are classified into three basic categories: active, inactive and contingency.

C1.1.7.3. Establishing a Mail Address Only (MAO)

C1.1.7.3.1. MAOs are ZIP Codes opened to serve as routing indicators for mail separation and transportation purposes only. They will have a designated parent MPO. MAOs will not be opened to avoid the requirements prescribed for the opening of an MPO. See subparagraph C1.1.7.2.2.

C1.1.7.3.2. MAO Opening Procedures

C1.1.7.3.2.1. After reviewing the opening criteria, MACOMs shall submit requests to the MPSA for approval as soon as possible prior to the proposed effective date. A request to open an MAO must contain the following information:

C1.1.7.3.2.1.1. Estimate volumes of mail for the ZIP Code.

C1.1.7.3.2.1.2. State the parent MPO.

C1.1.7.3.2.1.3. State the number of military personnel and family members to be serviced, by Military Department, including projected increases or decreases in strength.

C1.1.7.3.2.1.4. State the number of authorized civilian personnel and family members to be serviced, by agency, including projected increases or decreases in strength.

C1.1.7.3.2.1.5. State the name and location of the installation or activity.

C1.1.7.3.2.1.6. State the proposed opening date.

C1.1.7.3.2.1.7. State the PSC, UMR or CMR, and Unit Numbers serviced by the MAO.

C1.1.7.3.2.2. If the request is approved, the MPSA will assign a ZIP Code, notify appropriate activities, and coordinate appropriate transportation.

C1.1.7.4. Disestablishing or Closing an MPO or an MAO

C1.1.7.4.1. Postal Officer will initiate request for closure of MPOs and MAOs to the MACOM who in turn will forward to MPSA, Operations Division.

C1.1.7.4.2. When approval is granted, take the following actions:

C1.1.7.4.2.1. The MPSA shall notify appropriate activities.

C1.1.7.4.2.2. The MACOM shall:

C1.1.7.4.2.2.1. Notify the MPSA and the servicing JMPA, by message or alternate means, as far in advance of the actual closing date as possible. Notification to the MPSA shall include:

C1.1.7.4.2.2.1.1. The ZIP Code, Naval Command and ship's name, when applicable.

C1.1.7.4.2.2.1.2. The closing date.

C1.1.7.4.2.2.1.3. List of all organizations and activities that used the MPO or MAO as their mailing address.

C1.1.7.4.2.2.1.4. The disposition instructions for mail.

C1.1.7.4.2.2.2. Request disposition instructions from the appropriate JMPA for excess USPS equipment and supplies.

C1.1.7.4.2.2.3. Designate an MPO unit to which active postal offense case files must be forwarded.

C1.1.7.4.2.3. The MACOM Postal Representative, through the MPO Supervisor shall:

C1.1.7.4.2.3.1. Provide customers with at least a 90-day termination notice.

C1.1.7.4.2.3.2. Transfer active postal offense case files to the designated MPO.

C1.1.7.4.2.3.3. Refer to appropriate chapters for disposition instructions for money orders, stamp stock, and meters. Additional instructions for supplies and equipment can be found in USPS Publication 247 (reference (j)).

C1.1.7.4.2.3.4. Ensure an audit of accountable postal effects, including equipment, is performed at the close of business on the last day of operation or as soon thereafter as practical. Two postal officials appointed for this purpose must conduct the audit. The custodian of postal effects (COPE) shall not be an auditor, but must be present during the audit.

C1.1.7.4.2.3.5. Dispose of records. Comply with the appropriate Military Department, the USPS, and the MPSA disposition instructions, as applicable.

C1.1.7.4.2.3.6. Coordinate disposition of lockbox nests, accountable equipment, and records prior to base closure.

C1.1.7.4.2.3.7. Coordinate new addresses and mail routing instructions for all units relocating. Coordinate and publicize closure of MPO and postal service center(s) to coincide with drawdown of personnel. Reduce services 30 days prior to closure.

C1.1.7.4.2.3.8. Submit requests to the MACOM to shortstop or redirect surface mail at the gateway 90 days prior to base closure. Requests for all other mail should be made 60 days prior to closure.

C1.1.7.5. Relocation, Reclassification, and Transfer of Operational Control of MPOs

C1.1.7.5.1. When a permanent land-based MPO changes location, the MACOM must send a message, per subparagraph C1.1.7.2.2., to the MPSA and the servicing JMPA. When the relocation involves a change in the serviced units, such information must be included in the request.

C1.1.7.5.2. An MPO may be reclassified as an MAO when mail service levels no longer warrant MPO status. When this occurs, the MACOM must notify the MPSA and the servicing JMPA by electronic correspondence with the following information:

C1.1.7.5.2.1. The ZIP Code.

C1.1.7.5.2.2. Designation of the parent MPO, and who will assume responsibility for claims, postal offense cases, and records.

C1.1.7.5.2.3. A statement that the MPO is reclassified as an MAO.

C1.1.7.5.2.4. The date financial operations will cease.

C1.1.7.5.2.5. The new instructions for the routing of mail, if applicable.

C1.1.7.5.2.6. Request disposition instructions or explain the disposition of USPS equipment, supplies, and postal effects, as applicable. (Include the mailing date and the registry numbers for the articles, if applicable.)

C1.1.7.5.2.7. Comply with appropriate Military Department, USPS, and MPSA disposition instructions, as applicable, for MOs, stamp stock, and meters.

C1.1.7.5.3. When reclassifying an MAO to MPO status, the MACOM must submit to MPSA, by message, a request to open an MPO per subparagraph C1.1.7.2.2.

C1.1.7.5.4. Upon the MACOMs' agreement and Military Department's concurrence, notify the MPSA of any transfer between Military Departments of an MPO or MAO.

C1.1.7.6. Activation and Deactivation of Contingency MPOs

C1.1.7.6.1. When activating a contingency MPO, the Military Component Command must send a message to the Combatant Commander and SSM. This message must be sent as soon as possible in advance of the operation. This message shall include:

C1.1.7.6.1.1. A request to assign a contingency ZIP Code.

C1.1.7.6.1.2. A statement specifying if it is an MPO or an MAO. If the operation is an MAO, provide the ZIP Code of the parent MPO.

C1.1.7.6.1.3. The mail routing instructions.

C1.1.7.6.1.4. Applicable restrictions.

C1.1.7.6.1.5. The proposed opening date.

C1.1.7.6.1.6. The unit(s) involved, if available.

C1.1.7.6.2. The deactivating message from the in-theater designee to the SSM includes the following:

C1.1.7.6.2.1. The proposed closing date.

C1.1.7.6.2.2. The disposition instructions for mail received after the closing date.

C1.1.7.6.3. The SSM shall verify the data, and coordinates with Combatant Commander J-1 and forwards to the MPSA for action.

C1.1.7.7. Exercises

C1.1.7.7.1. When activating an exercise ZIP Code for a scheduled exercise, the MACOM shall send a message to the MPSA as soon as possible prior to the operation. This message shall include all items in subparagraph C1.1.7.6.1., except it will be an exercise MPO or MAO and need not be coordinated with the SSM.

C1.1.7.7.2. The deactivation messages from the MACOM to the MPSA contain the information in subparagraph C1.1.7.6.2., except it will be an exercise MPO or MAO and need not be coordinated with the SSM.

C1.2. THE POST OFFICES AT MILITARY INSTALLATIONS SERVICED BY THE USPS

C1.2.1. Purpose. This section prescribes procedures for conducting postal services at DoD installations and activities serviced by the USPS.

C1.2.2. Responsibilities

C1.2.2.1. Postal services at military installations located in areas where the USPS operates are a joint responsibility per reference (g).

C1.2.2.2. The Military Departments shall:

C1.2.2.2.1. Develop inspection criteria.

C1.2.2.2.2. Liaison with the MPSA on DoD postal policy.

C1.2.2.2.3. Develop Military Department training standards.

C1.2.2.2.4. Develop manning authorizations.

C1.2.2.2.5. Develop and maintain MPO pre-pack embarkation sets of USPS equipment, forms, and supplies for use by active and Reserve units designated to deploy. In addition, develop inspection criteria to spot-check these pre-packs and sets for readiness.

C1.2.2.2.6. Ensure technical proficiency of personnel in active Military Department postal units is maintained through unit training programs.

C1.2.2.2.7. Ensure all postal activities are inspected. See Chapter 12.

C1.2.2.3. The MACOM shall:

C1.2.2.3.1. Appoint a Director of Postal Operations. This appointee must be an E-9 or above or civilian equivalent.

C1.2.2.3.2. Oversee postal operations.

C1.2.2.3.3. Ensure all subordinate commands provide necessary resources to perform the postal mission.

C1.2.2.3.4. Ensure DoD personnel and resources are not used to provide postal service that the USPS is obligated, by law or agreement, to provide.

C1.2.2.4. The Director of Postal Operations for the MACOM shall:

C1.2.2.4.1. Manage all aspects of postal service in the command or area of responsibility.

C1.2.2.4.2. Manage and coordinate postal policies and procedures established by the MPSA and the Military Department, ensuring the MACOM staff and installation postal officers efficiently perform duties.

C1.2.2.4.3. Submit to the MPSA recommended changes to DoD postal service policies and procedures.

C1.2.2.4.4. Establish procedures for ordering mail transport equipment on a quarterly basis.

C1.2.2.5. The Installation Commander shall:

C1.2.2.5.1. Appoint an installation postal officer.

C1.2.2.5.2. Coordinate with the servicing USPS postmaster to ensure adequate and continuous postal support. Servicing postmaster's proposals that are not concurred with by the installation commander shall be referred through command channels to the MPSA for resolution.

C1.2.2.5.3. Ensure that DoD personnel and resources are not used to do functions that USPS is obligated to do by law or agreement.

C1.2.2.5.4. Ensure that all personnel in-process and out-process through their respective servicing postal unit.

C1.2.2.6. The Installation Postal Officer shall:

C1.2.2.6.1. Prepare standard operating procedures (SOPs) to prescribe uniform secure mail handling procedures.

C1.2.2.6.2. Coordinate all postal functions of the installation or operating location.

C1.2.2.6.3. Ensure unit postal officer and PSC supervisors are aware of their duties and responsibilities.

C1.2.2.6.4. Ensure training is provided for mail clerks, mail orderlies, volunteers, and alternates.

C1.2.2.6.5. Arrange mail service for incoming units.

C1.2.2.6.6. Ensure casualty mail for military personnel is properly handled. See Chapter 3.

C1.2.2.6.7. Maintain a current record of installation units and those units inactivated, redesignated, or permanently departed the previous year, and coordinates changes with the servicing USPS postmaster.

C1.2.2.6.8. Ensure suspected cases of rifling, theft, destruction, and other postal offenses are reported. See Chapter 14.

C1.2.2.6.9. Cooperate with U.S. Postal Inspectors regarding complaints, inquiries, and claims.

C1.2.2.6.10. Conduct PSC, UMR, and CMR inspections.

C1.2.2.6.11. Respond to investigative reports, as necessary.

C1.3. SUMMARY OF CHANGE 1

This change reassigns the office of primary responsibility for this Manual to the Under Secretary of Defense for Acquisition and Sustainment in accordance with the July 13, 2018 Deputy Secretary of Defense Memorandum (reference (bb)).

C2. CHAPTER 2

MILITARY POSTAL SERVICE (MPS) PLANNING

C2.1. PURPOSE

This Chapter contains the principles and concept of support for Military Postal Service (MPS) contingency planning. It also provides specific instructions for planning postal support during mobilization, deployments, domestic mail disruptions, and other contingency situations requiring standardized planning actions.

C2.2. GENERAL

Conduct postal planning per DoD policy. Planning postal support is an essential consideration for any military operation. Although the scope and substance of support will vary, formal specifications of postal support in the planning stage of a military operation are necessary at all levels. Combatant Commands and Component Commands will ensure the preparation of postal plans for all major contingency, exercise, and deployment plans. Postal service provides the commander with another line-of-communication (LOC) that must be highlighted in terms of its impact on logistical as well as morale support of the force as a whole. When properly incorporated into the concept of wartime support, postal service provides an increased operational readiness (morale) with a minimum of resources. If postal planning is not incorporated into the joint-planning process, postal support requirements may divert resources from other support requirements.

C2.3. PRINCIPLES

The following basic principles should be considered when planning and providing postal support:

C2.3.1. The Combatant Commanders should develop an integrated Operations Plan (OPLAN) utilizing all Military Department's postal resources. Move and process mail in the theater of operations in order to reduce duplication of effort.

C2.3.2. The plan should relieve forward deployed postal units of mail processing to the maximum extent.

C2.4. MPS CONCEPT OF CONTINGENCY SUPPORT

C2.4.1. The postal appendix to all plans will include assumptions and guidance as to the levels of postal support expected during the execution of the plan. The stated levels of service should go into effect upon implementation of the plan. The Combatant Command shall notify the MPSA of the service levels, imposed theater restrictions, inbound restrictions desired, and theater Aerial Ports of Embarkation (APOEs) and Aerial Ports of Debarkation (APODs) locations.

C2.4.1.1. Appoint a single manager (SM).

C2.4.1.2. Embargoes. Embargoes will be necessary if the MPS network cannot accommodate mail entering the system. The MPSA will forward the Combatant Commander's requests for an embargo to the United States Postal Service (USPS). Combatant Commanders will initiate overseas embargoes. The MPSA will pass disposition instructions to the USPS and inform theater postal elements of the action. A mail embargo may be initiated based on one or more of the following reasons:

C2.4.1.2.1. Transportation availability.

C2.4.1.2.2. Storage space.

C2.4.1.2.3. Tactical situation.

C2.4.1.2.4. Personnel staffing.

C2.4.1.3. Restrictions. Restrictions may be imposed due to:

C2.4.1.3.1. Transportation availability.

C2.4.1.3.2. Storage space.

C2.4.1.3.3. Personnel staffing.

C2.4.1.3.4. Host country restrictions.

C2.4.1.4. Official Mail. Official mail should not be restricted and will be airlifted to overseas areas on a space-required basis.

C2.4.1.5. Personal Mail. Class and weight may restrict personal mail. The Combatant Commander will submit restrictions for personal mail to the MPSA.

C2.4.2. The MPS elements will adhere to any international support agreements in effect (i.e., North Atlantic Treaty Organization (NATO), Standard NATO Agreements (STANAGs), bilateral agreements, etc.).

C2.4.3. DoD Directive 4525.6, enclosure 3 (reference (a)), details the circumstances under which Free Mail (FM) may be authorized. All Combatant Command postal plans shall provide procedures for requesting FM. This is critical since the implementation of FM is not automatic and requires interagency coordination. Generally, the Combatant Command will initiate the request for FM to the MPSA. Requests will include geographic limits for the privilege. The MPSA will submit the request to the DUSD(L) for Secretary of Defense action. The MPSA will provide implementing instructions once the privilege is approved.

C2.4.4. Financial services are normally an integral part of postal operations. However, when situations dictate (for example, during high-intensity combat operations or short-term deployments), MPS financial services may be curtailed, suspended, or not provided at all.

C2.4.5. Postal support of non-combatant evacuation operations (NEO) shall be in the OPLAN. Specific procedures and restrictions on NEO mail privileges are in reference (a).

C2.5. CENSORSHIP

With the exception of the provisions in section C2.17., there is no authority to conduct mail censorship at any time.

C2.6. DOMESTIC DISRUPTIONS

The MPS is an extension of the USPS. Crises that affect USPS operations will also have an impact on MPS operations. During times of national emergency, the Postmaster General may impose certain restrictions on mail processing and delivery that may adversely affect the MPS. The MPSA will coordinate with the USPS HQ to ensure operational decisions regarding sortation, disposition, embargo, and restriction of mail will have the least possible impact on the MPS. During U.S. domestic disruptions, the MPSA, will consult with USPS, and coordinate with USPS on any request for assistance.

C2.7. PLANNING SPONSIBILITIES

The following is an overview of the postal responsibilities within the Department of Defense.

C2.7.1. The DUSD(L) will provide policy guidance and direction concerning the MPS by the DoD Components, other Government Agencies, non-governmental organizations, and personnel through MPSA.

C2.7.2. The Secretary of the Army is the SM of the MPS for the Department of Defense.

C2.7.3. The Executive Director, MPSA, will issue policy and provide guidance and technical assistance. The Executive Director, MPSA, exercises command and control of the JMPA and is the single POC with the USPS. The MPSA and JMPA will:

C2.7.3.1. Coordinate with the Federal Aviation Administration (FAA) on any restrictions that may be imposed requiring the screening of all mail.

C2.7.3.2. Coordinate with the USPS to obtain optimum support for the Combatant Commander.

C2.7.3.3. Advise the USPS to implement mail embargo procedures as requested by the Combatant Commander.

C2.7.3.4. Upon request from the Combatant Commander, initiate action to obtain FM privileges and, if approved, promulgate implementing instructions.

C2.7.3.5. Upon request from the Combatant Commander, coordinate through DoD Public Affairs Office, in conjunction with the USPS, the level of service that personnel in the area of responsibility (AOR) will receive, to include Any Service Member (ASM) Mail.

C2.7.3.6. Coordinate air and surface movement of military mail with the USPS from the CONUS gateway to the APOEs.

C2.7.3.7. Recommend supporting Combatant Command any personnel augmentation requirements for operation of MPOs.

C2.7.3.8. Pass mail routing, massing, labeling, and distribution information on AOR APOs or FPOs from the Combatant Command designated executive agent to the USPS.

C2.7.3.9. Initiate an on-going and, as needed, public information program in conjunction with the USPS concerning mail service in the AOR.

C2.7.3.10. Review Combatant Command's postal plans, provide recommendations, and coordinate.

C2.7.3.11. Assign contingency ZIP Codes. See Chapter 1.

C2.7.4. The Combatant Commander controls postal personnel and resources, and will normally appoint a component command as SM and POC on all postal issues in the AOR. The SM will work in concert with the Combatant Command staff. The Combatant Command retains functional responsibility for theater postal operations and may identify certain actions of the SM to be performed by the Combatant Command designated executive agent.

C2.7.4.1. The Combatant Commander may request FM. The Combatant Commander will evaluate the justification of FM to ensure compliance with Title 39 U.S.C. (reference (b)). The Combatant Commander then forwards the request to the MPSA.

C2.7.4.2. The Combatant Commander may request ASM mail. The request with any desired limitations is forwarded to the MPSA for action. It should not be requested until all mission-essential personnel, supplies, and equipment have arrived in theatre and an AOR transportation network is firmly established.

C2.7.5. The SM will implement postal operations throughout the AOR under the authority of the Combatant Commander and serve as the liaison between the theater of operations and the MPSA. The SM will:

C2.7.5.1. Establish joint-MPS policy in theater and assign responsibilities of the Joint Task Force (JTF) component commands.

C2.7.5.2. Ensure that postal personnel, postal assets, and theater infrastructure requirements are integrated into the Time Phased Force Deployment List (TPFDL) in time to support the early flow of mail into theater.

C2.7.5.3. Coordinate with the JTF-designated executive agent to establish the start of mail service. Mail service should be initiated as soon as possible, but only after necessary postal personnel and assets have arrived in theater.

C2.7.5.4. Establish the priority of mail movement from the APOEs and/or APODs into theater in coordination with the Combatant Commander's priority.

C2.7.5.5. Process exception to user policy requests for support to international military commands, other U.S. Government Agencies, and non-governmental organizations and forward to the MPSA. Follow guidelines for processing these requests per section C2.10.

C2.7.5.6. Request the MPSA activate and deactivate contingency ZIP Codes.

C2.7.5.7. Coordinate mail movement within the AOR.

C2.7.5.8. Pass mail routing instructions to the MPSA.

C2.7.5.9. Develop procedures for handling contaminated mail per USPS Publication 52 (reference (k)).

C2.7.5.10. Implement and establish mail-screening security procedures when MPSA advises.

C2.7.6. The Combatant Commands shall implement all postal operations in the AOR per guidance received through the SM. The designated executive agent will:

C2.7.6.1. Coordinate MPS operations at MPOs, MCAs, AMTs, FMCs, and SMTs in the JTF AOR.

C2.7.6.2. Establish or request additional postal restrictions or embargo procedures. This may be necessary if excessive mail volume is hampering the flow of mission essential supplies and equipment into theater.

C2.7.6.3. Specify any restrictions for retrograde mail.

C2.7.6.4. Request FM privileges per references (a) and (b), if not previously requested.

C2.7.6.5. Request ASM, if not previously requested and desired. Weigh this decision against available airlift, ground transportation, manning, and postal system

throughput capability. ASM can have a positive impact on morale, especially for those Service members who infrequently receive mail; however, it competes with normal mail movement for limited transportation assets.

C2.7.6.6. Identify, confirm, and keep current the theater APOEs and Surface Port of Embarkation (SPOE).

C2.7.6.7. Ensure individual Military Department components develop and maintain casualty mail procedures and directory services.

C2.7.6.8. Provide MPS Postal Net Alerts, situation reports, and transit time reports to MPSA, as required.

C2.7.6.9. Appoint, if desired, one of the JTF component commands as Executive Agent to accomplish the above functions.

C2.7.6.10. Implement and establish mail-screening procedures when MPSA advises.

C2.7.6.11. Maintain equipment for contingency operations, as required. This equipment will accompany the initial contingency APO/FPO fixed credit.

C2.8. FREE MAIL (FM)

C2.8.1. FM is authorized under 9 U.S.C. 3401(a) (reference (b)). Originally authorized only by the President, the authority was delegated in Executive Order 12556 (reference (1)) to the Secretary of Defense in 1989 to expedite implementation.

C2.8.2. FM is limited by reference (b) to letter mail, sound or video recorded communications having characteristics of personal correspondence and addressed to a place within the delivery limits of the USPS or MPS. FM privileges do not apply to mail delivered by a foreign postal administration.

C2.8.3. The Combatant Commander must request FM for those areas where the Armed Forces of the United States are engaged in operations of a temporary nature under arduous conditions or involving armed conflict with a hostile foreign force. Request is submitted directly to the MPSA.

C2.8.4. MPSA forwards the request with its recommendation to the Secretary of Defense through the DUSD(L).

C2.8.5. The DUSD(L) coordinates with the General Counsel, DoD, to confirm that the request complies with the law. They then consult with the Department of State (DoS) and the Postmaster General, USPS on the Secretary of Defense's intention to authorize FM in the area requested.

C2.8.6. When approved by the Secretary of Defense, the MPSA releases detailed implementing instructions to the Combatant Commander and USPS.

C2.9. UNITED NATIONS (UN) OPERATIONS

The UN is recognized as a formal postal administration. They have their own frank, as well as UN stamps, which are honored by the USPS. Postal service during UN operations is as follows:

C2.9.1. The UN provides FM service from the UN mission area to home countries for individual military personnel of contingent units. This includes both personal and official mail that must be franked with the UN impression. The FM service does not apply from home countries to contingent units.

C2.9.2. All official mail from contingent units is delivered at the UN's expense.

C2.9.3. Only First Class letters and post cards, weighing 10 grams (0.35 ounces) or less will be accepted as FM from members of a contingent unit. Individual members are entitled to dispatch up to five free letters per week, including UN aerogrammes that are provided at the UN's expense. The UN aerogrammes constitute the bulk of personal correspondence. Issues to contingent units are based on an allocation of five aerogrammes per person per week. No enclosures are permitted in aerogrammes.

C2.9.4. The UN mission post office is responsible for receiving bundles of FM franked with the UN impression by contingent units, consolidate it in mailbags, and dispatch it to postal authorities in the respective home countries. It is not to move through MPS channels.

C2.9.5 Postal support for U.S. Forces is normally a U.S. responsibility when significant U.S. Forces are deployed under the auspices of the UN.

C2.9.6. Organic MPS support is usually established when the United States initiates military operations unilaterally. MPS support normally continues for U.S. Forces when U.S. operations are transferred to UN control.

C2.10. POSTAL SUPPORT FOR COALITION FORCES

C2.10.1. Foreign military units serving with the U.S. Armed Forces, upon the request of their government, may be authorized to move closed mail to and from their home country through MPS channels when the international postal infrastructure is inadequate. This mail must be transported at the requesting country's expense. Mail for Coalition Forces is subject to the same restrictions as those applied to U.S. Forces, though additional individual country restrictions may apply.

C2.10.2 Follow these procedures for requesting MPS support for Coalition Forces:

C2.10.2.1. The JTF Commander forwards a list of coalition countries requesting MPS support to the Combatant Commander.

C2.10.2.2. The Combatant Command evaluates the request in collaboration with legal counsel and makes appropriate recommendations to the MPSA.

C2.10.2.3. The MPSA coordinates implementation with applicable agencies (e.g., USPS, Customs) and notifies the Combatant Command upon completion.

C2.10.2.4. The Combatant Command (J-1) contacts the senior U.S. Military Liaison Officer in each of the coalition countries that have requested MPS support to ensure each country agrees to pay transportation costs for their military mail. The coalition country's postal administration must acknowledge they will reimburse the Department of Defense for all costs related to mail transportation. Billing procedures will be established prior to implementation.

C2.10.2.5. Upon approval by coalition countries, the Combatant Command will coordinate start-up dates with the MPSA. The MPSA will verify with the USPS that coalition governments and the USPS have established billing procedures prior to establishing start-up date.

C2.10.3. Coalition Forces have options other than requesting MPS support, which include using their own military postal systems, international mail, direct-air freight, or their country's diplomatic pouch systems.

C2.11. PEACETIME DEPLOYMENT AND EXERCISE PLANNING

This section applies to routine deployments and field training exercises, during which postal services are provided. When preparing plans for routine deployments, the following guidance applies:

C2.11.1. Whenever U.S. Forces deploy, ensure the MPS is authorized to operate in the host nation.

C2.11.2. The deploying forces coordinate MPS support with the supporting command when developing the deployment plans. The supporting command is responsible for issuing guidance and coordinating MPS support based on its capabilities.

C2.11.3. During deployment planning, the supporting command will select the most appropriate MPS resources within its authority.

C2.11.4. The servicing JMPA is responsible for providing instructions to the USPS for routing mail from the CONUS to the deploying force based on theater postal planning inputs.

C2.11.5. The minimum service for a deploying force is receipt and dispatch of personal letter mail and official mail.

C2.11.6. Service may be provided to deploying units by:

C2.11.6.1. Using an existing ZIP Code near the location of the deploying force.

C2.11.6.2. Activating an MPO.

C2.11.6.3. Activating a Mail Address Only (MAO) number (to have total mail separation) at an existing MPO near the location of the deploying force (larger deployments).

C2.12. COMMAND POST EXERCISE (CPX) PLANNING

C2.12.1. The MPSA and MPS will routinely participate in joint and worldwide CPXs directed and coordinated by the Joint Chiefs of Staff (JCS).

C2.12.2. The MPSA will staff an exercise response cell during appropriate JCS exercises when postal scenarios are being evaluated. The response cell will include exercise controllers to ensure the MPS exercise participation is per exercise directives.

C2.13. TRANSPORTATION PLANNING

C2.13.1. Transportation planning for mail movement to and from overseas in peacetime is the responsibility of the MPSA and the servicing JMPA. During the transition to contingency operations, the MPSA, supporting and supported commands, USPS, and the USTRANSCOM coordinate mail transportation requirements.

C2.13.2. If the JCS directs the implementation of a major OPLAN, commercial airlift can be placed into Government service via the Civil Reserve Air Fleet (CRAF), which is controlled by the USTRANSCOM and AMC. The activation of CRAF can impact commercial lift capability at the commercial gateways. However, if these channels are unavailable, the MPSA will coordinate the routing of mail through military channels.

C2.13.3. Restrictions and embargoes may limit MPS to air-eligible mail. The MPSA will initiate action to transfer air-eligible mail to surface modes, or finally, to an embargo status.

C2.14. MAIL DISRUPTIONS

When foreign civil actions or natural disaster affect mail movement, the MPSA will issue specific instructions for the anticipated situation.

C2.15. EVACUATION PLANNING

Supported commands and their postal units are responsible for NEO plans. The following procedures and guidance apply:

C2.15.1. Evacuation plans will provide for change of address notification.

C2.15.2 Requests to divert or embargo mail must be routed to the MPSA.

C2.16. EMERGENCY EVACUATION AND DESTRUCTION OF POSTAL EFFECTS

Evacuation and Destruction plans of all units operating a mail facility will include instructions for disposing mail and equipment.

C2.16.1. When sufficient advance warning is received:

C2.16.1.1. Deliver to addressee or dispatch mail on hand to the nearest postal facility by the safest and most expeditious means available.

C2.16.1.2. Suspend operations and transport postal effects and supplies to a safe and secure location.

C2.16.2. When there is insufficient advance warning, emergency destruction of mail and postal effects will take place in the following order:

C2.16.2.1. Official registered mail.

C2.16.2.2. Directory service information.

C2.16.2.3. Blank postal MO forms.

C2.16.2.4. Currency and coins.

C2.16.2.5. Postage stamps and stamped paper.

C2.16.2.6. Paid MOs and checks on hand.

C2.16.2.7. The MO imprinter.

C2.16.2.8. Other accountable mail.

C2.16.2.9. All remaining mail.

C2.16.2.10. All-purpose date and canceling stamps.

C2.16.2.11. All other records, equipment, mail sacks, and furniture.

C2.16.2.12. When possible the personnel conducting emergency destruction should ensure there is a witness.

C2.16.2.13. Personnel conducting emergency destruction will submit list of items destroyed to the MACOM.

C2.17. ACCEPTANCE, TREATMENT, AND HANDLING OF ENEMY PRISONERS OF WAR/OTHER DETAINED PERSONNEL (EPW/DP) MAIL

This section addresses general responsibilities pertaining to the EPW/DP mail program.

C2.17.1. The Geneva Convention designated the International Committee of the Red Cross (ICRC) to negotiate specific details for handling mail. The United States designated the DoS as its negotiating representative. MPS would not normally be involved in this program, but MPS personnel need to be aware of the possibility of handling mail.

C2.17.2. DoD Directive 2310.1 (reference (m)) designates the Secretary of the Army as the Executive Agent to administer the EPW/DP program. This Manual does not charge the MPS with specific responsibilities.

C2.17.3. In the event that MPS is tasked to provide support for this program MPSA will provide instructions detailing MPS required actions.

C3. CHAPTER 3

PROCESSING, MAKEUP, AND DELIVERY OF MAIL

C3.1. COLLECTION, POSTMARKING, MAKEUP, AND DISPATCH OF MAIL

C3.1.1. Purpose. This Chapter outlines procedures for the processing and makeup of mail at all military postal activities. Mail must be processed and prepared for dispatch or delivery per the references and guidance from the appropriate JMPA.

C3.1.2. General

C3.1.2.1. The processing and makeup of mail is the first step in the mail delivery cycle. This phase of operation involves collecting, postmarking, sorting, pouching, sacking, and traying of mail for dispatch.

C3.1.2.2. References to MPOs throughout this Chapter include MAO locations that process mail. All MPOs shall process mail per this Manual.

C3.1.2.3. The MPO locations should make mail available for customer pickup 6 days a week when resources are available. Postal activities tendering mail to or receiving mail from air carriers must operate 7 days a week when resources are available.

C3.1.3. Mail Processing

C3.1.3.1. Mail Collection

C3.1.3.1.1. Personal mail is collected from collection boxes by MPO personnel, or accepted across postal finance windows. Mail deposited for mailing at MPOs overseas bearing the return address of persons or activities not authorized MPS privileges must be processed per Chapter 10. Official mail is collected from unit mail clerks, mail orderlies, or other official mail distribution centers. Mail from collection boxes must be picked up per local schedules as posted on the boxes. List collection times on USPS Label 55-C, "Deposit Mail for Collection." Pickup may not be earlier than posted times and not later than 20 minutes after the scheduled pickup. Collection times must coincide with dispatch schedules to prevent unnecessary delay of mail. Place on USPS Label 55 the location of the box used as the last pickup before dispatch.

C3.1.3.1.2. In addition to the appropriate collection label, mail collection boxes must display the USPS Label 55-A, "U.S. Mail Emblem." See directions on cover

of label. Optional: when the MPO has scheduled box collection after last dispatch time (i.e., truck dispatch is at 0900, last collection at 1500) the following annotation may be placed when applicable on lower left half of USPS Label 55, "Mail deposited by (cut-off time) will be dispatched same day. Mail deposited between (cut-off time) and (end of day) will be postmarked the same day, but dispatched the following day."

C3.1.3.1.3. Official mail found in mail collection boxes must be turned over to the local official mail center and/or site for disposition.

C3.1.3.1.4. Postal activities must provide proper security and accountability for all keys to collection boxes. Control spare keys and combinations for collection boxes. Immediately repair or replace faulty locks. Replace locks immediately if keys are lost.

C3.1.3.1.5. When picking up mail from collection boxes, postal clerks must take precautions to safeguard the mail at all times. Anchor or spot-weld collection boxes to prevent theft.

C3.1.3.1.6. Collection boxes will be modified when directed by MPSA per security measures.

C3.1.3.2. Postmarking

C3.1.3.2.1. Lobby and collection box notices showing the last collection and dispatch time must state that mail deposited after the last collection time will not be processed or postmarked until the following duty day. Include a statement for weekend and holiday exceptions. Postmark and cancel mail per USPS "Postal Operations Manual (POM)" (reference (n)) with the following exceptions:

C3.1.3.2.1.1. All mail and Intra-theater Delivery Service (IDS) accepted and dispatched from a MPO must be postmarked to show the acceptance/dispatch date.

C3.1.3.2.1.2. Do not use "AM" or "PM" in any postmarking devices.

C3.1.3.2.1.3. Bulk mailers, such as the Army and Air Force Exchange Service (AAFES) warehouses, that prepare mail for dispatch on predetermined days, must postmark the mail on the actual date of dispatch. For example, if a shipment is being prepared on Tuesday, but the actual dispatch is not scheduled until Friday, the postmark must reflect Friday's date.

C3.1.3.2.2. Mail posted at MPOs for direct dispatch to the United States or other MPOs must bear the postmark number of the dispatching office.

C3.1.3.2.3. Honor requests for philatelic postmarks except when precluded for security reasons (POM 443, reference (n)).

C3.1.3.2.4. Postmark missent mail on the back to indicate the date of receipt before being redispached to the end destination.

C3.1.3.2.5. Process domestic mail discovered with insufficient postage per USPS "Domestic Mail Manual (DMM)" (reference (o)). Mail bearing an international address without postage or insufficient postage shall be returned to the sender per USPS "International Mail Manual (IMM)," part 420 (reference (p)).

C3.1.3.3. Sorting Mail. Sort outgoing mail per references. Determine the design of sorting cases by the volume of mail generated by the postal activity and MACOM directives. When letter mail volumes are not sufficient to be trayed follow subparagraphs C3.1.3.4.1. through C3.1.3.4.3.

C3.1.3.4. Securing Direct Letter and Flat Bundles. Secure letters and flats before pouching and sacking to ensure they remain intact and maintain their Zip Code identity during transportation or as per JMPA instructions. The steps outlined below will assist clerks in preparing letter and flat bundles correctly:

C3.1.3.4.1. Make bundles as large as one hand can hold easily, approximately 4 inches thick.

C3.1.3.4.2. Secure all letter bundles with rubber bands.

C3.1.3.4.3. Secure flats and magazines with plastic banding or cotton string, if rubber bands are too small. Place facing slips on top of flat bundles for easy processing.

C3.1.3.5. Securing Working Bundles Containing Certified and Balloting Material. Place certified, and balloting materials on top of working letter bundles. Separate mail by rubber banding and placing the bundle in the front of the tray.

C3.1.4. Mail Makeup. The MPS must ensure mail is sorted, pouching, sacked, and trayed per Air Mail Center schemes. Each JMPA will disseminate pouching, sacking, and labeling instructions based upon information received from the serving USPS air transportation office.

C3.1.4.1. Tray letter-class mail to the maximum extent possible to avoid USPS processing delays. Contact serving AMT or Postal MACOM if you cannot tray retrograde first-class mail. Use PS Tag 6, "First-Class Mail," if pouches are necessary.

C3.1.4.1.1. Bundle directorized mail separately from other mail in the tray.

C3.1.4.1.2. When mail volume is less than 5 pounds or one-fourth pouch for intra-theater destinations, dispatching clerks may commingle all classes of mail in one pouch.

C3.1.4.2. Pouching, Sacking, and Traying Procedures. Each location is responsible for preparing mail for dispatch. The first step of mail dispatch is correct pouching or traying. Pouch, sack, or tray all mail by classification and service, considering priorities, transportation policies, and cost. Dispatching locations will use plastic inserts in mailbags and flat trays, letter trays are to be enclosed in a plastic insert. Dispatching locations must follow the references and supporting JMPA instructions. Use the following general guidelines when pouching or sacking mail:

C3.1.4.2.1. Dispatch zone-rated (Priority) mail in an orange U.S. MAIL Priority Pouch and First-Class letter mail in letter trays (half or full).

C3.1.4.2.2. Dispatching agencies must not commingle First-Class or Priority mail with other classes of mail without prior MPSA approval.

C3.1.4.2.3. Pouch all film mailers not being sent to commercial processing laboratories and voice tape cassettes separately from air priority zone-rated (Priority) and First-Class letter mail. When volume does not warrant separate pouching of voice tape cassettes and film self-mailers, label the pouch, "Mixed States Working," and forward to the servicing AMT, MPO, or FMC for consolidation, when appropriate.

C3.1.4.2.4. Unless MACOMs direct otherwise, dispatch items that could damage mailbags or other mail as outside pieces (OSPs). Do not pouch or sack parcels that meet the criteria in DMM C050 (reference (o)) except for those locations that cannot receive OSPs.

C3.1.4.2.5. Dispatch letter mail being returned to the sender with other letter mail. Completely cover any barcodes that may be printed on the front and back of the envelope.

C3.1.4.2.6. Mail endorsed "Return Service Requested," "Address Service Requested," and "Forward Service Requested" shall be dispatched via Standard "A" Mail.

C3.1.4.2.7. Mail being dispatched under cover routing procedures (see Chapter 11) shall be double-bagged and slide labeled to the servicing MPS activity. Outside pieces will not be dispatched under cover routing.

C3.1.4.3. Affixing Tags and Labels to Pouches, Sacks, and Trays. Label, tag, and seal the trays, pouches, and sacks properly. Since slide labels and tags are the only external identifiers of end destinations for mail contained in the pouch, sack, or tray, take extreme care to label all mail correctly before manifesting. Follow instructions for the proper methods of labeling and tagging pouches, trays, or sacks for dispatch provided by the supporting JMPA.

C3.1.4.4. Slide Label Application. Annotate the slide label with the date mail leaves your facility. Annotate weight on flight tags (if mail is not being processed through MIDAS) based on mode of dispatch as directed by MACOM Postal Representative.

C3.1.4.5. Mailbag Equipment and Handling Procedures

C3.1.4.5.1. USPS Transport Equipment. The USPS furnishes transport equipment for the exclusive use in transporting U.S. mail; therefore, do not use them for any other purpose. Do not remove plastic Air Contract Transportation (ACT) tags from pouches. Remove labels from the tags prior to placing pouches with empty equipment. The MACOM must establish procedures for ordering mail transportation equipment on a quarterly basis.

C3.1.4.5.1.1. Elbow or Cradle. Empty mailbags carefully after each use to determine that no mail is left therein and that slide labels have been removed. Hold the mouth of the bag wide open in good light and examine the whole interior closely. Do not turn mailbags inside out. If mail is found in empty equipment, complete a PS Form 5049, "Mail Found in Supposedly Empty Equipment." Stamp the item "Mail Found in Empty Equipment" and deliver it to the patron.

C3.1.4.5.1.2. Return surplus bags frequently to mailbag depositories. See Chapter 11. Before returning empty mail equipment, servicing FMCs, AMTs, military mailbag depositories, MCAs, and MPOs must coordinate with one another for intra-theater use of the mailbags.

C3.1.4.5.1.3. Inscribe the gross weight of mail equipment, in kilos or pounds on slide labels or flight tags of all air transported mailbags. Do not enter the weight on slide labels when the mailbags are bulk weighed in a container and are not labeled beyond the U.S. gateway.

C3.1.4.5.1.4. Affix an anti-pilferage seal on all mail pouches/sacks generated at MPOs that are to be transported by air.

C3.1.4.5.2. Diplomatic Pouch (DP) Service. (Use of the USPS mailbag equipment flagged as DP is prohibited.) DPs cannot be sent through the MPS. However, if DPs enter the MPS, do not open them under any circumstances while they are in postal channels. The postal supervisor should notify the MACOM and the MPSA and arrange the receipt of the DP through the MPS. The postal supervisor should coordinate disposition of the DP with the sender.

C3.1.5. Dispatch of Mail Under Special Rules. Hazardous materials (HAZMAT) may be mailed when they meet USPS criteria outlined in USPS Pubs 52 (reference (k)). Mark or tag HAZMAT per DMM C021 (reference (o)) and reference (k). If all DMM conditions are met, HAZMAT must be dispatched separately from ordinary mail, when possible. HAZMAT needs a greater dispatch window; coordinate this with the air carrier.

C3.1.6. Military Post Office (MPO) Irregularities

C3.1.6.1. Reporting Errors

C3.1.6.1.1. Report errors in the makeup and dispatch of mail on DD Form 2273, "Irregularities in Makeup and Dispatch of Mail." See Figure C3.F1. Report USPS errors noted on DD Form 2273, electronically if available, to the servicing JMPA via the MACOM. Send DD Forms 2273, which report irregularities between MPOs, to the appropriate postal representative or postal officer. Report recurring errors by separate correspondence to the MACOM for resolution and info MPSA.

C3.1.6.1.2. When MPOs report errors on DD Forms 2273, attach slide labels, facing slips, and AV-8 Label/Tag, "Military and International Dispatching and Accounting (MIDAS) Tags," as applicable, to the report. These items assist in isolating errors and speeding corrective action. Show a concise explanation of the irregularity in the "Remarks" section of the DD Form 2273.

C3.1.6.2. Missent Mail. When a noted irregularity involves missent mail, take the following actions before dispatching:

C3.1.6.2.1. Postmark all missent letters and flats on the back and endorse "Missent to MPO _____." Postmark parcels and publications on the address side. Cross out old APO/FPO number and all bar codes on front and on the back of letters/flats.

C3.1.6.2.2. Postmark all missent pouches on the back of the slide label.

C3.1.6.3. Excessive Transit Time Complaints. The MPS and USPS are concerned with finding and eliminating the cause of mail delays. To provide a systematic standard approach in solving mail delay problems, the transit time measurement systems were developed. Collected data is used to develop mail delivery standards and compare actual performance with those standards. Use the following procedures when receiving complaints:

C3.1.6.3.1. When a customer questions excessive transit times, provide normal delivery standards and goals established by the transit time measurement systems. Also, explain any unusual factors that may have affected mail delivery for that period, such as weather or strikes.

C3.1.6.3.2. If the customer desires to file a written mail delay complaint, the customer should provide:

C3.1.6.3.2.1. The post office of origin and proof of mailing date of the article. The customer should provide this proof to the MPO, using the wrapper annotated with the date of receipt.

C3.1.6.3.2.2. If the wrapper is not available, attempt to obtain the postmark date, date of receipt, and mailing office from the original post office.

C3.1.6.3.3. A single delayed mailing does not necessarily warrant investigation; thus, the activity receiving the complaint must collect a representative sampling of data that will support a mail delay. For this purpose, use pouch slide labels and postmarks of mail contained in those pouches to support transit information. Servicing JMPAs will coordinate with gateway mail processing facility personnel to resolve complaints reported on DD Form 2273.

C3.2. DELIVERY OF MAIL AT MILITARY POST OFFICES, POSTAL SERVICE CENTERS (PSCs), COMMUNITY OR CONSOLIDATED MAILROOMS (CMRs) AND UNIT MAILROOMS (UMRs)

C3.2.1. Purpose. This section prescribes administrative and operational procedures for the receipt and delivery of mail at MPOs, PSCs, CMRs, and UMRs.

C3.2.2. General. Collect on delivery (COD) services are not available at MPOs, PSCs, CMRs, or UMRs. Postage due mail must be delivered as regular mail. Do not collect the postage due.

C3.2.3. Mail Receipt and Distribution

C3.2.3.1. PSCs, CMRs, and UMRs must receive mail at the times designated by the servicing postal activity.

C3.2.3.2. Before receipting for mail from the servicing postal activity, mail clerks and mail orderlies must ensure that any damaged articles are endorsed properly and rewrapped, if needed. Make every effort to match articles found loose with their original envelopes or wrappers and return unmatched articles to the servicing post office. If mail clerks and mail orderlies receive damaged articles in closed bags, repair such articles and endorse them "Received in damaged condition." Include the date of receipt and identify the unit repairing the article in the endorsement.

C3.2.3.3. Endorse unsealed First-Class Mail with "Received Unsealed." Affix PS Label 21, "Officially Sealed," to the letter and initial it, except as indicated in reference (o) before delivery.

C3.2.3.4. Mail opened by mistake shall be re-sealed, endorsed "Opened by Mistake" dated and signed by the person who actually opened the mail piece. The mail clerk or the mail orderly will then deliver the mail piece if the addressee is attached to that unit, or return it to the servicing post office for forwarding to the correct address.

C3.2.3.5. Provide priority processing and delivery for balloting material.

C3.2.3.6. Report mail suspected of harmful contents immediately to the servicing postal activity and bomb disposal unit, Explosive Ordinance Disposal (EOD) team, or other unit trained in handling such material.

C3.2.3.7. Process mail addressed to postal clerks, unit mail clerks, and mail orderlies the same as mail for other customers. Do not open, store, or dispose of such mail in the mail work area.

C3.2.4. Definition of Official Mail. Consider mail as official if it includes a name, rank, duty title, office symbol, or is addressed by title (such as Supply Officer or

1st Sergeant). Deliver mail addressed to "Commander of" an individual as official mail for the commander. Installation commanders may issue additional guidance on distinguishing between official and personal mail.

C3.2.5. Delivery of Personal Mail

C3.2.5.1. Do not use DoD personnel and resources to duplicate services that the USPS, by law or agreement, is obligated to provide. Customers residing in on base housing (family quarters or barracks) or residing off base where USPS provides delivery service must receive personal mail at those locations.

C3.2.5.2. Military personnel, their family members, and DoD civilians traveling under official orders may receive mail through the PSC, CMR, or UMR until a permanent address has been established.

C3.2.5.3. Deliver mail personally to the addressee or through individual receptacles. Receptacle delivery procedures are contained in section C3.3. Never leave mail unprotected.

C3.2.5.4. If any addressee is not authorized MPO privileges, contact the sponsor and advise that mail for unauthorized MPO users have been received. The MPO supervisor, after contacting the sponsor, will determine the disposition of the mail. If determination is made to return to sender, endorse "Addressee Not Authorized MPO Privileges" and return to sender.

C3.2.5.5. Before releasing mail, identify the patron. Personal recognition suffices when delivering non-accountable mail directly to patrons known by the military postal clerk, postal clerk, mail clerk, or mail orderly. If the addressee is unknown, or when delivering accountable mail, compare the name on the patron's Identification (ID) card with the name of the addressee on the article. When UMCs or mail orderlies pick up mail, check the DD Form 285, "Appointment of Military Postal Clerk, Unit Mail Clerk or Mail Orderly," to verify the person is eligible to receive the mail.

C3.2.5.6. Any designated family member with a valid identification card may receive mail for any family member, except mail reflecting restricted delivery.

C3.2.5.6.1. The sponsor may state in writing that family members cannot have access to the sponsor's mail. The sponsor cannot, however, control the delivery of mail addressed specifically to the spouse. It is suggested that MPO personnel color-code the lockbox name label with a marker/tape indicating lockbox holder's mail that may only be delivered to the sponsor.

C3.2.5.6.2. The sponsor may control delivery of minor family member's mail per DMM D042 (reference (o)).

C3.2.5.6.3. The sponsor remains responsible for making delivery of mail available to the spouse and family members.

C3.2.5.7. Customers can control the delivery of their mail (including restricted delivery mail) by completing a PS Form 3801, "Standing Delivery Order," (see Figure C3.F2.); PS Form 3849, "Delivery Notification/Reminder/Receipt" (see Figure C3.F3.); DD Form 2258, "Temporary Mail Disposition Instructions" (see Figure C3.F4.); or through written instructions. Overseas customers must only designate people authorized MPO privileges by virtue of their own status to receive their mail. Keep authorized agents to a minimum. Customers should not use this system for the convenience of not retrieving their own mail from a PSC, CMR or UMR.

C3.2.5.8. Addressees can refuse mail they do not want to receive under the provisions described in subparagraph C3.2.5.8.1., below. Request the addressee write the word "Refused" on the front of the envelope or wrapper, sign it, and date it. If the addressee declines to make the endorsement, the military postal clerk, mail clerk or mail orderly must write the words "Refused by addressee," date it, and sign it. The mail clerk will return mail refused by the addressee to the servicing post office for disposition by its class. Endorse refused and return to sender.

C3.2.5.8.1. Patrons may refuse accountable mail at the time of delivery, before receipting for the article. Endorse refused and return to sender. Ensure PS Form 3849 is completed to indicate item was returned.

C3.2.5.8.2. Addressees may refuse non-accountable mail at the time of delivery, if it is returned unopened. The endorsement "Return Service Requested" on Standard Mail becomes void when the addressee opens the article. Even when an attached, but separately sealed invoice is opened, the applicable return postage is void and the addressee must pay postage to return the article to the sender.

C3.2.6. General Delivery. PSCs, CMRs, and UMRs that deliver mail through receptacles must use general delivery service for TDY, TAD, and newly assigned personnel until a permanent resident address is established, and permanently assigned personnel when receptacles are not available. People entitled to USPS or MPS delivery are not authorized general delivery service. Before placing mail in general delivery case, check each piece of mail against directory ensuring the individual is assigned to the general delivery section. Endorse each piece showing date received. Do not hold

mail addressed for general delivery more than 30 days unless information is available indicating the individual is to arrive or otherwise instructed.

C3.2.7. Delivery of Accountable Mail (Registered, Numbered Insured, Certified, and Express Mail Military Service (EMMS))

C3.2.7.1. The servicing post office must deliver accountable mail to the addressee, authorized agent or properly appointed postal representative.

C3.2.7.1.1. Use PS Form 3849 for the initial receipt of accountable mail notification. Prepare the form the day the article is sorted. Deliver the form with the non-accountable mail.

C3.2.7.1.2. Mark the article with the preparation date on the notice and store it separately from non-accountable articles.

C3.2.7.1.3. If the article has not been claimed within 5 days, prepare another PS Form 3849, mark the form to show that it is the final notice, and annotate the new date on the article. If the mail still has not been called for within 10 days of the second or final notice, verify the addressee's status with their unit. Annotate disposition of the mail per information received from the unit.

C3.2.7.1.3.1. Process accountable mail as follows:

C3.2.7.1.3.1.1. If the Express Mail has not been claimed by the third day, prepare another 3849 (second and final notice) and place the form in the individuals mail receptacle. If the Express Mail piece has not been called for after five calendar days from the date of the final notice, annotate disposition of the mail per information received from the unit.

C3.2.7.1.3.1.2. If the sponsor is on TDY, leave, hospitalized, etc., annotate the PS Form 3849, "Delivery Notification/Reminder/Receipt," and the mail being held, "HOLD UNTIL (DATE)." Place the form in the mailbox and leave the mail in the storage location.

C3.2.7.1.3.1.3. If the mail is not picked up on 10 calendar days after the "HOLD UNTIL (DATE)" and the form is still in the mailbox, contact the unit to determine the sponsor's status. If the form is not in the mailbox, prepare another PS Form 3849 and annotate it as "Final Notice" with original receipt date, storage area, and current date.

C3.2.7.1.4. Hold accountable mail for a total of 15 days, unless otherwise directed by the sponsor.

C3.2.7.1.5. Prepare a PS Form 3849 for each undeliverable accountable article. Show the disposition on the back of the form. Sign and date the form.

C3.2.7.1.6. Store Registered mail in the Registry Section until delivered.

C3.2.7.1.7. Require customer identification before delivering accountable mail. Government ID card or U.S. passport identifying the bearer by photograph and signature is acceptable.

C3.2.7.1.8. The delivery clerk will sign their first initial and last name in the "Delivered By" block of the PS Form 3849. If the delivery clerk's signature is illegible, print delivery clerk's name.

C3.2.7.1.9. File PS Form 3849 numerically and annually by the last two digits of the identifying article number. Establish a separate file for Registered mail if volume warrants it. Retain all forms for 2 years.

C3.2.7.1.10. If a PS Form 3811, "Domestic Return Receipt," is attached to accountable mail, the addressee or authorized agent must sign and date it. Check the PS Form 3811 for a return address prior to releasing the article. Then return the receipt(s) promptly to the source on the form.

C3.2.7.2. When personal accountable mail is received at an MPO for delivery through a PSC, that is not a section of the MPO, the responsible delivery clerk must prepare a PS form 3849.

C3.2.7.3. When official accountable mail is returned to the MPO after being signed for by a unit mail clerk, the clerk must return this mail by preparing a PS Form 3883 or 3877.

C3.2.7.4. For returned articles forwarded to other than host base units, indicate the disposition of the article to include the forwarding address. Larger MPOs may use a separate PS Form 3883 book for returned articles, to facilitate processing claims; this book will be marked "RETURNS." Example: Article 1234567 was inadvertently delivered to Base Supply. This article was subsequently delivered to AAFES on bill #86, dated 31 Jan 00.

C3.2.8. Delivery of Official Mail

C3.2.8.1. Official "Restricted Delivery" mail can be delivered to the addressee or the addressee's authorized agent.

C3.2.8.2. The MPO must prepare a PS Form 3883. The clerk receipts for and delivers the mail article.

C3.2.9. Mail Service for Confined Personnel. Process mail for personnel confined in a correctional facility per each Military Department's requirements. Return addresses for confined personnel must show a post office receptacle number, building number, or other identification that may be applicable. It must not, however, indicate that the sender is confined. This also applies to mail forwarded to personnel in confinement.

C3.2.10. Outgoing Mail

C3.2.10.1. The servicing post office must ensure that mail collection boxes are located conveniently for authorized customers to deposit outgoing mail. These collection boxes must conform to the FAA and DoD Security Agreement. The MPO clerks must collect outgoing mail from collection boxes to meet dispatch schedules. Unit mail clerks and mail orderlies are not allowed access to these boxes. However, units that are isolated from the servicing postal activity may establish unit drop boxes for outgoing mail. In these cases, unit mail clerks or mail orderlies must collect the articles and deliver them to the servicing postal activity to meet dispatch schedules.

C3.2.10.2. Return outgoing mail to the sender if it is received without postage affixed. Mail with no return address and no postage must be sent to the addressee endorsed "postage due." If mail does not have postage, a return address, and is undeliverable as addressed, it should be treated as "dead" mail. Endorse outgoing mail, except international mail received without postage, return address or insufficient postage, with "Postage Due" and dispatch. International mail with insufficient postage must be returned to sender for additional postage, unless there is no return address. International mail without a return address is not always treated as "dead" mail. Refer to IMM, Section 420 (reference (p)).

C3.2.11. Intra/Inter-Theater Delivery Service (IDS) (Not Applicable in the United States)

C3.2.11.1. IDS Introduction and Scope. Under the IDS, MPS provides postage-free delivery of official, personal, organizational and commercial correspondence and parcels that do not enter the USPS network within the United States, its territories, or possessions. To use the IDS, both the sender and addressee

must be authorized to use the MPS, and in lieu of postage, the block letters "MPS" must be marked on the envelope or parcel.

C3.2.11.2. IDS Policy. IDS is a significant quality of life service. All authorized users as defined in Volume I, Appendix A, are authorized to use IDS to send correspondence and parcels, at no cost to the sender, as long as it will not enter the USPS system. Restrictions on use as defined in Volume I, Appendix A, apply to IDS with additional restrictions as delineated in this Chapter. All size and weight restrictions applicable to mail apply to IDS. The theater Commander in Chief (CINC) may publish detailed IDS procedures and restrictions. These procedures cannot expand use beyond those authorized in Volume I, Appendix A and must be submitted to MPSA for concurrence. When published a copy of these procedures will be provided to all CINCs that have MPS operations.

C3.2.11.3. IDS Correspondence and Parcels Are Not Mail. IDS correspondence or parcels are not to be referred to as "mail" or "parcel post," nor associated with any USPS accountable mail systems or services. Correspondence or parcels cannot be sent to any non-military address.

C3.2.11.4. Same Requirements as Mail

C3.2.11.4.1. All IDS correspondence and parcels must meet all requirements for mail, other than postage, including complete delivery and return addresses. Always include the grade, full name, unit name, PSC/CMR/unit number, lock-box number (if applicable), and MPO number. In lieu of a stamp, "MPS" must be written in the upper right hand corner of the item. Commercial and private organizations must use their organizational return address.

C3.2.11.4.2. Any envelope or container acceptable for U.S. mail is also acceptable for IDS. Envelopes and containers will be sealed.

C3.2.11.4.3. Mail markings (those designating rate, class, handling, content, or special services) are not permitted. Any previous marking on an envelope/container to be reused must be completely obliterated. Paper, tape or heavy marking pen must be used to completely cover all previous markings.

C3.2.11.5. Military Exchanges. Military exchanges, including Army and Air Force Exchange Service (AAFES), Navy Exchange Service Command, and Marine Corps Exchange System, as authorized users of the MPS, may use IDS for direct-to-individual customer merchandise shipments. IDS will not be used for shipments to either re-stock or transfer goods between exchange activities, auto parts stores, book stores, etc.

C3.2.11.5.1. Military Exchange use of IDS for delivery of military clothing items is authorized only between intra-theater Military Clothing and Sales Stores.

C3.2.11.5.2. Military exchanges will have sole responsibility for lost or damaged exchange items that are moved through the IDS.

C3.2.11.6. IDS Restrictions

C3.2.11.6.1. Sending or receiving items through the IDS to advertise home businesses, to sell merchandise, or to conduct business or for commercial purposes is prohibited. This resale prohibition applies whether sale is to authorized MPS users or not, and regardless of the beneficiary of the proceeds; i.e., charitable organizations or non-appropriated welfare fund activities.

C3.2.11.6.2. To prevent overburdening the MPS system, flyers, notices, announcements, advertisements, etc., for on base personnel and activities will not be sent IDS.

C3.2.11.6.3. Private and commercial organizations are limited to the same restrictions as banking facilities and credit unions.

C3.2.11.6.4. Commercial advertisements will not be sent by IDS except for commercial advertising enclosed with operational announcements, billings, or statements.

C3.2.11.6.5. IDS may not be used for the purpose of restocking distribution facilities.

C3.2.11.6.6. Use of IDS for transport of personal property in connection with PCS/TDY moves, is prohibited, with the exception of uniforms and personal gear required to perform official duties at next duty station.

C3.2.11.6.7. Special USPS services (e.g., insurance, registry, etc.) are not authorized with personal use IDS. Patrons must pay postage and fees for these services. Official mail may utilize registered/certified mail accountable procedures for tracking purposes only.

C3.2.11.7. Prohibited Matter in IDS (Contents). Any material that is prohibited from being mailed is likewise prohibited from being accepted in the IDS. This includes matter that is illegal (drugs, pornography, weapons), as well as hazardous materials.

C3.2.11.8. Provide directory service promptly for undeliverable IDS items. Do not forward these items if the addressee has been transferred to CONUS or an MPO that would require the item to transit the USPS mail system. All IDS items that cannot be forwarded or returned shall be forwarded to the MACOM Dead Letter Office that has been established specifically to handle these items. Do not send undeliverable IDS to USPS Military Recovery Centers (MRCs).

C3.2.11.9. Audits and inspections required in Chapter 12, shall include operation of IDS.

C3.3. MAIL DELIVERY RECEPTACLES

C3.3.1. Purpose. This section provides the procedures for the issuance, maintenance, and withdrawal of mail delivery receptacles and guidance for mail delivery through the receptacles.

C3.3.2. General. Personnel acting as USPS agents are bound by law to follow the USPS regulations. Provisions of this part cannot be waived or supplemented if related to mail delivery.

C3.3.3. Assignment of Receptacles

C3.3.3.1. In overseas areas, assign receptacles for the sponsor's exclusive use and the delivery of matter. (See paragraph C3.3.7.) Do not issue receptacles to official or quasi-official activities, except as noted. (See subparagraph C3.3.3.2.) Do not charge for receptacles.

C3.3.3.2. In the United States, only assign receptacles to customers who do not have mail delivery from the USPS at their quarters address. Installation and separate operating location commanders may grant exceptions to this policy for those

customers whom, because of their assignment, receive professional papers, journals, and other job-related materials. Exceptions may also be granted if the customers' duties prohibit receipt of daily mail at their quarters. These exceptions include, but are not limited to, medical doctors, dentists, veterinarians, lawyers, chaplains, single members of alert crews who reside off base, and public health officials. Certain offices that receive privileged mail on a regular basis also may be assigned a receptacle. These include the Inspector General, Military Department investigative agencies, chaplains, the command surgeon, and the staff judge advocate. Receptacles cannot be used to conduct private business under any circumstances.

C3.3.3.3. Do not assign a receptacle to more than one person. Consider a sponsor and authorized family members as one person.

C3.3.3.4. When each member of a married couple has MPO privileges by their military or civilian status, each may be assigned a separate receptacle even if the couple is assigned to the same location. However, they must be encouraged to share a receptacle.

C3.3.3.5. Rows of receptacles may be closed out if this simplifies casing the mail and the receptacles are not needed. Normally, rows of receptacles are closed out by attrition, rather than reassigning new boxes.

C3.3.3.6. Assign a receptacle that has been unused the longest, unless a section or row of receptacles is being closed.

C3.3.3.7. Record the sponsor's name, date of receptacle issue, receptacle combination, and the combination change date on a DD Form 2262, "Receptacle Record." See Figure C3.F5. If the sponsor initiates a PS Form 3801, annotate the DD Form 2262. This will aid in canceling the PS Form 3801 upon reassignment. An automated version of the DD Form 2262 data may be maintained in a local computer database if the data is protected under the conditions of the Privacy Act.

C3.3.3.8. Label the rear of each assigned receptacle with the sponsor's name. If a family member living with a sponsor has a different last name, both the sponsor's and the family member's name must be on the label.

C3.3.3.9. In overseas areas, receptacle numbers issued to retirees or restricted services sponsors must contain the prefix or suffix "R." The "R" prefix or suffix must be part of the address. Retirees must comply with local host-nation customs restrictions and requirements for mail received through an MPO. When retirees are not authorized MPO privileges or reside in the United States, they are not issued receptacles.

C3.3.3.9.1. U.S. military retirees authorized to receive mail must complete a statement acknowledging understanding of their limited MPO privileges.

C3.3.3.9.2. The serving MPO will file this statement at the MPO files.

C3.3.3.10. Give the combination to the sponsor on DD Form 2263, "Mailing Address/Combination Notice." See Figure C3.F6. Advise the sponsor to memorize the combination and read the general instructions on the form.

C3.3.3.11. An advance receptacle box may be issued under the Sponsorship Program if the incoming sponsor makes a formal request and sufficient receptacles are available for issue. Do not assign the box earlier than 90 days prior to the first day of the reporting month. Tag the receptacle with DD Form 2258. Annotate the form with the name, unit, and telephone number of a POC. Show the due date and draw a red diagonal line across the face of the form to indicate that the sponsor is due to arrive. If the sponsor's assignment is canceled, reissue the receptacle. The combination does not have to be changed if the combination was never given to the sponsor.

C3.3.3.11.1. Issues mail receptacles only at the MPOs of assignment as indicated on PCS orders or housing area assignment if access receptacles are available.

C3.3.3.11.2. When extenuating circumstances exist, the MPO may approve exceptions. The patron must furnish a letter of justification to the MPO stating the circumstances.

C3.3.3.12. Do not give the combination to anyone other than the sponsor or authorized family members who have been designated as having access. Use this procedure at PSCs, CMRs, and UMRs in the United States for sponsors residing in dormitories or quarters not serviced by the USPS. Provide general delivery service for those members not expected to reside in dormitories or quarters (i.e., married, senior non-commissioned officers and officers), until a permanent quarters address is established. Mail service may continue for a reasonable period, not exceeding 90 days, after the residence is established.

C3.3.4. Maintenance of Receptacles and Receptacle Record Cards

C3.3.4.1. If possible number receptacles vertically, in rows of nine (for example, 1 through 9 and 11 through 19) either left to right or right to left, per Figure C3.F7.

C3.3.4.2. When installing receptacles, coordinate the new numbers with the servicing postal activity. Make every effort to avoid duplicating receptacle numbers at facilities serviced at the same MPO or MAO.

C3.3.4.3. Do not make major repairs to receptacles. Facility engineers are responsible for repairs.

C3.3.4.4. When combination or keylock wheels become difficult to turn, lubricate them by placing a small quantity of powdered or flaked graphite on the moving parts of the lock.

C3.3.4.5. Spot-check the receptacle windows and doors daily for damage.

C3.3.4.6. If a receptacle cannot be secured and if it cannot be repaired within a reasonable time, close it and issue another receptacle to the sponsor.

C3.3.4.7. Use Plexiglas windows when possible.

C3.3.4.8. Retain a separate DD Form 2262 for each receptacle, or separate data entries when computerized.

C3.3.4.8.1. File forms for assigned receptacles numerically in an active file.

C3.3.4.8.2. File forms for unassigned receptacles chronologically by closure date in an inactive file.

C3.3.4.8.3. File forms for unassigned receptacles, being closed out, numerically in a file marked "Do Not Issue."

C3.3.5. Checking Assigned Receptacles

C3.3.5.1. Check each assigned receptacle at least monthly for excessive mail accumulation, old mail, or non-use. If mail is accumulating in a receptacle and a DD Form 2258 has not been filled out, contact the sponsor or the sponsor's commander to determine the individual's status.

C3.3.5.2. If the sponsor is temporarily or permanently absent, prepare a DD Form 2258 indicating this status. If the status is received from a source other than the sponsor (i.e., unit commander, 1st Sergeant, etc.), enter the name and phone number of this source in the "Special Instructions" block. Hold the mail until the sponsor provides

instructions. Annotate the mail directory card and forward or dispose of the mail accordingly.

C3.3.5.3. If the sponsor does not have a commander or unit and mail is unclaimed after 30 days, return the mail to the sender endorsed "Unclaimed." Close the receptacle, annotate the directory card and all mail received after that point "Moved - Left no Address," and return it to the sender. Do not reissue a receptacle to the former sponsor unless proof of MPO privilege status is established. Once reestablished, if the sponsor continually fails to claim mail from the receptacle, close the receptacle and provide the mail through general delivery. When providing general delivery service, advise the individual that the mail must be returned to the sender as "Unclaimed" if it is not picked up within 30 days of receipt at the servicing postal activity.

C3.3.6. Keys and Combinations

C3.3.6.1. Change the keylock cylinder or combination any time a key or combination is believed to be compromised, and when a receptacle is withdrawn.

C3.3.6.2. Record the serial number of the key or the combination on the DD Form 2262.

C3.3.6.3. Supervisors must ensure that an adequate supply of keylock cylinders is retained, where key-type receptacles are installed. Cylinders may be rotated with other separate nests of receptacles; however, do not use a cylinder removed from a nest of receptacles, in the same nest again for at least 3 months.

C3.3.6.4. Activities issuing the receptacle must replace worn, lost, or broken keys to the receptacle without charge to the customers. Retain at least two duplicate keys for each receptacle. The combination entered on the DD Form 2262 is the only combination retained. Keep duplicate keys and combinations in a safe place out of patrons' reach.

C3.3.7. Delivery of Mail through the Receptacles

C3.3.7.1. Only place matter bearing postage, official postal notices, or other matter authorized by the MPSA or the MACOM in mail delivery receptacles. Items presented to the PSC must be properly addressed and presorted for delivery in receptacle sequence.

C3.3.7.2. Compare the name on the mail with the name label on the receptacle before placing the mail in the receptacle. When names do not match, route the mail to the Directory Section for processing. Do not deliver mail addressed to "Occupant" or

"Resident" of a receptacle number. Endorse it with "Insufficient Address" and return the mail to the servicing post office for proper handling. Mail addressed to "Commander of" an individual must be delivered as official mail to the commander. Mail addressed to "Commander of a receptacle number," that does not contain an addressee name or unit designation, must be endorsed with "Insufficient Address" and returned to the sender (per official mail procedures).

C3.3.7.3. When delivering non-accountable articles that are too large to fit in a receptacle, store them for easy retrieval. See Figure C3.F8. Use PS Form 3907, "Post Office Box Mail Pickup Notice," to notify customers of this mail. Prepare the form the same day the article is sorted for delivery. Enter the storage area, receptacle number, date, and last name of the addressee on the form. In order to conserve forms, clerks may laminate them. Line through previous entries before reusing the forms. Postal activities may use substitute forms or alternate means to notify customers of oversized mail. Postal activities may also overprint the form with customer service hours, etc.

C3.3.7.4. Use DD Form 2258 for marking receptacles of sponsors who are temporarily absent for any reason. Sponsors must sign this form, when possible, to show that the forwarding address or instruction for disposition of mail was provided. If a change of status is received from a source other than the sponsor, note the source on the form. Mail must be held for sponsors who are absent temporarily. The sponsor may request in writing that the mail be forwarded or delivered to an agent. The agent must be an authorized MPO user. If the mail accumulates and will not fit in the receptacle, bundle the overflow together for handling. See subparagraph C3.3.7.3.

C3.3.7.5. Handle mail for customers who are in confinement, AWOL, or casualties per this Chapter, as applicable. Use DD Form 2258 to mark the receptacle, indicating the sponsor's status until the receptacle is closed or the sponsor's status changes.

C3.3.7.6. Place mail in receptacles in the following order: First-Class and Priority; Periodicals (magazines and newspapers); and, Standard B; and Standard A.

C3.3.8. Withdrawal of Receptacles

C3.3.8.1. Remove all mail from the receptacle and route it to the Directory Section.

C3.3.8.2. Remove the name label and block the rear of the receptacle with PS Item 0-53A, "Closures, Lockbox, Number 1" or other suitable device.

C3.3.8.3. Remove the DD Form 2262 from the active file and record the date of the receptacle closure.

C3.3.8.4. Change the keylock cylinder or combination and record the key serial number or new combination and the date of the change on the DD Form 2262.

C3.4. DIRECTORY MAIL SERVICE

C3.4.1. Purpose. This section prescribes procedures for developing and maintaining postal directory files and processing undeliverable as addressed mail.

C3.4.2. General

C3.4.2.1. All postal activities providing mail delivery services to authorized patrons must maintain a directory file for personnel receiving mail through their facility. The file must include all personnel serviced including those on TDY or TAD, scheduled to arrive, and permanently departed. The directory must not be used as a post or base locator. In addition, postal activities must not release address information to anyone without the sponsor's authorization, except as specified in Chapter 10. Commanders may establish area or central directories, and MPOs will normally maintain postal directory cards for personnel who are serviced through an MAO or subordinate UMR.

C3.4.2.2. The Official Mail Manager must properly process all undeliverable as addressed official mail. The Official Mail Manager experiencing recurring problems with official mailers not using correct mailing addresses should report the problem to the MACOM Official Mail Manager. If problems are not resolved with the command, forward them to the Military Department's Official Mail Manager for resolution.

C3.4.2.3. Postal activities must honor DoD Agency's requests for separate address correction service and must not honor non-DoD agency's requests. Postal activities must return all fees received with requests for service to the sender. In the case of non-DoD agencies, provide a cover letter explaining this service is not available at MPOs, PSCs, CMRs, or UMRs. "On piece" requests for address correction must be treated per Tables C3.T1. through C3.T6.

C3.4.3. Postal Directory

C3.4.3.1. Postal activities must arrange the directory alphabetically, by last name, in one file, regardless of status or rank.

C3.4.3.2. Postal directory information for personnel currently serviced must contain, as a minimum, their name (last, first, and middle initial), grade, organization, and mailing address (PSC, receptacle number, and unit). Annotate the directory card with the entitled-to-service family member's first name and middle initial, and, when differing from the sponsor, the last name.

C3.4.3.3. Additionally, if a sponsor has family members with a different last name, prepare and file a separate card for that family member. The postal activity must cross-reference this card with the sponsor's card and maintain it in an identical manner. Follow this procedure for personnel who have a name change.

C3.4.3.4. Postal directory information for departed personnel must include the date departed, purge date, forwarding address, and a projected reporting (arrival) date. Departing personnel must not provide a separation or transfer point as a forwarding address, except U.S. Army soldiers who do not have a direct assignment and are assigned to an overseas replacement activity. Forward their mail to the appropriate casual mail directory.

C3.4.3.5. When the postal activity no longer services the sponsor, code the directory card for destruction in 12 months. For example, if a sponsor departs in July 1998, code the directory file for destruction in August 1999. If a sponsor was a student or patient for 6 months or less and was temporarily assigned as a projected gain, code the directory card for destruction in 6 months, upon cancellation of the assignment. For example, if the sponsor has a May departure, code the card for destruction in December.

C3.4.3.6. During the first workweek of each month, the postal activity must screen the directory file and remove and destroy all expired cards.

C3.4.3.7. The postal activity may use computer listings or electronic storage instead of card files. The postal activity must follow the previously prescribed procedures, except computerized database directories, with search-by-name capacity, do not need to be filed alphabetically. The postal activity must post changes daily. If computers are used for directory service, data must be backed up on a regular basis. Recommend weekly backup.

C3.4.3.8. Postal Directories may not be used as a Military Department locator per DMM F010.3.0 (reference (o)).

C3.4.4. Mail Not Entitled to Directory Service. Postal activities receiving First-Class mail from one mailer in quantities of 20 or more simply to obtain directory

service must return the mail to the sender endorsed "Insufficient Address." The address is insufficient or wrong if it contains an obvious incorrect or identical receptacle number. Postal activities receiving mail from mailers who continuously mail quantities of less than 20 letters simply to circumvent this paragraph, must follow the same procedures. This does not apply to official mail. If there are recurring problems with official mailers, report them through the MACOM to the Military Department's official mail manager for resolution.

C3.4.5. Directory Mail

C3.4.5.1. Directory Mail. Mail that is undeliverable as addressed, because of an incomplete or incorrect mailing address.

C3.4.5.2. The Directory Clerks shall:

C3.4.5.2.1. Write in omitted elements of the name, if known.

C3.4.5.2.2. Directorize and deliver EMMS immediately.

C3.4.5.2.3. Directorize First-Class/priority mail within 24 hours of receipt.

C3.4.5.2.4. Directorize mail received on weekends or holiday no later than the next duty day.

C3.4.5.2.5. Completely cover any barcode that may be printed on the front of the envelope.

C3.4.5.2.6. Make endorsements neat and legible, using the minimum space required. Use rubber stamps or gummed labels, if available, for endorsements.

C3.4.5.2.7. Place endorsements on the front of mail, when possible. Put the initial forwarding address below and to the right of the original address. After using all available space on the front of the mail, write "Over" on the front and place additional endorsements on the back. Do not write, stamp, or cover the name of the addressee.

C3.4.5.2.8. Include an "arrival date" if the sponsor departed on permanent change of station (PCS) and mail is being forwarded using a military unit as the forwarding address.

C3.4.5.2.9. Date-stamp the back of each piece of mail receiving directory service to indicate the date of receipt. If directory mail is not processed on the date of

receipt, annotate the date forwarded or returned to the sender. If processing a large volume of directory mail, postmark it on the reverse side of the address by machine instead of manually back stamping. If the computerized directory database annotates the date directory service was provided on the gummed label, date stamping on the back of the piece of mail is not required.

C3.4.5.3. MPO. The MPO personnel must monitor directory mail being returned by unit mail clerks to ensure neat and proper endorsement. After briefing the unit mail clerk on correct directory procedures, notify the unit commander or postal officer if illegible or incorrect endorsements occur frequently. Unit mail clerks must return processed directory mail to the servicing postal activity separately from uncanceled mail.

C3.4.5.4. Postal Activities. Postal activities must provide priority directory service for mail addressed for "General Delivery." Endorse each piece showing the date received. Do not hold mail addressed for general delivery more than 30 days unless information indicates the person is due to arrive. See subparagraph C3.4.6.4.

C3.4.6. Processing Instructions for Undeliverable as Addressed Mail

C3.4.6.1. Postal activities must forward all single-rate Priority, First-Class, Express, Standard Mail, and Package Services, that is annotated with either "Address Service Requested" or "Forwarding Service Requested," as applicable. For Standard Mail and Package Service, endorse it with a forwarding address and forward to the addressee. Also endorse Priority, Standard Mail and Package Services with "Change of Address Due to Official Orders." If the mail has an endorsement that restricts forwarding, return it to the sender. Do not forward mail for military retirees unless the retiree requests termination of MPO privileges.

C3.4.6.2. PS Form 3579 can be completed for the first copy of a periodical (newspaper) received after an individual's departure, and for copies received after the 60-day forwarding period has expired. The following additional instructions apply:

C3.4.6.2.1. Postal activities must forward all Periodical Mail for 60 days upon the sponsor's departure. Directory clerks must endorse this mail, "Advise Your Correspondent or Publisher of Your Correct Mailing Address," and, "Change of Address Due to Official Orders."

C3.4.6.2.2. Postal activities must follow these procedures when handling the first copy of undeliverable Periodical Mail:

C3.4.6.2.2.1. Complete PS Form 3579, "Undeliverable Standard (A) and (B) and Special Standard Mail (B)" listing the forwarding address and marked "Not Deliverable as Addressed - Unable to Forward." See Figure C3.F9. The PSCs, CMRs and UMRs serviced directly by the USPS must return the publication to the servicing post office for processing. List the new address as close to the old address on the periodical.

C3.4.6.2.2.2. At MPOs, detach the portion of the publication, wrapper, or envelope containing the old address and mail it with the completed PS Form 3579, in a USPS envelope, to the sender, with postage due for each form, at least weekly. More than one form may be mailed to the same addressee in one envelope; however, the postage due must be rated per form.

C3.4.6.2.2.2.1. Mail PS Forms 3579 for Periodical matter, published in overseas areas and mailed at an MPO, to the home office of the publication in the United States.

C3.4.6.2.2.2.2. Forward Non-U.S. magazines (published in a foreign country) received for reassigned personnel for a period of 60 days upon the sponsor's departure. Directory clerks must endorse this mail, "Change of Address Due to Official Orders," and, "Advise Your Correspondent or Publisher of Your Correct Mailing Address."

C3.4.6.2.2.2.3. Prepare a record of PS Form 3579. Put the name of the publication and date of notification on the directory card, computer file, or log to prevent sending duplicate notifications to publishers.

C3.4.6.2.2.2.4. The MPOs must dispose of publications received after the expiration of the 60-day forwarding period. After notification to the publishers (see subparagraph C3.4.6.2.), the postal activity may distribute the publications to military hospitals, chaplains, dormitories, recreation services, turn them over to the nearest DoD property disposal office as salvage paper, or treat them as waste. Remove address labels before releasing them. The PSCs, CMRs and UMRs serviced directly by USPS must return such publications to the servicing post office. Endorse them with, "Forwarding Period Expired - Undeliverable as Addressed."

C3.4.6.3. Postal activities must hold mail for Service members who are AWOL for 30 days. The clerk must wait until the member is officially declared a deserter, at that point the clerk must:

C3.4.6.3.1. Endorse First-Class, Priority and Standard Mail, "Moved, Left No Address," and return it to the sender. Do not mark this type of mail as "Change of Address Due to Official Orders."

C3.4.6.3.2. Prepare a PS Form 3579 for each Periodical publication. Endorse the form "Moved, Left No Address," and forward it, with the address label, to the publisher, or return the publication with the PS Form 3579 affixed, to the servicing post office. See subparagraph C3.4.6.2.

C3.4.6.4. Handling Standard Mail. (See Tables C3.T3., C3.T4., and C3.T5.)

C3.4.6.4.1. If there are return receipts, leave the receipts attached to the article.

C3.4.6.4.2. Show the reason for nondelivery on the return receipt, then initial and postmark the card.

C3.4.6.5. Clerks who handle mail addressed for sponsors due to arrive must:

C3.4.6.5.1. Hold the mail for 15 days past the anticipated arrival date. If mail is unclaimed at that time, determine the sponsor's status by contacting the gaining unit or the military or civilian personnel office, and make disposition of the mail accordingly. If there is no status change, return the mail to sender endorsed "Attempted - Not Known."

C3.4.6.5.2. If there is no indication of a due in date, but there is reason to believe the individual is due to arrive, for example, the mail is being forwarded, the sender has the same last name, or some other similar reason, hold the mail for 30 days. If the mail is still unclaimed at that time, attempt to determine the sponsor's status through the appropriate channels and dispose of the mail accordingly. If mail is still undeliverable, return it to the sender endorsed "Attempted - Not Known."

C3.4.6.5.3. Screen mail being held for personnel against the directory, at least weekly.

C3.4.6.6. MPOs must not hold mail, received from unit mail clerks endorsed "Attempted - Not Known," unless their records indicate the sponsor is due to arrive. If the addressee is due to arrive, clerks must endorse the mail with the arrival date and return it to the appropriate UMR or CMR.

C3.4.6.7. Military Post Offices must follow these procedures for mail that cannot be delivered, forwarded, returned to sender, or mail that becomes "dead" for any reason.

C3.4.6.7.1. MPOs must forward all Express, First-Class (including stamped cards and postcards), and Standard Mail, which cannot be forwarded or returned, to the accountable postmaster's Mail Recovery Center for disposition per POM 692 (reference (n)). Complete a PS Form 3849 showing the disposition of accountable mail.

C3.4.6.7.2. Handle Periodical Mail. See subparagraph C3.4.6.2.

C3.4.6.7.3. Handle Standard Mail per Tables C3.T3., C3.T4., and C3.T5.

C3.4.6.7.4. The UMRs or CMRs serviced by MPOs and PSCs in the United States must return all such mail to the servicing post office endorsed "No Record."

C3.4.6.8. Postal activities must return mail to the sender if it is addressed to personnel or elements at overseas locations that are not authorized MPO privileges (including mail addressed in care of an authorized user). Endorse the mail, "Addressee Not Authorized MPO Privileges." If the mail is addressed in care of an authorized sponsor, notify the sponsor prior to returning it to sender.

C3.4.6.9. Postal activities must provide voting and balloting material directory service immediately. If the material is undeliverable, and a forwarding address is not known, annotate the reason for nondelivery on the material and return it to the sender. Do not hold this type of mail for personnel due to arrive, unless they are due within 30 days of receiving the material. Tie or tray all returned or forwarded balloting material on top of letter bundles or in front of a tray.

C3.4.6.10. Postal activities must follow these procedures when disposing of undeliverable catalogs:

C3.4.6.10.1. If overseas, remove and destroy the wrapper, label, or both. (This also applies to catalogs bearing the endorsement "Return Service Requested.") Then give the catalog to any authorized patron or place it in the MPO lobby for patron use.

C3.4.6.10.2. The Postmaster has discretion to decide disposition of undeliverable catalogs.

C3.4.6.11. Postal activities must release undeliverable income tax packages that cannot be delivered by the postal activity of address to the local staff office responsible for distributing tax packages. Remove all address labels before releasing the packages. Postal bulletins pertaining to non-release of income tax packages do not apply to overseas MPOs.

C3.4.6.12. Postal activities must dispose of perishable items that carry a Required Delivery Date (RDD) and cannot be forwarded or returned before spoiling as waste. Also dispose of any perishables obviously spoiled upon receipt. Always destroy perishables in the presence of a witness. Notify the sender and addressee via command letter concerning the disposal and retain a copy of the notification in the office files.

C3.4.7. Mail for Units Returned to the United States and Inactivated Units. (This does not apply to contingency MPOs.)

C3.4.7.1. Responsible commanders must notify the servicing JMPA of dates to discontinue dispatching mail and the forwarding addresses of the units returning to the United States.

C3.4.7.2. Postal activities must provide directory service at the MPO of address for personal mail received after departure or inactivation of the unit.

C3.4.7.3. Postal activities must forward official mail, personal parcels, and First-Class mail, for personnel who departed with the unit. When volume warrants, make up the mail into direct ties, bag it without individual readdressing, and label it for direct mailing to the unit. Each parcel must be readdressed to preclude Customs from reintroducing it back into the system and the mail being sent to the mailing address.

C3.4.7.4. Postal activities must readdress accountable mail individually to the servicing post office at the unit's new installation.

C3.4.7.5. Postal activities must dispose of Periodical Mail and Standard printed matter. See subparagraphs C3.4.6.2. and C3.4.6.4.

C3.4.8. Mail Directory Service for Decommissioned Ships and Disestablished Stations

C3.4.8.1. The administrative commander for ships or the installation commander for any shore-based MPO must designate an activity to do directory service for a decommissioned or disestablished activity. Directory service must be done by the designated activity for a 60-day period after the decommissioning or disestablishment.

During that time, forward personal mail, and open and screen official mail for necessary action or other disposition. Return mail, received after the 60-day mail directory service expires, to the sender after endorsing it "Decommissioned/Disestablished."

C3.4.8.2. Postal activities must not forward unopened official mail, addressed to a U.S. ship, to the new title of that ship when it has been stricken from the Standard Navy Distribution List (SNDL) and transferred to a foreign government or to merchant marine service. (NOTE: Personnel currently assigned as clerks, mail orderlies, or other duties involving the receipt and delivery of unopened mail, must not be assigned duties involving the opening and screening of official mail.)

C3.4.8.3. Commanding officers of ships and activities being decommissioned or disestablished must furnish the designated postal activity with a complete directory of all personnel, showing the new duty station, or, in the case of those separated from the Military Department, the forwarding address furnished by the member. The designated activity must destroy this directory information upon completion of the 60-day directory service.

C3.4.8.4. The decommissioned or disestablished, ship or unit must inform the mail routing authority or postmaster of the date desired for routing the mail to the unit that will provide directory service for the decommissioned or disestablished, ship or unit.

C3.4.9. Handling Mail for Casualties (Deceased, Missing, Captured, and Hospitalized)

C3.4.9.1. Verification. Under no circumstances is mail for casualties returned to sender or forwarded to next of kin until absolute verification is obtained that the next of kin has been notified. Postal activities can obtain this information from the summary court officer (USAF), casualty mail section (USA and USMC), or command element (USN). Hold the mail as long as necessary to prevent inadvertent disclosure of the casualty. Once the appropriate Military Department officially notifies the next of kin, return the mail to the sender or forward it to the next of kin with an authorized endorsement. See subparagraph C3.4.9.2.6. Deliver jointly addressed mail, as addressed by the sender, when one of the addressees can receive it at the place of address. Postal activities may deliver, to the executor or administrator, jointly addressed mail not deliverable at the place of address, as well as other mail addressed to the deceased. Such mail is then considered delivered to the addressee and is subject to the disposition of the executor or administrator. (Exception: Return Federal Government checks to the sender.)

C3.4.9.2. Casualty Endorsement. The servicing postal activity or Casualty Mail Section must endorse mail for casualties. See subparagraph C3.4.9.2.6. If the UMR or CMR endorses the mail, the mail clerk must return it to the MPO. Overseas MPOs receiving such mail must check it as follows:

C3.4.9.2.1. Ensure the format of the endorsement is correct, and back-stamp each article to indicate the date forwarded.

C3.4.9.2.2. If the mail is endorsed to a specific hospital, utilizing ward number when known will ensure clerks send it as direct ties, bag if warranted, and dispatch directly to the hospital.

C3.4.9.2.3. If the mail is endorsed "Search" send it to the Casualty Mail Section for verification, if not found, return it to the sender.

C3.4.9.2.4. Casualty Mail Sections. Casualty Mail Sections must maintain directory cards on personnel reported as deceased, missing, captured, or injured. Casualty Mail Sections must obtain information, required for maintaining these cards, from any source available for keeping them accurate and current.

C3.4.9.2.5. Hospital Mail Sections. Hospital Mail Sections must maintain directory cards on all admitted patients and evacuees per paragraph C3.4.3.

C3.4.9.2.6. Casualty Endorsements. The authorized endorsements for casualty are:

C3.4.9.2.6.1. "Deceased." The sponsor died and the appropriate Military Department officially notified the next of kin.

C3.4.9.2.6.2. "Search." The sponsor's status is unknown and the postal activity is forwarding the mail to the MPO or Casualty Mail Section.

C3.4.9.2.6.3. "Patient." The sponsor is in the hospital and the postal activity knows which hospital (also include the current hospital address).

C3.4.9.2.6.4. "Hospital Search." The medical channels are evacuating the sponsor to an unknown hospital. (Forward this mail to a Casualty Mail Section.)

C3.4.9.2.6.5. Endorsements such as "Missing," "Killed in Action," or "Wounded" is not to be placed on casualty mail.

C3.5. PROCESSING OF BALLOTING MATERIAL

The right to vote is one of our most important rights as U.S. Citizens. Your customers are making sacrifices to preserve this right. Every individual must be given the opportunity to vote. Personnel shall be sensitive to the timely processing of all voting material. Processing of absentee ballots must be given special attention. Not only must absentee ballots be legibly postmarked, they must be processed in a timely manner. The handling of balloting material is addressed in subparagraphs C3.1.3.5., C3.2.3.5. and paragraph C10.4.9. of this Manual.

Table C3.T1. Treatment of Undeliverable as Addressed Express Mail, First-Class Mail Including Postcards and Priority Mail

RULE	MAILER ENDORSEMENT	MILITARY POSTAL DIRECTORY SERVICED BY THE MPS SHALL:
1	NO ENDORSEMENT	Forward.
2	ADDRESS CORRECTION REQUESTED	(For Priority Mail: When forwarding Priority Mail, Endorse with "CHANGE OF ADDRESS DUE TO OFFICIAL ORDERS") If a forwarding address is unknown return to sender endorsed "ATTEMPTED NOT-KNOWN."
3	FORWARDING SERVICE REQUESTED	
4	RETURN SERVICE REQUESTED	Return to sender with new address or reason for nondelivery.
5	CHANGE SERVICE REQUESTED	Do not forward or return. Destroy and dispose of this piece.

Table C3.T2. Treatment of Undeliverable as Addressed Periodicals

RULE	MAILER ENDORSEMENT	MILITARY POSTAL DIRECTORY SERVICED BY THE MPS SHALL:
1	NO ENDORSEMENT	<p>Forward all Periodicals for a period of 60 days (for newspapers, see 'Note' below.) Endorse each copy "CHANGE OF ADDRESS DUE TO OFFICIAL ORDERS" and "ADVISE YOUR CORRESPONDENT OR PUBLISHER OF YOUR CORRECT MAILING ADDRESS."</p> <p>After 60 days, or if a forwarding address is unknown, attach a completed PS Form 3579 to the portion of the wrapper, cover, or envelope and place in an USPS envelope and address to the publisher. Compute the postage for each form enclosed.</p> <p>NOTE: Newspapers are forwarded for personnel reassigned in an area served by the same postmaster for 60 days. For example: APO AE 09xxx to APO AE 09xxx, APO AP 9xxx to APO AP 9xxx, or CONUS to CONUS.</p> <p>If newspapers are received for individuals assigned to area not served by the same postmaster (for example, APO AE 09xxx to CONUS or APO AE 09xxx to APO AP 9xxx). They will not be forwarded. They will be treated as waste. Attach a completed PS Form 3579 to the portion of the wrapper or cover and place in an USPS envelope and address to the publisher. Compute the postage for each form enclosed.</p>
2	ADDRESS SERVICE REQUESTED	FORWARD FOR FIRST 60 DAYS. AFTER 60 DAYS OR IF UNDELIVERABLE; RETURNED PIECE WITH NEW ADDRESS OR REASON FOR NONDELIVERY AND POSTAGE DUE.

Table C3.T3. Treatment of Undeliverable as Addressed Standard Mail/Bulk Parcel Return Service (BPRS)

RULE	MAILER ENDORSEMENT	MILITARY POSTAL DIRECTORY SERVICED BY THE MPS SHALL:
1	NO ENDORSEMENT	DO NOT forward or return. Destroy and dispose of this piece.
2	CHANGE SERVICE REQUESTED	
3	ADDRESS SERVICE REQUESTED	Forward and endorse "CHANGE OF ADDRESS DUE TO OFFICIAL ORDERS." If undeliverable; return to sender with reason for nondelivery and "POSTAGE DUE."
4	FORWARDING SERVICE REQUESTED	
5	RETURN SERVICE REQUESTED	Return the piece to sender with new address or reason for nondelivery and "POSTAGE DUE."

Table C3.T4. Treatment of Undeliverable as Addressed Single-Piece Rate Standard Mail (A)

RULE	MAILER ENDORSEMENT	MILITARY POSTAL DIRECTORY SERVICED BY THE MPS SHALL:
1	NO ENDORSEMENT	Forward. Endorse mail with "CHANGE OF ADDRESS DUE TO OFFICIAL ORDERS". If undeliverable; return to sender with reason for nondelivery and "POSTAGE DUE." Return the piece to sender with new address or reason for nondelivery and POSTAGE DUE.
2	ADDRESS SERVICE REQUESTED	
3	FORWARDING SERVICE REQUESTED	
4	RETURN SERVICE REQUESTED	
5	CHANGE SERVICE REQUESTED	Do not forward or return. Destroy and dispose of this piece.

Table C3.T5. Treatment of Undeliverable as Addressed Standard Mail (B)

RULE	MAILER ENDORSEMENT	MILITARY POSTAL DIRECTORY SERVICED BY THE MPS SHALL:
1	NO ENDORSEMENT	Forward. Endorse mail with "CHANGE OF ADDRESS DUE TO OFFICIAL ORDERS."
2	ADDRESS CORRECTION REQUESTED	
3	FORWARDING AND RETURN POSTAGE GUARANTEED	If a forwarding address is unknown, return the piece to sender endorsed "UNDELIVERABLE AS ADDRESSED" and "POSTAGE DUE," but do not compute the postage.
4	FORWARDING AND RETURN POSTAGE GUARANTEED, ADDRESS CORRECTION REQUESTED	
5	DO NOT FORWARD, ADDRESS CORRECTION REQUESTED, RETURN POSTAGE GUARANTEED	Return the piece to sender endorsed "UNDELIVERABLE AS ADDRESSED" and "POSTAGE DUE," but do not compute the postage.
6	DO NOT FORWARD	Endorse each piece as "UNDELIVERABLE AS ADDRESSED," and forward to the appropriate Mail Recovery Center for disposition.

C3.T6. Special Mail Handling Procedures

RULE	IF THE MAIL IS:	THEN ENDORSE MAIL:	AND:
1	Missent	Missent to (include your unit/MPO number)	Forward to Addressee
2	Opened by mistake	Opened by Mistake. (If possible have the person who opened the mail sign their name next to the endorsement.)	Forward to Addressee
3	Balloting material	Proper Endorsement	See subparagraph C3.4.6.9.
4	Addressed illegibly	Illegible	Return to Sender
5	Addressed to a receptacle number not assigned the MPO, and correct number is not known.	No Such Number	Return to Sender
6	Fails to bear a receptacle number or unit designation, and correct address is not known.	Insufficient Address	Return to Sender
7	Refused by addressee	"Refused" or "Refused by Addressee"	Return to Sender
8	Abandoned. (General Delivery not called for in 30 days/Receptacle mail not called for [see subparagraph C3.3.5.3])	Unclaimed	Return to Sender
9	"Undeliverable as Addressed." Standard Mail bearing the endorsement, "Return Postage Guaranteed"	"Undeliverable as Addressed" and "Postage Due"	Return to Sender
10	Addressed to, "Commander of" a receptacle number, but does not contain the addressee's name or unit designation.	Insufficient Address	Return to Sender

Figure C3.F1. DD Form 2273

IRREGULARITIES IN MAKEUP AND DISPATCH OF MAIL <small>For use of this form see DOD 4525.6M</small>			DATE (Yr, Mo, Day) 99 05 17
TO (Use complete address) 1ST PERSONNEL COMMAND APO AE 09081		FROM (Use complete address) Dispatch Clerk 510 th AG Co APO AE 09102	
MAIL DISPATCHING ACTIVITY (Dispatch from) 38th AG Co APO AE 09173	DATE OF DISPATCH (Yr, Mo, Day) 99 05 13	MAIL CLASSIFICATION FCM	NO. SLIDE LABELS: <input type="checkbox"/> NO. FACING SLIPS: <input type="checkbox"/> ATTACHED: <input type="checkbox"/>
POUCH/SACK (Attach slide label) <input type="checkbox"/> WRONG TYPE <input type="checkbox"/> UNSERVICEABLE <input checked="" type="checkbox"/> IMPROPERLY SEALED	FACING SLIP (Attach with slide label) <input type="checkbox"/> MISSING <input type="checkbox"/> INCORRECT <input type="checkbox"/>		
LETTER TIES (Attach slide label & facing slip) <input type="checkbox"/> BROKEN <input type="checkbox"/> LOOSE <input type="checkbox"/> DIRECTS NOT MADE	PRESSURE SENSITIVE LABEL (Attach slide label) <input type="checkbox"/> MISSING <input type="checkbox"/> INCORRECT		
OUTSIDE MAIL, PS Label 198 <input type="checkbox"/> MISSING <input type="checkbox"/> INCORRECT <input type="checkbox"/> IMPROPERLY PREPARED	CODED TAG (Attach slide label) <input type="checkbox"/> IMPROPERLY PREPARED <input type="checkbox"/> MISSING <input type="checkbox"/> INCORRECT <input type="checkbox"/> ALTERED		
SLIDE LABEL (Attach) <input type="checkbox"/> MISSING <input type="checkbox"/> INCORRECT <input type="checkbox"/> ALTERED	MAIL ROUTED INCORRECTLY (Attach slide label & Facing Slip) <input type="checkbox"/> LETTER (S) <input type="checkbox"/> PARCEL (S)		
REMARKS (Explain each irregularity to include any discovered that are not mentioned above) One pouch containing first class mail was sealed with twine instead of the air mail seal.			
TYPED/PRINTED NAME OF REPORTING OFFICIAL (Last, First, MI) Taylor, James	PAY GRADE E7	SIGNATURE <i>James Taylor</i>	
DD FORM 82 JAN 2273		* U.S. Government Printing Office: 1982-380-975/5925	

Figure C3.F2. PS Form 3801

Name and Address of Firm or Individual (Include Apt./Suite No.) Armed Forces Exchange Europe	
By (Signature and title of person signing order) <i>John D. Thomas, MGR, AFEES</i>	Telephone No. DSN 235-1234
The above named individual hereby authorizes representatives whose signatures appear below to receive unrestricted Certified, insured, c.o.d., express mail, and special delivery mail addressed to or in care of the above named firm or individual until the user is notified in writing, and assumes all responsibility for loss, riffling, or damage of said mail after proper delivery. All previous are hereby revoked. SPECIAL INSTRUCTIONS: Where RESTRICTED DELIVERY MAIL is to be included, the statement authorization is extended to include RESTRICTED DELIVERY MAIL must be entered on the delivery order by the person. This notation is to be made on the part of the form for signatures of authorized agent. NOTE: Unknown signatures must be identified.	
SIGNATURE OF CLERK VERIFYING CUSTOMER'S SIGNATURE <i>Allen Bryant</i>	DATE 12 Oct 99
SIGNATURES OF AUTHORIZED AGENTS	
William Post	<i>William Post</i>
Charles Burton	<i>Charles Burton</i>
Andrew Brown	<i>Andrew Brown</i>
To Include "RESTRICTED DELIVERY MAIL"	

PS Form 3801, April 1975 **STANDING DELIVERY ORDER** U.S.G.P.O.: 1975-650-493/2404

Figure C3.F3. PS Form 3849

 <p>Sorry We Missed You! We Re-Deliver For You!</p>		Article No. R139537709	
		Today's Date 17 Oct 99	Sender's Name John Barnes
Item <input checked="" type="checkbox"/> Post Office (see reverse) is at: <input checked="" type="checkbox"/> APO AE 09081		We Re Deliver or you can pick up, see back ▶	
<input type="checkbox"/> IF CHECKED, YOU MUST BE PRESENT AT TIME OF DELIVERY TO SIGN FOR ITEM.			
<input checked="" type="checkbox"/> Letter <input type="checkbox"/> Large envelope magazine, catalog, etc. <input type="checkbox"/> Parcel <input type="checkbox"/> Delivery Restricted Addresses to <input type="checkbox"/> Parishable Item <input type="checkbox"/> _____	<input type="checkbox"/> Express (redelivery Mail next day delivery unless you call to hold at post office) <input type="checkbox"/> Certified <input type="checkbox"/> Insured <input checked="" type="checkbox"/> Registered <input type="checkbox"/> Return Receipt Merchandise for <input type="checkbox"/> Recorded Delivery (International) <input type="checkbox"/> Special Delivery	Article Requiring <input type="checkbox"/> Postage Due <input type="checkbox"/> COD <input type="checkbox"/> Customs Amount Due: \$ _____	<input type="checkbox"/> THIS IS YOUR FINAL NOTICE Article will be returned to sender on: _____
		Addressee Name (Print) Walter Bleiler	
		Address 1st Perscom (Postal-OPS) APO AE 09081	
		Received By X Walter Bleiler	
Delivered By Lorna Taylor		Date 17 OCT 99	
<small>PS Form 3849, April 1994</small>		Customer: Describe any Visible Damage Delivery Notice/Reminder/Receipt	

Figure C3.F4. DD form 2258

TEMPORARY MAIL DISPOSITION INSTRUCTIONS			
-FOLD-		-FOLD-	
NAME (Last, First, MI) (Print):		RECEPTACLE NUMBER	
KING, JOE P		001	
STATUS			
ADV ASG	<input checked="" type="checkbox"/>	LEAVE	<input type="checkbox"/>
TDY	<input type="checkbox"/>	HOSPITAL	<input type="checkbox"/>
EFFECTIVE DATES TO FWD OR HOLD MAIL (Yr, Mo, Day)			
99 10 10		99 12 01	
FROM:		TO:	
<input type="checkbox"/> FORWARD ALL MAIL	<input checked="" type="checkbox"/>	HOLD ALL MAIL	
FORWARD ONLY			
LETTERS	<input type="checkbox"/>	PARCELS	<input type="checkbox"/>
NEWSPAPERS/MAG		<input type="checkbox"/>	
PAYCHECK(S)	<input type="checkbox"/>	OTHER (Use Spec Inst)	
COMPLETE FORWARDING ADDRESS:			
ON LEAVE STATESIDE HOLD ALL MAIL UNTIL MY RETURN.			
SPECIAL INSTRUCTIONS:			
SIGNATURE OF RECEPTACLE HOLDER:		DATE (Yr, Mo, Day)	
<i>Joe P. King</i>		99 10 09	
-FOLD-		-FOLD-	
FOR ADVANCE RECEPTACLE ASGN, LIST NAME OF SPONSOR AND DUTY PHONE IN THE SPECIAL INSTRUCTIONS BLOCK			
DD FORM 2258 82 Jan		U.S. GOVERNMENT PRINTING OFFICE: 1982-380-879/320	

Figure C3.F5. DD Form 2262

RECEPTACLE RECORD		PS FORM 3801 DATA <input checked="" type="checkbox"/> ON FILE <input type="checkbox"/> NOT ON FILE		RECEPTACLE NUMBER 001
NAME OF RECEPTACLE HOLDER <i>(last, first, MI)</i>	DATE ISSUED <i>(yr, mo, day)</i>	RECEPTACLE COMBINATION	DATE CLOSED <i>(yr, mo, day)</i>	DATE COMB CHANGED <i>(yr, mo, day)</i>
KING, JOE P	991001	123		990929

DD FORM 82 JAN **2262** REPLACES AF FORM 1862 WHICH WILL BE USED.

Figure C3.F6. DD Form 2263

MAILING ADDRESS/COMBINATION NOTICE	
<p>1. Your Complete Mailing Address is:</p> <p style="margin-left: 20px;">PSC 810 BOX 001</p> <p style="margin-left: 20px;">FPO AE 09610-0001</p>	
<p>2. General Instructions:</p> <p>a. Check your receptacle daily.</p> <p>b. Notify all correspondents and publishers of your correct mailing address.</p> <p>c. Do not allow unauthorized personnel overseas to receive mail through your receptacle.</p> <p>d. Do not place or store items in the receptacle; it is issued only so you can receive mail placed there.</p> <p>e. Promptly advise your local facility of any temporary or permanent change in status, i.e., leave, TDY, TAD, reassignment, etc.</p> <p>f. Any component member of your family who has a valid ID card may be given the receptacle combination or any mail addressed to the family except restricted delivery mail. However, you may state in writing that no member other than yourself is authorized access to the receptacle combination or mail placed therein.</p>	
<p>(To avoid compromise of your combination, memorize and destroy this portion.)</p>	
<p>3. Your Combination is: 1 2 3</p>	
<p>4. How to Open:</p> <p>a. Turn dial indicator left/right three times and stop at: 1</p> <p>b. Turn dial left/right pass first combination number and stop at: 2</p> <p>c. Turn dial left/right stopping at: 3</p> <p>d. Turn latch key left/right to open.</p>	
<p>DD FORM 2263 82 JAN</p>	<p>REPLACES AF FORM 1852 WHICH WILL BE USED.</p> <p><small>*U.S. GOVERNMENT PRINTING OFFICE: 1982 - 360-879/283</small></p>

Figure C3.F7. Rear View of Mail Receptacles

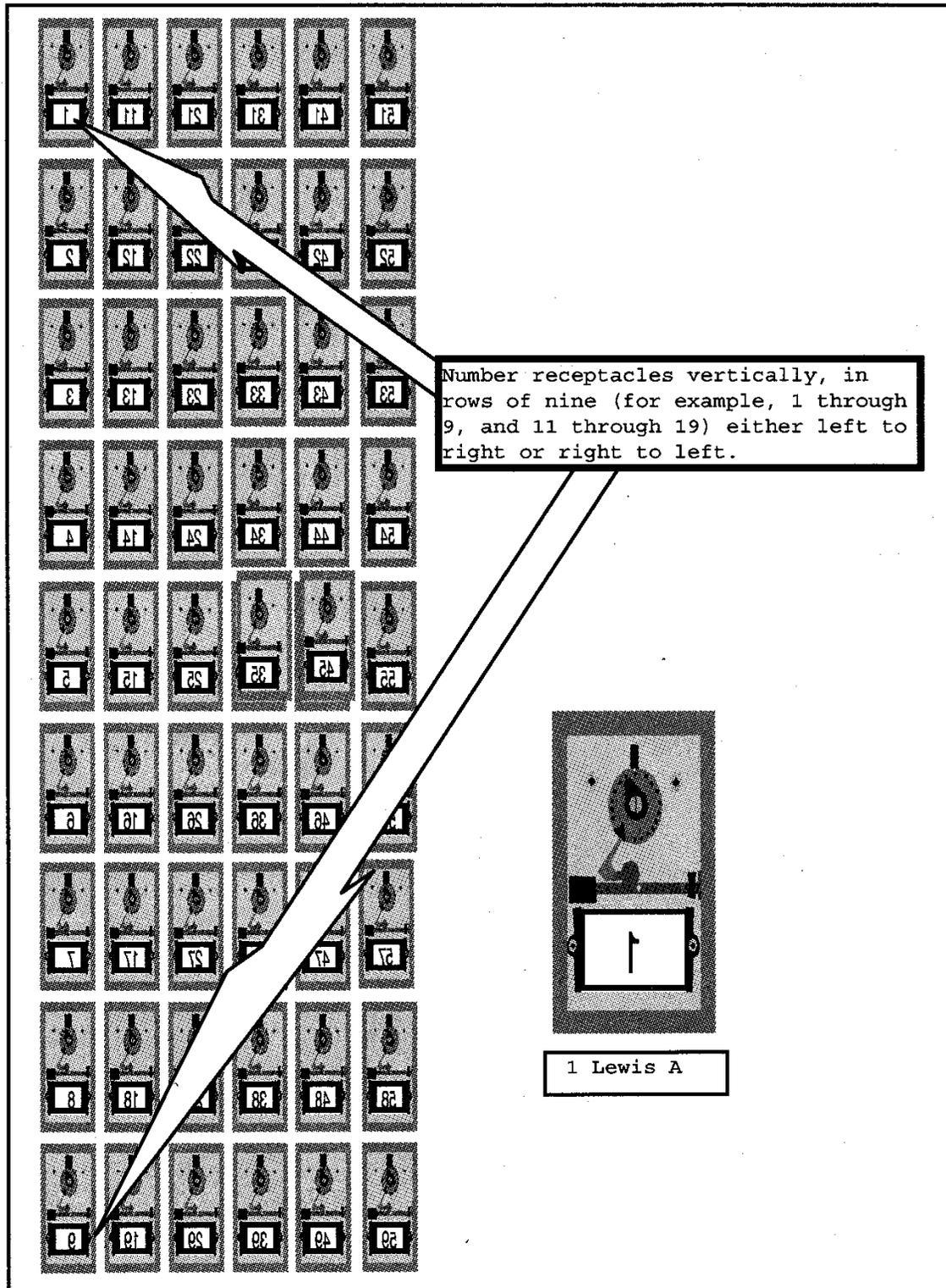


Figure C3.F8. Receptacle Storage for Easy Retrieval

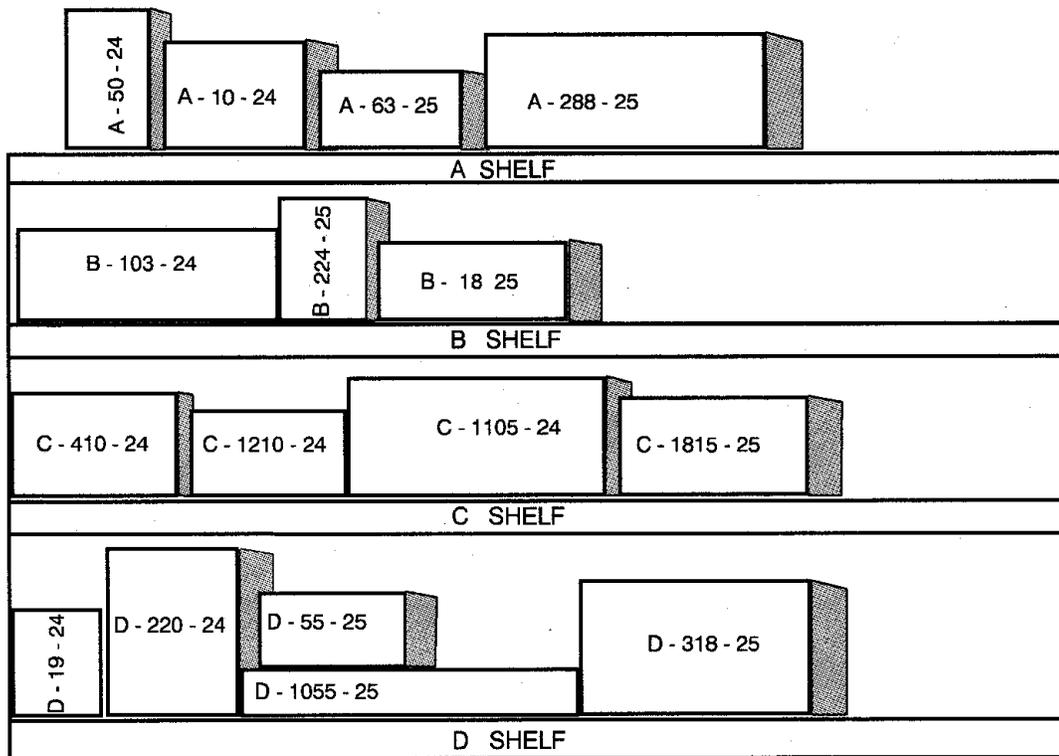


Figure C3.F9. PS Form 3579

Undeliverable Standard Mail (A) and (B) and Special Standard Mail (B)		
<input type="checkbox"/> Moved - Left no address	<input type="checkbox"/> No such number	<input type="checkbox"/> No such street
<input type="checkbox"/> Attempted not known	<input type="checkbox"/> Unclaimed	<input type="checkbox"/> Refused
<input type="checkbox"/> Insufficient Address	<input checked="" type="checkbox"/> Not Deliverable as Addressed - Unable to Forward	
Initials AWB	Date 	Route No.
Moved to the Following New Address:		
<i>Number, Street, Apt./Suite No.</i> PSC 810 Box 001		
<i>City</i> FPO	<input type="checkbox"/> NO CHANGE	
<i>State and ZIP+4 Code</i> AE 09610-0001	<input type="checkbox"/> NO CHANGE	
PS Form 3579, January 1997 United States Postal Service		<i>Date</i> 99 OCT 23

C4. CHAPTER 4

MILITARY POSTAL SERVICE (MPS) INFORMATION SYSTEMS

C4.1. SOURCES OF INFORMATION AND INSTRUCTIONS

C4.1.1. Purpose. Section C4.1. of this chapter provides guidance on the sources of information each type of postal activity must maintain, and includes a brief description of required publications.

C4.1.2. General. Procurement and maintenance of postal publications and related materials are essential to the mission accomplishment of the MPS.

C4.1.3. Publication Requirements for Military Post Offices

C4.1.3.1. Publications. Maintain copies of publications and visual aids according to the current version of the MACOM Postal Publications and IRT Update memorandum. If postal activities have reliable access to electronic copies of the required publications via Internet or CD-ROM, paper copies of the publications are not required.

C4.1.3.1.1. USPS "Domestic Mail Manual (DMM)." The DMM (reference (o)) is the primary USPS manual used in post office operations. It contains regulations of direct interest to mailers such as postage rates, mail classification, and mail preparation requirements.

C4.1.3.1.2. USPS "International Mail Manual (IMM)." The IMM (reference (p)) contains regulations, classification, and other requirements for mailing between the United States and other countries.

C4.1.3.1.3. USPS "Postal Operations Manual (POM)." The POM (reference (n)) contains the internal operations procedures for post offices. It includes retail services, mail processing, transportation, delivery services, and fleet management.

C4.1.3.1.4. USPS "Administrative Support Manual (ASM)." The ASM (reference (q)) contains information pertaining to postal organization, inspection service, directives and forms management, Government relations, facilities and equipment, and support services.

C4.1.3.1.5. USPS Postal Bulletin (PB). The PB (reference (r)) contains instructions and information relating to postal service. This semi-monthly publication announces interim changes to references (n) through (p), respectively.

C4.1.3.1.6. USPS Publication 4, "Import Animal and Plant Products through Overseas Military Post Offices." Publication 4 (reference (s)) contains information on products that may or may not be imported into the United States.

C4.1.3.1.7. USPS Publication 52, "Acceptance of Hazardous, Restricted, or Perishable Matter." Publication 52 (reference (k)) contains information on acceptance procedures for hazardous, restricted, and perishable materials for mailing.

C4.1.3.1.8. USPS Publication 65A, "National ZIP Code and Post Office Directory." Publication 65A (reference (t)) contains the most current ZIP Code number for any postal address in the United States, overseas Army and Air Force Post Office (APO), and Fleet Post Office (FPO).

C4.1.3.1.9. USPS Publication 223, "USPS Directives and Forms Catalog." Publication 223 (reference (u)) lists all of the USPS forms and directives.

C4.1.3.1.10. USPS Publication 247, "USPS Material Equipment and Supply Catalog." Publication 247 (reference (j)) contains a list of postal supply items.

C4.1.3.1.11. USPS Publication 514, "USPS Military Express Mail Handbook." Publication 514 (reference (v)) contains procedural guidelines for accepting, processing, dispatching, and delivering military express mail.

C4.1.3.1.12. USPS Transportation Handbook Series T-7, "Distribution, Dispatching, and Transporting Military Mail by Air." Handbook Series T-7 (reference (w)) contains information for processing, dispatching, handling, and transporting military mail to and from the United States and between military postal activities overseas. This reference is used by any activity that dispatches mail directly to air carriers or AMC.

C4.1.3.1.13. USPS Handbook PO 502, "Container Methods" (reference (x)).

C4.1.3.2. Posters. The following minimum USPS posters are maintained at military postal activities:

C4.1.3.2.1. USPS Poster 51, "International Rates and Fees" (optional for those not providing financial services) (reference (y)).

C4.1.3.2.2. USPS Poster 74, "Packaging Pointers" (reference (z)).

C4.1.3.2.3. USPS Poster 76, "Some Things Were Never Meant to be Mailed" (reference (aa)).

C4.1.3.2.4. USPS Poster 113A, "Examine Empty Equipment" (reference (ab)).

C4.1.3.2.5. USPS Poster 114A, "Identify Defective Sack and Pouch" (reference (ac)).

C4.1.3.2.6. USPS Poster 123, "Domestic Postage Rates and Fees" (optional for those not providing financial services) (reference (ad)).

C4.1.3.3. DoD Publications and Automated Listings. The following minimum DoD Publications and Automated Listings are maintained at military post offices.

C4.1.3.3.1. DoD 4525.6-M, "DoD Postal Manual." This Manual contains policies and procedures issued by the MPSA for the administration and operation of the MPS.

C4.1.3.3.2. "Military Post Office Location List (MPOLL)." The MPOLL (reference (ae)) contains a listing of all MPO numbers.

C4.1.3.3.3. "Military Post Office Mail Distribution Scheme (MPOMDS)." The MPOMDS (reference (af)) contains a numerical and alphabetical listing of all authorized units.

C4.1.3.3.4. DoD 4500.32-R, "Military Standard Transportation and Movement Procedures (MILSTAMP)." The MILSTAMP (reference (ag)) contains policies and procedures required to manage and control the movement of mail through the DoD transportation system. It will be maintained by any activity that dispatches or receives mail from any transportation network.

C4.1.3.3.5. "Official Airline Guide (OAG)." The OAG (reference (ah)) contains a complete listing of airline schedules for flights to and from the United States and between overseas locations. This is a privately printed publication and will be maintained by any activity, as deemed necessary by the MACOM that dispatches or receives mail from a commercial airline.

C4.1.3.3.6. "Military Origin Destination Information System (MODIS) User's Manual." Those locations on MODIS (reference (ai)) will maintain a copy of the Manual.

C4.1.4. Procurement Procedures

C4.1.4.1. Current DoD postal publications are available through distribution channels from each Military Department's publication distribution center. Procure DoD publications per each Military Department's publication distribution system requirements.

C4.1.4.2. Requisition USPS publications, forms, and posters per USPS Publication 223 (reference (u)).

C4.1.4.3. MPOLL and MPOMDS (references (ae) and (af)) are provided quarterly.

C4.1.4.4. Obtain privately printed publications (such as reference (ah)) through command funds or local procurement channels.

C4.2. MANAGEMENT INFORMATION SYSTEMS (MIS)

C4.2.1. Purpose. This section describes MIS developed to support the MPS, including the definitions and uses for component systems.

C4.2.2. General. The MIS is designed to provide timely and useful information derived from data generated through the MPS functions of transporting mail and operating MPOs.

C4.2.3. Data Collection Requirements. MPS managers at all levels must follow data collection requirements and procedures contained in this part.

C4.2.4. Reporting Requirements for Automated Accounting System and Mail Movement Reimbursements. The following data collection systems are used by MPSA for measuring and monitoring volume and associated costs for reimbursement of mail movement.

C4.2.4.1. Military Automated Mail Accounting System (MAMAS). MAMAS is designed to provide the volume and transportation costs of mail moving between the U.S. gateway cities and overseas locations, and among overseas locations. It provides

segment volumes and associated transportation costs for mail moved by U.S. or foreign commercial air carriers, MSC, and AMC.

C4.2.4.2. Mail Movement Reimbursement System (MMRS) for Non-DoD Agencies. This data is designed to calculate the Non-DoD cost for MPS usage. Non-DoD Agencies are billed annually with appropriate disbursements made to each of the Military Departments.

C4.2.5. Postal Commerce Report. The Department of Defense is congressionally mandated to report international payments and receipts to appropriate U.S. Government statistical agencies. The Office of Management and Budget (OMB) Directive #19 (reference (aj)) establishes this reporting requirement for all international transactions for inclusion in the U.S. International Accounts. MPSA complies with this policy by preparing and forwarding the Commerce Report to the Department of Commerce Bureau of Economic Analysis. Each MACOM will consolidate data received from their MPO/MAO's reports, review it for accuracy and completeness, and mail it to the MPSA not later than 15 working days after the end of the reporting quarter. Data reported on the Postal Commerce Report will consist of the following:

- C4.2.5.1. APO/FPO Number.
- C4.2.5.2. Geographical Location.
- C4.2.5.3. Value of Meter Sales.
- C4.2.5.4. Value of Stamp Sales.
- C4.2.5.5. Value of Money Order Sales.
- C4.2.5.6. Value of Money Orders Cashed.

C4.2.6. Transit Time Information Systems. USPS and the Department of Defense for measuring and monitoring military mail movement use the following data collection systems:

C4.2.6.1. Origin Destination Information System (ODIS). The ODIS is a USPS system by which mail volume, service analysis, and other mail characteristics data are collected, developed, and presented in a variety of reports to postal management. The ODIS testers, USPS employees, collect information by sampling live mail at delivery units. Tests are conducted every day of the year at randomly selected units. The data is processed and formatted into reports that basically reflect the overall performance of mail delivery.

C4.2.6.2. Military and International Dispatch and Accountability System (MIDAS). The MIDAS is a USPS automated processing and billing system for military and international airmail. The MIDAS process generates a bar-coded flight tag for the mail container, reflecting the weight, origin, destination, and dispatch date of the container. The MIDAS:

C4.2.6.2.1. Assesses air carrier performance.

C4.2.6.2.2. Provides a management information database that monitors, tracks, and researches billing processes and inquiries.

C4.2.6.2.3. Maintains an up-to-date schedule of overseas outbound carriers.

C4.2.6.2.4. Generates documents associated with outbound military and international mail.

C4.2.6.3. Military Origin Destination Information System (MODIS). The MODIS comprehensively measures the transit time of U.S.-origin mail sent to U.S. military post offices overseas. USPS, in cooperation with the MPSA, developed the MODIS. It is designed as a cost-effective, labor-saving method of combining data available from two USPS information systems. Additional data is obtained by scanning labels at selected MPOs. The MODIS uses a scanner combined with a hand-held computer to collect data on a daily basis at overseas MPOs.

C4.2.6.4. Standard Military Postal System (STAMPS). The STAMPS is an MPSA interactive management information system. This system provides data management for MAMAS, MPOMDS, and MPOLL.

C5. CHAPTER 5

SELECTION AND DESIGNATION OF MILITARY POST OFFICE (MPO) PERSONNEL

C5.1. PURPOSE

This Chapter provides procedural guidance and policy for the selection, designation, and termination of MPO personnel, including instructions on the direct hire of U.S. and Local National civilians for overseas MPOs.

C5.2. BACKGROUND

Title 39, U.S.C. (reference (b)) requires that Armed Forces personnel be designated to perform postal duties. To satisfy this requirement, all personnel working in a postal activity must be designated as a Military Postal Clerk (MPC), Custodian of Postal Effects (COPE), Postal Finance Officer (PFO), or Postal Officers. An on-site military person shall supervise each MPO.

C5.3. QUALIFICATION, SELECTION, AND ASSIGNMENT OF POSTAL PERSONNEL

C5.3.1. Personal Attributes. Personnel who perform postal duties must be loyal, trustworthy, and honest. By agreement between the USPS and the Department of Defense, personnel of questionable integrity may not be assigned to duties in MPOs, mailrooms, mail terminals, or other postal facilities.

C5.3.2. Qualifications. Personnel designated as MPCs, COPEs, or PFOs must meet the following qualifications:

C5.3.2.1. They must have no record of:

C5.3.2.1.1. Conviction of a crime involving theft or moral turpitude.

C5.3.2.1.2. Disciplinary actions reflecting unfavorably upon their integrity.

C5.3.2.1.3. History of psychiatric disorder, alcoholism, or drug abuse, unless a medical evaluation determines the condition no longer exists.

C5.3.2.2. They must possess high moral standards.

C5.3.2.3. They must be financially responsible.

C5.3.2.4. They must have or obtain a valid driver's license.

C5.3.2.5. They must not have been previously relieved from military postal duties for cause or criminal convictions.

C5.3.2.6. Military personnel must be U.S. citizens and have a favorable Entrance National Agency Check (ENTNAC), or National Agency Check (NAC) on file if required to handle, process, or delivery registered mail. Civilian personnel must meet this requirement if they are required to handle official registered mail.

C5.3.2.7. They cannot have permanent physical restrictions prohibiting duty involving prolonged standing, walking, or lifting of weights up to 70 pounds.

C5.3.2.8. They must have a physical profile serial code (PULHES) of at least 211221.

C5.4. DESIGNATION PROCEDURES

C5.4.1. Designation of PCs, MPCs, COPEs, and PFOs. Responsible commanders with Uniform Code of Military Justice (UCMJ) (reference (ak)) authority must designate MPCs, COPEs, and PFOs per section C5.3. Commanders may authorize Postal Officers to sign DD Form 285, "Appointment of Military Postal Clerk, Unit Mail Clerk or Mail Orderly," and DD Form 2257, "Designation/Termination MPC-FPC-COPE-PFO." Designated personnel must be informed of their responsibilities, obligations, and liabilities in handling postal funds and mail. PS Form 8139, "Your Role in Protecting the U.S. Mail," is required for all personnel handling mail. The original PS Form 8139 remains in MPO files.

C5.4.1.1. Designation. Document the designation on DD Form 2257, "Designation/Termination MPC-FPC-COPE-PFO." See Figure C5.F1. A change from one designation to another, such as from MPC to COPE, requires redesignation. If designated personnel are not located at the same place as the responsible commander, the designation may be completed administratively through the mail. The designee must sign the acknowledgment and forward the DD Form 2257 to the commander for approval and signature. The DD Form 2257 must be completed and additional copies made for distribution per subparagraphs C5.4.1.4. and C5.4.1.5. Additional copies and distribution instructions may be issued by MACOMs. Postal personnel performing staff functions who do not handle postal funds or mail do not require a DD Form 2257. Augmentees must have "Augmentee" typed next to the designation on the DD Form 2257.

C5.4.1.2. Designee. Each designee must be issued a single DD Form 285, "Appointment of Military Postal Clerk, Unit Mail Clerk, or Mail Orderly" (see Figure C5.F2.), identifying them as an MPS member. The responsible commander signs the form, and copies are distributed per subparagraphs C5.4.1.4. and C5.4.1.5. For additional U.S. Navy (USN) and U.S. Marine Corps (USMC) requirements, see paragraph C5.4.2. The DD Form 285 must be postmarked in Block 10 with the all-purpose date stamp (APDS) from the MPO where the individual is assigned. The responsible commander signs the DD Form 285 for subordinate personnel. The "Mail Authorized to Receive" block on the Local National's DD Form 285 must contain: "EXCEPT OFFICIAL REGS" to preclude their unauthorized receipt of Registered mail. In Block 6 of DD Form 285 type "Augmentee," if applicable.

C5.4.1.3. An Augmentee (detailed or volunteer) is any individual, military or civilian, who assists an MPO in the processing of mail. Augmentees may be designated on DD Forms 2257 and/or 285. Annotate the top of "Appointee" block as "Augmentee." Augmentees will not be issued financial accounts or be permitted to handle funds. See subparagraph C5.4.1.4. for distribution of DD forms.

C5.4.1.4. Distribution of DD Forms 2257 and 285 for MPCs

C5.4.1.4.1. File the original DD Forms 2257 and 285 in the postal activity (USA, USAF, Local Nationals and augmentees). (USN and USMC see paragraph C5.4.2.)

C5.4.1.4.2. Give a copy of the DD Form 285 to the individual. (All Military Departments, Local Nationals and augmentees.)

C5.4.1.5. Distribution of DD Forms 2257 and 285 for COPEs and PFOs. (All Military Departments.) (Local Nationals cannot be COPEs or PFOs.)

C5.4.1.5.1. File the original in the postal activity.

C5.4.1.5.2. Give a copy of DD Form 285 to the individual.

C5.4.1.5.3. Give a copy to the source of accountable paper (DD Form 2257 only).

C5.4.2. Designation of USN and USMC Personnel. The USN and USMC postal designations must be retained and carried forward for each reenlistment and must remain in effect during the Service member's entire period of continuous active duty unless otherwise revoked. However, DD Form 285 must be issued by the command to which

the member is assigned and must be revoked when the Service member is reassigned to a new duty station. USN and USMC personnel meeting all career field requirements must have their postal designations documented as follows:

C5.4.2.1. USN. A Page 13 entry must be made to show the designee, designating official, and effective date.

C5.4.2.2. The Page 13 entry and the original copy of DD Form 2257 must be filed in the Service member's field service record.

C5.4.3. Designation of Temporary COPEs and PFOs.

C5.4.3.1. Fixed Credits. If the COPE is temporarily absent (greater than 5 consecutive working days, but less than 31 total days), designate another qualified person, by issuance of DD Form 2257, as a temporary COPE. See Figure C5.F3. Complete sufficient copies of the DD Form 2257 for distribution per subparagraph C5.4.1.5. Exchange the PS Form 3369, "Consigned Credit Receipt" (see Figure C5.F4.), for stamps and funds; DD Form 885, "Money Order Control Record" (see Figure C5.F5.), for MOs; and PS Form 1590, "Supplies and Equipment Receipt" (see Figure C5.F6.), between the two members. Retain the original PS Form 2257 temporary designation in the activity's file. When the COPE returns, terminate the temporary designation and repeat the exchange of the PS Forms 3369 and 1590, and DD Form 885.

C5.4.3.2. Flexible Credits. If the COPE or PFO is absent from 3 to 5 consecutive days, forward a message to the appropriate JMPA to notify the accountable postmaster that no requisitions or remittances will be forwarded during the specified time frame. If the absence is greater than 5 consecutive workdays, designate a new COPE or PFO.

C5.5. SPECIAL DESIGNATION OF MPO PERSONNEL IN AREAS WHERE USPS OPERATES

C5.5.1. The COPEs, MPCs, and PCs may be selected and designated to operate postal finance units at U.S. land-based postal activities and other areas where the USPS operates. The following procedures and limitations apply:

C5.5.1.1. Submit requests to operate a military postal unit in writing to the MPSA for further coordination with the USPS.

C5.5.1.2. The purpose of the request must be one or more of the following:

C5.5.1.2.1. Augmenting the USPS for short periods when unusual circumstances prevail and USPS cannot provide adequate service.

C5.5.1.2.2. Assisting in providing postal operations involving maneuvers and field exercises in isolated locations where the USPS cannot provide adequate service.

C5.5.1.2.3. On-the-job training (OJT) for personnel assigned to military postal units subject to deployment.

C5.5.2. Approval to operate military training postal units in areas where the USPS operates is necessary for each installation. Authority, once granted, remains effective indefinitely at the installation, provided:

C5.5.2.1. The installation retains the mission to train military postal personnel.

C5.5.2.2. Personnel selected for such training are qualified members of the military postal activities.

C5.5.3. A COPE is designated per section C5.4. when postal financial transactions are conducted.

C5.6. TERMINATING DESIGNATIONS

C5.6.1. The responsible commander must terminate individual designations using the original designating DD Form 2257 for the following reasons:

C5.6.1.1. A change from one designation to another, such as from MPC to COPE (USA, USMC, and USAF only) or from COPE to PFO.

C5.6.1.2. Reassignment to a new duty location, if the ZIP Code changes (USA and USAF).

C5.6.1.3. Reassignment to duties other than postal.

C5.6.1.4. Termination of enlisted military service.

C5.6.1.5. Conviction of a crime such as theft, or an offense of moral turpitude.

C5.6.1.6. Disciplinary actions reflecting unfavorably upon their integrity.

C5.6.1.7. Relief from postal duties for cause; e.g., loss of postal effects through fraud or intent to defraud, negligence, mismanagement, or other serious irregularities.

C5.6.2. The responsible commander may terminate designations for the following reasons:

C5.6.2.1. Consistent overages or shortages in account audits.

C5.6.2.2. Failure by the member to show required progress in training programs established by each Military Department.

C5.6.3. Procedures and authority for, and distribution of, termination actions must be per paragraph C5.6.1. and section C5.4. Retain the MPO copy in the MPO files for 2 years from the termination date; then destroy it. Withdraw and destroy the member's DD Form 285 immediately.

C5.6.4. Military or civilian personnel who are relieved for reasons provided in subparagraphs C5.6.1.5. and C5.6.1.6. must not be considered eligible for further postal assignments or positions.

C5.6.5. Postal personnel who are relieved for cause will not perform duties after the effective date of the revocation.

C5.6.6. If it becomes necessary to terminate a COPE and no qualified replacement is immediately available to continue operation of the post office, the responsible commander must appoint a responsible individual to assume custody of the postal effects and funds. In addition, operations must be suspended until a designated replacement COPE in position. If possible, the COPE being relieved must be provided receipts to document the transfer.

Figure C5.F1. DD Form 2257

DESIGNATION/TERMINATION DPC-COPE-PFO		
TO: (Use complete address) Frank D. Smith PSC 817 BOX 26 FPO AE 09610-0026	FROM: (Use complete address) Commanding Officer PSC 817 BOX 26 FPO AE 09610-0026	
DESIGNATION		
THE INDIVIDUAL NAMED BELOW IS DESIGNATED: <input checked="" type="checkbox"/> MILITARY POSTAL CLERK (MILITARY) <input type="checkbox"/> POSTAL FINANCE CLERK (CIVILIAN) <input type="checkbox"/> POSTAL FINANCE OFFICER <input type="checkbox"/> CUSTODIAN OF POSTAL EFFECTS		
NAME: (Last, first, MI) (Typed or printed) SMITH, FRANK D	PAY GRADE: E-5	BRANCH OF SERVICE: USN
ACTIVITY FOR WHICH DESIGNATED: All Military Post Office I acknowledge my designation as shown above, and shall faithfully discharge the duties associated with this designation. I also agree to obey all laws and regulations established by the United States Postal Service and the Department of Defense.		
<u><i>Frank D. Smith</i></u> Signature of Designatee		<u>99 10 25</u> Date: (Yr., Mo., Day)
TYPED/PRINTED NAME OF DESIGNATING OFFICIAL: (Last, First, MI) POST, JAMES R.	PAY GRADE O-6	SIGNATURE: <u><i>James R. Post</i></u> DUTY TITLE: Postal Officer
TERMINATION		
THE ABOVE DESIGNATION IS TERMINATED EFFECTIVE (Yr, Mo, Day): REASON FOR TERMINATION (EXPLAIN IN DETAIL):		
TYPED/PRINTED NAME OF TERMINATING OFFICIAL: (Last, First, MI)	PAY GRADE	SIGNATURE:
		DUTY TITLE:
DD FORM 2257, JAN 82	<small>Replaces AF Form 1948, Aug 76, which is obsolete.</small>	<small>S/N 0102-LF-002-2570</small>

Figure C5.F2. DD Form 285

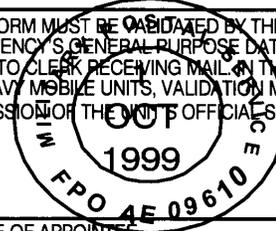
APPOINTMENT OF MILITARY POSTAL CLERK, UNIT MAIL CLERK OR MAIL ORDERLY <i>(See Instructions on Reverse)</i>		1. DATE EFFECTIVE 1 Oct 99	2. DATE REVOKED
3. NAME OF APPOINTEE <i>(Last, First, Middle Initial)</i> BROWN, LARRY L.			
4. RANK OR GRADE PC1	5. SERVICE NUMBER/SSAN 423-47-6581	6. TITLE OF APPOINTEE Military Postal Clerk	
7. ORGANIZATION/ACTIVITY NAVY SUPPORT ACTIVITY		8. APO, NPO, OR CONUS INSTALLATION FPO AE 09610-0026	
9. MAIL AUTHORIZED TO RECEIVE (Check and Initial)		10. THIS FORM MUST BE VALIDATED BY THE SERVING AGENCY'S GENERAL PURPOSE DATING STAMP PRIOR TO CLERK RECEIVING MAIL. IN THE CASE OF THE NAVY MOBILE UNITS, VALIDATION MAY BE BY IMPRESSION OF THE UNIT'S OFFICIAL SEAL. 	
PERSONAL <i>(All)</i> <input checked="" type="checkbox"/> <i>LLB</i>	OFFICIAL <i>(Except accountable)</i> <input type="checkbox"/>		
PERSONAL <i>(Except accountable)</i> <input type="checkbox"/>	OFFICIAL POUCHES ONLY <input type="checkbox"/>		
OFFICIAL <i>(All)</i> <input checked="" type="checkbox"/> <i>LLB</i>	<input type="checkbox"/>		
SIGNATURE OF APPOINTING OFFICIAL <i>James R. Post</i>		SIGNATURE OF APPOINTEE <i>Larry L. Brown</i>	
DD FORM 1 JUN 67 285		PREVIOUS EDITION IS OBSOLETE.	

Figure C5.F3. DD Form 2257

DESIGNATION/TERMINATION DPC-COPE-PFO		
TO: (Use complete address) Larry L. Brown PSC 817 BOX 26 FPO AE 09610-0026		FROM: (Use complete address) Commanding Officer PSC 817 BOX 26 FPO AE 09610-0026
DESIGNATION		
THE INDIVIDUAL NAMED BELOW IS DESIGNATED: Temporary COPE for the period 1 Oct thru 21 Oct 1999.		<input type="checkbox"/> MILITARY POSTAL CLERK (MILITARY) <input type="checkbox"/> POSTAL FINANCE CLERK (CIVILIAN) <input type="checkbox"/> POSTAL FINANCE OFFICER <input checked="" type="checkbox"/> CUSTODIAN OF POSTAL EFFECTS
NAME: (Last, first, MI) (Typed or printed) Brown, Larry L.	PAY GRADE: E-6	BRANCH OF SERVICE: USN
ACTIVITY FOR WHICH DESIGNATED: FPO AE 09610-0026 I acknowledge my designation as shown above, and shall faithfully discharge the duties associated with this designation. I also agree to obey all laws and regulations established by the United States Postal Service and the Department of Defense.		
<u><i>Larry L. Brown</i></u> Signature of Designatee		<u>99 10 25</u> Date: (Yr., Mo., Day)
TYPED/PRINTED NAME OF DESIGNATING OFFICIAL: (Last, First, MI) POST, JAMES R.	PAY GRADE 0-6	SIGNATURE: <u><i>James R. Post</i></u> DUTY TITLE Postal Officer
TERMINATION		
THE ABOVE DESIGNATION IS TERMINATED EFFECTIVE (Yr, Mo, Day): REASON FOR TERMINATION (EXPLAIN IN DETAIL):		
TYPED/PRINTED NAME OF TERMINATING OFFICIAL: (Last, First, MI)	PAY GRADE	SIGNATURE:
		DUTY TITLE:
DD FORM 2257, JAN 82		Replaces AF Form 1948, Aug 76, which is obsolete
		S/N 0102-LF-002-2570

Figure C5.F4. PS Form 3369

Name Larry L. Brown		Location of Credit FPO AE 09610-0026	
(Check One) <input checked="" type="checkbox"/> Stamp Credit <input type="checkbox"/> Cash Credit	Credit Amount	50,000	00
	Max. Authorized Cash Portion	12,500	00
Issued by (Signature)		Date	
<p>I will faithfully account to the U.S. Postal Service for the consigned credit amount shown above or modified by transactions recorded on my Daily Financial Reports. I have read the following statements and have been advised of the priorities of protection to be given funds and accountable paper in Part 434.2-434.4, Fiscal Handbook, F-1, and Parts 213 and 220, Fiscal Handbook, F-50. Employees and contractors will be held responsible for losses of stamps and funds from stamp credits resulting from failure to give the best available protection during and after post office hours in accordance with Part 430, Fiscal Handbook, F-1. Withdrawal of official funds for personal use, whether temporary or permanent, may subject employees or contractors to removal from office, cancellation of contract, and criminal prosecution for violation of Title 18, Section 641 or 1711, U.S.Code</p>			
Signature <i>Larry L. Brown</i>		Date 1 Oct 99	
PS Form 3369, May 1987		CONSIGNED CREDIT RECEIPT	

Figure C5.F5. DD Form 885

MONEY ORDER CONTROL RECORD				BLANK M.O. FORMS RECEIVED BY		RECEIVED FROM	
SERIAL NUMBERS (Inclusive) ¹		NO. OF BLANK FORMS RECEIVED	DATE RECEIVED	X APO (No.) 09057 NPO (No.)		PM PFO	(Insert location or APO No.)
FROM	TO			REGISTRY NO.	SIGNATURE OF CUSTODIAN		
8013440000	8013440999	1000	6 Jan 99	R 123 456 789	<i>David L. Jarvis</i>		
MONEY ORDER ISSUED TO MILITARY POSTAL CLERKS							
FROM	TO	SIGNATURE OF CLERK TO WHOM ISSUED IF MAILED - UNIT NO. AND REGISTRATION NO.	DATE ISSUED	NO. OF FORMS ISSUED	NO. OF FORMS REMAINING ON HAND	CUSTODIAN'S INITIALS	
8013440000	8013440099	<i>Frank D. Smith</i>	14 Jan 99	100	900	<i>DLJ</i>	
8013440060	8013440099	Received from MO Clerk/ 19 Jan 99			940	<i>DLJ</i>	
8013440060	8013440299	<i>Frank D. Smith</i>	15 Jan 99	240	700	<i>DLJ</i>	
8013440281	8013440299	Received from MO Clerk/ 14 Jan 99			719	<i>DLJ</i>	
8013440281	8013440499	<i>Frank D. Smith</i>	16 Jan 99	219	500	<i>DLJ</i>	
8013440500	8013440699	Unit 1 Reg No. R390071784	16 Jan 99	200	300	<i>DLJ</i>	
8013440453	8013440499	Received from MO Clerk/ 16 Jan 99			347	<i>DLJ</i>	
8013440453	8013440499	<i>Frank D. Smith</i>	19 Jan 99	47	300	<i>DLJ</i>	
8013440700	8013440799	<i>Frank D. Smith</i>	19 Jan 99	100	200	<i>DLJ</i>	
8013440800	8013440999	<i>Larry I. Brown</i>	19 Jan 99	200	Transfer of COPE	<i>DLJ</i>	
8013440800	8013440899	Unit 2 Reg No. R390071786	19 Jan 99	100	100	<i>ILB</i>	
8013440900	8013440999	Unit 3 Reg No. R390071789	19 Jan 99	100	0	<i>ILB</i>	
8013440755	8013440799	Received from MO Clerk/ 19 Jan 99			45	<i>ILB</i>	
8013440755	8013440799	<i>Frank D. Smith</i>	20 Jan 99	45	0	<i>ILB</i>	
//////////////////// LAST ENTRY //////////////////////////////////////							

¹Use separate form for each series received.
 DD FORM 885 REPLACES POD FORM 6347 WHICH IS OBSOLETE.

Figure C5.F6. PS Form 1590

U. S. Postal Service				
Supplies and Equipment Receipt				Date 1 OCT 99
FROM: Post Office, State and ZIP+4 COPE, FPO AE 09610-0026		Section of Unit		
Requested By (Individual or Title) Larry L. Brown, PC1		Consignment Completed By	Work Order/Route Sheet Number	
TO: ● Custodian Of Postal Effects ● FPO AE 09610-0026 Approved: _____ Foreman, MPE Date			Shipment Made By Hand to Hand	
			Distribution 1. Original to stockroom file. 2. Duplicate to mechanic. 3. Triplicate to personnel folder.	
Custody Receipt This form may be used as an intra-office custody receipt.				
Quantity	Item Number	Property Code Number	Description	Recorded Cost
2	0854	A4119.01	Scale, Beam 100-pound capacity Ser No. 0505522A-52, 05 055 22A-55	
2	3601	A4521.01	Machine canceling, Class B Model M. Ser No. 959939, 9538843	
5	0-7400	A-4521.01	Imprinter, Money Order. Ser No. 55426, 55912, 55633, 55934, 55439	
3	07407	A4654.07	Postage Meter, Head. Ser No. 3351832, 3351833, 3351834	
3	0-7408	A-4654.09	Postage Meter, Base. Ser No. 4290, 8902, 7956	
////////////////////////////////////NOTHING FOLLOWS////////////////////////////////////				
Loan Period (Number of Days)	Date Signed 23 Feb 99	Received in good condition? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If NO, explain on reverse:		
	Date Returned	Received By (Signature) <i>Larry L Brown</i> Larry L. Brown, PC1, COPE		Final salary or expense checks will not be released until all property for which employee is financially responsible for has been returned or satisfactorily accounted for.

PS Form 1590, May 1991

U.S. GPO: 1991-0-282-406 43310

C6. CHAPTER 6
POSTAGE STOCK

C6.1. PURPOSE

This Chapter prescribes the policy and procedures for the procurement, sale, and accountability of postage stamps and stamped paper.

C6.2. GENERAL

The following is general information concerning postage stock:

C6.2.1. Stamp Stock. Stamp stock is advanced by either a fixed or flexible credit account from the accountable postmaster or Postal Finance Officer (PFO). The USPS accountable postmasters advance stock to PFOs on a flexible credit basis. (See section C6.4.) Accountable postmasters and PFOs may advance stock on a fixed credit (see section C6.3.) to a custodian of postal effects (COPE). PFOs and COPEs/Finance Supervisors receiving stock directly from an accountable postmaster must order stock from their respective source of supply (APOs 09XXX and 34XXX, NY, Postmaster; and 96XXX, SF, Postmaster). As a general guide for establishing a PFO account or COPE/Finance Supervisors account issued by an accountable postmaster, calculate a minimum of \$25 per sponsor served plus 50 percent. Initial establishment of a PFO account or COPE/Finance Supervisors account extended from an accountable postmaster must be routed through the MACOM for approval of credit limit. The PFO must notify the MACOM of all issued accounts with ZIP Code, custodian, and amount.

C6.2.2. Remittances. Throughout this Chapter, the term "remittances" refers to a method of payment.

C6.2.2.1. Below is a List of Methods for Remitting Funds:

C6.2.2.1.1. Check issued by a recognized check-issuing activity.

C6.2.2.1.2. No-fee postal MO. See Chapter 8.

C6.2.2.1.3. Non-postal MO.

C6.2.2.1.4. Paid USPS MO.

C6.2.2.1.5. Traveler's Checks. See paragraph C6.2.7.

C6.2.2.1.6. Personal Checks. See paragraph C6.2.6.

C6.2.2.1.7. Cash (if checks and MOs are not available).

C6.2.2.1.8. International Reply Coupon (IRC). See paragraph C6.2.9.

C6.2.2.1.9. Redemption's and Exchanges. See paragraph C6.2.8.

C6.2.2.1.10. Electronic Funds Transfer.

C6.2.2.2. Submit all remittances via Electronic transmission or using registered USPS indicia mail (if Electronic transmission or Registered mail is not available remit by certified mail with return receipt). In order to identify the remitting post office, postmark remittance checks legibly on the reverse side per banking instructions.

C6.2.2.3. Do not send remittances containing cash to any USPS activity. See Chapter 8. Cash can only be remitted by those locations unable to obtain a check or MO. Submit cash or paid USPS MO using Registered USPS indicia mail. All cash remittances must be witnessed; file copies must include the printed name and signature of the witness. Double wrap the remittances, and tape loose coins to paper or cardboard. Mark the inner envelope with the amount of cash enclosed and with "OPEN IN THE PRESENCE OF A WITNESS." Retain a copy of PS Form 17, "Stamp Requisition," in the MPO files until the signed copy, accompanied by the filled requisition, is returned. Verify in the presence of a witness that the returned stock is correct, file the returned PS Form 17 in MPO files, and destroy the suspense copy.

C6.2.3. Requisitions. Throughout this Chapter the term "requisition" refers to the method for replenishing stamp stock.

C6.2.3.1. Requisition stamp stock using PS Form 17. See paragraph C6.3.2. for fixed credit and paragraph C6.4.10. for flexible credit.

C6.2.3.2. Submit requisitions from MPOs serviced directly by a USPS accountable postmaster. See Table C6.T1.

C6.2.4. Witnesses. The term "witness" refers to an individual who serves as a verification source for actions pertaining to postage stock, money orders and meter accounts. Postal activities that are permanently operated by one clerk will make prior

arrangements with their responsible postal officer or commander, or their local unit to provide a witness. The responsible commander or postal officer can give permission for the use of "no witness available" (NWA) on a case-by-case basis when a postal activity has an unusual occurrence that does not allow for a witness. This approval must be in writing.

C6.2.5. Determining Amount of Initial MPO Credit

C6.2.5.1. Transit times between the MPO and the source of supply.

C6.2.5.1.1. Availability of a postage meter machine.

C6.2.5.1.2. Fluctuations in population serviced, such as mobile units and temporary duties (TDYs and TADs).

C6.2.5.1.3. At-sea operations.

C6.2.5.2. If a meter is not available, establish a minimum credit of \$5,000 for the COPE/Finance Supervisor. This amount must provide stamp stock of various denominations. A smaller amount may be authorized if determined appropriate by the responsible commander.

C6.2.5.3. Holiday Stock. Each year during the September - October time frame, USPS announces availability and sale dates of holiday stamps in the Postal Bulletins (PBs). PFOs and COPEs/Finance Supervisor may order available holiday stock from their servicing accountable postmaster or PFO.

C6.2.5.3.1. PFOs must establish policy regarding the issue of holiday stock for the MPOs they serve.

C6.2.5.3.2. If a fixed credit needs to be increased to accommodate additional holiday stock, submit the request to the source of supply. Submit the request as soon as the PB announcement or direction from the PFO is received. See subparagraph C6.3.3.3. and paragraph C6.4.3. Decrease the credit to the normal stock level before the 31st of January each year.

C6.2.6. Acceptance of Personal Checks. If check cashing is authorized by the individual Military Departments, and implemented by the MACOM, clerks may accept personal checks for the purchase of all postal services except MOs. The MACOM postal representative will request the regional AAFES or NEX offices to send them the bad check register automatically through distribution.

C6.2.6.1. Check Limits. The MACOMs should establish minimum limits for check acceptance at their postal activities. The MACOMs must ensure postal activities display this information at their finance windows. The amount of the check must not exceed the amount of the purchase. **DO NOT ACCEPT SECOND PARTY CHECKS.**

C6.2.6.2. Payable. Make checks payable to the "Accountable Postmaster."

C6.2.6.3. Sponsor's Information. Clerks are responsible to ensure the following information about the sponsor is recorded on the front of the check.

Sponsor's:

C6.2.6.3.1. Name.

C6.2.6.3.2. Rank.

C6.2.6.3.3. Organization.

C6.2.6.3.4. Mailing Address.

C6.2.6.3.5. Duty Phone.

C6.2.6.3.6. Home phone, if not active duty.

C6.2.6.4. Clerks may be held pecuniarily liable for the value of the check if they fail to do so.

C6.2.6.5. Personal Check Procedures. Prior to accepting parcels or selling postage, the PC must ask the patron if they are paying by check. If the purchase is to be made by check, the clerk must ask the patron for identification (ID). The PC checks the SSN on the ID against the bad check registers. If the patron's SSN is not on the register, the clerk may accept the personal check. Individuals, who do not have a Government ID card and are on DoD official orders, may present a U.S. passport for ID. Enter the passport number on the reverse side of the check. The clerk accepting checks must endorse the reverse side of the check in the appropriate area, with:

C6.2.6.5.1. The following words: "For deposit only to the account of (list either Postmaster, NY, or Postmaster, SF)."

C6.2.6.5.2. The account number of the accountable postmaster.

C6.2.6.5.3. An imprint from the all-purpose date stamp (APDS).

C6.2.6.5.4. The clerk's initials near the APDS impression.

C6.2.6.6. Submission and Accounting for Personal Checks

C6.2.6.6.1. At the end of the business day, the clerk will transfer all checks to the COPE. Clerks will use personal checks to account for postage meter sales first. If checks exceed the amount required for meter sales, the clerk will list the excess checks on PS Form 17 to requisition postage stock from the COPE.

C6.2.6.6.2. The COPE will prepare a calculator tape or IRT-generated electronic tape listing all personal checks. The COPE must stamp the top of the list with the APDS and initial it.

C6.2.6.6.3. The COPEs serviced by the Postmaster, NY, must use personal checks to account (to the maximum extent) for postage meter sales. Include these checks in the daily postage meter remittance. If the total dollar amount of personal checks exceeds the total of the meter remittance, the COPE must retain only that amount that exceeds the meter remittance and submit these checks with the next day's meter remittance. Submit the following items via registered USPS indicia (if Registered mail is not available remit by certified mail with return receipt) to the accountable postmaster:

C6.2.6.6.3.1. PS Form 3602-PO, "Postage Collected Through Post Office Meter."

C6.2.6.6.3.2. Calculator tape listing or IRT-generated electronic tape.

C6.2.6.6.3.3. Copy of bank deposit slip.

C6.2.6.6.4. The COPEs and PFOs serviced by the Postmaster, SF, must forward the following items:

C6.2.6.6.4.1. PS Form 3602-PO.

C6.2.6.6.4.2. Personal checks.

C6.2.6.6.4.3. Traveler's checks.

C6.2.6.6.4.4. U.S. Treasury and Military Banking Facility (MBF) checks.

C6.2.6.6.4.5. Calculator tape or IRT-generated electronic tape listing. The total value of PS Form 3602-PO, personal checks, and traveler's checks, must be included in the amount reflected in the Account Indicator Code (AIC) 752, Cash Remitted, on PS Form 1412-A, "Daily Financial Report."

C6.2.7. Acceptance of Traveler's Checks. If the individual Branch of Service authorizes the cashing of traveler's checks, clerks may accept traveler's checks issued by established American firms or banks in payment for all postal charges and services as long as sufficient funds are available to provide change to the patron. If funds are not available, advise the patron to cash it at an Open Mess (officer/noncommissioned officers club), military exchange, or MBF, or to return at a later time when funds may be available.

C6.2.7.1. Acceptance. Follow these procedures to accept traveler's checks:

C6.2.7.1.1. The value of the traveler's check may not be more than 50 percent of the total purchase.

C6.2.7.1.2. Accepting clerk must ensure:

C6.2.7.1.2.1. The patron is authorized MPO services.

C6.2.7.1.2.2. The patron makes traveler's checks payable to "Disbursing Officer, U.S. Postal Service."

C6.2.7.1.2.3. The patron's SSN or, for authorized personnel without ID cards, the U.S. passport number, is entered on the front side of the check.

C6.2.7.1.2.4. The reverse side of the check is endorsed "For Deposit to Disbursing Officer, U.S. Postal Service." Clerks must stamp the check with the APDS and initial next to the stamp.

C6.2.7.2. Processing. Process traveler's checks as follows:

C6.2.7.2.1. At the end of the business day clerks will:

C6.2.7.2.1.1. Use traveler's checks to the maximum extent possible to account for MO sales.

C6.2.7.2.1.2. Use any remaining traveler's checks to account for meter sales or to requisition postage stock from the COPE.

C6.2.7.2.1.3. Second-party traveler checks will not be accepted.

C6.2.8. Redemption and Exchanging Stock. When returning stock for redemption and exchange, prepare four copies of PS Form 17. Place two copies of PS Form 17 in an envelope and attach to the outside of the package containing the return stock. Forward one copy of PS Form 17, covering the returned stock, by First-Class USPS indicia mail or official mail to the source for accountable stock. Retain one copy in the MPO file pending receipt of the exchange stock. Submit requisitions for replenishment of stock separately from requisitions for redemption and exchange. Redemption Stock is returned to the Accountable Paper Depository on the schedule prescribed by the Accountable Postmaster.

C6.2.9. Check "return stock" block on PS Form 17, list IRCs by value (see Figure C6.F1.), and forward per Table C6.T1.

C6.3. FIXED CREDITS

C6.3.1. Administration

C6.3.1.1. Administer fixed credits per USPS directives as supplemented by this Chapter and instructions by the responsible commander.

C6.3.1.2. The responsible commander must authorize, in writing, window clerks to retain fixed credits in excess of \$1,000.

C6.3.1.3. When conditions do not allow the COPE/Finance Supervisor to properly protect postal effects, such as shipboard operations, the responsible commander will designate, in writing, a reserve custodian. In such cases, the COPE must prepare a PS Form 3369, "Consigned Credit Receipt," in duplicate to reflect the amount of fixed credit to be transferred to the reserve custodian. Indicate "Reserve Custodian" next to "Stamp Credit" block. The responsible commander, based on stock required to conduct day-to-day operations, must decide the amount of credit the COPE will retain. The reserve custodian must sign both copies of the PS Form 3369, retain a copy, and return the original to the COPE as a receipt. When this procedure is necessary, the portion of the account retained by the COPE must be considered as a working fixed credit. (See subparagraph C6.3.6.1.5.) However, a separate PS Form 3369 is not required. Audits must be performed at least once monthly and more often as needed. See Chapter 12.

C6.3.1.4. When a COPE or clerk is relieved of an account, the full amount of fixed credit must be produced in stock, funds, evidence of requisitions in transit, or receipts for funds and stock extended. Audit the account and submit any overages from the COPE or clerk stock. Restitution of shortages must be made at the time of the audit. Upon closure of a contingency MPO, send the following to the servicing PFO or COPE: DD Forms 2257 terminating the COPE designation, DD Forms 885, 2259, PS Forms 3295 and 3368.

C6.3.1.5. Clerks must be temporarily relieved of their accounts if projected absence is more than 5-consecutive workdays, but less than 31 total consecutive days. The COPE must audit the account and retain it. The COPE will return their fixed credit receipt (PS Form 3369). If temporary, after the clerk receives the fixed credit back for the same amount turned in, PS Form 3369 will be returned to the COPE. The COPE must also retain any overage within tolerance limits and reissue it to the clerk upon return. Always receipt for the action when taking or returning accounts, whether temporarily or permanently. Any shortage requires restitution at the time of the audit. If immediate restitution is not made, see Chapter 14.

C6.3.2. General Guidelines for Requisitioning and Replenishing Stock

C6.3.2.1. Requisition stamp stock on PS Form 17 and begin with number "1" each new fiscal year (FY) (i.e., 1-97, 2-97). Naval activities must include their office ID and MPO number at the top of the PS Form 17. Requisitions from ships must show the ship's name.

C6.3.2.2. The COPE or clerks may not replenish their stock from other than the primary source of supply, except in an emergency, or unless the ship is deployed.

C6.3.2.3. When payment is by check or MO, the COPE or clerk annotates the PS Form 17 with the serial number and the value. If cash is the method of payment, list the denominations and amounts.

C6.3.2.4. Prepare the PS Form 17 in the presence of a witness who must sign the MPO's copy. Open returned requisitions and verify contents in the presence of a witness. When the requisition is for establishment or increase of a fixed credit, resolve any discrepancies before signing the enclosed PS Form 3369. If a command has a reserve custodian, the reserve custodian will act as the witness for all stamp requisitions.

C6.3.2.5. If there is an error in the returned requisition, bring it to the attention of the source of supply immediately and resolve it. If a shortage exists that

cannot be adjusted immediately through coordination with the source of supply, an investigation must be conducted. See Chapter 14.

C6.3.2.6. If the requisition is not received within the normal transit time, notify the source of supply. In the case of the PFO, notify the source of supply through the servicing JMPA. If the source of supply acknowledges shipment of the requisition, but it is not received after a reasonable transit time, request initiation of tracer actions.

C6.3.2.7. The COPEs will requisition new stock listed in the PBs after coordinating with their servicing PFO. The PBs periodically announces new stock, indicating an effective date of sale. When requisitioning these items, use a separate PS Form 17 for stock of each different effective date.

C6.3.2.8. COPEs, and clerks must requisition every 7 days or when cash on hand exceeds 25 percent of account value. Clerks who do not use their account during a given week (i.e., backup clerk, leave, TAD, TDY, on quarters, etc.) do not requisition every 7 days.

C6.3.3. Procedures Between the COPE and Accountable Postmaster

C6.3.3.1. Initial Fixed Credit. Submit initial request through MPSA. This request should include the amount of the fixed credit as determined by the responsible commander. In addition:

C6.3.3.1.1. Submit two copies of PS Form 17 in the amount requested in the initial request letter and one copy of DD Form 2257, "Designation/Termination MPC-FPC-COPE-PFO." See Chapter 5.

C6.3.3.1.2. After acknowledging the fixed credit and filling the stock request, the accountable postmaster will initial and forward two copies of the PS Form 3369 to the COPE. The COPE must verify receipt of the correct stock, sign the PS Form 3369, return the original form to the accountable postmaster (see Table C6.T1.) and file the duplicate in the MPO file. The COPE must resolve any discrepancies before signing the PS Form 3369.

C6.3.3.1.3. Transfer an established fixed credit to a new COPE. The outgoing and incoming COPEs must perform the audit unless supplemented by service audit. If a reserve custodian maintains a portion of the stock, they must also participate in the audit.

C6.3.3.2. Replenishing Stock. Submit requisitions. See paragraph C6.3.2. Prepare an original requisition and three copies. Send the original and one copy with

the remittance to the source of accountable paper. One copy is forwarded to the accountable postmaster's account office. See Table C6.T1. Retain one copy at the MPO in a suspense file until the signed copy accompanying the filled requisition is returned. Verify the stock is correct and file the returned PS Form 17 in MPO files. Destroy the suspense copy.

C6.3.3.3. Increasing or Decreasing Fixed Credits

C6.3.3.3.1. Submit all requests in letter format to the MACOM for concurrence. MACOM will send all approved request to the Postmaster. All request for increases or decreases must be in multiples of \$500.

C6.3.3.3.2. Increases (see reference (p)). A letter requesting the increase should state the new fixed credit amount, the reason for the increase, and the date additional stock is needed.

C6.3.3.3.2.1. Three copies of PS Form 17 listing the quantities and denominations of credit. Forward the original and one copy to the accountable postmaster. Retain one copy in the suspense file.

C6.3.3.3.2.2. Three copies of PS Form 3369. Form should reflect the new fixed credit. Forward two copies to the accountable postmaster who signs and returns both copies with the increase. Retain one copy in the suspense file.

C6.3.3.3.3. Upon receipt of the increase or decrease, the COPE verifies that it is correct, signs the PS Form 3369, returns the original to the accountable postmaster, and files the duplicate in the MPO files. Resolve any discrepancies before signing the PS Form 3369.

C6.3.3.3.4. Decreases. When the request is to decrease the fixed credit, make checks payable to Postmaster, NY, or Postmaster, SF. See Table C6.T1. When returning stock for a reduction in fixed credit, prepare three copies of PS Form 17, listing the stock returned. Forward the original and one copy of the PS Form 17 with the returned stock by registered USPS indicia mail to the address listed in Table C6.T1. Retain one copy of the PS Form 17 and registry receipt in the MPO files pending receipt of PS Form 3369 and PS Form 17 for the new fixed credit from the accountable postmaster. Unless circumstances require otherwise, do not remit accountable paper to reduce a fixed credit.

C6.3.4. Procedures Between the COPE and PFO

C6.3.4.1. Establishing a Fixed Credit. Establish a fixed credit per section C6.3. except exchange the correspondence between the COPE and the servicing PFO.

C6.3.4.2. Increasing and Decreasing Fixed Credits

C6.3.4.2.1. The COPEs must request increases and decreases from the servicing PFO. The requirement to increase or decrease in recommended multiples of \$500 does not apply.

C6.3.4.2.2. Increase and decrease fixed credits. See subparagraph C6.3.3.3.3., except that all correspondence must be between the COPE and servicing PFO. The PFO must provide instructions on how to return stock.

C6.3.5. Procedures Between MPCs and COPEs

C6.3.5.1. Establishing Fixed Credits

C6.3.5.1.1. To extend initial fixed credits to designated MPC or PCs the COPE:

C6.3.5.1.1.1. Prepares two copies of PS Form 3369 in the amount of the fixed credit and stamps them with the APDS.

C6.3.5.1.1.2. Prepares two copies of PS Form 17, and indicates the amounts and denominations of stock issued.

C6.3.5.1.1.3. Extends fixed credits in the amount shown on the PS Form 3369.

C6.3.5.1.1.4. Obtains the signature of the clerk on PS Forms 17 and 3369.

C6.3.5.1.1.5. Prepares an account folder for each clerk with extended fixed credit, and uses these folders to file all documentation pertaining to the account.

C6.3.5.1.2. The MPCs and PCs must physically count all stamps, stamped papers, and funds before receipting for fixed credits on PS Forms 17 and 3369.

C6.3.5.1.3. The COPE must keep the original PS Forms 3369 and 17; the clerk must retain the duplicates.

C6.3.5.1.4. Although the COPE must administer all fixed credits, it is permissible to issue another person a fixed credit to be used to replenish the stock of clerks conducting window business. Refer to this credit as a "filler stock." Do not use this fixed credit for daily window sales. If it is necessary for the person with the filler stock to conduct window business, the COPE must issue a separate account for that purpose.

C6.3.5.1.5. The COPEs may issue themselves a separate fixed credit when necessary to conduct window business. Maintain an account folder and handle this account as any other extended fixed credit, except that it only needs auditing when the master COPE account is audited. See Chapter 12. At one-person MPOs serviced by a PFO, a separate account is not needed to conduct window business. Establish a single (COPE or window) account with a tolerance limit based on the total fixed credit account.

C6.3.5.2. Replenishing Stock

C6.3.5.2.1. At the close of any business day when cash on hand (including IRCs) exceeds 25 percent of the extended credit, clerks must requisition to replenish the stamp stock on a separate PS Form 17.

C6.3.5.2.2. An alternate method of replenishment used to reduce workload is to issue fixed credit accounts to primary window clerks in an amount up to one month's expected sales. The responsible commander must approve any extended credit in excess of \$1,000. See subparagraph C6.3.1.2. At the close of business each day, the clerk must prepare PS Form 1096, "Cash Receipt," in duplicate and submit all funds that exceed the authorized \$50 change fund. See subparagraph C6.3.5.2.3. For example, at the end of a business day a clerk has \$400.00 in cash; the clerk must prepare a PS Form 1096 for \$350.00 or more and retain the balance as a change fund. The COPE or filler stock custodian must receipt for the funds, return the original PS Form 1096 to the clerk, and retain the duplicate

C6.3.5.2.3. Clerks are authorized to retain up to \$50 of their fixed credit in cash as a change fund. When sources of change are not readily available, window clerks may be authorized to retain a \$100 change fund. Change funds are not included as a portion of the 25 percent restriction.

C6.3.5.2.4. When practical, the clerk remitting the requisition must hand-carry it to the COPE. When hand-carrying requisitions, complete them in duplicate. The COPE must retain the original and the clerk must retain the copy. A witness is not required to sign the PS Form 17 if the requisition is filled when the receiving clerk is physically present.

C6.3.5.2.5. When mailing the requisitions, prepare them in triplicate. The clerk must retain the third copy until receipt of the filled requisitions. Forward the original and a copy to the COPE, who will return the copy with the filled requisition. Endorse the inner envelope containing the requisition in the lower left corner, with, "To Be Opened By the COPE In the Presence of a Witness." Dispatch the requisitions by registered USPS indicia mail.

C6.3.5.2.6. When damaged stamp stock is returned, itemize remittances on the PS Form 3238 and check "returned stock." If mailing the damaged stock, a witness must verify all entries.

C6.3.5.3. Increasing and Decreasing Fixed Credits. Increase or decrease fixed credits extended by a COPE as necessary.

C6.3.5.3.1. Increases. When an increase is necessary, the clerk must prepare two copies of PS Form 17 indicating the amounts and denominations of stock needed to increase the credit. The COPE must prepare a new PS Form 3369 in duplicate, showing the total amount of the new fixed credit, extend the increase, and obtain the signature of the clerk on PS Forms 17 and 3369. After verifying that the issued stock is correct, the clerk must sign the PS Forms 17 and 3369. The COPE must retain the originals and give the duplicates, along with the previous original PS Form 3369 indicating the prior extended credit, to the clerk. The responsible commander must approve any extended credit in excess of \$1,000. See subparagraph C6.3.1.2.

C6.3.5.3.2. Decreases. When a decrease is necessary, prepare a new PS Form 3369 in duplicate, showing the total amount of the new fixed credit. Prepare PS Form 1096 in the amount of the decrease (cash, check, or MO), and submit to the COPE. The COPE must verify that the amount is correct, sign for the funds on PS Form 1096, sign the PS Form 3369, retain the original PS Form 3369, and return the duplicate to the clerk. The COPE must also return the PS Form 3369 to the clerk that was on file for the clerk's previous credit.

C6.3.6. Receiving and Filling Requisitions by PFOs and COPEs

C6.3.6.1. When a PFO or COPE receives stamp requisitions, they open the requisition in the presence of a witness and verify the contents to determine if the requisition and remittance are equal. After verifying and filling the requisition, the PFO or COPE must make appropriate entries on PS Form 3958, "Daily Record of Stamps, Stamped Paper, and Non-postal Stamps on Hand." See Figure C6.F2. The PFO or COPE, and witness must sign and date the PS Form 17. The PFO or COPE must retain a copy of the PS Form 17 and, if mailing the filled requisition, enter the registered number used in the appropriate section. The PFO, or COPE, must sign, date, and enter the registered number on the duplicate copy, and enclose it in the requisition. Securely pack the stock and transmit it by registered USPS indicia mail. Attach the registry receipt to the original PS Form 17 as proof of dispatch and file. When using PS Form 3877, "Firm Mailing Book for Accountable Mail," reflect the registered number under which the requisition is dispatched in the appropriate space of PS Form 17. Maintain PS Form 3958 on all stock used to fill requisitions and bulk sales. One-person locations do not need to use PS Form 3958.

C6.3.6.2. If an error in the remittance is made, immediately bring it to the attention of the originator of the requisition and resolve it.

C6.3.6.3. The PFO, or COPE/Finance Supervisor, must open stock received from accountable postmasters in the presence of a witness. They must verify that the stock received agrees with the items requisitioned and those listed as shipped on the duplicate PS Form 17. If no discrepancies are noted, file the duplicate copy and destroy the suspense copy. If a shortage in the shipment occurs, notify the source of supply and the responsible commander. Notify the source of supply by letter. State the circumstances and request replacement of the short items. Enclose a copy of the PS Form 17 and have the person who witnessed the opening of the requisition endorse the letter. Retain the wrapper or shipping case in which the requisition was received until the matter is adjusted. Record the actual amount of stock received on PS Form 3958. Receiving units can assume sealed packages of stamps are correct. Only count them with a witness, when seal is broken.

C6.3.6.4. If a later shortage is discovered (such as a book of stamps missing upon opening a sealed container), submit a letter per subparagraph C6.3.6.3. Also, postmark the container with the APDS and return it as an enclosure to the letter. Do not adjust the PS Form 3958. A copy of the letter relating to the shortage will satisfy audit purposes.

C6.4. FLEXIBLE CREDITS

C6.4.1. Administration. The PFOs and COPEs/Finance Supervisors must administer flexible credits under the same general guidelines established for fixed credits. The primary differences are in the methods of establishment and requisitioning procedures. The flexible accounting system provides more latitude in stamp requisitioning because funds are not submitted with requisitions to obtain stamps and stamped paper. This system reduces the PFOs and COPEs/Finance Supervisors accountability for stamps and stamped paper, based on stamp sales remittances, and increases their accountability upon receipt of stamp requisitions.

C6.4.2. Establishment

C6.4.2.1. The PFO and COPE/Finance Supervisor must submit the following documentation to the ACCOUNTABLE POSTMASTER, with the letter-requesting establishment of the MPO.

C6.4.2.1.1. Three copies of PS Form 17, in the amount requested in the letter.

C6.4.2.1.2. One copy of DD Form 2257, designating the accountable PFO or COPE/Finance Supervisor. (See Chapter 5.)

C6.4.2.2. The accountable postmaster will forward the following for administering the flexible account, upon receipt of information and documentation. See subparagraph C6.4.2.1.

C6.4.2.2.1. Stock in the requested amount of flexible credit.

C6.4.2.2.2. Two copies of the PS Form 3369, which the designated PFO or COPE/Finance Supervisor will sign and validate with the APDS.

C6.4.2.2.3. APS Form 1412-A-A for Flexible Account Units that do not transmit financial data to the accountable postmaster.

C6.4.2.2.4. Bank deposit slips that reflect the account code used to conduct transactions with the accountable postmaster.

C6.4.2.2.5. APS Form 3602-PO if the MPO received authorization for using a postage meter. (See Chapter 7.)

C6.4.2.3. Upon receiving the initial flexible credit and after verification in the presence of a witness, the custodian must complete the provided PS Form 1412-A.

Submit the original PS Form 1412-A and two signed copies of PS Form 3369 to the accountable postmaster. See Table C6.T1. Type the entries on PS Form 1412-A-A. The accountable postmaster will validate PS Form 3369 and return the duplicate copy to the PFO/COPE/Finance Supervisor.

C6.4.3. Increasing or Decreasing Flexible Accounts. Flexible credits increase or decrease automatically through receipt of requisitions and submission of remittance, without any other action. However, when a significant increase or decrease is required, submit a letter of justification to the accountable postmaster. See Table C6.T1. Normally, a significant increase or decrease in the number of patrons serviced or a significant change in Registered mail transit time would cause this.

C6.4.3.1. The PFO or COPE requests an increase in the flexible credit amount from the accountable postmaster or postal office responsible for the postal unit. The request is in letter format stating the amount desired and the reason for the request. Letters requesting increases must reflect the date additional stock is needed. Enclose three copies of PS Form 17, listing the quantities and denominations of stock desired to make up the increase of credit.

C6.4.3.2. Decreasing the flexible credit may occur by submitting remittances and not ordering replacement stock or ordering lesser amounts of replacement stock. Only full sheets of stamps, boxes of books, or envelopes may be returned to the accountable postmaster. See Table C6.T1. Make every effort to sell excess stock to other MPOs, but if stock must be returned, coordinate the entire process with the serving Postmaster and the JMPA.

C6.4.4. Change of PFO or COPE

C6.4.4.1. When the PFO (or COPE) changes, the incoming and outgoing PFO (or COPE) must conduct a joint audit prior to the incoming PFO (or COPE) assuming the duties. A change of COPEs does not require a new PS Form 3369 for credits extended to clerks.

C6.4.4.2. Upon completion of the audit, the incoming PFO or COPE must prepare DD Form 2257, and PS Forms 3369 and 1590, "Supplies and Equipment Receipt." Forward one copy of DD Form 2257 and two copies of PS Forms 3369 and 1590 to the accountable postmaster (see Table C6.T1.) with a copy of the completed audit and PS Form 1412-A, which is the last report for the outgoing PFO or COPE. Show the amount indicated on the PS Form 3369 as "Stamp Credit Amount" on the first PS Form 1412-A submitted by the new PFO or COPE as the "Opening Balance" AIC 840.

C6.4.4.3. Handle temporary absences of the PFO or COPE per subparagraph C6.3.1.5.

C6.4.5. Numbering Sequence

C6.4.5.1. For units operating on "fixed credit account," number PS Forms 17 and 1412 consecutively, beginning with number "1" each new FY. Place this number in the upper right corner of the PS Form 1412-A and in the finance block of PS Form 17. When you have a change of custody, these numbers continue in sequence and do not start over at "1."

C6.4.5.2. Bank deposit slips must reflect the same number as the PS Form 1412-A that identifies the funds being remitted. Place the number in the upper right corner of the deposit slip.

C6.4.6. Account Indicator Code. The AICs (see Figure C6.F3.) identify the funds entered on PS Form 1412-A. Identify all financial entries on PS Form 1412-A with an AIC.

C6.4.7. Bank Deposit Slips. The slips are coded individually to denote each flexible account. Obtain the bank deposit slips by submitting a letter to the accountable postmaster. (See Table C6.T1.) Indicate the code assigned to the PFO or COPE account in the letter. The code is not interchangeable with other PFO or COPE accounts. Use only pre-printed bank deposit slips to submit remittances.

C6.4.8. Bank Deposits

C6.4.8.1. Prepare bank deposit slips in triplicate and PS Form 1412-A-A in duplicate, submitting remittances and documentation every second working day when flexible. An exception may be requested from the Accountable Postmaster in writing. If approved, maintain on file at the MPO for audit and inspection purposes. For COPEs located where there is no disbursing officer or check-issuing facility, submit remittances as approved by the accountable postmaster. Send original of the checklist with all check amounts, the original of bank deposit slip, and the remittance to the bank.

C6.4.8.2. Forward one copy of the deposit slip with the original PS Form 1412-A to the accountable postmaster. See Table C6.T1.

C6.4.8.3. Retain one copy of the deposit slip with the duplicate copy of PS Form 1412-A in the PFO or COPE files. The copy of the deposit slip must reflect the check or MO number and the date forwarded.

C6.4.9. Carry-over of Funds. The COPEs located where there is no disbursing officer or check-issuing facility, but situated near an agent officer, must make arrangements to convert cash into U.S. Treasury checks in the amount that the agent officer is permitted to issue. Carry forward the remaining amount as "Cash Retained Today," Code 753, and identify it on the next report as "Cash Retained Previous Report," Code 353, on PS Form 1412-A.

C6.4.10. Requisitions

C6.4.10.1. To obtain stock, prepare PS Form 17 in quadruplicate and submit per Table C6.T1. Submit regular requisitions once a month.

C6.4.10.1.1. The PFOs or COPEs serviced by Postmaster, NY, must forward the original and one copy to the Accountable Paper Depository, and one copy to the Military Auditing Unit. This instruction is done when a unit is on a flexible credit without using the Unisys III.

C6.4.10.1.2. The PFOs or COPEs serviced by Postmaster, SF, must forward the original and two copies of the form to the Accountable Paper Depository.

C6.4.10.2. Retain a copy of the PS Form 17 in the PFO or COPE files, pending receipt of the filled requisition.

C6.4.10.3. Do not submit funds for stock requisitioned.

C6.4.10.4. Upon receipt of the filled requisitions, verify, with a witness, the quantity of stock received and record the value of the stamps and stamped paper in AIC 841 on PS Form 1412-A. Forward the original PS Form 1412-A to the address shown in Table C6.T1. and retain the duplicate in the PFO or COPE files. If a subsequent shortage is discovered (such as a book of stamps missing upon opening a sealed container), follow procedures in subparagraphs C6.3.6.3. and C6.3.6.4. Do not make an adjustment on PS Form 1412-A, as the letter explaining the discrepancy will suffice for audit purposes.

C6.4.10.5. The PFOs or COPEs may request automatic distribution of commemorative stamps by submitting a letter to the appropriate Accountable Paper Depository, stating the quantity desired on a recurring basis. The PFOs (or COPEs) alternatively may order specific commemorative stamps by submitting a separate PS Form 17. The PFO or COPE must enter the value of commemorative stamps received in AIC 841 on PS Form 1412-A.

C6.4.11. Redeemed or Damaged Stock. Return redeemed or damaged stock to the servicing Accountable Paper Depository by preparing PS Form 3238 in quadruplicate immediately. Forward the redeemed or damaged stock with the original and one copy of PS Form 3238 by registered USPS indicia mail. Place the PS Forms 3238 in an envelope and attach the envelope to the outside of the package containing the returned stock. Forward one copy of the PS Form 3238 to the accountable postmaster at the address outlined in Table C6.T1. and retain one copy in the PFO or COPE files. Check the "Return Stock" block and list each stamp item individually, by value, on the form. Enter the value of the stamp items on PS Form 1412-A in the AIC column as "848." Requisition replacement stamps or stamped paper. See reference (p).

C6.4.12. International Reply Coupons (IRCs). Upon receipt of IRCs, the PFO or COPE remitting to accountable postmaster enters the value in the "Received" column of a PS Form 3295 and Line 5 of PS Form 3958, "Main Stock (or Unit Reserve Stock) Transaction Record." Return IRCs to the accountable postmaster's Accountable Paper Depository by preparing PS Form 17 in quadruplicate and forwarding the IRCs with the original and one copy of PS Form 17 by registered USPS indicia mail. Place the PS Forms 17 and the coupons in an envelope. Endorse the outside of the envelope "IRC" in the lower left corner. If the quantity of IRCs is too large to fit in an envelope, place them in a package, place only the PS Forms 17 in the envelope and attach it to the outside of the package containing the IRCs. Forward one copy of the PS Form 17 with the PS Form 1412-A that reflects the return to the accountable postmaster to the address in Table C6.T1. Retain one copy in the PFO (or COPE) files. Check the "Return Stock" block on PS Form 17 and list the IRCs by value. Submit U.S.-issued IRCs on a PS Form 17 separate from that used for foreign-issued IRCs to the accountable postmaster at the address in Table C6.T1. Annotate the PS Form 17, "Flexible Credit - Do Not Return Stock." Enter the amount of IRCs sent in the "Issued" column of PS Form 3295, Line 9 of PS Form 3958, and enter in the AIC column of PS Form 1412-A, "848." See Figure C6.F3.

C6.4.13. Shortages. When a shortage in an account occurs and the responsible person does not make restitution, see Chapter C14 and prepare PS Form 1412-A. See Figure C6.F4. Fill out PS Form 1412-A as follows:

C6.4.13.1. Enter under "Disbursement" Section the words, "Flexible Account Shortage," "AIC 767," the amount of the shortage and the name and grade of the person responsible for the shortage.

C6.4.13.2. Under AIC 090 enter the total postal sales (to include the shortage).

C6.4.13.3. The total dollar amount under AIC 852 should be equal to the total shown in AIC 090.

C6.4.14. Overages

C6.4.14.1. Report overages discovered during audits of flexible accounts of PFOs and COPEs on the unit 1412. The COPEs with fixed credit accounts or PCs that are over the allowable tolerance limits for fixed credit accounts extended by a PFO or COPE/Finance Supervisor flexible account (see Chapter 12), must report the overage on PS Form 1412-A. Enter on the left side of the form, AIC "057," and the amount. See Figure C6.F5. Submit such overages on the next PS Form 1412-A after the overage has been detected. Attach a letter to the PS Form 1412-A reflecting the name and grade of each person from whom an overage was collected and the amount of each overage.

C6.4.14.2. If an overage is submitted in error, submit a letter requesting a refund to the address shown in Table C6.T1. The letter must provide justification for the request. It must relate the request for the refund to a previous overage. Do not enter the amount requested in AIC "750" until the accountable postmaster instructs the action on PS Form 1412-A.

C6.4.14.3. Identify funds submitted as restitution for previous shortages on PS Form 1412-A under the AIC column as 367. See Figure C6.F5. Enclose a letter reflecting the name and grade of each person for whom the restitution is to be credited.

C6.4.15. Postage Meters. Chapter 7 contains general guidelines pertaining to procurement and use of postage meters. The major difference is in the submission of funds when the COPE has a flexible credit and is serviced through the accountable postmaster. In that instance, the following applies:

C6.4.15.1. Submit the amount of funds derived from the use of USPS postage meters operated at MPOs at the same interval and as a part of the remittance of postage sales. Submit the original PS Form 3602-PO and any unused meter tapes with the original of PS Form 3533, "Application and Voucher for Refund of Postage and Fees," when applicable, to the accountable postmaster as part of the documentation submitted with the PS Form 1412-A. On the PS Form 1412-A, enter "110" in the AIC column and the total amount of meter sales, the total amount of unused tapes, or the amount claimed when a letter is submitted because tapes are not available in the "Amount" column. See Chapter 7. Enter AIC 536 on the disbursement side of the PS Form 1412-A to reflect the dollar amount claimed on PS Form 3533. The PS Forms 3533

completed by patrons for refunds, including those for official mail and DoD contractor meters, are not repeated on PS Forms 1412. For processing patron refund see Chapter 10.

C6.4.15.2. To prepare PS Form 1412-A, enter:

C6.4.15.2.1. Under the "Receipt" section in the "Description" column of PS Form 1412-A, on the first blank line, the words "Postage Meters."

C6.4.15.2.2. The number "110" in the AIC column.

C6.4.15.2.3. The total amount of all funds derived from the use of postage meters at the MPO in the "Amount" column.

C6.4.15.3. Reflect shortages in postage meter funds in the "Receipt" section of PS Form 1412-A, entering "761" in the AIC column in the same manner as shortages in the flexible credit, except that the words "Postage Meter Shortage" and the postage meter number are reflected in the blank spaces provided.

C6.4.16. DoD Contractor Postage Meters. Chapter 7 contains general guidelines for administration of these postage meters. Remittance of funds derived from setting DoD contractor postage meters under the flexible accounting system must be accomplished as follows:

C6.4.16.1. Submit the funds derived from setting the DoD contractor postage meter with the next remittance on PS Form 1412-A.

C6.4.16.2. Submit a duplicate copy of the PS Form 3603, "Receipt for Postage Meter Settings," to the accountable postmaster as a part of the documentation submitted with PS Form 1412-A. Prepare PS Form 1412-A as follows:

C6.4.16.2.1. Under the "Receipt" section in the "Description" column, in a blank space, enter "Customer Postage Meters."

C6.4.16.2.2. Under the AIC column, enter the code "111."

C6.4.16.2.3. Under the "Amount" column, enter the exact amount of funds set on the meter.

C6.4.16.2.4. Add the amount of the check covering funds placed on the postage meter to the total amount entered on the bank deposit slip.

C6.4.17. Local Purchase of Supplies and Repair of Equipment. USPS funds generated from the sale of stamp stock may be used for the local purchase of certain supplies and for payment for repairs to postal equipment. (See USPS Publication 247, "USPS Material Equipment and Supply Catalog" (reference (j)).) The COPEs and PFOs authorized by the MACOM postal representative to expend funds for this purpose must obtain a paid receipt with the vendor's signature. Items that are out of stock or not available through USPS supply sources or military supply channels may be procured locally. Only items required to sustain an operation or mail service may be bought using these funds. Maintain accountability as follows:

C6.4.17.1. Procedures for Postmaster, San Francisco. Funds expended for local purchases from Flexible Accounts issued by Postmaster, San Francisco must be submitted on PS Form 7381 (requisition for supplies, services or equipment) prior to the purchase. The 7381 is to be forwarded to JMPA-Pacific for review and submission to the San Francisco Accounting Office for signature. The signed 7381 will be returned to the COPE/PFO. The COPE/PFO will enter the purchase on PS Form 1412-A-A and attach a copy of the receipt for the item purchased and a copy of the signed 7381. Forward the package to the Accounting Office - San Francisco.

C6.4.17.2. Procedures for Postmaster, New York. Requests to expend funds for local purchases from Flexible Accounts issued by Postmaster, New York must be submitted on PS Form 7381 (requisition for supplies, services or equipment) prior to the purchase. The 7381 with justification will be forwarded to JMPA-Atlantic for review and submission to the New York District Finance Manager for approval. The approved PS Form 7381 will be returned to the COPE/PFO and the local purchase completed. The COPE/PFO will enter the purchase on PS Form 1412-A and attach a copy of the receipt for the item purchased and a copy of the approved PS Form 7381. The COPE/PFO will forward the package to the Accounting Office - New York.

C6.4.17.3. The COPEs and PFOs having flexible accounts with an accountable postmaster must report local purchases of supplies and payments for equipment repair on the next submission of PS Form 1412-A. The original copy of the paid receipt must accompany the PS Form 1412-A. Attach a duplicate copy of the receipt to the file copy of the PS Form 1412-A.

C6.4.17.3.1. Local Supply Purchases. Submit your local supply information under the "Disbursements" section of PS Form 1412-A. In a blank space under the "Description" column, enter "Postal Supplies." Under the AIC column, enter "546." The "Amount" column must reflect the total amount of all paid receipts submitted.

C6.4.17.3.2. Equipment Repairs. Submit your equipment repair information under the "Disbursements" section of PS Form 1412-A. In a blank space under the "Description" column, enter "Maintenance Services." Under the AIC column, enter "583." The "Amount" column must reflect the total amount of all paid receipts submitted.

C6.4.17.4. The COPEs with fixed credits extended by a servicing PFO must submit the original and a duplicate copy of the signed paid receipt obtained from the vendor with the next submission of PS Form 17. Use the receipt to document and account for the funds expended that do not need to cover the entire amount of the requisition. For example, a requisition for \$200 could be accompanied by a \$50 receipt and a \$150 check. A third copy of the paid receipt must be filed with the MPO copy of the PS Form 17. Upon receipt of the requisition, the PFO accounts for the expended funds. See subparagraph C6.4.17.1.

C6.4.17.5. The COPEs with fixed credits extended by an accountable postmaster may not submit supply and repair receipts directly to accountable postmaster using PS Form 17. These COPEs must submit the PS Form 17 to an appropriate PFO, who in-turn submits, receipts for credit to accountable postmaster using the PS Form 1412-A. The COPE must seek approval from the MACOM prior to purchasing supplies or repairs.

C6.4.17.6. The COPEs and PFOs submitting vendor receipts to an accountable postmaster must retain a record of the Foreign Currency Exchange Rate at the time of payment to the vendor. This does not apply for billing invoices prepared for payment in U.S. dollars.

C6.4.18. U.S. Customs Collections . Customs duties are in Chapter 10. The COPEs and PFOs with flexible credits must account for funds derived from the collection of U.S. Customs duties on PS Form 1412-A. Submit this form, with the original CF Form 3419-A, "Mail Entry-Customs," to the accountable postmaster. Make sure to add the amount of funds collected for U.S. Customs duties to the total amount entered on the bank deposit slip. Fill out PS Form 1412-A as follows:

C6.4.18.1. Under the "Receipt" section, in the "Description" column enter "Custom Collection" in a blank space.

C6.4.18.2. Under the AIC column, enter the code "054."

C6.4.18.3. Under the "Amount" column, enter the exact amount of funds collected for U.S. Customs duties.

C6.4.18.4. Unit operating the Unisys III, will enter the amount collected in AIC "054."

C6.4.19. Stamp Vending Machines (SVM) for MPOs

C6.4.19.1. Responsibilities. Each activity chief will follow the provisions of this Manual and conduct periodic checks to ensure compliance.

C6.4.19.2. Procedures

C6.4.19.2.1. Location. Install SVMs in lobbies of MPOs and outlying units (in PSCs) or in customer service facilities secure enough for postal operations (i.e., clubs, AMC terminals, billeting offices, and other secure areas).

C6.4.19.2.2. Issuing Fixed Credits. The COPE issues the MPC or PC responsible for the SVM a fixed credit on PS Form 3369. Place the PO number, followed by the serial number of the applicable SVM and its location on the PS Form 3369. Console SVMs may be issued as one account on PS Form 3369. The COPE will audit SVM accounts at least monthly.

C6.4.19.2.3. Audits

C6.4.19.2.3.1. The COPE will be audited at least quarterly. During inspections or staff assistance visits, the team will audit selected SVMs. Follow parent MACOM audit procedures for the model SVM used. Record the audits on PS Form 3368, "Stamp Credit Examination Record," and on PS Form 3294, "Cash and Stamp Stock Count and Summary" for each SVM account audited. Enter the serial number of the applicable SVM in the "Remarks" section of the PS Form 3294. Console SVMs can be audited as one account versus three separate accounts when issued on one PS Form 3369. SVMs digital counters may be used to conduct audits.

C6.4.19.2.3.2. If an overage is discovered during an audit, the COPE should hold the overage for 5 workdays before remitting to the PFO or accountable postmaster. This procedure allows customers who may be due a refund time to request reimbursement. If a customer requests a refund, annotate the PS Form 3294 as such, and subtract the amount from the total overage amount. If an overage exists after 5 workdays see subparagraph C6.4.19.2.7.

C6.4.19.2.3.3. If a shortage is discovered during an audit see reference (p).

C6.4.19.2.4. Requisitioning Stamp Stock. Replenish stock by submitting a separate requisition on PS Form 17 for each SVM. This will allow tracking of business conducted by each SVM. List the applicable SVM serial number in the registered number block.

C6.4.19.2.5. Account Folder. Prepare an account folder for each fixed and flexible credit. Use these folders to file all documentation pertaining to the account. See subparagraph C6.3.5.1.

C6.4.19.2.6. Tolerance. There is a tolerance of \$20.00.

C6.4.19.2.7. Submitting Reports of Shortages and Overages. If the COPE is supported by a PFO, the COPE will submit all shortages and overages to the PFO, who, in turn, will submit them with the PS Form 1412-A to the accountable postmaster. If the accountable postmaster supports the COPE, then the shortages and overages must be submitted on PS Form 1412-A to the accountable postmaster.

C6.4.19.2.7.1. Report shortages up to \$49.99 in the "Disbursements" section of PS Form 1412-A. Type "Vending Machine Shortages" in the "Description" column and "621" in the AIC column. Submit a letter of explanation for the shortages with the amount, name of employee, serial number, and location of the SVM, and include a completed PS Form 17. Check the "Return Stock" block of the PS Form 17 and list the shortage letter as a reference and the amount of shortage in the SVM. The "Scheduled Order" block of the PS Form 17 must be checked and list replacement stock equal to the shortage in the SVM. Use this procedure to return foreign coins. Send the coins and list of the value of the coins by registered USPS indicia mail. The PFO uses the PS Form 17 to forward stamp stock to replace the SVM shortage. Units that are operating the Unisys III will enter the shortage amount into the MISC AIC "621". This Amount will be recorded on the Unit 1412 and transmitted with the next electronic transmission to the accountable postmaster.

C6.4.19.2.7.2. Report overages of any amount on PS Form 1412-A in the "Receipt" section. Type "Vending Machine Overage," in the "Description" column and enter "175" in the AIC column. Submit a letter of explanation for the overage including the amount, name of the employee, and location of the SVM.

C6.4.19.2.7.3. Report shortages of \$50 or more in the "Disbursements" section of PS Form 1412-A. Type "Vending Machine Shortages" in the "Description" column and "761" in the AIC column. Submit a letter of explanation for the shortage including the amount, name of employee, serial number, and location of the

SVM, and include a completed PS Form 17. Check the "Return Stock" block of the PS Form 17 and list the shortage letter as a reference and the amount of shortage in the SVM. Check the "Scheduled Order" block of the PS Form 17 and list replacement stock equal to the shortage in the SVM. Use this procedure for returning foreign coins. Send the coins and a list with the value of the coins by registered USPS indicia mail. The PFO uses the PS Form 17 to forward the stamp stock to replace the SVM shortage.

C6.4.19.2.7.4. If the loss was the result of theft, embezzlement, etc., on the part of the employee, report the shortage to the MPSA (see Chapter 14), and also inform the MACOM.

C6.4.19.2.8. Refunds. If a customer deposits money in an SVM, but does not receive change, stamps, or return of the deposited money, a refund is due to the customer as soon as possible. Obtain a receipt from the customer on PS Form 1096. Indicate on the PS Form 1096 the malfunction, SVM location, and serial number, and amount of the refund. An audit of the fixed credit is not required. The supervisor must approve refunds exceeding \$2.00.

C6.4.19.3. Maintenance and Repair

C6.4.19.3.1. Do not attempt any self-repairs. Immediately contact your PFO for assistance.

C6.4.19.3.2. Ensure the posting of proper publicity or signs to indicate the SVM is "Out of Service," and provide the location of another SVM or window where stamp purchases are available.

C6.4.19.3.3. Contact your servicing JMPA for disposition instructions.

C6.4.20. Reporting sales from Stamp Vending Machines. Complete the Vending Equipment Sales and Service Daily Activity Log report each USPS accounting period as prescribed by the serving JMPA. A copy of the report is provided in Figure C6.F6.

C6.5. CARE AND PROTECTION OF STOCK AND FUNDS

C6.5.1. Protection. Give stock and funds the best protection possible against loss or theft. The stock and funds in the possession of each person must be kept separate from that held by other persons. The person to whom the stock is assigned is the only person allowed access to that stock except personnel conducting audits and inspections. See Chapter 12. Do not use USPS funds for personal use. Do not commingle funds from individual fixed credits with any other funds, unless authorized

by the MACOM. See Chapter 8. For purposes of this Manual, consider stock and postage meter funds as belonging to the same credit. There is no separating of funds for Units that are operating the Unisys III that are transmitting data via Electronic means.

C6.5.2. Security. Provide safes, lockable counter drawers, and cash boxes to clerks to ensure security of stock and funds at all times. Do not store personal property in safes or containers used for postage stock or funds. Place duplicate keys, or copies of combinations of containers and safes used to store stocks or funds overnight, in PS Form 3977, "Duplicate Key Inventory (Envelope)." Handle sealed envelopes per Chapter 10. Check envelopes during audits of the COPE and during MPO inspections for evidence of tampering. Only the person whose name appears on the front of the envelope must receipt for the envelope. Lock counter drawers when not in use and keep funds out of reach of customers. Clerks can ensure proper protection of funds and stock by storing them in a safe or vault during their absence from the post office. When a safe or vault is not available to individual clerks, comply with procedures in Chapter 10. Clerks having custody of funds can be held liable for their loss when these instructions are not adhered to.

C6.5.3. Change Safe or Lock Combinations:

C6.5.3.1. When the safe or lock is initially received.

C6.5.3.2. Because of compromise of the combination.

C6.5.3.3. When a PFO, COPE, MPC, or PC with knowledge of combinations transfers out of the activity or is relieved of credit.

C6.5.3.4. Annually.

C6.6. SALE OF STOCK

C6.6.1. Stock. Sell stock for cash, personal checks, traveler's checks, or in exchange for IRCs. Exchange IRCs for postage per IMM (reference (p)). Stock and meter funds need not be separated during the business day. U.S. Treasury checks may not be cashed using stock and meter funds. Do not sell stock on credit.

C6.6.1.1. Non-Appropriated Fund (NAF). NAF activities may use checks drawn on U.S. banking facilities to purchase stamps. Submit checks from NAF activities to the PFO or accountable postmaster as appropriate with other remittance when requisitioning stamp stock.

C6.6.1.2. Private Associations. Private associations (Boy Scouts, Girl Scouts, and other locally authorized clubs and organizations) may use checks drawn on U.S. banking facilities to purchase stamp stock, if they are authorized to use the MPS and approval to accept checks from that activity is granted by the appropriate MACOM.

C6.6.2. Stamped Envelopes. Sale of stamped envelopes must be at retail value, except when purchased in multiples of 500 at discount prices. Compute discounts per DMM R000.1.0 (reference (o)). Report discount sales with PS Form 3220, "Claim For Stamped Envelope Discount." Adjust credit for selling envelopes at discount prices by listing discount sales on PS Form 3220. The COPEs with fixed credits must submit a copy of PS Form 3220 with PS Form 17 for the remittance. The COPE must retain a suspense copy of PS Form 3220 until receipt of the credit from the source of supply.

C6.6.3. Funds Handling. Clerks may not act as agents for any person or firm, and they must not handle funds other than for meter, postal MO, or stock accounts. However, MPOs located within the customs territory of the United States, including ships afloat, must handle U.S. Customs funds. See Chapter 10.

C6.6.4. Affixing Stamps. Clerks must not affix stamps to an article after accepting it for mailing; mailers must personally affix postage stamps to all mail matter. Postage must be affixed to mail per reference (o), P022. When using an address label on a parcel, the postage will overlap the upper right corner of the label. Give patrons as few stamps as necessary to complete the transaction. The accepting clerk must cancel stamps on parcels in full view of the mailer immediately upon acceptance.

C6.6.5. Non-Postal Stamps. The MPOs may not handle non-postal stamps (for example, Migratory Bird Stamps).

C6.6.6. Foreign Stamps. The MPOs cannot sell stamps issued by foreign postal administrations.

C6.6.7. Commemoratives. The MPOs must make commemorative stamps available. Sale dates are announced in the USPS PB (reference (r)). Do not place these stamps on sale before those dates.

C6.7. DAMAGED STOCK

C6.7.1. Redemption. Patrons may redeem damaged stock per reference (o), P014.

C6.7.2. Return. Return damaged stamp stock to the source from which received immediately. The MPOs with fixed credits issued by an accountable postmaster must follow the procedures in subparagraph C6.3.5.2.6. Those MPOs maintaining flexible credits issued by accountable postmasters must comply with paragraph C6.4.11.

C6.8. CASHING POSTAL MONEY ORDERS (MOs)

Postal MOs may be cashed from available funds. The clerk must see identification. See Chapter 8. If the MACOM does not authorize the commingling of funds. See Chapter 8, exchange paid MOs for cash from the MO account, when the funds are available.

Table C6.T1. Addresses Used for Accountable Postmaster Procedures (Not Serviced by a PFO)

Postmaster, NY with NY post:		
<u>RULE</u>	<u>IF YOU ARE:</u>	<u>THEN SUBMIT PAPERWORK TO:</u>
1	Establishing, increasing, or decreasing an account or changing the PFO/COPE	Military Auditing Unit General Accounting Office, Room 3110 New York, NY 10199-9511
2	Submitting a requisition (see notes 1 and 2)	Control Desk General Accounting Office, Room 3110 New York, NY 10199-9511
3	Returning stock or IRCs (see notes 1 and 2)	Postmaster Accountable Paper Depository, Room 3129 New York, NY 10199-9615
Postmaster, San Francisco with SF post:		
<u>RULE</u>	<u>IF YOU ARE:</u>	<u>THEN SUBMIT PAPERWORK TO:</u>
4	Changing the PFO/COPE.	Military Auditing Unit General Accounting Office 1300 Evans Avenue, Box 882166 San Francisco, CA 94188-2166
5	Submitting a requisition or establishing, increasing, or decreasing an account. (see note 3)	Postmaster Accountable Paper Depository, P & DC 1300 Evans Avenue, Room 104, Box 881210 San Francisco, CA 94188-1210
6	Returning stock or IRCs. (see note 3)	Postmaster Accountable Paper Depository, P & DC 1300 Evans Avenue, Room 104, Box 881210 San Francisco, CA 94188-1210

Note 1. Submit one copy of all transactions to the address listed in Rule 1.

Note 2. Submit all requisitions containing Treasury, Travelers, MBF checks or "No-Fee" MOs by registered USPS indicia mail.

Note 3. Submit one copy of all transactions to the address listed in Rule 4.

Figure C6.F3. Sample of PS Form 1412-A: Depicting Return of Stock

Form 1412-A, Daily Financial Report		#1																																																				
Unit ID	1520																																																					
Finance Number	355825																																																					
Individual <input type="checkbox"/> Unit <input checked="" type="checkbox"/>																																																						
Name	John T. Redmon, PCC, COPE																																																					
Date	2 OCT 2000																																																					
I certify that this is a true statement and that the accountability consigned to me is as shown on this form.																																																						
Signature	<i>John T. Redmon</i>																																																					
Receipt Counts	1536 (From—through) Form 3603 (From—through) 3544 (From—through) 3602-PO (Numbers used today) Number of ATPs Transacted	Food Coupon Inventory (Face value) <table border="1"> <thead> <tr> <th>Description</th> <th>Code</th> <th>\$ Dollar Amount</th> </tr> </thead> <tbody> <tr><td>Opening Balance</td><td>830</td><td></td></tr> <tr><td>Received (+)</td><td>831</td><td></td></tr> <tr><td>Subtotal</td><td>▶ 834</td><td></td></tr> <tr><td>Issued (-)</td><td>835</td><td></td></tr> <tr><td>Closing Balance</td><td>▶ 838</td><td></td></tr> </tbody> </table>		Description	Code	\$ Dollar Amount	Opening Balance	830		Received (+)	831		Subtotal	▶ 834		Issued (-)	835		Closing Balance	▶ 838																																		
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Subtotal	▶ 834																																																					
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Trust Funds Received	<table border="1"> <thead> <tr> <th>Description</th> <th>Code</th> <th>\$ Dollar Amount</th> </tr> </thead> <tbody> <tr><td>COD Funds</td><td>058</td><td></td></tr> <tr><td>2nd Class Adv. Dep.</td><td>051</td><td></td></tr> <tr><td>Permit Imprint Adv.</td><td>052</td><td></td></tr> <tr><td>Postage Due/BPM Adv.</td><td>053</td><td></td></tr> <tr><td>Customs Collections</td><td>054</td><td></td></tr> <tr><td>Miscellaneous Trust</td><td>061</td><td></td></tr> <tr><td>Total Trust Funds</td><td>▶ 060</td><td></td></tr> </tbody> </table>	Description	Code	\$ Dollar Amount	COD Funds	058		2nd Class Adv. Dep.	051		Permit Imprint Adv.	052		Postage Due/BPM Adv.	053		Customs Collections	054		Miscellaneous Trust	061		Total Trust Funds	▶ 060		Stamp Accountability <table border="1"> <thead> <tr> <th>Description</th> <th>Code</th> <th>\$ Dollar Amount</th> </tr> </thead> <tbody> <tr><td>Opening Balance</td><td>840</td><td>40,000 00</td></tr> <tr><td>Stamps Received</td><td>841</td><td></td></tr> <tr><td>Subtotal</td><td>▶ 845</td><td>40,000 00</td></tr> <tr><td>Stamped Envelope Discount (-)</td><td>846</td><td></td></tr> <tr><td>Stock Returned (-)</td><td>848</td><td>157 00</td></tr> <tr><td>Subtotal</td><td>▶ 851</td><td>39,842 50</td></tr> <tr><td>Sales (090 + 091 + 092 + 094 + 095 + 096 + 097)</td><td>852</td><td></td></tr> <tr><td>Closing Balance</td><td>▶ 853</td><td>39,842 50</td></tr> </tbody> </table>		Description	Code	\$ Dollar Amount	Opening Balance	840	40,000 00	Stamps Received	841		Subtotal	▶ 845	40,000 00	Stamped Envelope Discount (-)	846		Stock Returned (-)	848	157 00	Subtotal	▶ 851	39,842 50	Sales (090 + 091 + 092 + 094 + 095 + 096 + 097)	852		Closing Balance	▶ 853	39,842 50
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Bird Stamp Sales	091																																																					
Philatelic Product Sales (Items 8000-8099 only)	092																																																					
Packaging Product Sales	093																																																					
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Customer	111																																																					
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Miscellaneous Suspense Cleared	361																																																					
Cash Retained from Previous Report	353																																																					
Cash Required	▶ 400																																																					
Trust Funds Withdrawn	<table border="1"> <tbody> <tr><td>COD Funds WD</td><td>460</td></tr> <tr><td>Postage Due WD</td><td>453</td></tr> <tr><td>Total Trust Funds WD</td><td>▶ 480</td></tr> </tbody> </table>	COD Funds WD	460	Postage Due WD	453	Total Trust Funds WD	▶ 480	Disbursements <table border="1"> <tbody> <tr><td>Refunds, Postage, and Fees</td><td>536</td></tr> <tr><td>Local Transportation</td><td>838</td></tr> <tr><td>Postal Supplies—PO</td><td>546</td></tr> <tr><td>Custodial Building Supplies and Services—PO</td><td>583</td></tr> <tr><td>Fee Offset No Fee Money Order</td><td>585</td></tr> <tr><td>Refund of Miscellaneous Non-Postal Revenue</td><td>824</td></tr> <tr><td>Miscellaneous Suspense</td><td>761</td></tr> <tr><td>Cash Remitted (Advance)</td><td>751</td></tr> <tr><td>Cash Remitted (Final)</td><td>752</td></tr> <tr><td>Cash Retained Today</td><td>753</td></tr> <tr><td>Cash Accounted For</td><td>▶ 800</td></tr> </tbody> </table>		Refunds, Postage, and Fees	536	Local Transportation	838	Postal Supplies—PO	546	Custodial Building Supplies and Services—PO	583	Fee Offset No Fee Money Order	585	Refund of Miscellaneous Non-Postal Revenue	824	Miscellaneous Suspense	761	Cash Remitted (Advance)	751	Cash Remitted (Final)	752	Cash Retained Today	753	Cash Accounted For	▶ 800																							
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PS Form 1412-A, January 1995		Daily Financial Report																																																				

Figure C6.F4. Sample of PS Form 1412-A: Depicting PVI Sales and a Shortage

Form 1412-A, Daily Financial Report

#2

Unit ID 1520 Finance Number 355825 <input type="checkbox"/> Individual <input checked="" type="checkbox"/> Unit Name John T. Redmon, PCC, COPE Date 3 OCT 2000 PS Form 1412-A, January 1995	Receipt Controls Form 1538 (From—through) 3603 (From—through) 3544 (From—through) 3602-PO (Numbers used today) Number of ATPs Transacted _____	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="3">Receipts</th> </tr> <tr> <th>Description</th> <th>Code</th> <th>\$ Dollar Amount</th> </tr> </thead> <tbody> <tr><td>COD Funds</td><td>056</td><td></td></tr> <tr><td>2nd Class Adv. 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Daily Financial Report

Figure C6.F5. Sample of PS Form 1412-A: Depicting an Overage and Adjustment for Previous Shortage in Credit

Form 1412-A, Daily Financial Report

#3

Unit ID 1520	Financial Number 355825	<input type="checkbox"/> Individual Unit <input checked="" type="checkbox"/> Unit	Name John T. Redmon, PCC, COPE	Signature <i>John T. Redmon</i>	Date 4 OCT 2000
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I certify that this is a true statement and that the accountability assigned to me is as shown on this form.

Receipt Controls		
1536 (From—through)		
3803 (From—through)		
3544 (From—through)		
3802-PO (Numbers used today)		
Number of ATPs Transacted		

Trust Funds Received		
Description	Code	\$ Dollar Amount
COD Funds	058	
2nd Class Adv. Dep.	061	
Permit Imprint Adv.	062	
Postage Due/BRM Adv.	063	
Customs Collections	064	
Miscellaneous Trust	061	
Overage	057	14 25
Total Trust Funds	060	
Postage Sales	060	300 00
Bird Stamp Sales	061	
Philatelic Product Sales (Items 9100-9999 only)	062	
Packaging Product Sales	069	

Money Orders		
Domestic	Value	Fee
	100	101
Inter-national	Value	Fee
	102	103

Meter Postage		
Post Office	Customer	On-Site Fee
110	111	112
114	115	116
118	126	129
129	361	
Adj Prev Shrtg	367	26 75
PVI Sales	109	925 77
Cash Retained from Previous Report	253	
Cash Required	400	1,266 77

Post Coupon Inventory (By value)		
Description	Code	\$ Dollar Amount
Opening Balance	830	
Received (+)	831	
Subtotal	834	
Issued (-)	835	
Closing Balance	836	

Group Accountability		
Description	Code	\$ Dollar Amount
Opening Balance	840	39,415 75
Stamp Received	841	
Subtotal	845	39,415 75
Stamped Envelope Discount (-)	846	
Stock Returned (-)	848	
Subtotal	851	39,415 75
Sales (080 + 061 + 062 + 064 + 065 + 066 + 067)	852	300 00
Closing Balance	853	39,115 75

Trust Funds Withdrawn		
Description	Code	\$ Dollar Amount
COD Funds W/D	460	
Postage Due W/D	463	
Total Trust Funds W/D	460	
Refunds, Postage, and Fees	536	
Local Transportation	538	
Postal Supplies—PO	546	
Custodial Building Supplies and Service—PO	563	
Fee Offset No Fee Money Order	586	
Refund of Miscellaneous Non-Postal Revenue	624	
Miscellaneous Suspense	761	
Cash Remitted (Advance)	761	
Cash Remitted (Final)	762	1,266 77
Cash Retained Today	763	
Cash Accounted For	800	1,266 77

Daily Financial Report

PS Form 1412-A, January 1995

Figure C6.F6. Sample of PS Form 8130: Vending Equipment Sales and Service Daily Activity Log

**Vending Equipment Sales and Service
Daily Activity Log**
(See Instructions on Reverse)

UNITED STATES POSTAL SERVICE

Location Information		Servicing Employee Information		AP Totals	
ZIP + 4: 09499-0016		Servicing Employee Name: N/A		AP Total OTR Workhours/Mins: 2 HOURS/0 MINS	
Location Name: COMNAVACT UK LONDON	Type Code: MI	Work Address: PSC 802 BOX 16	Commercial Number: 011-44-171-514-4150	AP Total Service Workhours/Mins: 5 HOURS/0 MINS	
Street Address: PSC 802 BOX 16		City and State: FPO AE	Check One: <input type="checkbox"/> SSPC Tech <input type="checkbox"/> Postmaster <input type="checkbox"/> Supervisor <input type="checkbox"/> Other: EA COPE <input type="checkbox"/> Clerk	AP Total Time (HOURS/MINS): N/A	
City and State: FPO AE 09499-0016		ZIP + 4: 09499-0016		AP Total OT Workhours/Mins: N/A	
Machine Serial #: 0395-10451		Model Code: 308	Model Name/Type: PCM 1825 B		
a. Service Data					
	01/05	01/11	01/20	01/28	
b. Office	0	0	0	60	Add Delete
c. Service	30	45	30	45	
d. Overtime					
				340.00	AP Totals
					\$340.00
f. Transactions					
g. Out-of-Service					
Machine Serial #: 0395-10451		Model Code: 308	Model Name/Type: PCM 1825 B		
a. Service Data					
	01/08	01/11	01/20	01/28	
b. Office	0	0	0	60	Add Delete
c. Service	30	45	30	45	
d. Overtime					
				330.00	AP Totals
					\$330.00
f. Transactions					
g. Out-of-Service					
Machine Serial #:		Model Code:	Model Name/Type:		
a. Service Data					
b. Office					
c. Service					
d. Overtime					
e. Revenue					
f. Transactions					
g. Out-of-Service					

PS Form 8130, May 1999

C7. CHAPTER 7
POSTAGE METERS

C7.1. MILITARY POST OFFICE (MPO) POSTAGE METERS

C7.1.1. Purpose. This section, in conjunction with the USPS "Domestic Mail Manual (DMM)," P030 (reference (o)), establishes policies and procedures for conducting postage meter operations at MPOs. Specific instructions are provided for the procurement, disposition, control, and operation of postage meters, including remittance of funds and reports to the USPS.

C7.1.2. General

C7.1.2.1. Postage meters are furnished to MPOs primarily to provide a means of selling larger denominations of postage instead of stamps. Imprints made on gummed tape by postage meters or printed directly on article are placed on articles being mailed as evidence of postage and fees payment. A postage meter consists of a head and a base that are used together. The meter head prints the value of postage on a special tape designed for this purpose. The base operates the meter head. See Figure C7.F1. for meter base components and Figure C7.F2. for meter head components.

C7.1.2.2. An MPO can request postage meters if parcel mail volume warrants. Postage meters and dies shall be procured through the USPS Publication 247 (reference (j)). Postage meter equipment is assigned to a specific post office or finance unit; do not transfer it to another post office without the approval of the accountable postmaster via the JMPA. Repair or exchange malfunctioning meters per reference (j). Do not turn in functioning meters to the accountable postmaster without prior approval from the JMPA, since another activity (possibly another Military Service) may need them. Activities wishing to turn in excess functioning meters shall send a message to the servicing JMPA to request disposition instructions.

C7.1.2.3. The PFO and COPE uses either PS Form 3602-PO, "Postage Collected Through Post Office Meter," or IRT generated PS Form PS Form 1412 to report meter sales to the accountable postmaster. PS Form 3602-PO is issued in a book/100 3-part triplicate sets numbered consecutively. Requisition these forms through normal postal supply channels. Use a separate book for each meter assigned to MPOs. If a form set is spoiled in any manner, mark all three copies with "Void" and forward the original to the accountable postmaster. Retain the duplicate copy, in the book, and destroy the triplicate copy.

C7.1.3. Custody of Meters

C7.1.3.1. The designated COPE at activities with postage meter equipment is responsible for maintenance and properly securing meters, meter setting keys, meter tools, operating lever keys, manufacturer's meter seals, sealing presses, and PS Forms 3602-PO.

C7.1.3.2. Two keys for unlocking the operating lever of the meter base is furnished with each meter. Make one key available to the operating clerk during each business day. The COPE shall retain the other key in a sealed envelope (PS Form 3977) "Duplicate Key Inventory Envelope," bearing the signatures of the COPE and the MPO supervisor. Write the meter number, which the key belongs to on the outside of the envelope.

C7.1.3.3. When not in use, meter heads, keys, seals, and tools shall be properly secured. Meter heads should be packed in their equipment cases when not in use.

C7.1.3.4. Primary and alternate meter custodians should be designated in writing by responsible commanders. In remote locations, or in one-station MPOs, a commissioned, warrant, or non-commissioned officer may be designated as meter custodian. Designated meter custodians shall follow the operating instructions and accounting procedures for COPEs per this Chapter; they are not authorized to set or operate meters. See subparagraph C7.1.8.1.

C7.1.3.5. When away from their stations during short absences, meter operators are responsible for locking the meters and securing the keys. In instances where the clerks are relieved (i.e., lunch), meters may be transferred to the relief clerk using the following procedures:

C7.1.3.5.1. Write the ascending and descending register readings on the reverse of the triplicate copy of PS Form 3602-PO and have both clerks verify and initial it. The relieved clerk will maintain the initialed triplicate copy with the account.

C7.1.3.5.2. The relieved clerk shall obtain a PS Form 1096, "Cash Receipt," for any cash that may be turned over to the relief clerk for making change. "Change funds" are to be limited to \$50.00.

C7.1.3.5.3. When the relieved clerk returns, note and verify the register readings in the same manner. Subtract the ascending and descending meter readings to determine the amount of meter sales for which the relief clerk is responsible.

C7.1.3.5.4. The relief clerk shall turn over all funds received from meter sales during operation and any change fund to the relieved clerk.

C7.1.3.5.5. The relief clerk shall obtain a receipt on PS Form 1096 for any cash turned over to the relieved clerk. Retain this until after the day's meter business is verified and remitted.

C7.1.3.6. Meter operators are responsible for all postage printed while the meter is in their custody.

C7.1.3.7. Disposition of meters and associated records is per DMM P030 (reference (o)).

C7.1.4. Issuing Meters for Business

C7.1.4.1. The COPE or meter custodian shall:

C7.1.4.1.1. Enter the unit, meter manufacturer, meter number, date, and the beginning ascending and descending register readings on the PS Form 3602-PO. Ensure copies are legible. If errors are made, void all copies, and start with the very next set.

C7.1.4.1.2. Verify the entries on the PS Form 3602-PO with the clerk accepting the meter and change the date on the postage meter die. The COPE initials the PS Form 3602-PO form set on the "Supervisor" line.

C7.1.4.1.3. Release the meter head and operating lever-locking key to the meter operator.

C7.1.4.2. The meter operator accepting the meter head shall:

C7.1.4.2.1. Verify the entries on the PS Form 3602-PO with the readings of the beginning ascending and descending meter registers.

C7.1.4.2.2. Initial the PS Form 3602-PO on the "Meter Operator" line of the form set.

C7.1.4.2.3. Retain the triplicate copy of the PS Form 3602-PO. The original and duplicate copies of the PS Form 3602-PO remain in the booklet.

C7.1.4.2.4. Before opening for business, the meter operator will issue a zero tape to verify the date and legibility of the print. Affix tape to the triplicate copy of PS Form 3602-PO.

C7.1.5. Meter Operations

C7.1.5.1. Meter is primary source for postage.

C7.1.5.2. Clerks must affix the meter tape to parcels or letters in the presence of the patron at the time of the transaction.

C7.1.5.3. Spoiled or unused meter tapes are disposed of in accordance with DMM, P014.3.0 (reference (o)).

C7.1.6. Close-out of Daily Meter Business

C7.1.6.1. At the close of the business day, the meter operator shall:

C7.1.6.1.1. Return the meter head, the operating lever-locking key, funds for postage sold during the business day and the unused/spoiled meter tapes to the COPE or meter custodian.

C7.1.6.1.2. Verify the COPE's entries on PS Form 3602-PO against the ending ascending and descending meter register readings.

C7.1.6.1.3. Sign and print name the PS Form 3602-PO on the "Meter Operator" line.

C7.1.6.2. The COPE or meter custodian shall:

C7.1.6.2.1. Reinsert the meter operator's (triplicate) copy of the PS Form 3602-PO into book. Record the ending ascending and descending meter readings on the PS Form 3602-PO for that day. Total both columns (they both should balance). All cash, checks, and unused meter tapes totalling daily meter business will be turned in.

C7.1.6.2.2. The Cope will verify and total all entries made on the PS Form 3602-PO and sign on the "Supervisor" line.

C7.1.6.2.3. Prepare a PS Form 1096, in duplicate, for all funds received from the meter operator. Give the original PS Form 1096 and the completed triplicate copy of the PS Form 3602-PO to the meter operator. Ensure the form is signed and legible.

C7.1.7. Remittance of Funds

C7.1.7.1. The COPE should remit postage meter check to the accountable postmaster by registered (if registered mail is not available remit by certified with return receipt) USPS indicia mail on a daily basis. See Chapter 6 for flexible credit submissions. The remittance check should be accompanied by the original PS Forms 3602-PO, the original of any voided PS Forms 3602-PO, personal checks, and the unused meter tapes. A letter stating the circumstances shall be submitted with any tapes not printed due to a malfunctioning meter.

C7.1.7.2. Use U.S. Treasury checks, military banking facility checks, personal checks, electronic funds transfer or no-fee MOs for the purpose of remitting postage meter funds to USPS. Never send cash to the USPS without prior approval by the MPSA. Checks and no-fee MOs shall be payable to the accountable postmaster.

C7.1.7.2.1. The COPEs with flexible credits shall submit PS Form 3602-PO and PS Form 1412-B, "Daily Financial Report" together.

C7.1.7.2.2. See Chapter 6 for remittance submission procedures if the flexible credit is issued by an accountable postmaster.

C7.1.8. Setting MPO Postage Meters

C7.1.8.1. Only the COPE is authorized to set the meter. The COPE shall set the meter at least once every 6 months or whenever the "Descending" register becomes less than \$100 on a business day, whichever occurs sooner. Postage meters descending registers are normally set between \$5,000.00 - \$10,000.00 depending on previous sales and/or size of population served (meters can be set as high as \$99,999.99).

C7.1.8.2. To lessen the possibility of error in the amount of postage expended and reported, set the meter at the beginning of the business day, before completion of the top portion of PS Form 3602-PO and issuance to the meter operator. See Figure C7.F3. If necessary, the COPE may set the meter during the workday, but should avoid this whenever possible. See Figure C7.F4. Setting the meter during the day can be avoided by COPEs closely monitoring the descending register balances. The procedures for setting the meter are explained in the instruction book furnished by the accountable postmaster at the time the meter was issued to the MPO.

C7.1.8.3. Refer to DMM P030 (reference (o)) for further information concerning the operation and maintenance of postage meters.

C7.1.9. Repair of Defective Postage Meters and Bases. Contact the MACOM supply manager for repairs.

C7.2. COMMERCIAL POSTAGE METERS

C7.2.1. General

C7.2.1.1. Leasing of Commercial Postage Meters. Overseas DoD activities, all other Federal Agencies, and other properly authorized activities may lease postage meters, by agreement with the USPS, from authorized meter manufacturers in the United States. Prior to the delivery of a postage meter to the servicing MPO, the manufacturer will provide written notice to the servicing MPO stating the manufacturer will perform an on-site inspection of the meter annually. The following manufacturers are presently authorized to lease meters to USPS customers:

C7.2.1.1.1. Francotyp-Postalia, INC.
1980 University Lane
Lisle, IL 60532-2152

C7.2.1.1.2. Friden Neopost
30955 Huntwood Ave.
Hayward, CA 94544-7005

C7.2.1.1.3. Pitney Bowes, INC.
1 Elmcroft Road
Stamford, CT 06926-0700

C7.2.1.1.4. ASCOM Hasler Mailing System, INC.
19 Forest Parkway
Shelton, CT 06484-0903

C7.2.1.2. Licensing a Commercial Postage Meter. Overseas DoD activities and other authorized Federal Agencies shall obtain a meter license from the accountable postmaster to use commercial postage meters and to have the meter set at an MPO. Activities shall submit PS Form 3601-A to obtain the required license. More than one meter may be assigned to one license at a given ZIP Code location. MPOs are not authorized to issue licenses, but shall maintain a supply of PS Forms 3601-A on hand should they be required by a local activity. MPOs that receive completed PS Forms 3601-A will mail them immediately to the accountable postmaster for action.

C7.2.1.2.1. Activities serviced by Postmaster, New York:
U.S. Postal Service
Office of Mail Requirements
ATTN: Meter Section
JAF Building, Room 3220
New York, NY 10199-9651

C7.2.1.2.2. Activities serviced by Postmaster, San Francisco:
U.S. Postal Service
Office of Mail Requirements
ATTN: Meter Section
1300 Evans Ave., Room 303
San Francisco, CA 94188-9651

C7.2.1.3. Issuance. Upon issuance of a license, the accountable postmaster will furnish copies of the license to the licensee, the MPO where the meter is to be set, and the USPS HQ. Upon receipt of the issued license from the accountable postmaster, the licensee will furnish a copy, along with the covering purchase order, to the manufacturer who will then provide the meter. The manufacturer will notify, in writing, the licensee, the MPO, and the accountable postmaster when the meter is shipped.

C7.2.1.4. Records. The COPEs and PFOs shall maintain PS Forms 3610 for all commercial postage meters leased to activities they service. They shall also provide a quarterly report to the accountable postmaster, containing the location and serial number of each meter. Attach a copy of the PS Form 3610, with a line drawn below the last setting and the total dollar amount of settings for the appropriate quarter to the quarterly report.

C7.2.1.5. Transfer of Commercial Postage Meters

C7.2.1.5.1. Commercial postage meters may be transferred to another MPO APO/FPO location under the same license only if they are to be used by the same activity to which the license was issued. The activity shall notify, by letter, the accountable postmaster, both the gaining and losing MPOs, and the meter manufacturer prior to moving the meter.

C7.2.1.5.1.1. When notified in writing that a meter currently being set by the MPO is moving to another MPO under the same license, the COPE currently resetting the meter shall:

C7.2.1.5.1.1.1. Notify the using activity to present the meter for examination. When presented, without checking the meter out of service, annotate the original PS Form 3610 being maintained by the setting MPO with the register readings at the time of transfer and the address of the MPO that will make future settings. Draw a horizontal line under the last entry, and retain the PS Form 3610 for 2 years. Send a copy of the PS Form 3610 to the accountable postmaster.

C7.2.1.5.1.1.2. Prepare a new PS Form 3610 with the license number, name of activity, and control totals, and send it via USPS indicia mail to the MPO that will make future settings. The new PS Form 3610 shall have one entry identifying the MPO that previously reset the meter prior to transfer.

C7.2.1.5.1.2. Do not transfer meters between licensees.

C7.2.1.6. Cancellation or Revocation of a Meter License. A license to operate a commercial postage meter may be canceled at the request of the activity licensed or revoked by action initiated by the USPS.

C7.2.1.6.1. When an activity requests to cancel a meter license, the COPE and PFO shall:

C7.2.1.6.1.1. Verify that all meters being operated under that license have been checked out of service.

C7.2.1.6.1.2. Prepare PS Form 3604 in four copies. Send the original to the appropriate address in subparagraph C7.2.1.2. and the second copy to the appropriate address in paragraph C7.2.6. Give the activity the third copy and retain the fourth copy for the MPO files.

C7.2.1.7. When advised of action by the USPS to revoke a license for cause per DMM P030 (reference (o)), the MPO supervisor shall contact the MACOM postal HQ for guidance.

C7.2.1.8. Repairs to Postage Meters. The manufacturer's meter repair facilities in the United States shall perform all repairs.

C7.2.1.9. Loss, Theft, Capture, Destruction or Misplacement of Commercial Postage Meters. Activities shall report any occurrences of loss, theft, capture, destruction, or misplacement of commercial meters to their servicing MPO. The COPE and PFO immediately notifies the accountable postmaster (who notifies the Inspector-in-Charge), MACOM postal HQ, and the manufacturer's U.S. HQ.

C7.2.1.10. Checking Commercial Postage Meters In and Out of Service

C7.2.1.10.1. A meter shall be checked into service only at the MPO authorized to set it. When presented for the initial setting, the descending register shall be "0" or to the lock out descending balance.

C7.2.1.10.2. When the use of a meter is terminated for any reason, including replacement, the meter shall immediately be checked out of service at the appropriate MPO and immediately returned to the manufacturer in the United States by registered USPS indicia mail.

C7.2.1.10.3. If financial transactions at an MPO are discontinued, all commercial meters licensed for operation at that MPO shall be checked out of service.

C7.2.1.11. Payment for Postage. All postage set on commercial meters by MPOs shall be paid for via cash, U.S. Treasury check, or bank draft at the time the postage meter is set. The use of advance deposit trust accounts is strictly prohibited.

C7.2.2. Initial Setting and Resetting of a Meter

C7.2.2.1. Initial Setting of a Meter. The manufacturer will ship the meter to the servicing MPO. When a meter is received from a manufacturer to be initially set, the accompanying documentation will identify the activity to which the meter is to be delivered. Upon receipt the COPE and PFO shall:

C7.2.2.1.1. Verify that the identified activity has a valid meter license, the postmark die in the meter identifies the correct ZIP Code, and the descending registers read "0" or to the lock out descending balance.

C7.2.2.1.2. Examine the meter per DMM P030 (reference (o)). If discrepancies are not found, notify the activity the meter has arrived and request cash, U.S. Treasury check, or a bank draft for the initial setting.

C7.2.2.1.3. When the activity presents the cash or check, set the meter for the amount of postage purchased per the manufacturer's instructions and complete PS Form 3603. Use separate receipt pads for commercial and penalty postage meters. A separate PS Form 3603-receipt pad is not required for each commercial meter being set under the same license; however, the MPO shall maintain a separate pad of PS Forms 3603 for each activity licensed at the MPO. Check the box provided on PS Form 3603 to indicate the first setting for the meter.

C7.2.2.1.4. Complete PS Form 3610. Ensure the meter license number is entered on this form and maintain the form in the MPO files.

C7.2.2.1.5. Give the activity representative the original PS Form 3603. Forward the second copy to the appropriate accountable postmaster. (See paragraph C7.2.6.) Retain the third copy in the receipt pad.

C7.2.2.1.6. Provide the activity representative with PS Form 3602-A. Tell the activity representative to maintain the record pad on a daily basis and present it to the PFO and COPE at the time of each subsequent setting. Also tell the activity to retain the meter record pads for 1 year after the final entry is made.

C7.2.2.2. Subsequent Setting of Meters. When an activity representative presents a meter for resetting, the PFO and COPE shall follow these procedures:

C7.2.2.2.1. Retrieve the PS Form 3610 that matches the meter serial number of the meter to be set from the MPO files.

C7.2.2.2.2. Set the meter for the amount of postage purchased per the manufacturer's setting instructions and complete PS Form 3603. Ensure the meter registers equal the control total. If not, follow the procedures in DMM P030 (reference (o)). Do not check the box on PS Form 3603 indicating first setting.

C7.2.2.2.3. Complete the PS Form 3610 to reflect the amount of postage purchased.

C7.2.2.2.4. Give the activity representative the original PS Form 3603. Forward the second copy with other financial documents and daily financial reports to the appropriate accountable postmaster (see paragraph C7.2.6.) and retain the third copy in the receipt pad.

C7.2.3. Refunding Spoiled Postage Meter Tape Postage

C7.2.3.1. Claim. Claim credit for spoiled commercial postage meter postage per DMM P014.3.0 (reference (o)).

C7.2.3.2. Process. When presented with spoiled commercial meter postage, the COPE:

C7.2.3.2.1. When serviced by a Postal Finance Officer, shall:

C7.2.3.2.1.1. Complete PS Form 3533 in triplicate and refund the appropriate amount with a no-fee MO made payable to the licensee. Use funds from the COPE's fixed credit account to purchase the no-fee MO. Forward the original and duplicate copy of the PS Form 3533, along with the spoiled meter postage, to the servicing PFO as part of the payment for the stamps.

C7.2.3.2.1.2. The PFO will remit the original PS Form 3533 to the accountable postmaster on PS Form PS Form 1412-B, AIC 536 (Refund of Postage and Fees).

C7.2.3.2.2. When serviced directly by the Postmaster, New York, or San Francisco, follow instructions per subparagraph C7.3.3.2.1., except submit the original PS Form 3533 with the spoiled meter postage to the accountable postmaster as part of the payment for the next stamp requisition submitted.

C7.2.4. Transfer of Funds and Postage from One Meter to Another

C7.2.4.1. Transferring Funds. When an activity requests to transfer commercial postage meter funds from one meter to another, transfer per subparagraph C7.2.4.2. These instructions do not apply to meters checked out of service due to a question of accurate registration (i.e., the control total of the register readings of the meter exceeds the control total of the meter on the PS Form 3610, or it is determined the meter is malfunctioning). The accountable postmaster shall make the refund in these instances.

C7.2.4.2. Transferring Postage

C7.2.4.2.1. If the activity wishes to transfer the remaining postage to another meter already in service with the same activity, the COPE shall annotate and maintain, at the MPO, the original PS Form 3610 for the meter being discontinued. Annotate the PS Form 3610 with the MPO, the register reading at the time of transfer, and the serial number of the license number of the meter to which the postage is being transferred. Draw a single horizontal line under the last entry.

C7.2.4.2.2. The PFO and COPE shall add the amount of the postage being transferred into the meter already in service and enter the amount of the transferred postage on the original PS Form 3610 being maintained for the second meter. Annotate on the next unused line, "The postage was transferred from meter serial number ____ , license number ____ ."

C7.2.4.2.3. If an activity wishes to transfer postage from one meter to another without checking the first meter out of service, follow procedures. See subparagraphs C7.2.4.2.1. and C7.2.4.2.2. It is not necessary to advise the accountable postmaster of the postage transfer, but appropriate entries shall be made on the PS Form 3610.

C7.2.4.3. Discontinued Meters. When the use of a meter is discontinued and the activity does not desire to transfer the remaining postage to another active meter, or a replacement meter, complete PS Form 3533 to obtain a refund.

C7.2.5. Checking a Meter Out of Service. Activities shall bring a postage meter to the MPO where it is normally set whenever the meter's mechanism becomes defective. The COPE will then check the meter out of service. Activities may also bring in meters and check them out of service if they no longer desire to use them. Activities should notify the meter manufacturer of this action. The MPO shall send the checked out meter to the manufacturer by registered USPS indicia mail; do not return it to the activity.

C7.2.5.1. Canceling a Meter. A meter will be checked out when the using activity no longer needs the meter or when the meter is getting replaced due to a question of accurate registration, mechanical defect, maintenance rotation, or other reasons. Within the MPS, the following procedures shall be used if the activity wants the remaining postage on the meter refunded, instead of transferring it to another meter in service with the same activity. (Transfer postage to another meter per subparagraph C7.2.4.2.) When canceling a meter the PFO and COPE shall:

C7.2.5.1.1. Complete PS Form 3533.

C7.2.5.1.2. Verify the control total against the control total entered on the PS Form 3610 for the meter.

C7.2.5.1.2.1. If the total readings (control total) of the ascending and descending registers are equal to the control total recorded on the PS Form 3610 for the meter, the COPE shall:

C7.2.5.1.2.1.1. Advise the activity that the accountable postmaster will make the refund.

C7.2.5.1.2.1.2. Record the register readings for the meter on PS Form 3610. Indicate on the form the reason for the check out, and the disposition of the meter. Draw a horizontal line under the entry. Retain the PS Form 3610 for 2 years.

C7.2.5.1.2.1.3. Reset the descending register of the postage meter to "0" or as close as possible to "0."

C7.2.5.1.2.1.4. Enter "0" or the lock out descending balance on the PS Form 3533 as the final reading for the descending register.

C7.2.5.1.2.1.5. Enter the reason for check out on PS Form 3533. See Figure C7.F5.

C7.2.5.1.2.1.6. Forward the completed PS Form 3533 to the appropriate accountable postmaster for the refund. See paragraph C7.2.6.

C7.2.5.1.2.2. If the control total of the meter register readings is not equal to the control total of the meter recorded on the PS Form 3610 for the meter, or the meter mechanism is believed to be malfunctioning, the COPE shall advise the activity representative and the meter manufacturer's home office, that the accountable postmaster will determine the amount of the refund due, if any. The COPE shall also:

C7.2.5.1.2.2.1. Tell the activity representative to retain the PS Form 3602-A for 2 years.

C7.2.5.1.2.2.2. Record the register readings for the meter on the PS Form 3610. Indicate on the form the disposition of the meter. Draw a horizontal line under this entry. Retain the PS Form 3610 for 2 years.

C7.2.5.1.2.2.3. Reset the descending register of the meter to "0" or as close to "0" as the register can be set.

C7.2.5.1.2.2.4. Enter "0" or the lock out descending balance as the final reading for the descending register on the PS Form 3533.

C7.2.5.1.2.2.5. Enter the reason for the check out on the PS Form 3533.

C7.2.5.1.2.2.6. Provide a copy of the detailed statement to the manufacturer per DMM P030 (reference (o)) to the accountable postmaster accounting unit explaining why the meter failed to function properly, and provide a recommendation for the appropriate postage adjustment. Also provide the meter manufacturer a copy of the activity's PS Form 3602-A, a copy of the most recent PS Form 3603, and a copy of PS Form 3610 maintained for the meter in question.

C7.2.5.1.2.2.7. Forward the completed PS Form 3533 with a letter to the appropriate accountable postmaster (see paragraph C7.2.6.) stating that the meter manufacturer has been asked to forward the statement required by DMM P030 (reference (o)), immediately.

C7.2.5.2. Replacing a Meter

C7.2.5.2.1. Check out the old meter (see paragraph C7.2.5.), and process a refund request for any postage remaining on the meter at the time of check out. See subparagraph C7.2.5.1.1.

C7.2.5.2.2. Check in the replacement meter. See subparagraphs C7.2.2.1 through C7.2.2.1.4.

C7.2.5.3. Returning Meters. MPOs shall return meters, which have been checked out of service, to the meter manufacturer to an address the manufacturer specifies by registered USPS indicia mail. Attach the mailer's copy of the PS Form 3806 to the PS Form 3610 pertaining to the meter being returned to the manufacturer.

C7.2.6. Returning Meter Transactions. Submit all documentation pertaining to commercial postage meter transactions to:

C7.2.6.1. Activities Serviced by Postmaster, New York
Military Auditing Unit
General Accounting Office
J. A. Farley Building, Room 3110
New York, NY 10199-9531

C7.2.6.2. Activities serviced by Postmaster, San Francisco
General Accounting Office
1300 Evans Ave.,
P.O. Box 886000
San Francisco, CA 94188-6000

C7.3. POSTAGE VALIDATION IMPRINTERS (PVI)

C7.3.1. Purpose. This section establishes policies and procedures for conducting postage validation imprinter operations at MPOs. Specific instructions are provided for the procurement, disposition, control, and operation of postage validation imprinters including remittance of funds.

C7.3.2. General

C7.3.2.1. The Postage Validation Imprinter (PVI) is used to print USPS-approved thermal, self-adhesive postage labels, barcode labels, postage barcode labels and POSTNET barcode labels. These postage labels may contain ZIP Code, destination ZIP Code, PVI serial number, Clerk ID, current date, POSTNET barcode, and USPS postage charges. The PVI connects to the USPS Intergrated Terminal (IRT), and is controlled by the IRT system. Connect the PVI/IRT interface cable to Port 4 on the back of the IRT.

C7.3.2.2. The PVI records information in both the ascending electronic accumulation register (EAR) and the tranaction counter register (TC). The EAR records the total value of all labels produced since the PVI was put into service. The TC records the total number of transactions since the PVI was put into service.

C7.3.2.3. The PVI works only with an IRT. Since the IRT and the PVI are connected, the postage amount is transferred automatically from the IRT to the PVI. The automatic transfer eliminates any possibility of entering one amount in the IRT and different amount in the PVI. Mail bearing PVI labels should not be placed in collection boxes.

C7.3.2.4. The supervisor shall control blank rolls of PVI labels. Labels should be kept in a climate-controlled area to avoid damaging from excess heat or humidity. All PVIs assigned to MPOs will be entered onto the Supervisor's Disk.

C7.3.3. PVI and Clerk Accountability

C7.3.3.1. At any time it is possible for a Clerk Disk to accept entries to AIC 110, Post Office Meter or AIC 109, Postage Validation Imprinter but not both at the same time. The AIC used depends on whether there is a PVI attached to the IRT. One difference between AIC 109 and AIC 110 is that the error correct function cannot be used with AIC 109 on the Clerk Disk. For disposition of discrepancies (i.e., spoiled/misprinted labels, jammed labels, no label printed, etc.). See subparagraph C7.3.4.4.

C7.3.3.2. Each time the IRT is "booted," the IRT checks to see whether there is a PVI attached and makes the decision whether to use AIC 109 or AIC 110. If the clerk switches during the day from working with a PVI to working with a postage meter, there will be data recorded in both AICs 109 and 110 on the clerk's 1412.

C7.3.3.3. If a PVI shall be removed from service for any reason after the day's business has begun, START OF DAY shall be pressed and the IRT turned off. This procedure will always be followed before removing PVIs.

C7.3.4. Conducting the Day's Business

C7.3.4.1. Verify that your PVI is on, then turn on the IRT, if the PVI is operational one blank label will eject from the PVI. After removing the label, press the mode button three times then press paper feed. Five labels will dispense from the PVI (Label #1 is a blank; #2 is used for letters; #3 is used for parcels; #4 is used for flats; and #5 is for future use). Check the information on the labels for accuracy (i.e., EAR, TC, Post Office, Clerk #, and Clerk's Name). Place the second, third or fourth label on the reverse side of the Start of Day Tape. Once all information is verified and PVI and IRT numbers match, business can be conducted. The information is also very important in instances where there may be power outages, disk crashes, etc.

C7.3.4.2. There is no need to transfer paperwork between clerks for relief purposes. If a clerk needs to be relieved during the day, they will do so by pressing the Start of Day button and removing their disk. The relief clerk can then log on using their assigned disk and password then continue conducting business. (Reminder: clerks shall always press start of day when leaving their IRT area to protect their accountability.)

C7.3.4.3. PVI is primary source for postage. Clerks shall affix the PVI labels to parcels or letter in the presence of the patron at the time of the transaction.

C7.3.4.4. Unused/Damaged PVI Labels

C7.3.4.4.1. Spoiled PVI Labels are labels that cannot be used for postage. Some reasons for spoiled labels are due to clerk error, equipment malfunction, customer changing their minds or not able to pay, or disk crashes.

C7.3.4.4.2. Unlike postage meter sales, PVI labels are not transferable to other packages. If a PVI label cannot be used for any reason, the clerk shall complete PS Form 3533 (Application and Voucher for Refund of Postage and Fees) attaching the unused label (if available) to the form immediately. Clerks will enter totals for unused/damaged PVI Labels into AIC 536. The PS Form(s) 3533 is/are turned in with the end of day's business. All printed PVI labels are accountable postage therefore they shall be processed as soon as possible if they cannot be used.

C7.3.4.5. Closeout of Daily Business

C7.3.4.5.1. At the end of the business day clerks will check the total of PVI sales in AIC 109 on their preliminary PS Form 1412. Any adjustments not entered earlier to AIC 536, will be done at this time. After all totals are verified and necessary adjustments are made (if needed) clerks will then print a Final PS Form 1412. Upon completion of PS Form 1412, clerks will remit funds and all PS Form(s) 3533 to supervisor. Once all totals are verified and any additional adjustments made (if needed), the COPE can then consolidate the clerks' disks for future day's business.

C7.3.4.5.2. The COPE will follow their normal procedures for remitting funds to USPS.

C7.3.4.6. Checking a PVI Out of Service. The COPE will remove the unserviceable PVI from the Supervisor's Disk and coordinate with their servicing JMPA for return.

Figure C7.F1. Postage Meter Base

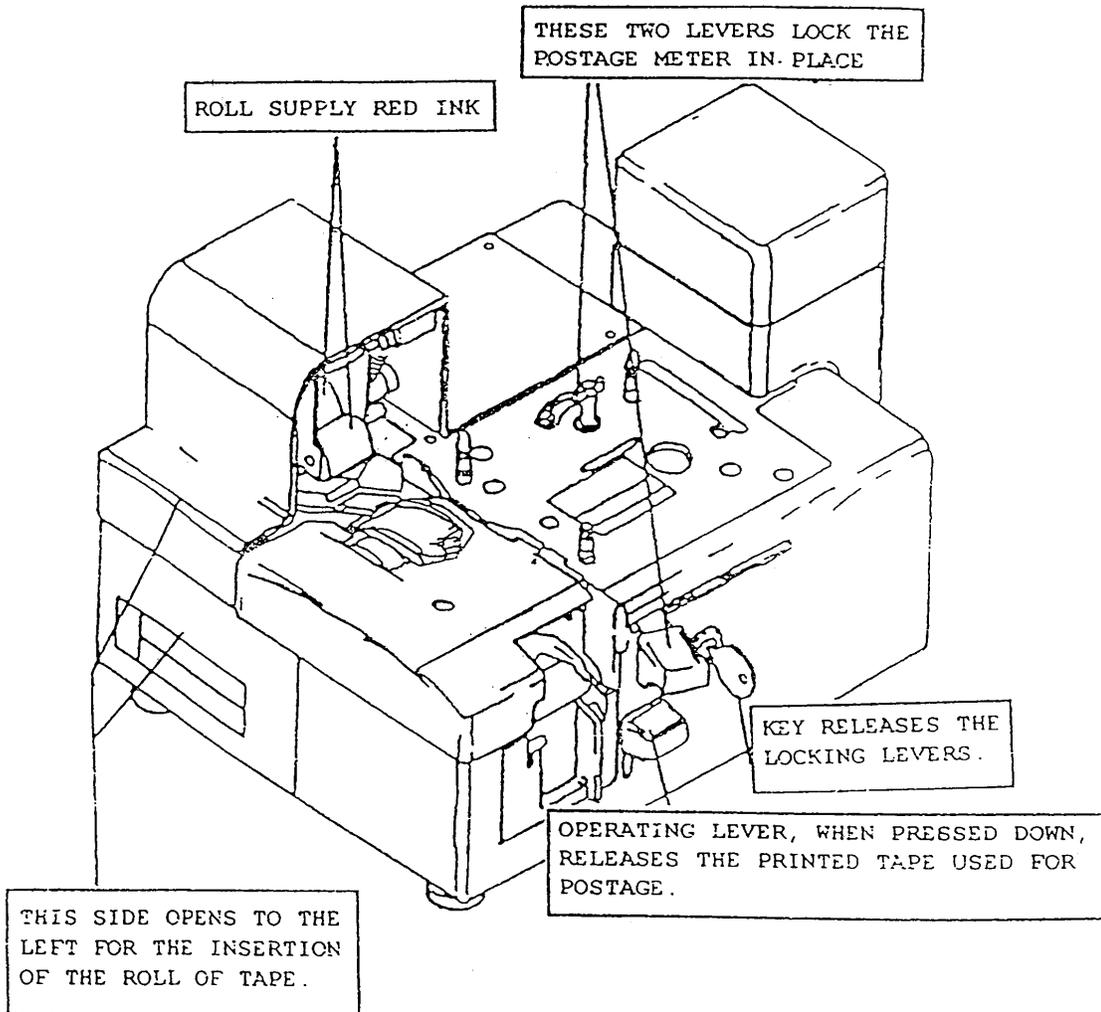


Figure C7.F2. Postage Meter Head

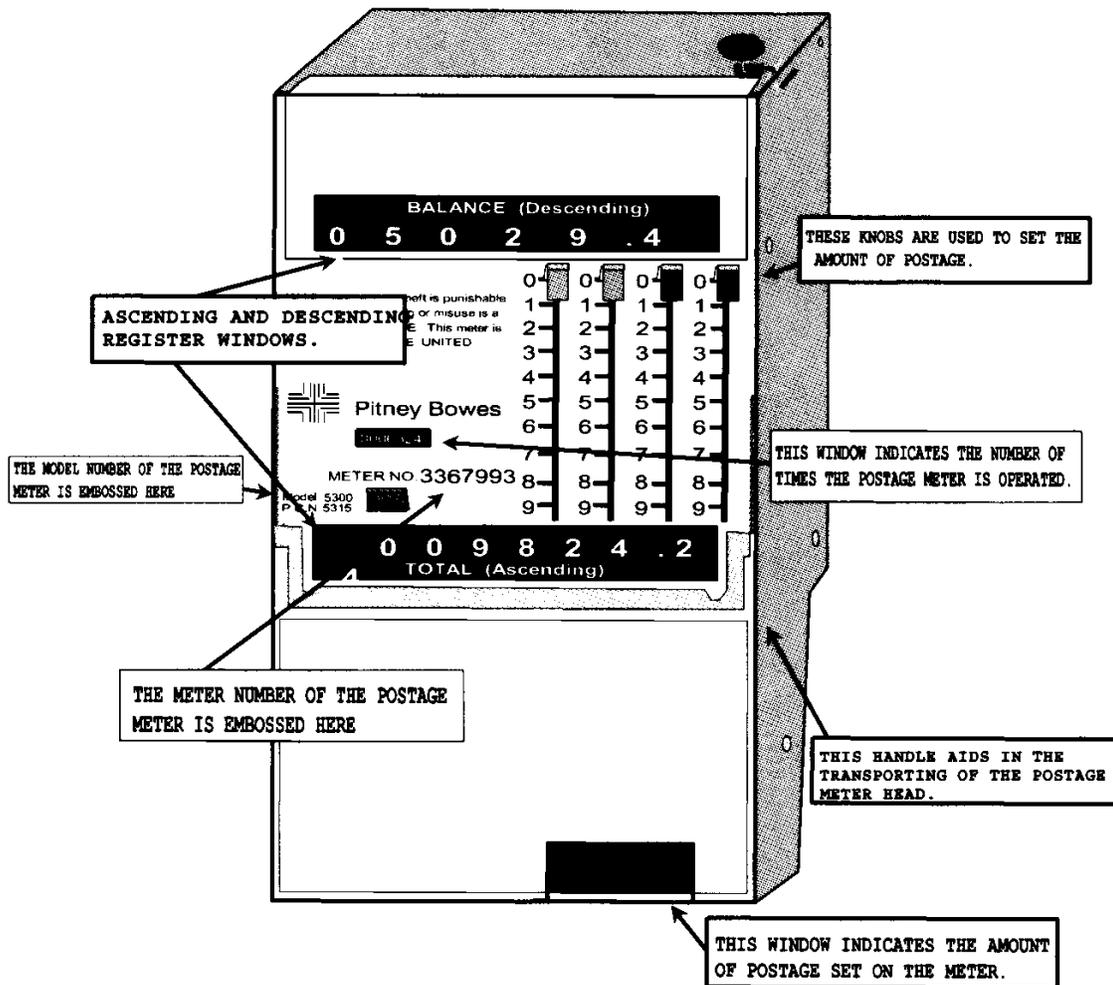


Figure C7.F3. Meter Setting Before Issue

DUPLICATE				
APO AE 09154	PB	768344	14 Oct 99	
(Unit or Station)	(Meter Mfr.)	(Meter No.)	(Date)	
This is to certify that the readings of the registers were as follows at the beginning and end of this day:				65
Descending register beginning	9 1 7 5 7 5	Ascending register end	9 8 2 4 2 4	
Descending register end		Ascending register beginning		
RECEIVED FOR POSTAGE	\$			
as determined by the register readings				
<i>PS</i> (Meter Operator)			<i>JEP</i> (Supervisor)	
REPORT OF METER SETTING (Fill in the following only when meter is reset)				
Ascending register readings	9 8 2 4 2 4			
Descending register readings before setting	1 7 5 7 5			
Number of units added	9 0 0 0 0 0			
Descending register after setting	9 1 7 5 7 5			
PS Form 3602-PO Jan. 1983		Meter set by <i>Joe L Perkins</i>		

THIS COPY MUST BE RETAINED IN UNIT OR STATION WHERE POST OFFICE METER IS OPERATED

Setting Before Issue

The register readings indicate that the meter contained 17,575 units (\$175.75) when it was checked out of service the previous day. The custodian had added 900,000 units (\$9,000) for a total of 917,575 units (\$9175.75) now on the meter. The ascending register at the time of setting indicated 982,424 units (\$9,824.24) have been expended by the machine from the time it was originally placed in operations. After the meter has been set and all entries completed, the custodian shall sign all copies of PS Form 3602-PO. The beginning ascending and descending meter readings after setting shall be entered on the top of the form. The meter is now ready for issuance to the operating clerk following the procedures prescribed in C7.1.4.

Figure C7.F4. Meter Setting After Issue

ORIGINAL			
FPO AE 09610	PB	568344	12 Oct 99
(Unit or Station)	(Meter Mfr.)	(Meter No.)	(Date)
This is to certify that the readings of the registers were as follows at the beginning and end of this day:			77
Descending register beginning	1 4 5 0 0	Ascending register end	9 8 5 4 9 9
Descending register end	\$	Ascending register beginning	
RECEIVED FOR POSTAGE as determined by the register readings			
JDS (Meter Operator)		LSB (Supervisor)	
REPORT OF METER SETTING			
(Fill in the following only when meter is reset)			
Ascending register readings	9 8 5 4 9 9		
Descending register readings before setting	4 5 0 0		
Number of units added	9 0 0 0 0 0		
Descending register after setting	9 0 4 5 0 0		
PS Form 3602-PO Jan. 1983		Meter set by Larry L. Brown	

Setting After Issue

The beginning descending register reading in the top portion indicates that the meter contained 14,500 units (\$145) when the meter was released to the operating clerk at the beginning of the business day and a total of 985,499 units (\$9,854.99) (ascending register reading) expended since the meter was originally placed in operation. The ascending and descending meter readings in the bottom portion of the form, completed by the custodian at the time of the setting, indicate the operating clerk has collected \$100 in postage funds before the setting. An additional 900,000 units (\$9000) were added to the descending register and the meter returned to service with a total of 904,500 units (\$9,045).

Figure C7.F5. PS Form 3533

PART IV--POSTAGE OR METER STAMPS			PART V--POSTAGE METER WITHDRAWN FROM SERVICE (For post office use only)		PART VI--Refund and Authorization (For post office use only)		
Meter Serial No. (if applicable) <small>NOTE: The meter must be (or have been) licensed at the post office where this application is filed.</small>			Reading of Ascending Register	482836	Special Service Fees	Not Refundable	
Meter Manufacturer			Reading of Descending Register Before Checkout	17164	Registry	<input checked="" type="checkbox"/>	N/A
Group and List by Postage Units or Value			Reading of Descending Register After Checkout	-0-	Certified	ENTER ZERO HERE	
Number of Pieces	Amount Each	Postage Value	Amount to Be Refunded-Units	17164	Insurance	<input checked="" type="checkbox"/>	N/A
			Meter Serial Number	163248	COD	<input checked="" type="checkbox"/>	N/A
ENTER THE CONTROL TOTAL (THE TOTAL OF THE ASCENDING REGISTER AND THE DESCENDING REGISTER BEFORE CHECKOUT)			Unit Value	.01	Special Handling		
			Meter Manufacturer	Pitney Bowes	Special Delivery		
			POSTAGE VALUE	\$ 171.64	Other		
			Reason for Withdrawal	CONTROL TOTAL 500000	Total Special Service Fees	ENTER THIS TOTAL ON THE FRONT OF THE FORM	
					Total		
					Deduct 10% for Unused & Spoiled Meter Stamps**		
					Amount Approved for Refund		
					Manual P014		
					For post offices having 950 or more revenue units annually:		
					ENTER THE REASON FOR WITHDRAWAL		
					(Signature)		
					For all other post offices:		
					Signature of postmaster		
			Station or Branch	APO AE 09154	SIGNATURE OF COPE OR INDIVIDUAL AUTHORIZED TO SET THE METER		
			Signature of Employee Checking Out Meter	<i>Tommie Kelley</i>			
Total Postage Value \$					\$250.00		
Total Special Service Fees \$							
Total Refund Claimed \$							
<small>*Include fees for special delivery, special handling registration (and surcharges), certified, insurance and C.O.D. services. NOTE: Ordinarily fees paid for registration, certified, insurance, and C.O.D. service are not refundable.</small>							

NOTE: IF METER IS MALFUNCTIONING OR CONTROL TOTAL DOES NOT AGREE WITH THE CONTROL TOTAL ON THE PS FORM 3610 FOR THE METER LEAVE THE AMOUNT TO BE RETURNED BLANK. ENTER THE REASON FOR WITHDRAWAL "METER WITHDRAWN DO TO MALFUNCTION" SEE ATTACHED LETTER. NO REFUND CREDIT IS MADE.

METER NO LONGER REQUIRED

PS Form 3533, Sep. 1990 (Reverse)

U.S. GOVERNMENT PRINTING OFFICE: 1

C8. CHAPTER 8

MONEY ORDERS

C8.1. PURPOSE

This Chapter, in conjunction with the USPS DMM (reference (o)) and the USPS IMM (reference (p)), establishes policies and procedures for conducting MO transactions at MPOs. Specific instructions are provided for the procurement, control, sale, and payment of MOs, including the remittance of funds and reports to the USPS.

C8.2. MONEY ORDER IMPRINTERS

C8.2.1. Issuing. MO imprinters are the only authorized method of issuing MOs. Do not hand write or type MOs under any circumstances. If an imprinter fails to function properly, submit a request for maintenance or replacement to the servicing JMPA, who will provide disposition instructions. The COPE should not return damaged imprinters to maintenance facilities without prior approval from the servicing JMPA.

C8.2.2. MO Identification Number (MOID). The six-digit MOID identifies the postal activity issuing MOs. The first five digits of the MOID consist of the activity's MPO number for the Army (USA), Air Force (USAF), Navy (USN) and Marine Corps (USMC). The USPS added the last digit (always a "9") for computer processing purposes. If there is more than one imprinter at an activity, all equipment shall have the same MOID. If an imprinter is transferred to another activity, the MOID will be all zeros prior to shipment.

C8.3. REQUISITIONING MO FORMS

C8.3.1. Normal Requisitions. Requisition MO forms by completing four copies of PS Form 17, "Stamp Requisition," at least 45 days before reaching the minimum supply level. Submit the original, second and third copies of the form to the source of supply, which is the accountable postmaster or PFO. The requesting MPO retains the fourth copy. Upon receipt of the forms, destroy the fourth copy of PS Form 17 and return the original to the source of supply and retain the second copy for the COPE. The PFO filling the requisition shall annotate the inclusive serial numbers mailed to the COPE in the "Value" column of the PS Form 17. The PFOs will maintain the third copy as the suspense copy. The COPEs receiving MOs directly from an accountable postmaster shall order from the designated source of supply per Table C6.T1.

C8.3.2. Sustain Service. MO units shall order from the servicing MPO as required to sustain service. The responsible officer determines the number of MOs that the MO units shall maintain.

C8.3.3. Forms Supply. Land-based MPOs shall maintain at least a 3-month supply of MO forms. Mobile, shipboard, and contingency MPOs shall maintain a 5-month supply. All MPOs, however, are restricted to a maximum of a 12-month supply of MO forms.

C8.3.4. Emergency Requisitions

C8.3.4.1. If a situation arises and the supply of blank MO forms is depleted appreciably, the PFO (in cases where there are no PFOs assigned the COPE with the approval of the responsible officer) may request an emergency requisition to the accountable postmaster. Units on Flexible Credit shall notify Finance New York or San Francisco.

C8.3.4.1.1. Number of forms on hand and normal monthly usage.

C8.3.4.1.2. Number of forms required to sustain sales until a normal requisition can be obtained.

C8.3.4.1.3. Name of nearest MPO to the requester that can fill the requisition, if that information is known

C8.4. VERIFICATION OF REQUISITIONS AND ISSUANCE OF MOs TO CLERKS

C8.4.1. The COPE or unit MO clerk, together with a witness (see Chapter 6 for procedures at one person postal activities), shall verify the entries on the PS Form 17 by annotating each copy of the form with the date received, registry number, and signature of each person. The COPE will fill the requisition and send the original and one copy to the MO clerk.

C8.4.2. The original and one copy of PS Form 17, listing the inclusive serial numbers of MO forms, shall accompany shipment.

C8.4.3. The seal on packages of MOs shall not be broken and packages will not be opened until they are made available for sale by clerks. Only then will MO clerks open, check, and verify a package of blank MOs, and only in the presence of a witness, to ensure the correct quantity of MOs are in the package, in correct sequence by individual serial number, and that there are no missing, duplicate, or mutilated MOs in the package.

C8.4.4. If two MO forms are received with the same serial number, cancel one of them by writing across the face "Number Duplicated." Submit the canceled MO with the next MO business (MOB) report listed as "Spoiled" (see paragraph C8.8.2.) and explain it in the "Remarks" section of PS Form 6019. Units using UIII a memorandum will be used to report duplicate MO. Mail memorandum to Money Order Division Blank Stock PDC USPS P.O. Box 1475, St. Louis, MO 63182-412.

C8.4.5. Treat MOs received in defective or mutilated condition as "Spoiled." See paragraph C8.8.2. If large shipments of damaged blank MO forms are received, notify the MACOM for instructions.

C8.4.6. An MPO that receives blank MO sets intended for another MPO shall send them by registered USPS indicia mail or official Registered mail to the proper MPO and notify the supplier.

C8.5. CONTROL AND DISTRIBUTION OF MOs (FIXED AND FLEXIBLE CREDIT)

C8.5.1. Record all blank MO forms received on DD Form 885, "Money Order Control Record." When a Finance Supervisor, COPE, or unit supervisor obtains MO sets from any source, including those previously issued that are returned at the end of a business day for overnight storage, the MOs shall be recorded on the master DD Form 885 for that series. See Figure C5.F5. Use DD Form 885 to document the current change of custody of MO form, (i.e., issued, transferred, or mailed to clerks at MPOs or units). The MO clerk shall prepare DD Form 885 if blank MO sets are transferred from a block received. Record all MO transfers between clerks, including temporary transfers for lunch, on DD Form 885. See Figure C8.F1. When transferring MO sets, prepare DD Form 885 in duplicate. The original form documents the history of the unused MO sets and shall be filed at the unit where the MOs were sold. The duplicate form shall be a receipt for the clerk relinquishing the MO sets. Upon change of a Finance Supervisor, or COPE, the new Finance Supervisor or COPE shall sign the master DD Form 885 acknowledging receipt for the blank MO forms currently retained by the outgoing Finance Supervisor or COPE. Once the MO series is exhausted, file all DD Forms 885 together with the original PS Form 17 used to order MOs. Only one

DD Form 885 is required at 1-person MPOs. Unisys III transmitting Units issuing domestic money orders, the MO data will also be entered on the Supervisor Clerk Disk when issued to the clerk. Each clerk will be issued 100 MOs each time a requisition is filled. Under no circumstance will clerks exchange MOs among themselves. Temporary relief of clerks for lunch does not require a transfer of MOs; each clerk maintain his/her own MOs.

C8.5.2. Distribute MO forms with the lowest serial numbers first to the clerks. Newly requisitioned MOs may not be issued until former supplies are depleted. Distribute MO forms in sealed packages of 100. Unless a special circumstance exists, do not break the seals for odd lot disbursement. If conditions warrant odd lot distribution, the custodian and MO clerk shall verify, by serial number, each individual MO form. Break and distribute packages of 100 within the same issuing unit only.

C8.5.3. Local conditions will determine the frequency and quantity of MOs supplied to clerks.

C8.5.4. Distribute MO forms by mail to units conducting MOB away from the parent office, by registered USPS indicia mail or official Registered mail. Prepare PS Form 17 in triplicate for each mailing. A witness shall verify the shipment and sign the PS Form 17. Two copies of the PS Form 17 shall accompany the shipment; the third copy, as a suspense shall be attached to the MPO copy of DD Form 885 on which the shipment was recorded. The receiving unit shall follow verification procedures. See Chapter 4. Upon receipt of the signed PS Form 17 from the unit, the Finance Supervisor or COPE shall destroy the suspense copy and replace it with the signed copy. MPOs using domestic MOs, the issuance of MOs from a source other than the designated source of supply is prohibited.

C8.6. PROTECTION OF BLANK MO FORMS

C8.6.1. Store MO forms in a vault, a three-position combination safe, or a place of comparable security to which the accountable person has exclusive access. Lock containers when not under direct control of the responsible individual. Protect duplicate keys and combinations. See Chapter 10.

C8.6.2. Provide MO clerks with individual metal cash boxes, drawers, or safes equipped with suitable locking devices for the purpose of safeguarding blank forms. Only the responsible clerk has access to their storage container.

C8.6.3. The MPOs shall not transfer unused MO forms from the issuance control of one operational MPO to another without prior consent of the servicing Postmaster.

This restriction also applies to an MPO that has closed or reverted to MAO status. If the servicing Postmaster declines the request, or the MPO does not want to transfer the MO forms, the Finance Supervisor or COPE shall dispose of unused MO set per the servicing Postmaster's direction.

C8.7. ISSUANCE OF MOs

C8.7.1. Purchasing MOs. Patrons may purchase MOs with U.S. dollar currency and coins, and traveler's checks. Purchase of MOs by a traveler's check shall account for at least 50 percent of the value of the traveler's check so as to deter patrons from purchasing MOs only to cash traveler's checks. Do not accept personal checks and U.S. Treasury checks as payment.

C8.7.2. Maximum Account. The MO clerks may issue MOs for any amount, not to exceed the limit per DMM S020 (reference (o)) for payment in the United States, its possessions, or territories. No customer can buy more than \$10,000 in any single day, even in different post offices. Any customer whose daily total of purchased MOs ranges between \$3,000 and \$10,000, inclusive, shall complete PS Form 8105-A, "Funds Transaction Transfer Report," and show identification bearing the purchaser's photograph, name, and address. Send PS Form 8105 separately from the MO vouchers, to Money Order Branch, St. Louis Information Service Center, St. Louis, MO 63810-9521. No U.S. domestic MO or Military MOs forms are accepted by foreign banking administrations (IMM, reference (p)). To issue a MO for payment in Canada see reference (p) for correct preparation, and the USPS Postal Bulletins (PBs) (reference (r)) for the most current conversion tables. Extract the conversion tables from the PBs, retain them for ready reference, and replace them when updated.

C8.7.3. International MOs. The MPOs cannot issue international MOs. Advise patrons desiring an international MO to purchase it at a host-country post office or banking facility.

C8.7.4. Fees. The fee for a postal military MO is shown in DMM S020 (reference (o)).

C8.7.4.1. Overseas and shipboard MPOs that are financial branches of New York or San Francisco shall charge this fee.

C8.7.4.2. For domestic MOs issued at CONUS-based post offices, refer to the DMM (reference (o)) for MO fees.

C8.7.5. No-Fee MO. The MPOs may issue no-fee MOs for remitting funds for stamp stock and postage meter accounts. See Figure C8.F2. In the "Remarks" section of the PS Form 6019, indicate the purpose of the no-fee MO (i.e., stamp stock or postage meter remittance). The MPOs may also issue no-fee MOs to replace spoiled or incorrectly prepared MOs. See paragraph C8.8.2. Units transmitting via Unisys III shall issue No-Fee MOs using the Alpha and Money Order Keys. The Unisys II screen will display AIC # 100 No-Fee Money Order.

C8.7.6. Issuing. Follow these step-by-step procedures to issue a MO:

C8.7.6.1. Determine patron's eligibility for service (i.e., military ID card or passport).

C8.7.6.2. Verify the dollar amount of the MO desired.

C8.7.6.3. Select the next blank MO in numerical sequence.

C8.7.6.4. Set the MO imprinter for the correct date and amount desired.

C8.7.6.5. Process the MO through the imprinter, remove the imprinted form set, and return the amount keys of the imprinter back to their asterisk positions.

C8.7.6.6. Examine the MO to ensure the date, MPO number, and amount are legible on all copies of the MO set.

C8.7.6.7. Detach and file the voucher (middle copy) in numerical sequence with the lowest number on top, taking care not to bend, fold or mutilate the document. Vouchers shall accompany the MOB report. See subparagraph C8.10.3.4. Retain the carbon copies until the MOB report is verified at the end of the day, then discard it if no problems are noted. Unisys III transmitting MPOs will maintain the vouchers on file for 4 years at the MPO.

C8.7.6.8. Collect the amount of the MO, plus the fee, from the patron.

C8.7.6.9. Give the patron the rest of the form set (patron's receipt, and MO). Advise the patron to retain the receipt.

C8.7.6.10. Advise the patron to complete the "Pay To" and "Purchased By" blocks immediately and avoid writing on or attaching anything to the top third portion of the MO.

C8.8. ERRORS AND CORRECTIONS ON MOs

C8.8.1. General. Do not make any alterations, changes, or erasures, either in words or figures, on any part of the MO form set.

C8.8.2. Spoiled or Incorrectly Prepared MOs. Process spoiled or incorrectly prepared MOs per DMM S020 (reference (o)). If the patron requests replacement after the date of issue, comply with reference (o) and forward the processed receipt with that day's MOB report. Do not collect a fee for the replacement MO. See section C8.11.9. and Figure C8.F2. If the patron does not have the receipt, cash the MO and charge a fee for the replacement.

C8.8.3. Issued Out of Sequence. When a MO clerk inadvertently issues MOs out of sequence, do not recall them. The issuing clerk shall return to the proper sequence as soon as the error is noticed. See paragraph C8.11.2.

C8.9. CASHING MOs AND U.S. TREASURY CHECKS

C8.9.1. The MO clerks shall maintain a listing of missing, lost or stolen MOs from the current USPS PB (reference (r)). Check these listings prior to cashing MOs. The MO clerks shall cash only USPS MOs, MOs issued by countries listed in IMM 391 (reference (p)), and Canadian MOs drawn on the United States. Pay MOs at face value, and per reference (o). If the MO is altered or bears erasures, attempt to keep it by obtaining the cooperation of the patron, notify the local supporting investigating agency and submit a postal offense report. See Chapter 14. Do not cash international MOs issued in foreign currency (IMM 391, reference (p)). An ID card is required to cash MOs. Annotate the Social Security Number on the back of the MO. The ID card shall identify the bearer by photograph and signature. When authorized personnel are not issued official Government ID cards, U.S. passports may be used for identification. In this case, annotate the payee's passport number on the reverse side of the cashed MO instead of the Social Security Number. Unisys III units transmitting daily will enter their cashed MO under checks received.

C8.9.2. Do not cash U.S. Treasury checks at MPOs. This would result in a lack of funds needed to cash MOs and conduct postal business. Only cash MOs from MO funds generated that day. If funds are not available, ask patrons to return later or recommend they use local banking or club facilities.

C8.10. PREPARATION OF MONEY ORDER BUSINESS (MOB) REPORTS

C8.10.1. The Finance Supervisor or COPE is responsible for ensuring reports are prepared and submitted for each day MOB is conducted. When a COPE performs duties as the primary MO clerk, the Finance Supervisor or COPE shall not verify the report. The Finance Supervisor, COPE, or designated verifying official shall review and verify reports before submission. Verifying officials shall be appointed in writing and a copy of the designation kept on file at the postal unit. However, Finance Supervisors or COPEs, MPO supervisors, and USN or USMC disbursing officers, by virtue of their positions, may act as verifying officials without being specifically appointed in writing.

C8.10.1.1. The MO clerk prepares the MOB report on PS Form 6019 per Figure C8.F2. Ensure the OID number and unit number appear in the designated block on the PS Form 6019. The COPE assigns a unit number for each financial unit conducting MOB. The first unit is designated as the parent and each additional unit is numbered consecutively starting with "1." Additionally, the MOID number should be included in all correspondence pertaining to the MO account.

C8.10.1.2. Prepare peculiar or abnormal MOB reports per section C8.11.

C8.10.2. The report shall contain the complete and accurate record of all MOB that took place that day. MO reports will be computer generated if the MPO has PC and software capability or typewritten. If a PC or typewriter is not available, then the MO clerk shall legibly print the information onto the MO report in ink. Unysis III transmitting units MO business report will be a part of the unit daily 1412 report.

C8.10.3. The MO Clerk shall:

C8.10.3.1. Count the number of MOs sold (excluding "No-Fee" MOs) and multiplies that number by the current fee to arrive at the total fees collected. Using the total fees, MO vouchers, and when applicable, spoiled and paid MOs, traveler checks, prepare two original detailed verification tapes or IRT equivalent per PS Form 6019. See Figure C8.F3. Provide one tape to the verification official Finance Supervisor COPE to be forward to: USPS Money Orders, CITIBANK (Nevada), Lock Box Operation-Zone 1127, P.O. Box 504339, The Lakes, NV 88905-4339. Retain the second tape for the unit files. Unysis III transmitting units will verify the daily MOB. The MO funds will be deposited in units Bank account assigned by their respective Postmasters.

C8.10.3.2. Count the cash on hand. The total should match the total cash shown on the tape. If it does not, and the discrepancy cannot be rectified, refer to section C8.11. for proper accounting. The MO units using a Fixed Credit and are physically separated from their parent MPO should obtain a check for the cash when a check-issuing activity is available. If a check-issuing activity is not available, see subparagraph C8.10.3.4.2.

C8.10.3.3. Prepare PS Form 6019. Ensure there is one copy for each physically separated location that handles the report; i.e., the unit (if physically separated from the parent MPO), the MPO, the USPS MO Division, and any other intermediate point). If checks are not available at a unit and cash is submitted with the report to the verifying official, annotate on PS Form 6019, Section III, Item 10, with the word "Cash," and record the amount in the appropriate space. Units Transmitting shall deposit monies in it's designated Postal Bank account or obtain a check for mailing to a designated Postal Bank account.

C8.10.3.3.1. When two or more clerks sell MOs on the same day, list the name of the clerk(s) who did not prepare the report as well as the inclusive number(s) of MO(s) sold by the clerk(s) in the "Remarks" section of the PS Form 6019.

C8.10.3.3.2. When all MOB transactions cannot fit on one PS Form 6019, indicate in the "Remarks" section that continuations are on the reverse side of the form. Indicate "Total Credits" for the day in Section III, line 14, of the first page of PS Form 6019.

C8.10.3.4. Ensure MO vouchers are arranged in the sequence sold, retaining spoiled MOs, if any, in their normal voucher sequence. Do not use staples, paper clips, or rubber bands to hold the vouchers together. All vouchers, spoiled MOs, paid MOs, funds, traveler's checks, the verification tape, and PS Form 6019, shall be personally delivered or sent by registered USPS indicia mail or official Registered mail, to the designated verifying official or COPE.

C8.10.3.4.1. If personally delivering the report to the verifying official or Finance Supervisor or COPE, obtain a PS Form 1096, "Cash Receipt," for the funds, travelers checks, and paid MOs left in the verifying official's or COPE's custody. Prepare two copies of the PS Form 1096. The MO clerk retains the original. The duplicate is attached to the verifying official's copy of the MOB report.

C8.10.3.4.2. When submitting cash to a parent MPO, always prepare and submit reports in the presence of a witness. Cash should only be submitted if checks

are not available. The report is sent by registered USPS indicia mail or official Registered mail and the registry receipt serves as the receipt for the report and other contents. A witness shall sign the report in the "Remarks" section of PS Form 6019 and certify that the contents are intact at the time it is registered. See Chapter 6 for procedures at one-person postal activities. Both members shall initial across the flap intersections of the MOB report envelope or package. The witness shall also verify the Registered mail dispatch. When the report is dispatched by Registered mail, annotate the registry number in the appropriate block on the unit file copy of PS Form 6019. In this instance, double wrap the report and enclosures and annotate the inner wrapper "OPEN IN THE PRESENCE OF A WITNESS." Prepare the shipment per Chapter 6.

C8.10.3.5. When extenuating circumstances exist, the issuing authority may authorize the MO clerk to hold the MO report, related vouchers, paid MO tapes, and funds overnight.

C8.10.4. The Designated Verifying Official or Finance Supervisor or COPE shall:

C8.10.4.1. Ensure all items pertaining to the report are received from the MO clerk preparing the report. If the report is received by Registered mail, open and verify it in the presence of a witness. When the report is delivered personally by the MO clerk, verify that all paid MOs, funds, and traveler's checks listed on PS Form 1096 are received before signing the receipt and returning it to the MO clerk.

C8.10.4.2. Verify that the serial number of the first MO, issued on the report day, numerically follows the number of the last MO, issued the preceding MOB day. Use the previous day's PS Form 6019 and master DD Form 885 to verify the numerical sequence of issued MOs. File a copy of the clerk's completed DD Form 885 with the master DD Form 885 for that series of MOs.

C8.10.4.3. Examine, by numerical sequence, the MO vouchers to determine that all used and spoiled MOs have been accounted for.

C8.10.4.4. Prepare a verification detail tape (see subparagraph C8.10.3.1. and Figure C8.F3.), and attach it to the verifying official's file copy of the PS Form 6019. Separate the spoiled MOs from the vouchers and place them in an envelope in numerical sequence behind the vouchers.

C8.10.4.5. Verify the completed PS Form 6019 for accuracy and completeness and sign all copies. Ensure clerks issue blank MO sets in the proper sequence.

C8.10.4.6. Remit all funds via electronic funds transfer (EFT) or to the appropriate check-issuing agency immediately upon tape verification, or not later than the next work day of the check-issuing agency. Notify the check-issuing agency to make checks payable to "Disbursing Officer, U.S. Postal Service." Obtain a receipt if a check is not issued at the time of the presentation of funds. Funds may be entrusted to another postal clerk for delivery to the check-issuing agency. Always obtain a receipt (PS Form 1096) when funds are exchanged personally between clerks, the COPE, and verifying official.

C8.10.4.7. Immediately upon receipt of the check, make remittance in a sealed envelope, and postmark the back with the all purpose date stamp (APDS). Submit the report and remittance, along with the appropriate enclosures, by registered USPS indicia mail or official Registered mail to: USPS Money Orders, CITIBANK (Nevada), Lock Box Operation-Zone 1127, P.O. Box 504339, The Lakes, NV 88905-4339. Include your MOID number on the lower left-hand side of the envelope or outer wrapper. Maintain file copies of reports forwarded to the Money Order Division.

C8.10.4.8. Never remit cash to the USPS MO Division. If checks are not available, the responsible commander shall designate the servicing PFO or another MPO to monitor the report and obtain checks. If this is the case:

C8.10.4.8.1. The submitting MPO shall dispatch the report to the monitoring PFO, Finance Supervisor or COPE by registered USPS indicia mail or official Registered mail. Double wrap the report and endorse the inner-wrapper with, "OPEN IN THE PRESENCE OF A WITNESS." A witness shall certify the registration and dispatch of the report. See Chapter 6 for procedures at one-person postal activity.

C8.10.4.8.2. The receiving PFO, Finance Supervisor or COPE shall open and verify the contents in the presence of a witness. Identify PFO's Finance Supervisor's or COPE's witness in the remark section of the MOB report. Annotate the reverse side of the check with the MPO number of the MPO that actually sold the MOs.

C8.10.5. The COPE with MO units shall prepare a consolidated MOB report (see Figure C8.F4.) when a separate check is not obtained for each individual unit report. Prepare consolidated reports only when the remittance of two or more MO reports is combined, and only one check is obtained for the total deposit. When a check has been obtained for an individual unit report, do not include that report in the consolidated report. Remit it as a separate report to the MO Division. Use these procedures to prepare a consolidated report:

C8.10.5.1. The COPE or verifying official shall verify each MO report.

C8.10.5.2. Upon verification of all MO reports received for that day, the COPE or verifying official shall:

C8.10.5.2.1. Prepare a consolidated tape and PS Form 6019 in duplicate. See Figure C8.F4. The tape is a recapitulation of totals in Section III of all reports to be consolidated. The completed tape provides all of the entries necessary to complete the consolidated report. The consolidated report (PS Form 6019) is also a recapitulation of totals; all entries are made in Section III with the exception of the serial number, symbol number, and the amount and total of the check obtained by the COPE for remittance of funds. These entries shall be made in Section II ("Checks") with the total carried over to Block 9 of Section III.

C8.10.5.2.2. Remit all funds to the appropriate check-issuing activity immediately after tape verification. Instruct the check-issuing activity to make the check payable to: "Disbursing Officer, U.S. Postal Service." Obtain a receipt if a check is not issued at the time the funds are presented. Funds may be entrusted to another postal clerk for delivery to the check-issuing activity. Always obtain a receipt (PS Form 1096) when funds are exchanged personally between clerks, the COPE, and the verifying official.

C8.10.5.2.3. Assemble the consolidated report starting with the parent followed by the unit reports in numerical order. Arrange the reports and vouchers, maintaining individual unit identity, and assemble the package for easier handling and verification by the MO Division.

C8.10.5.2.4. Submit the original copies of MOB reports, remittance, and appropriate enclosures via registered USPS indicia or official Registered mail to the MO Division.

C8.10.5.2.5. Record the registry number on the duplicate copy of the consolidated report. Retain this copy and the duplicates of the parent and unit reports in the COPE's files.

C8.10.5.2.6. Preparing Money Order Reports. (For units transmitting daily financial reporting on the Unit Final 1412 and transmitted to the designated Finance Districts.)

C8.11. PECULIAR OR ABNORMAL MOB SITUATIONS (FIXED CREDIT)

C8.11.1. Issued From Different Series Same Day. When MOs are issued from two or more different series on the same day, list separate totals for each series on the verification tape and Section I, PS Form 6019. See Figure C8.F5.

C8.11.2. Issued Out of Sequence. List the serial numbers of the MOs issued out of sequence as a break in series, under Section I, PS Form 6019 as if it were a split series entry. Make a notation that the MOs were issued out of sequence in the "Remarks" section. A sample remark for MOs issued out of sequence is, "MOs ___ through ___ were issued out of sequence are reflected herein. Return to the proper sequence was not possible before the close of business." On the date the break in sequence is reached, list the serial numbers of the MOs issued on that date as a break in series under Section I, PS Form 6019, and make a notation in the "Remarks" section. An example is, "MOs ___ through ___ were issued out of sequence and reported on the MOB report for [indicate date of the report when the MOs were issued out of sequence and reported]."

C8.11.3. Missing MO Form Set. When a MO form set is missing and has not been previously reported, the clerk shall enter in the "Remarks" section a statement of circumstances on all copies of the PS Form 6019. List the MOs used as separate series. If it has been reported previously, follow the procedures in paragraph C8.4.3.

C8.11.4. Missing Voucher. When an issued MO voucher is missing, follow these procedures:

C8.11.4.1. Remit any overage in the MO cash related to the loss of voucher(s), with that day's business, on PS Form 6019, Section III, Item 4, labeled "Remarks."

C8.11.4.2. Write the words "Missing Voucher" on the related verification tape, in the space that normally would show the amount. Also list all missing vouchers by number in the "Remarks" section of the PS Form 6019.

C8.11.4.3. The Finance Supervisor or COPE shall prepare a MO facsimile per Figure C8.F6. and mail it directly to: USPS Money Orders, CITIBANK (Nevada), Lock Box Operation-Zone 1127, P.O. Box 504339, The Lakes, NV 88905-4339. Do not send the facsimile with the MOB report. The MO facsimiles are unnumbered USPS forms and, therefore, shall be locally reproduced.

C8.11.5. No-Business Days and Suspended Service. The MOB reports shall provide continuity of reporting. Therefore, prepare MOB reports to cover no-business days and suspended-service periods as follows:

C8.11.5.1. Report the days MOB was not conducted inclusively with the first business report following the resumption of business. On the day MOB is resumed, make an entry in the "No Business was Conducted" block to account for the entire period that no MOB was conducted. Enter in the "From Block" the first date that MOB was not conducted, and in the "To Block" the day before business was resumed.

C8.11.5.2. When a MO unit operates only on a temporary basis (such as paydays or deployments), write "Business Suspended" in the "Remarks" section of PS Form 6019 on the last day of business. On the first MOB day following the suspension of business, write "Business Resumed" in the "Remarks" section of PS Form 6019. Make an entry in the "No Business was Conducted" block to account for the dates that no business was conducted. Change to read, "Upon the conclusion of a deployment or exercise then "Business Suspended" is used; if MOs are sold every payday or sporadically "No Business was Conducted" is used." When you use the "Business Suspended" it informs the process chain not to expect anymore reports from that location. "No Business was Conducted" lets the process chain know it is a routine, but not daily.

C8.11.5.3. The MO units that do not conduct MOB on normal operating days shall notify the COPE on each day that business is not conducted.

C8.11.6. MO Sales Totaling Less Than \$100. When the amount of cash derived from the sale of MOs is less than \$100, it may be carried forward to the next report. However, if MOs are sold, prepare a PS Form 6019 and submit it without remittance. Amounts of less than \$100 shall be entered in Section III, Item 13. Whenever the total in this item reaches \$100, submit the remittance with the report.

C8.11.7. Checks Issued By Agent Officers. The Finance Supervisor or COPE located at military installations having no disbursing officer or check-issuing activity, but situated near an agent officer, shall make arrangements to convert cash into denomination of U.S. Treasury checks in the amount the agent officer is permitted to issue. The remaining amount shall be carried forward as cash balance in Section III, Item 13, on the PS Form 6019. The amount carried forward shall not exceed \$100. Notify the responsible commander if this condition exists.

C8.11.8. Balance Carried Forward. When a balance is carried forward in Section III, Item 13, on the PS Form 6019, the next MOB should reflect this in Section III, Item 1.

C8.11.9. Clerk Errors or Spoilage By Patrons. When a MO contains an error made by the issuing clerk, or has been spoiled by the patron and is returned with the receipt after the date of issue, the replacement MO shall be shown on the MOB report as a "No Fee" MO. See Figure C8.F2. For the reissued MO, see paragraph C8.8.2., annotate the verification tape "No Fee." (See Figure C8.F2.)

C8.11.10. Reporting Shortages. Report shortages in MO accounts on the same business day the shortage is discovered and, if warranted, initiate an investigation. See Chapter 14. Do not show the shortage on later reports. If a shortage occurs because of accepting counterfeit currency, see Chapter 14.

C8.11.11. Reporting MO Account Items Held For Investigative Reasons. When investigative action is necessary and MO account items (i.e., blank MO sets, cashed MOs, cash, or cash equivalents) shall be retained, follow these procedures:

C8.11.11.1. The Finance Supervisor or COPE or reserve custodian shall retain MO account items pending investigative findings, if necessary. Obtain a receipt for any transfer of such to investigating agencies. The agency shall have a search and seizure warrant taking custody of the items.

C8.11.11.2. Prepare PS Form 6019 for the day on which MO account items are held and submit it to the MO Division.

C8.11.11.3. Make a statement in the "Remarks" section of the PS Form 6019 relating the known facts regarding the shortage and justifying retention of the MO account items. For example, "Five consecutively numbered \$20.00 bills are suspected of being counterfeit when turned in for a check. They are being retained for analysis by the local OSI. Receipt was obtained."

C8.11.11.4. When the investigation and legal actions are completed, submit the MO account items with the next MOB report. List cash as an overage. Identify the overage and refer to the report that originally reflected the shortage. For example: "The suspected counterfeit \$20.00 bills reported on the 21 May 97 report proved to be good currency and audit is included in this report."

C8.12. COMMINGLING OF FUNDS

C8.12.1. The MACOMs may authorize the commingling of MO funds with USPS stamp and meter funds. However, do not commingle funds of one person with those of another. Maintain individual financial responsibility in all postal financial transactions.

Where commingling of funds is authorized, the MACOM shall issue supplemental instructions to ensure funds are accounted for in the following order:

C8.12.1.1. Money orders.

C8.12.1.2. Postage meter.

C8.12.1.3. Stamp stock.

C8.12.2. Audit Procedures. See Chapter 12.

C8.12.3. If commingling of funds is not authorized, a MO change fund up to \$50 may be issued from the COPE's stamp fund, provided the transfer is documented on PS Form 3369, "Consigned Credit Receipt," or PS Form 1096.

C8.13. LOST, DESTROYED, MUTILATED, OR VOIDED MOs.

Process applications for a lost, destroyed, mutilated, or voided MO per DMM S020 (reference (o)).

C8.14. EXAMINATION OF MO RECORDS

C8.14.1. Do not disclose information regarding MO transactions to any official, DoD Component, or Federal Agency, except as authorized by USPS regulations. The officials or the DoD Components desiring to examine USPS records retained at MPOs during an official investigation shall be in accordance with current laws and directives. Refer to paragraph C10.7.6. for the issuance of search warrants. If additional guidance is required contact local USPS Postal Inspector.

C8.14.2. Postal personnel may testify and disclose information pertaining to MO transactions before civil and military courts when directed by the proper authority. However, immediately upon receipt of a request for disclosure, and prior to testifying, postal personnel shall coordinate any possible disclosure with the appropriate MACOM postal representative who will coordinate with the legal authority.

Figure C8.F2. PS Form 6019, Tape Listing

List OID or UIC Number

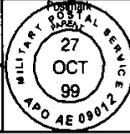


8023320522
Thru
8023320532

Barbara Billingsly

Money Orders Issued	117.88
No Fee	385.03
	200.00
	195.44
	290.47
	25.00
	174.84
	309.00
	13.79
	118.09
	328.32
	2,157.85
0.*	
Money Orders	10X
Fees	0.30+
	3.00*
Paid Money Orders	400.00+
	100.00+
	500.00T
0.*	
Issued MO's	
MO Fees	2,157.86
	3.00+
	2,160.86S
Less Paid MO's	500.00-
Total Cash	1,660.86T*

U.S. POSTAL SERVICE MILITARY POST OFFICE (MPO) REPORT OF MONEY ORDER BUSINESS									
MPO Office ID No. (APO/UIC)		Unit No.		Instructions					
09012		#5		See DOD 4525.6-M					
Issue Office Address				No Business was Conducted			From		
COPE 15th Postal Co Unit 20502 APO AE 09012				From			25 Oct To 26 Oct		
				Transmitted under Registry No.			For Business of (Date)		
							27 Oct 99		
SECTION I MONEY ORDERS ISSUED			SECTION II PAID MONEY ORDERS AND CHECKS INCLUDED IN SUMMARY				SECTION III CASH SUMMARY		
Block Serial Nos. Used			Paid Money Orders				Debits		
From 8023320522			Serial No.				Balance from Item 13 of Previous Report		
Thru 8023320532			Amount				MO Issued (Amount) Total (Section I)		
No. used 11			4 457 789 436 400 100				2,157.86		
No. spoiled 0			3 766 789 357 100 00				Fees (Fees Total Section I)		
No. issued 11							3.00		
Amount			Fee						
TOTAL ▶ 2,157.86			3.00						
Block Serial Nos. Used									
From							Shortage Correction *		
Thru									
No. used							TOTAL DEBIT ▶ 2,160.86		
No. spoiled									
No. issued							Credits		
Amount			Fee				Amount		
TOTAL ▶							Paid money orders (Total Section II)		
Block Serial Nos. Used							Checks as listed (Total Section II)		
From							CASH		
Thru							1,660.86		
No. used							TOTAL (To Item 8, Section III) ▶ 500.00		
No. spoiled							Overage Correction *		
No. issued							Balance carry to Item 1 of next report		
Amount			Serial No.				TOTAL CREDIT ▶ 2,160.86		
TOTAL ▶			Symbol No.						
GRAND TOTAL ▶ 2,157.86			Amount						
TOTAL			TOTAL (To Item 9, Section III) ▶						
NOTE							*Attach copy to Form 1508, Financial Adjustment Memorandum		
• Carry Grand Total Amount to Item 2, Section III									
• Carry Grand Total Fees to Item 3, Section III									
Remarks									
MO 8023320524 issued on 20 Jan 99 was returned by customer for replacement. It was mutilated; therefore treated as "Paid" and a "no fee" MO issued this date.									
Certified to be correct: <i>Barbara Billingsly</i> Barbara Billingsly, SPC (Military Postal Clerk / Grade)					Reviewed and Verified: <i>Tommie Kelly</i> Tommie Kelly, SFC (Designated Officer / Grade)				



PS Form 6019, Jan. 1983

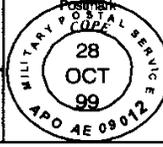
Figure C8.F4. PS Form 6019, Consolidated MO Report and Recapitulation Tape

U.S. POSTAL SERVICE MILITARY POST OFFICE (MPO) REPORT OF MONEY ORDER BUSINESS		
MPO Office ID No. (APO/UIC) 090129	Unit No. CONSOLIDATED	Instructions: See DOD 4525.6-M
Issue Office Address COPE 15th Postal Co Unit 20502		No Business was Conducted From 25 Oct To 26 Oct
9012-0006		Transmitted under Registry No. R 008 234 097
		For Business of (Date) 28 OCT 99

	SECTION II PAID MONEY ORDERS AND CHECKS INCLUDED IN SUMMARY	SECTION III CASH SUMMARY
	Paid Money Orders	Debits
	Serial No. Amount	Debits Amount
1		1. Balance from Item 13 of Previous report
2		2. MO's Issued (Amount Total Section I) 6,836.36
3		3. Fees (Fees Total Section I) 9.00
4		4.
5		5.
6		6. Shortage Correction *
7		7. TOTAL DEBIT 6,845.36
8		8. Credits
9		Amount
10		9. Paid money orders (Total Section II) 650.00
11		10. Checks as listed (Total Section II) 6,195.36
12		11.
13	TOTAL (To Item 8 Sec II) ▶	12. Overage Correction *
14	Checks	13. Balance carried to Item 1 of next report
15	Serial No. Symbol No. Amount	14. TOTAL CREDIT 6,845.36
16	4,334,443 5295 6,195.36	
17		
18		
19	TOTAL (To Item 9 Sec II) ▶	
		6,195.36

 <p>RECAPITULATION 0.*</p> <p>ISSUED</p> <p>Parent 1,855.75</p> <p>Unit 3 2,822.75</p> <p>Unit 5 2,157.86</p> <p>6,836.36*</p> <p>Fees 0.*</p> <p>Parent 3.00</p> <p>Unit 3 3.00</p> <p>Unit 5 3.00</p> <p>9.00*</p> <p>Paid MOs 0.*</p> <p>Unit 3 150.00</p> <p>Unit 5 500.00</p> <p>650.00*</p> <p>GRAND TOTAL</p> <p>ISSUED MOs 6,836.36</p> <p>FEES 9.00</p> <p>Sub Total 6,845.36 S</p> <p>LESS PAID MOs 650.00 -</p> <p>TOTAL CHECK 6,195.36*</p>	<p>*Attach copy to Form 1908, Financial Adjustment Memorandum</p>
--	---

Certified to be correct: <i>John Mitzel</i> JOHN MITZEL, CPL (Military Postal Clerk / Grade)	Reviewed and Verified <i>Tommy Kelly</i> TOMMIE KELLY SFC (Designated Officer / Grade)
---	---



PS Form 6019, Jan. 1983

Figure C8.F5. PS Form 6019, Verification Tape Depicting Sales From Different Series of MOs


 USED
 8023320397
 THRU
 8023320399
 0.*
Money Orders Issued 150.00
 150.00
 110.25
 410.25T
 0.*
Money Orders 3X
Fees 0.30=
 0.90*
 0.*
 USED
 8023320600
 THRU
 8023320606
 0.*
Money Orders Issued 100.00
 250.00
 45.00
 300.00
 25.15
 500.00
 225.35
 1,445.50*
 0.*
Money Orders 7X
Fees 0.30=
 2.10*
 0.*
 410.25
Issued MO's 1,445.50
Grand Total 1,855.75T
 0.*
 .90
MO Fees 2.10
Grand Total 3.00T
 0.*
Grand Total
Issued MO's 1,855.75
Fees 3.00
Total Cash 1,858.75T


 U.S. POSTAL SERVICE
 MILITARY POST OFFICE (MPO) REPORT OF MONEY ORDER BUSINESS
 MPO Office ID No. (APO/UIC) **09012** Unit No. **Parent** Instructions: See DOD 4525.6-M
 Issue Office Address **COPE** No Business was Conducted From To
15th Postal Co Transmitted under Registry No For Business of (Date)
Unit 20502 **27 Oct 99**
APO AE 09012

SECTION I MONEY ORDERS ISSUED		SECTION II PAID MONEY ORDERS AND CHECKS INCLUDED IN SUMMARY		SECTION III CASH SUMMARY	
		Paid Money Orders		Debits	Amount
Block Serial Nos. Used		Serial No.	Amount	1 Balance from Item 13 of Previous Report	
From	8023320397			2 MO's Issued (Amount Total Section I)	1,855.75
Thru	8023320399			3 Fees (Fees Total Section I)	3.00
No. used	3				
No. spoiled	0				
No. issued	3				
Amount		Fee			
TOTAL	410.25	.90			
Block Serial Nos. Used		Serial No.	Amount	4 Shortage Correction *	
From	8023320600			5	
Thru	8023320606			6 TOTAL DEBIT	1,858.75
No. used	7			7 Credits	
No. spoiled	0			8 Paid money orders / Total Section II	
No. issued	7			9 Checks as listed / Total Section II	
Amount		Fee		10 CASH	1,858.75
TOTAL	1,445.50	2.10		11	
Block Serial Nos. Used		Serial No.	Amount	12 Coverage Correction *	
From				13 Balance carried to item 1 of next report	
Thru				14 TOTAL CREDIT	1,858.75
No. used					
No. spoiled					
No. issued					
Amount		Fee			
TOTAL					
GRAND TOTAL					
	1,855.75	3.00			

NOTE:
 * Carry Grand Total Amount to Item 2, Section III
 * Carry Grand Total Fees to Item 3, Section III

* Attach copy to Form 1906, Financial Adjustment Memorandum

Remarks:

Certified to be correct: **Paul Duncan** Reviewed and Verified: **Tommie Kelly**
Paul Duncan, Pvt **Tommie Kelly, SFC**
(Military Postal Clerk / Grade) *(Designated Officer / Grade)*

PS Form 6019, Jan. 1983

Identifying the split series like these

Paul Duncan

Figure C8.F6. USPS Facsimile MO Voucher

Enter the 20 digit serial number of the voucher that is missing.

Army and Air Force use MPO number 9, Navy and Marine Corps use six – digit OID number

USPS FACSIMILE M. O. VOUCHER

8014665446	870202	625859	* * *
Serial No. (Include 11th Digit if known)	Year Month Day Date	Post Office ID	Amount

Tape all edges

Tommie Kelly

Signature **TOMMIE KELLY, SFC**

P. O. CAG **A**

Tape all edges

Complete this form for missing vouchers. Send directly to Money Order Division. P. O. Box 14971, St. Louis. Mo 63182 - 9412

DO NOT MIX THIS FACSIMILE WITH VOUCHERS.

COPE or Verifying Official's Signature

↓ fold on dotted line ↓

UNITED STATES POSTAL SERVICE

OFFICIAL BUSINESS

PENALTY FOR PRIVATE USE TO AVOID PAYMENT OF POSTAGE \$300

SEND TO:

USPS/Military Money Orders
Citibank(Nevada) Lock Box
Operations - Zone 1127
P. O. Box 504339
The Lakes, NV 88905- 4339

C9. CHAPTER 9

REGISTERED MAIL PROCESSING AND TRANSPORTATION

C9.1. PURPOSE

This Chapter, the USPS Domestic Mail Manual (DMM) (reference (o)), and the USPS Transportation Handbook Series T-7 (reference (w)), prescribe policy and procedures for the processing and transportation of Registered mail within the MPS. Chapter 3 lists delivery procedures to units and addressees.

C9.2. GENERAL

C9.2.1. Accountability. Take precise care in the receipt, documentation, handling, delivery, and dispatch of Registered mail. Give Registered mail the highest security at all times and keep it under direct and constant surveillance by MPC or PC or secure it properly in an approved safe or other secure area while in custody of the MPS.

C9.2.2. Transferring Accountability. Maintain an unbroken chain of receipts for Registered mail at all times while in the MPS channels.

C9.2.2.1. When transferring accountability for Registered Mail with another agency or person, use PS Forms 3854, "Manifold Registry Dispatch Book" and 3883, "Firm Delivery Book," DD Forms 1384, "Transportation Control and Movement Document," and 1385, "Cargo Manifest," or OPNAV Form 5110/9, "Mail Manifest."

C9.2.2.2. Dispatching activities may use PS Form 3830-A, "Registry Dispatch Record," when dispatching Registered mail in closed-body type vehicles. Use PS Forms 3830-A or 3854 with PS Form 2942-A, "Military Mail -- AV-7 Delivery List," PS Form 3877, "Firm Mailing Book," PS Form 3854 with DD Form 1372, "Mail Manifest," and PS Form 3854 for accountability.

C9.2.3. Classified Material. To maintain proper security, MPCs and PCs shall always assume that official Registered mail contains classified material up to and including SECRET. Refer to DoD 5200.1-R, "Information Security Program" (reference (e)), for guidance.

C9.2.4. Registry Clerks. Registry clerks include all postal clerks and military postal clerks with the responsibility for Registered mail.

C9.2.5. Coded (High Value) Shipments. Coded shipments are Registered mail consisting of one or more pieces transported together whose total value is \$250,000 or more. These shipments shall receive armed protection while in military postal channels. Postal activities shall take these actions and follow these rules when transporting coded shipments:

C9.2.5.1. Arrange for armed escorts through the local military law enforcement agency to accompany the mailings transported between postal activities.

C9.2.5.2. Ensure local mailers do not enter high value mailings into postal channels until after the postal activity makes the necessary security arrangements.

C9.2.5.3. Require mailers to erase or otherwise blot out any information on mailings that would indicate its value or the necessity for armed protection.

C9.2.5.4. Notify postal personnel at en route points so they can make arrangements for appropriate security while the mailings are in their area of responsibility.

C9.2.5.5. Some locations are fully operational on weekends and holidays. Coordinate with destination MPOs on delivery schedules.

C9.2.5.6. Notify the appropriate U.S. terminal managers by telephone when dispatching the mailings on CONUS-destined flights, and conduct a follow-up confirmation. Notify the terminal managers early enough for them to make proper security arrangements before the aircraft arrives. Information shall include the number of pieces, origin, destination, carrier, flight number, date and time of shipment, and container number(s). Notify the U.S. terminal manager of any flight delays or cancellations as expeditiously as possible.

C9.2.5.7. Treat information regarding coded shipments as "For Official Use Only."

C9.2.6. Distribution of Registered Mail Labels (Label 200-A "Registered Mail"). Give the DoD Components and other mailers who frequently mail Registered articles a quantity of labels proportionate to their annual usage. Issue additional quantities as required. The labels are not an accountable item and do not require a record of transfer.

C9.2.7. Personnel Requirements. Postal personnel assigned as registry clerks in AMTs, FMCs, or MPOs shall be U.S. citizens and eligible for a SECRET clearance. A favorable Entrance National Agency Check (ENTNAC) or National Agency Check (NAC) shall be on file.

C9.2.8. Witnesses. When one clerk operates the postal activity actions on Registered mail require a witness, make prior arrangements with a local unit or installation commander to provide such a witness. Only when approved by the responsible commander, in writing, will the MPO postal activity use the phrase "No Witness Available" (NWA).

C9.3. REGISTRY SECTION

C9.3.1. Designation. MPOs that handle and store Registered mail shall designate a secure area or Registry Section for this purpose. The Registry Section for land-based permanent structure MPOs shall be constructed and equipped properly to provide appropriate security and suitable protection for Registered mail. Separate the Registry Section from the rest of the work areas by a wire partition extending to the ceiling, if the top is not self-contained. See Chapter 13 for detailed instructions on the construction of registry cages. Small land-based MPOs operated by one or two personnel and shipboard MPOs may be exempt from the requirements to construct a separate Registry Section. Exceptions apply where lack of floor space or other physical constraints make it impracticable or impossible. Send exception to policy requests to the MPSA.

C9.3.2. Security of the Registry Cage. Secure the registry cage by a General Service Administration (GSA)-approved, three-position, dial-type combination lock for the storage of official Registered mail and the use of a GSA-approved, three-position, changeable combination padlock to secure the container. To maintain proper security, comply with the following policies at all times:

C9.3.2.1. Do not use official Registered mail containers to store postal effects or personal property.

C9.3.2.2. During business hours, secure the container and the Registry Section when not in direct control of the registry clerk(s).

C9.3.2.3. After business and during non-duty hours, store official Registered mail in an authorized secure container within the Registry Section, if possible. Secure oversize pieces in the registry cage.

C9.3.2.4. Document the opening and closing of registry safes and cages and conduct a security review at the close of the registry business each day.

C9.3.2.5. Use the following procedures when securing the registry cage:

C9.3.2.5.1. The clerk going off duty shall obtain a tin band seal, PS Item 0-817C or 0-817A, and place the seal number in the "Remarks" section of the DD Form 2261, "Registered Mail - Balance and Inventory." See Figure C9.F1. File the DD Form 2261 in a secure place other than the registry cage.

C9.3.2.5.2. After securing the registry cage with a common knowledge combination lock, place the seal through both the door hasp and the lock to prevent its removal without breaking the seal.

C9.3.2.5.3. When the next registry clerk requires access to the registry cage, the clerk shall compare the seal on the door with the number shown in the "Remarks" section of the DD Form 2261.

C9.3.2.5.4. Physically verify by tugging sharply that the locking mechanism of the seal has not been tampered with.

C9.3.2.6. If the number matches, the clerk and witness can enter the registry cage and immediately inventory on-hand registered items. After conducting the inventory, the new registry clerk shall sign Part III of the previous registry clerk's DD Form 2261 acknowledging receipt of all registered items listed in the inventory. If same registry clerk from previous balance report, Part III, assumes responsibility, no signature is required.

C9.3.2.7. If the seal number does not match, the clerk cannot enter the registry cage until the clerk responsible for affixing the seal is contacted. If this individual cannot be contacted, the registry clerk requiring access may do so only when accompanied by the MPO supervisor, FMC, or AMT chief. Conduct an inventory immediately and if on-hand registered items are accounted for, the new registry clerk shall sign PART III of the previous registry clerk's DD Form 2261 acknowledging receipt of all registered items listed in the inventory. However, if a shortage is discovered, follow the procedures in subparagraphs C9.3.5.9. and C9.3.5.10.

C9.3.3. Access to Work Areas. Only registry clerks, witnesses, the section supervisor, and personnel authorized to inspect and audit DoD postal facilities are allowed entry to the registry work areas. The on-duty registry clerk(s) shall control access to the area.

C9.3.4. Recording and Storing Combinations. Record and store combinations to Registry Sections and containers per Chapter 10.

C9.3.5. Handling Procedures. Accept, process, and handle Registered mail as follows:

C9.3.5.1. Place the Registered mail label (200-A) above the address and to the right of the return address; the top edge of the label should be flush with the upper edge of the article. If this placement is not possible, place the label anywhere on the address side of the article.

C9.3.5.2. Accept personal items as Registered mail through the MPO on PS Form 3806, "Receipt for Registered Mail." See Figure C9.F2. Prepare the form in duplicate. The full value of the article shall be declared and endorsed on PS Form 3806 in the space provided. Do not use the letters "NV"(no value) in the declared value space on PS Form 3806, unless the article contains papers or written matter on which the patron places no monetary value. Rate the article for postage and fees and other required services and enter the amount in the appropriate blocks on PS Form 3806. Give the original to the patron and file the duplicate in numerical sequence. The package shall meet all mailing requirements. The mailer is responsible for the proper packaging and sealing of the item. For withdrawal or recall procedures, see DMM D030 or S911 (reference (o)). If mail is withdrawn or recalled, do not refund postage and fees.

C9.3.5.3. Volume mailers provided Registered mail labels shall prepare a PS Form 3877, "Firm Mailing Book for Accountable Mail," in duplicate. Mailers may use special firm mailing bills or forms that contain all necessary postal information instead of PS Form 3877. The mailer shall enter the registered number for each article. The accepting clerk shall check the articles against the entries on the form and complete the form per Figure C9.F3. The accepting clerk shall keep the original bill and give the duplicate to the mailer. If the mailer insists, the clerk may place an original signature on the duplicate. Treat errors during the preparation of PS Form 3877 or substitute forms as follows:

C9.3.5.3.1. Do not change the registered numbers on the form. If a mistake is made, place a line through the entry, initial it, and start again.

C9.3.5.3.2. If an error is detected in the numbers after acceptance and the patron has departed the facility, do not prepare a new form. Explain the error on the bill and correct the information.

C9.3.5.4. Postmark letters twice on the back at the crossing of the upper and lower flaps, or if using return receipts, postmark partially on the receipt and partially on the flaps of the letter. Postmark packages, sealed with paper strips, across opposite edges of the strips. Use additional postmarks if this would make detecting rifling easier. If paper strips are not used, postmark all seams on the wrapping. When large mailings consist of letters containing written or printed matter of little value, postmark the envelopes once on the back by running them through a canceling machine. Cancel the postage stamp using the All Purpose Date Stamp (APDS).

C9.3.5.5. If the acceptance window is a separate operation from the Registry Section, use PS Form 3854 to make the transfer to the Registry Section.

C9.3.5.6. Use a PS Form 3854 or DD Form 2261 to transfer accountability between registry clerks upon change of shifts or when a registry clerk surrenders custody of registered items. Transfer of accountability is not required when two clerks are working in the registry cage at the same time. However, enter the name of the second clerk in the "Remarks" section of the DD Form 2261. See Figure C9.F1. If the responsible clerk in Part III of the previous DD 2261 departs for the day, transfer accountability using the DD Form 2261.

C9.3.5.7. The Registry Section shall close during periods of temporary absence(s) of the clerk. If closure is not possible, temporarily transfer the registry account to another clerk. Complete PS Form 3854 in two copies, numbering the bills consecutively, starting with number 1 in January each year and retain the original in the book. The clerk being relieved shall retain the second copy. When the regular clerk returns, repeat the procedure. Use a single PS Form 3854 book for these transfers.

C9.3.5.8. At the close of business each day or at each shift change, as applicable, the registry clerk shall conduct an audit by completing DD Form 2261. Retain the DD Form 2261 with backup documentation. In one-person MPOs or postal units operated by only one clerk at locations separated from the postal facility, make prior arrangement with appropriate authorities to provide a verifying official. The verifying official does not have to be a clerk. If desired by the MPO supervisor, clerks may retain this documentation in the registry cage until they conduct the first balance and inventory on the first workday of each month. In this case transfer the previous month's DD Form 2261 to the MPO supervisor or designated representative for their files. At one- and two-person MPOs that do not have a separate Registry Section or cage do not complete a DD Form 2261 on days registry business is not conducted.

C9.3.5.8.1. ADD Form 2261 is not required if there is no Registered mail left from the previous day and no Registered mail accepted during the duty day; i.e., receipt and (or) dispatch.

C9.3.5.8.2. Enter "No business conducted between (dates involved)" in the "Remarks" section on the DD Form 2261, on the first day a registry transaction is accomplished.

C9.3.5.9. Complete the entries, which are self-explanatory, on DD Form 2261. In the "Remarks" section, enter the name of each clerk working in the Registry Section during the period and comment on significant actions occurring. Include the names of witnesses who signed documentation during that day. Do not correct errors, unless it is in the heading, Part III, or Part IV of the form. Prepare a new form if an error is made. If the number of items on hand exceeds the number of lines in Part IV, use the back of as many forms as needed and staple them together for filing. When a balance cannot be attained, recheck the computations of each entry against the related forms processed during the period. Confirm that a form is on hand for each transaction performed. If necessary, go back to the previous balance and inventory and crosscheck the numbers for each transaction since that time. The process of verifying the disposition of each item should identify the article causing the accounting error.

C9.3.5.10. If, after performing a recheck, the balance and inventory still reveals a missing registered item, take the following steps:

C9.3.5.10.1. Identify the number of the missing item and the source from which it was supposedly received.

C9.3.5.10.2. If the sender is locally available notify them that the article is missing and determine if it was returned accidentally. If the response is negative, contact all units or activities to which articles were dispatched during the period to determine if the item(s) was included in a pouch, but not listed, or if the item was accepted in error.

C9.3.5.10.3. If the sender is serviced by another post office, send a letter or electronic message to the accountable postmaster or postal activity of dispatch with instructions to notify the sender of the possible loss. In addition, request the following information:

C9.3.5.10.3.1. The name and address of the sender and addressee.

C9.3.5.10.3.2. The contents of the item.

C9.3.5.10.3.3. The classification, if official.

C9.3.5.10.3.4. Any evidence that the addressee has or has not received the item.

C9.3.5.11. Maintain complete supporting documentation for registry transactions at all times. To fulfill this requirement, follow these procedures:

C9.3.5.11.1. File PS Form 3849, "Delivery Notification/Reminder/Receipt" (see Figure C3.F3.), used to deliver Registered mail, numerically by the last two digits of the accountable mail number.

C9.3.5.11.2. Retain the PS Forms 3854 used in dispatches.

C9.3.5.11.3. File duplicate copies of PS Form 3806 in numerical sequence by the last two digits in MPO files.

C9.3.5.11.4. Retain the following documents with the completed DD Form 2261, in the MPO files:

C9.3.5.11.4.1. PS Form 3877.

C9.3.5.11.4.2. Incoming inside bills (PS Form 3854).

C9.3.5.11.4.3. Incoming and outgoing manifests.

C9.3.5.11.4.4. Incoming and outgoing truck bills (PS Form 3854) returned by addressees.

C9.3.5.11.4.5. Evidence of items received from other sources.

C9.3.5.11.4.6. Incoming and outgoing, delivery and receipt records (PS Form 3883). PS Form 3883, "Firm Delivery Book" may be kept separate from the DD Form 2261.

C9.4. RECEIPT OF REGISTERED MAIL

C9.4.1. From a Source Other Than Air Carrier. Immediately upon receipt, verify the numbered seal of each security container or pouch and the registration numbers of the outside pieces (OSPs) with those listed on the appropriate documentation that accompanies the Registered mail. Report irregularities. See section C9.5. If no irregularities are discovered, take the following actions:

C9.4.1.1. From Individuals. When receipting for registered items on PS Form 3854, the registry clerk shall sign all copies to acknowledge receipt. The receiving postal activity shall retain the original for its records and the individual shall retain the duplicate as a receipt.

C9.4.1.2. From a Sealed, Closed-Body Type Vehicle. When receipting for Registered mail from a sealed, closed-body type vehicle, take the following actions:

C9.4.1.2.1. Verify seal number on the tin band seal securing the door. Physically verify by tugging sharply that the locking mechanism of the seal has not been tampered with.

C9.4.1.2.2. The registry clerk and a witness shall sign all copies of PS Form 3854 to acknowledge receipt. Retain the original at the receiving activity as a file copy and return the duplicate to the dispatching activity by First-Class USPS indicia mail.

C9.4.1.3. At-Sea Transfers. When receipting for Registered items during transfers at sea and circumstances prevent an exchange of receipts, the receiving ship shall acknowledge receipt by electronic message. Forward the normal receipt as soon as practical.

C9.4.2. From an Air Carrier (Commercial or AMC)

C9.4.2.1. Loose Pouches and OSPs. Follow the procedures in reference (w). For AMC aircraft, sign the dispatch documents, keep the original, and give a copy to the AMC representative.

C9.4.2.2. Containerized Shipment. Examine and test the seal to determine if it is intact. If the seal is intact, check the seal number against the number shown on PS Forms 3830-A or 3854. Complete the dispatch receipt portion of PS Form 3830-A or the duplicate PS Form 3854 and return it promptly to the dispatching unit. Report irregularities. See section C9.5., below.

C9.5. REPORTING IRREGULARITIES IN RECEIPT OF REGISTERED MAIL

C9.5.1. Irregularities in Receipt of Registered Mail from other than an Air Carrier

C9.5.1.1. If all Registered mail listed on the dispatch bill is not received, contact the dispatching activity immediately to determine if the item was actually dispatched.

C9.5.1.1.1. If it was not sent, write "not received" opposite the entry on the dispatch bill and the source of the information, annotate the coupon to reflect the shortage, and return it to the dispatching activity.

C9.5.1.1.2. If it was sent, initiate a postal offense investigation; write, "not received" opposite the entry on the dispatch bill, and annotate and return the coupon to the dispatching activity. Retain the pouch, container, or jacket label, and lock or seal the item until the discrepancy is explained satisfactorily or other instructions are received.

C9.5.1.2. For articles received, but not listed on the dispatch bill, enter the article number on the bill with a note of explanation, immediately contact the dispatching activity by phone or message, fill out the coupon with the details of the discrepancy, and return it to the dispatching activity.

C9.5.1.3. If the dispatch bill is prepared improperly, make corrections on the bill and return the coupon explaining the discrepancy to the dispatching activity.

C9.5.1.4. When Registered mail is received erroneously, immediately contact the intended destination by phone, facsimile, or message and inform the originating postal activity about the items involved and the plans for dispatch.

C9.5.1.5. When Registered mail is found in ordinary mail, see subparagraph C9.5.2.6.

C9.5.2. Irregularities in Receipt of Registered Mail from Air Carriers

C9.5.2.1. If a postal activity does not receive all Registered mail listed on PS Form 3854, PS Form 3830-A, DD Form 1384, or DD Form 1385, comply with reference (w) and take the following actions:

C9.5.2.1.1. Inform the air carrier of the irregularity and allow 24 hours for the carrier to check other stops along its route to locate the missing Registered mail.

C9.5.2.1.2. Immediately contact all military postal activities at scheduled stops along the carrier route to determine if such mail was short-shipped or over-shipped.

C9.5.2.1.3. Request the air carrier conduct a search of its terminal facilities, including the non-Registered mail holding areas.

C9.5.2.1.4. Begin monitoring later incoming flights of the air carrier involved, including both all-cargo and passenger flights.

C9.5.2.1.5. Advise the dispatching activity immediately of all details, including the following:

C9.5.2.1.5.1. Flight, date, and time when Registered mail should have been received.

C9.5.2.1.5.2. Bill and line number from the pouch or OSP dispatched.

C9.5.2.1.5.3. Seal number of registered pouch or registration number of OSP not received.

C9.5.2.1.5.4. Seal number affixed to the container, if a piece is missing from a container.

C9.5.2.2. If Registered mail is not recovered after the above actions, report the matter as a postal offense.

C9.5.2.3. If dispatched from a U.S. postal activity, the servicing JMPA shall be advised if the missing registered item is not located within 24 hours. For missing U.S. outbound registers, the JMPA shall:

C9.5.2.3.1. Relay the information to the Inspector-in-Charge requesting verification of dispatch particulars (ASM, reference (q)).

C9.5.2.3.2. Forward the information received from the Inspector-in-Charge to the overseas postal activity by message.

C9.5.2.3.3. Request the postal activity ascertain whether the item was received or delivered under abnormal circumstances. The postal activity shall report findings to the JMPA.

C9.5.2.3.4. Immediately notify all concerned when a missing item has been located.

C9.5.2.4. When Registered mail is received erroneously at a postal activity.

C9.5.2.5. If a Registered item is received without a PS Form 2942-A from an U.S. commercial air carrier, the receiving activity shall immediately prepare a substitute PS Form 2942-A and a PS Form 3854 with the endorsement "DUPLICATE - ORIGINAL NOT RECEIVED."

C9.5.2.6. When a Registered article is found in ordinary mail, start accountability procedures. Prepare a PS Form 3854 in duplicate, with "FOUND IN ORDINARY MAIL AT(location)" on the front of the bill. Immediately contact point of origin to advise of receipt. Forward the duplicate copy of the bill to the office of origin.

C9.5.2.7. If the seal is not intact on a containerized shipment or if there appears to be evidence of tampering, immediately call a supervisor to witness further checking of the dispatch. If the seal number shown on the dispatch document agrees with the number on the seal, complete the dispatch receipt to show the exact nature of the irregularity, such as "seal not closed." If the numbers on the seal and dispatch document do not agree, show the discrepancies on the receipt portion of the form. Record the exact nature of any irregularity on the bill portion of the dispatch document. Promptly send the receipt portion to the dispatching unit. Cut the seal and check the contents in the presence of the supervisor. If there are any irregularities or discrepancies in the contents as billed, report them on the bill coupon to the dispatching office. Both the opening clerk and the supervisor shall sign the bill coupon. If there is evidence of tampering, theft or loss of contents see subparagraphs C9.5.2.1. through C9.5.2.3.

C9.6. PROCESSING INCOMING REGISTERED MAIL

C9.6.1. Open and Verify. Open each Registered pouch and verify the contents individually in the presence of a witness. Do not discard the seal and slide label until completing a check of the contents and finding no discrepancies.

C9.6.2. Document. After verifying the contents, the registry clerk and witness shall sign (first initial and last name is sufficient) the manifold dispatch bill (inside bill). Preceding the signature of the witness write "WITNESS" or "WIT." At one-clerk locations, when no witness is available, annotate the bill with "NWA." See paragraph C9.2.8. Enter a clear impression with the APDS on each Registered article received and the incoming Registered bill to show the office and date of receipt.

C9.6.3. Report. Report discrepancies and irregularities as follows:

C9.6.3.1. In cases involving damaged Registered mail, if there is no evidence of depredation, repair the article, annotate the wrapper, bill, and coupon "Received in Damaged Condition" and return the coupon to the dispatching activity.

C9.6.3.2. In cases when items are loose in a sack or pouch and there is only one damaged article, assume that the loose items, in the absence of evidence to the contrary, relate to the damaged article. Place the loose contents in the damaged package, rewrap, and annotate the wrapper appropriately.

C9.6.3.3. If loose items are in a sack or pouch without an envelope or other container, note all particulars on the bill and coupon, postmark, and sign the statement and have a witness sign. Return the coupon to the dispatching office and notify the servicing JMPA.

C9.6.3.4. If in doubt as to the name and address of the person for whom the article is intended or of the owner, report the facts to the servicing JMPA, who notifies the accountable postmaster's Inspector-in-Charge. The postal activity will hold the matter pending receipt of instructions.

C9.6.3.5. When depredation is suspected, initiate a postal offense investigation. Have the addressee inventory any contents in an attempt to determine if they are intact. Summarize the extent of the damage on the bill and coupon, and return the coupon to the dispatching activity. Process the article per instructions received from the JMPA.

C9.6.3.6. If pieces received do not agree with the inside bill, contact the office sealing the pouch immediately by phone or message. If the pouch originated in the United States, notify the servicing JMPA.

C9.6.3.7. If the article received is not listed on the bill, see subparagraph C9.5.1.4.

C9.6.3.8. For bills improperly prepared, see subparagraph C9.5.1.3.

C9.6.3.9. When a bill is missing, prepare a new bill in duplicate and send the copy to the dispatching activity indicated on the slide label. The original dispatching activity compares the duplicate with its file copy. If the bills agree, they are filed together. If discrepancies exist that cannot be reconciled, notify the receiving activity to follow procedures in section C9.5.

C9.6.3.10. If official Registered mail is received in damaged condition and actual or possible compromise of classified information is apparent, report the incident per each Military Department's security procedures. When only the outer wrapper is damaged and there is no possibility that the contents were disclosed, and when personal Registered mail is received in damaged condition, rewrap and endorse the envelope or wrapper and the bill with "Received in Damaged Condition." Then postmark and sign the bill and send the coupon to the originating office.

C9.6.3.11. Report all discrepancies or irregularities of Registered mail indicating evidence of deprecation per Chapter 14. When irregularities in the preparation or acceptance of Registered articles are detected, notify the accepting post office by PS Form 3826, "Registry Irregularity Report." Keep a copy of this form with the balance and inventory for that day.

C9.7. DISPATCHING REGISTERED MAIL

C9.7.1. Secure Mailbags. Secure mailbags used to dispatch Registered mail with PS Item 0-817C, "Numbered Tin Band Seal for Registered Mail," and account for them by the serial number. This number shall be on all bills and manifests.

C9.7.2. Accessibility to Unauthorized Persons. Postal activities that use PS Item 0-817A, "Seal, Car Door, Tin or Electro-Galvanized, Number," or PS Item 0-817C shall ensure they never place them near doors or service windows, or any other areas accessible to unauthorized personnel. Seals may not be used for other than their intended purpose.

C9.7.3. Defective Mailbag. Never dispatch Registered mail in torn or defective mailbag equipment. Examine the bags used for dispatch of Registered mail to ensure that such equipment is not torn or otherwise defective. Receiving activities shall immediately examine mailbags that are torn or otherwise defective, for possible loss or tampering of Registered pieces.

C9.7.4. Avoid OSP. To preclude handling as ordinary mail, avoid the dispatch of Registered articles as OSPs, when possible. Make every effort to enclose all parcels in pouches.

C9.7.5. Prepare Registered Mail for Dispatch

C9.7.5.1. Separate Registered mail by destination and tie letters and flats in bundles.

C9.7.5.2. Use a separate book of PS Form 3854 for registry jackets. Complete the PS Form 3854 in duplicate, showing each registered item included in the jacket. See Figure C9.F5. Once completed, the registry clerk shall sign the bill. After verifying the contents and entries, the witness shall sign after the annotation "WITNESS" or "WIT." At one-clerk locations, if no witness is available, annotate the bill "NWA." See paragraph C9.2.8. Place the original PS Form 3854 inside the jacket with the coupon attached and keep the duplicate inside the book. The registry jacket then becomes a Registered item to be sacked and listed on the inside manifold dispatch bill for the Registered pouch.

C9.7.5.3. Use a separate book for inside bills. Prepare the bill for the Registered pouch per Figure C9.F5. The office of origin is required for individual Registered pieces.

C9.7.5.4. In the presence of the witness, the registry clerk shall place the original inside bill with the items being dispatched. Retain a copy of the bill in the manifold dispatch book or in the MPO files. In the presence of the witness, the clerk shall then close and secure the pouch with a numbered tin band seal in the following manner:

C9.7.5.4.1. Thread the small plain end of the seal, with the number down, through the bottom of the staple toward and through two or three grommets of the pouch.

C9.7.5.4.2. Bend the seal back and thread the plain end through the head of the seal so the number appears on the outside of the seal.

C9.7.5.5. When dispatching Registered mail by truck, use a separate book for outside bills. Complete the PS Form 3854, original and two duplicates, to reflect each Registered pouch and OSP being dispatched. Follow the completion and disposition instructions. (See paragraph C9.7.10.)

C9.7.5.6. Prepare the PS Form 3854 with a ballpoint pen. If an error is made during preparation of the bill, the registry clerk shall draw a single line through the entry, initial it, and begin again on the following line.

C9.7.5.7. If it is necessary to dispatch a Registered piece as an OSP, affix completed PS Label 87, "Registered Outside" (see Figure C9.F6.), for air shipments. Place the appropriate label on the address side of the article. Take care not to conceal any portion of the registry number.

C9.7.6. Dispatch of Registered Mail Directly to U.S Commercial and Military Air Carriers as Individual Pieces (Pouches, Sacks, or OSPs)

C9.7.6.1. Documentation (Outside Bill). The dispatching activity shall enclose the original and the third copy of the PS Form 3854 (outside bill) and a pre-addressed return envelope, in the EP-9 envelope, and affix the EP-9 to the final pouch. If a pouch is not included in the dispatch, use an EP-11 (Outside Registry Bill Envelope). Hold the duplicate copy of the PS Form 3854 in the book as a suspense copy until the receiving activity returns the third copy. At that time, file the third copy with the DD Form 2261 that was prepared the day of dispatch, and destroy the suspense copy. These instructions do not apply to shipments dispatched on AMC aircraft using DD Form 1384.

C9.7.6.2. Although a separate PS Form 2942-A is not required when tendering Registered mail directly to U.S. commercial air carriers, turn over all Registered mail separately at the time of dispatch, allowing the carrier to provide such mail proper security.

C9.7.7. Procedures for Containerization. When using PS Form 3830-A, postal activities shall establish a suspense file using the soft copy (white tissue) for the purpose of matching the receipted copy (Part B of PS Form 3830-A). The postal activity may destroy this copy upon receipt of the hard copy per reference (w).

C9.7.8. Documentation for Military Aircraft. Postal activities that dispatch Registered mail directly to AMC or command-owned aircraft shall follow the procedures per subparagraph C9.7.6.1. In addition, prepare DD Form 1384. The USN and USMC activities may use OPNAV Form 5110/9 instead of the DD Form 1384. When using DD Form 1384 to dispatch Registered mail on command-owned aircraft, do not forward it through AMC channels for billing.

C9.7.8.1. The DD Forms 1384 should reflect each seal and OSM number. When dispatching more than 14 pieces of Registered mail, initiate another DD Form

1384 with a new transportation control number (TCN) and, file the copy of DD Form 1384 with the DD Form 2261. When someone other than the registry clerk delivers the mail to the AMC, they shall sign a suspense copy of the form and return the AMC signed form to the registry clerk. The registry clerk returns the suspense copy to the individual at that time.

C9.7.8.2. Dispatching locations that manifest intra-theater destined Registered mail to the AMC should not complete a PS Form 3854 (outside bill) if the same action is completed on the DD Form 1384. If dispatching U.S.-destined Registered mail to the AMC, continue to complete both forms. This procedure does not apply to Registered mail dispatched to U.S. commercial carriers.

C9.7.8.3. File signed outgoing DD Forms 1384 and incoming AMC manifests daily with the DD Forms 2261. List the pieces of mail in Part One of DD Form 2261 or in Block 4 or 11, whichever is applicable. Ensure AMC agents or postal clerks sign and date the DD Form 1384 and AMC computer printout, respectively, when they accept registry shipments.

C9.7.9. Tendering Mail Direct. When tendering mail directly to another postal activity, use the PS Form 3854 to account for each pouch and OSP. In addition, take the following actions:

C9.7.9.1. The receiving postal clerk shall present a DD Form 285 authorizing receipt before being allowed to accept Registered mail. The clerk shall sign as the receiving "Postmaster" on the triplicate bill and indicate the total number of pieces received in the appropriate space to the left of the signature. Retain the triplicate copy in the manifold registry dispatch book.

C9.7.9.2. Give the original and duplicate bill to the receiving clerk for delivery to the receiving postal activity.

C9.7.9.3. The registry clerk of the receiving postal activity shall postmark and receipt for the mail by signing the original and duplicate bill. Give the duplicate bill to the delivering clerk as a receipt.

C9.7.9.4. Retain the original bill with the balance sheet for that particular tour or day.

C9.7.9.5. Report discrepancies and irregularities. See section C9.5.

C9.7.10. Dispatch by Sealed Closed-Body Type Vehicles. Take the following actions when dispatching Registered mail by sealed, closed-body type vehicles:

C9.7.10.1. Prepare a PS Form 3854 in triplicate. Indicate the seal number of the truck (PS Item 0-817 A or C) as "Seal No. _____"; list the pouch seal numbers and outside pieces being transported on all three copies of the bill. Once completed, the registry clerk shall sign the bill.

C9.7.10.2. Place the original and duplicate copy of the bill in an EP-9 (Registry Mail Jacket) and attach it securely to the outside of the last registry pouch. If there are no pouches in the shipment, use an EP-11 and attach it to the last piece in the shipment.

C9.7.10.3. Retain the triplicate copy of the bill in the dispatch book.

C9.7.10.4. Upon receipt of the signed PS Form 3854, file it with the DD Form 2261 prepared the day of dispatch.

C9.7.11. Tracer Action

C9.7.11.1. Dispatching Activities. Whenever dispatching Registered mail on U.S. commercial and military air carriers, retain office suspense copies of PS Forms 3854 (outside bill) and 3830-A for a period equal to the normal two-way transit time. If, after that period, the signed duplicate PS Form 3854 or 3830-A (Part B) has not been returned, take the following actions:

C9.7.11.1.1. Prepare a duplicate copy of the applicable form, mark it "Duplicate-Original Not Received," and forward it to the receiving activity.

C9.7.11.1.2. If the tracer is not returned within the normal two-way transit time, inform the servicing JMPA or MACOM, as applicable.

C9.7.11.2. Receiving Activities. Upon receipt of the applicable form, immediately determine if the Registered mail was received. If it was, sign the form and return it. If not, follow the instructions in subparagraphs C9.5.2.1. through C9.5.2.3.

C9.8. TRANSPORTATION OF REGISTERED MAIL

C9.8.1. Dispatch by Air

C9.8.1.1. To maintain proper security, overseas postal activities shall dispatch official Registered mail only on designated scheduled commercial, non-stop, cargo, passenger or cargo with passenger flights operated by U.S. carriers, or on DoD aircraft.

Official mail containing stamp stock may be dispatched on foreign passenger or cargo carriers after approval from the MPSA. Approval letter outlines the proper implementing procedures. If slide labels are not marked "PERSONAL," dispatch them as official Registered mail.

C9.8.1.2. To maximize security, reduce handling, and speed delivery to final destination, dispatching activities shall containerize Registered mail to the greatest extent possible. Take the following actions:

C9.8.1.2.1. Personal Registered mail may be loaded in the same container with First-Class and Priority mail and dispatched on U.S. commercial passenger flights. However, it is essential that Registered mail be clearly separated from other mail in a container. It should be loaded last to allow it to be unloaded and accounted for first at the destination. Accomplish this by placing a divider between the Registered and other mail. Registered mail, other than OSPs, may not be included in residue mail that cannot be containerized. Any residual mail after filling the container should consist only of non-Registered mail.

C9.8.1.2.2. When combining official Registered mail in the same container with First-Class and Priority mail, dispatch it on flights per subparagraph C9.8.1.1.

C9.8.1.2.3. When combining Registered mail for shipment in a container with any other mail class, handle the container as Registered mail and seal it with a numbered tin band seal.

C9.8.1.3. The JMPAs, in coordination with the MACOM postal representative, shall designate which flights will carry official Registered mail. The designated flights should be those that arrive at the most appropriate time for the receiving location since an assigned U.S. MPC or PC shall meet the flight. Dispatches, however, shall be made as frequently as the constraints allow. (See subparagraph C9.8.1.1.)

C9.8.1.4. The U.S. MPC or PC shall conduct "Ramp-Watching" at overseas Mail Control Activities (MCAs) to provide proper security during the receipt and dispatch of official Registered mail. This means the detailed U.S. MPC or PC shall physically monitor the designated flights. Ramp-Watching personnel shall:

C9.8.1.4.1. Request air carrier representatives provide information on container positions and numbers that hold Registered mail.

C9.8.1.4.2. Keep the container or loose Registered mail within view at all times during unloading operations and until actual receipt and physical custody of the Registered mail takes place.

C9.8.1.4.3. Accept custody of the Registered mail from the carriers at the planeside when possible. If mail requires customs processing, escort mail and keep visible at all times.

C9.8.1.4.4. Keep outgoing Registered mail in visual contact during dispatching, loading operations, and until the aircraft is completely closed and taxiing.

C9.8.1.4.5. Make arrangements with the designated air carriers to ensure they immediately notify the military any time a designated flight diverts, overflies, or returns to the airport of departure for any reason. The dispatching activity shall immediately contact postal personnel at the airport to arrange for ramp watching and to take control of the Registered mail.

C9.8.1.4.6. Report any compromises or suspected compromises of Registered mail, per each of the Military Department's security regulations. Report other carrier irregularities per Chapter 11 and postal offenses and losses per Chapter 14.

C9.8.2. Dispatch by Truck. When transporting official Registered mail by truck, the driver shall be a U.S. citizen. If a U.S. citizen driver is not available, a U.S. citizen mail guard shall accompany the shipment. Loading to the rear of the truck bed is authorized when one or more of the following conditions exist:

C9.8.2.1. Truck doors are secured with bars and an approved locking device.

C9.8.2.2. Registered mail is placed in a container secured to the truck.

C9.8.2.3. Registered mail is secured in the truck by use of cargo net or some other means to keep it from falling out of the truck if doors open or latches fail to hold.

C9.8.3. At-Sea Transfers. Per Replenishment at Sea Instructions (NWP4) (reference (a1)), Registered mail shall be transferred in weighted, non-watertight bags, whenever feasible, to ensure prompt sinking in case of loss.

Figure C9.F1. DD Form 2261

REGISTERED MAIL - BALANCE AND INVENTORY					
PREPARING ACTIVITY: FPO AE 09610			PERIOD COVERED (Yr, Mo, Day, Hr)		
			FROM: 99 Oct 7 0700	TO: 99 Oct 8 0700	
PART I - NUMBER OF INDIVIDUAL ITEMS PROCESSED					
SECTION A - ON HAND, ACCEPTED, RECEIVED AND PREPARED FOR DISPATCH			SECTION B - OPENED, DELIVERED, DISPATCHED AND ON HAND		
1	Items on hand at start of period	2	9	Items delivered on PS 3849 & 3883	2
2	Items accepted on PS FMs 3806 & 3877 and returned from UMCs on PS FM 3883	1	10	Items listed on inside bills(PS 3854)	0
3	Items listed on inside bills on PS FMs 3854	2	11	Items listed on outgoing manifests	0
4	Items listed on incoming manifests	1	12	Items listed on outgoing truck bills	0
5	Items listed on incoming truck bills	0	13	Number of pouches/jackets opened	1
6	Number of pouches/jackets closed	0	14	Items on hand at end of period	3
7	Items received from other sources	0	15	Enter totals of items 9 thru 14. This total must be the same as the total shown in Item 8.	6
8	Enter total of items 1 thru 7 TOTAL	6			
SECTION C- INVENTORY BY NUMBER OF EACH ITEM DELIVERED ON PS FM 3849 (Continue in remarks if necessary)					
PART II - REMARKS: Registry Cage Seal #S29997321 PC3 Marvin Bryant					
PART III - VERIFICATION AND TRANSFER OF ACCOUNTABILITY					
I VERIFY THAT ALL ENTRIES ON THIS BALANCE AND INVENTORY ARE CORRECT					
SIGNATURE OF PERSON PREPARING FORM: <i>Joe L Eagle</i>			SIGNATURE OF VERIFYING OFFICIAL: <i>Joe Brown</i>		
I ACKNOWLEDGE RECEIPT OF ALL REGISTERED ITEMS LISTED ON THIS INVENTORY					
TYPED/PRINTED NAME OF ACCEPTOR: (Last, First, MI) Brown, Larry L.			PAY GRADE: E-6	SIGNATURE: <i>Larry L. Brown</i>	
DD FORM 2261, JAN 82 REPLACES AF FORM 1953/DA FORM 4368, PREVIOUS EDITION IS OBSOLETE. FOR INSTRUCTIONAL PURPOSES ONLY					

Figure C9.F2. PS Form 3806

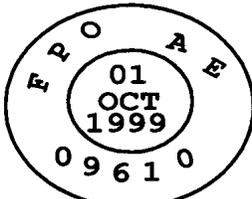
* U.S. GOVERNMENT PRINTING OFFICE: 1993-336-711		
REGISTERED NO. R 042 409 002		
To Be Completed By Post Office	Reg. Fee \$ 4.85 Special \$ Delivery 2.35	
	Handling \$ Charge	Return \$ Receipt
	Postage \$ 9.53	Restricted \$ Delivery
	Received by <i>Joe L. Brown</i>	
To Be Completed By Customer (Please Print) All Entries Must Be in Ball Point or Typed	Customer Must Declare Full Value \$ 15.49	<input checked="" type="checkbox"/> With Postal Insurance
		<input type="checkbox"/> Without Postal Insurance
	FROM	
	PFC James J. Wise	
	NAS LONDON BOX1	
	FPO AE 09610	
TO		
Mr Richard M. Wise		
334 Canton Road		
Vienna, AUSTRIA		
POSTMARK 		
Domestic Insurance is Limited To \$25,000; International Indemnity is Limited (See Reverse)		
PS Form 3806, RECEIPT FOR REGISTERED MAIL (Customer Copy) (See Information on Reverse)		

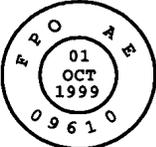
Figure C9.F3. PS form 3877

Name and Address of Sender NAS London FPO AE 09610		Indicate type of mail <input checked="" type="checkbox"/> Registered <input type="checkbox"/> Return Receipt For Merchandise <input type="checkbox"/> Insured <input type="checkbox"/> Int'l Recorded Del. <input type="checkbox"/> Certified <input type="checkbox"/> Express Mail		Check appropriate block for Registered Mail: <input checked="" type="checkbox"/> With Postal Insurance <input type="checkbox"/> Without Postal Insurance		Affix stamp here if issued as certificate of mailing or for additional copies of this bill.								
POSTMARK AND DATE OF RECEIPT														
For Accountable Mail	Line	Article Number	Name of Addressee, Street, and Post Office	Postage	Fee	Handling Charge	Net Value (if Regis.)	Insured Value	Due Sender if COD	R Fee	S. D. Fee	S. H. Fee	Remarks	
	1	R 233 231 084	Army Finance and DISB, APO AE 09620-2000	6.20	4.40									
	2	R 233 231 085	Carrier Air Wing 2, FPO AP 96601-0002	13.42	4.70									
	3	R 233 231 086	NMBC 1 Det 1, FPO AA 34099-4901	18.54	5.05									
	4	R 233 231 087	AAFES, FPO AE 09468-8400	25.09	5.40									
	5	R 233 231 088	US Army Aeronautical Det, APO AE 09102-1000	37.00	5.75									
	6													
	7													
	8													
	9													
	10													
	11													
	12													
	13													
	14													
	15													
Total Number of Pieces Listed by Sender - 5 -		Total Number of Pieces Received at Post Office - 5 -		POSTMASTER, PER (Name of Receiving employee) <i>Joe L. Perry</i>		The full declaration of value is required on all domestic and international registered mail. The maximum indemnity payable for the reconstruction of nonnegotiable documents under Express Mail document reconstruction insurance is \$50,000 per piece subject to a limit of \$500,000 per occurrence. The maximum indemnity payable on Express Mail merchandise insurance is \$500. The maximum indemnity payable is \$25,000 for registered mail sent with optional postal insurance. See Domestic Mail Manual 913 and 914 for limitations of coverage on insured and COD mail. See International Mail Manual for limitations of coverage on international mail. Special handling charges apply only to third and fourth class parcels.								
PS Form 3877, April 1991		FORM MUST BE COMPLETED BY TYPEWRITER, INK OR BALL POINT PEN				*U.S. Government Printing Office: 1991 - 296-870								

Figure C9.F4. USPS Registered Jacket

U.S.P.S. Registered Jacket

BE SURE TO SEAL PROPERLY AND POSTMARK PROPERLY AFTER MAILING SO THAT THE IMPRESSION OF THE POST MARK WILL APPEAR PARTLY UPON THE UPPER AND PARTLY UPON THE LOWER FLAP TO SECURE PROPERLY.
CHECK (U) PROMINENTLY APPLICABLE ENDORSEMENT - USE BLUE PENCIL IF AVAILABLE

POSTMARK OF	SPECIAL DELIVERY..... <input type="checkbox"/> AIR MAIL..... <input type="checkbox"/> FRAGILE..... <input type="checkbox"/>	POSTMARK OF
	POSTMASTER AT	
DISPATCHING UNIT		DISPATCHING UNIT

J. No. 45 FPO AE 09610

OFFICIAL STATE OF _____

Figure C9.F6. PS Label 87

REGISTERED OUTSIDE
FROM FPO AE 09610
ROUTING
FRT AMT
AMF JFK
<small>* U.S. GOVERNMENT PRINTING OFFICE: 1985-473-223 PS Label 87, March 1971</small>

C10. CHAPTER 10

GENERAL OPERATING PROCEDURES AT MILITARY POST OFFICES (MPOs)

C10.1. PURPOSE

This Chapter prescribes operating procedures for the MPS, per the postal laws of the United States, USPS regulations and instructions, and DoD Directives.

C10.2. STANDARD OPERATING PROCEDURES (SOP)

Responsible MACOM commanders and installation commanders shall ensure SOPs provide detailed instructions for each functional area of postal operations not specifically covered by the USPS or DoD Regulations and Directives. At a minimum, SOP will include information that is unique or has significant impact on the operation to include key points of contact, alternative operation sites in the event the facility becomes inoperative, contingency procedures, resource protection, emergency destruction plan, local SOPs, Postal Net Alerts (PNAs), quality initiative program, security and emergency destruction of USPS accountable items.

C10.2.1. Security (including protection of mail and postal effects, access to MPO working areas, and requirements for mail transportation).

C10.2.2. Emergency destruction of USPS funds, accountable paper, mail and postal equipment. See Chapter 2.

C10.3. CUSTOMER SERVICE

The Department of Defense shall provide postal service for the military overseas per the Department of Defense and USPS Postal Agreement (reference (g)). MPOs shall maintain a highly visible publicity program. Information such as type of mail service available; window hours; completing change of address cards upon Permanent Change of Station; and other good mailing practices should be disseminated periodically to various media sources (i.e., base newcomer orientation and departure briefings; E-mail and Web Sites; radio and television service; base bulletins and newspapers; unit commander's calls; newsletters; visiting Service members quarters info folders, etc.). All MPOs, particularly those without media sources, should prepare a pamphlet outlining postal information for newcomers. The pamphlets should be handed out during in-processing.

C10.3.1. Improving Service to Patrons. Postal personnel can improve service by advising their patrons to:

C10.3.1.1. Inform correspondents and publishers of correct mailing address. See DMM A010 (reference (o)) for address samples.

C10.3.1.2. Submit Change of Address Cards (currently in use by each Military Department), or PS Form 3575, "Change of Address Order," immediately when a new address is known after receipt of reassignment orders.

C10.3.1.3. Notify the responsible mail clerk, mail orderly or PSC when departing on leave or temporary duty.

C10.3.1.4. Report to the postal officer or MPO supervisor any instance when inadequate mail service or other MPO problems are noted.

C10.3.2. Postal Complaints and Inquiries

C10.3.2.1. Encourage patrons to report instances of loss, rifling, and other mistreatment of mail, even though there may be no provision for payment or indemnity. If a postal offense is suspected, report it. See Chapter 14.

C10.3.2.2. Give complaints prompt attention, and resolve them when possible. The MACOM postal representative shall establish command procedures for monitoring and processing patron complaints. The MPOs use PS Form 4314-C (Consumer Service Card) to identify, monitor, and resolve complaints. Do not send the card to the Consumer Service Processing Center in St. Louis, MO. Forward unresolved complaints to the MACOM for resolution. The office of resolution will file the completed PS Form 4314-C.

C10.3.2.3. When inquiries of a Congressional or other high-level interests are referred by the MPSA to MACOM postal representative for investigation, responses shall include the following information as a minimum:

C10.3.2.3.1. Summary of an interview with person(s) involved which outlines any difficulty experienced in receiving or sending mail, to include circumstances.

C10.3.2.3.2. Any special circumstances that may have affected mail service.

C10.3.2.3.3. Evidence of other persons experiencing similar difficulties.

C10.3.2.3.4. If the person presently receives mail from correspondents and specifically from the person registering the complaint.

C10.3.2.3.5. When complaints involve a specific item of mail, if or when the item was received.

C10.3.2.3.6. Correct mailing address of the person involved.

C10.3.3. Patron Information. At a minimum, MPO personnel shall ensure the most current copies of the following are readily available or posted in plain view for use by postal patrons:

C10.3.3.1. USPS Publication 2 (reference (am)).

C10.3.3.2. USPS Publication 65A (reference (t)).

C10.3.3.3. USPS Poster 51 (reference (y)).

C10.3.3.4. USPS Poster 74 (reference (z)).

C10.3.3.5. USPS Poster 76 (reference (aa)).

C10.3.3.6. USPS Poster 123 (reference (ad)).

C10.3.3.7. PS Form 4314-C. Prior to displaying the PS Form 4314-C, annotate the official MPO address element on the address side of the form.

C10.3.3.8. Example of a properly completed PS Form 3575.

C10.3.3.9. Example of a correct mailing address to be used by patrons.

C10.3.3.10. Hours of operations.

C10.3.3.11. Mail collection and close-out times.

C10.3.3.12. Customs information.

C10.3.3.13. All other MACOM-directed items.

C10.4. ACCEPTANCE AND TREATMENT OF MAIL

C10.4.1. Mail Classification and Rates

C10.4.1.1. The DMM, Section R (reference (o)), contains mail classification and rates. Postage shall be based on the service selected by the mailer; the mail shall conform to postal requirements.

C10.4.1.2. Domestic mail means mail transmitted within, among, and between the United States, its territories and possessions, and MPOs.

C10.4.1.3. The rate of postage for zone-rated mail at an MPO is the same as its accountable postmaster. An exception is that MPOs serviced through San Francisco or Seattle, except Alaskan MPOs, shall use local to Zone Three, as appropriate, for mail addressed to HI.

C10.4.1.4. The rate of postage for zone-rated mail, mailed at or addressed to MPOs and transported directly to or from MPOs, at the expense of the Department of Defense, without transiting the United States (including the District of Columbia), shall be the local zone rate.

C10.4.2. Acceptance, Handling, and Treatment of Mail

C10.4.2.1. The acceptance, handling, and treatment of mail shall be per reference (o), USPS instructions, as applicable, and DoD implementing documents.

C10.4.2.2. Packing and wrapping shall be per reference (o) and IMM (reference (p)), as applicable. Mail insufficiently packaged to withstand normal handling may not be accepted for mailing. The responsibility for proper packing rests with the sender, but shall be judged by the accepting clerk per DMM C010 (reference (o)).

C10.4.2.3. All mail should bear the name and address of the actual sender. All parcels accepted for mailing shall bear the return address of the mailer per DMM A010 (reference (o)). Authorized patrons who are changing duty stations (PCS), on temporary duty (TDY or TAD), or on leave from the United States or other overseas locations may use the military unit of assignment shown on their orders or actual mailing address. Individuals being separated from the military should use the Home of Record (HOR) address on their orders as their return address and complete Locator Cards.

C10.4.2.4. Chapter 3 contains mail collection, postmarking, and sorting procedures.

C10.4.2.5. Mail deposited for mailing at MPOs overseas, bearing the return address of persons or activities not authorized MPS privileges (see Appendix 2), shall be returned to the sender endorsed "SENDER NOT AUTHORIZED MPO PRIVILEGES." Mail received for delivery at MPOs overseas bearing the address of persons or activities not authorized MPS privileges shall be returned to the sender endorsed "ADDRESSEE NOT AUTHORIZED MPO PRIVILEGES."

C10.4.2.6. Mail received for personnel with limited postal privileges (such as retirees and certain contractors) that exceed the prescribed weight limitations shall be returned to the sender. Endorse each piece to show the reason for return; e.g., "MPO PRIVILEGES ARE LIMITED TO MAIL WEIGHING LESS THAN __ OUNCES."

C10.4.2.7. Parcels posted at the Priority or PAL rates shall be marked appropriately as to its rate category before the actual sale of stamps or affixing of postage meter tapes.

C10.4.2.8. Parcels that bear address labels shall have postage affixed per DMM P013 (reference (o)).

C10.4.2.9. For recall of mail by the mailer see DMM D030 (reference (o)). The MPO shall maintain a copy of PS Form 1509, "Sender Application for Recall of Mail."

C10.4.2.10. Postage-due mail shall be delivered as regular mail. The postage due will not be collected.

C10.4.2.11. To conform with the FAA/DoD Mail Security Agreement, all personnel (to include those in uniform) shall present their valid photograph identification card when mailing parcels that require a customs declaration. All authorized patrons shall present their identification (ID) card when accepting accountable mail, purchasing/cashing MOs, or paying for postal services with personal or traveler's checks.

C10.4.2.12. When determined necessary by the overseas MACOM to assist in controlling contraband mailings, patrons may be required to sign their names directly below the return address on parcels. When mailing a parcel for someone else, the individual mailing the parcel will be required to enter "mailed by" and their signature directly below the return address on the parcel. If these procedures are implemented,

postal clerks shall identify every mailer by checking the ID card against the return address on each parcel accepted for mailing.

C10.4.2.13. Receipt of restricted items, listed in the Postal Bulletin (PB), shall be returned to the sender or destroyed per reference (o)).

C10.4.3. Special and Supplemental Mail Services. Special Handling, Certificates of Mailing, Return Receipts, and Restricted Delivery is processed per DMM S930, S914, S915, and S916 (reference (o)), respectively. Special Handling does not apply to mailings between military installations or MPOs.

C10.4.4. Sales and Cancellations for Philatelic Purposes. See POM 24 and DMM G900 (references (n) and (o)).

C10.4.4.1. Philatelic services shall be accomplished within the resources of the post office and may not be provided if they interfere with regular business. Limit covers to private (personal) collectors. Covers falling within one or more of the following categories shall be returned to the sender with a letter of explanation. These covers may not have a postmark or cachet applied:

C10.4.4.1.1. Receipt of more than five covers from any one collector.

C10.4.4.1.2. Covers received after the established deadline date.

C10.4.4.1.3. Covers bearing insufficient or foreign postage.

C10.4.4.1.4. Covers bearing international return address.

C10.4.4.2. To protect the interest of philatelists and the authenticity of their collection, the cachet stamp described in reference (n) shall be destroyed immediately after all eligible covers have been processed and no later than midnight of the day of the event being commemorated.

C10.4.4.3. Stamp collectors may use pre-canceled stamps in excess of their needs as postage on personal mail, without obtaining the mailing permit required by DMM P023 (reference (o)). Stamp collectors using pre-canceled stamps shall personally present the letter or parcel bearing pre-canceled stamps to a clerk at the MPO. The clerk shall not postmark pre-canceled stamps, but dispatch the article to the end destination, after verifying that the correct postage was affixed.

C10.4.5. Accountable Mail (Insured, Certified, and Registered)

C10.4.5.1. Patrons presenting parcels containing jewelry, watches, and other high-dollar value items shall be advised to use Registered or Insured mail; however, neither is required. When mailed to international addresses, such articles should, when appropriate, be Insured (not Registered), to provide patrons maximum protection against loss or damage.

C10.4.5.2. Insured mail provides indemnity claims coverage up to \$5000 for an article that is lost, rifled, or damaged. Accept and process Insured mail per DMM S913, R900, F010 and the IMM (references (o) and (p)). Clerks can recommend Registered on domestic mail for items valued in excess of \$5000, or for those items considered being irreplaceable.

C10.4.5.3. Certified mail service provides a mailing receipt and record of delivery at the destination office. Accept and process Certified Mail per DMM S912, R900, and F010 (reference (o)). Certified mail service is not available for international mail.

C10.4.5.4. Insured mail receipts, PS Forms 3813, "Receipt for Domestic Insured Parcels," and 3813-P, "Receipt for Insured Mail - Domestic/International," shall be completed by the clerk.

C10.4.5.5. Process and handle Registered mail per DMM S911 (reference (o)) and Chapter 9. See Chapter 3 for delivery instructions.

C10.4.5.6. For guidance on claims procedures see paragraph C10.5.6.

C10.4.6. Collect on Delivery (COD) Mail

C10.4.6.1. MPOs may not accept COD mail per DMM S921 and R900 (reference (o)).

C10.4.6.2. While U.S. civilian post offices are not authorized to accept COD mail addressed to an MPO, such articles, if received by an MPO, shall be delivered. If received, designate a clerk to deliver the COD articles. The designated clerk shall deliver the COD articles, and collect the COD charges either in cash, which includes the fee for a MO, or, by check made payable to the mailer. If the MO fee reflected on the COD tag is not the amount charged MPO customers, amend the tag accordingly. The COD tag shall be signed by the addressee or the addressee's authorized agent. The clerk shall also sign the tag and complete the back. The COD tag is then filed at the MPO to serve as a receipt of delivery. After delivery, if cash was collected, a MO in the amount of the COD charges shall be issued and remitted to the mailer using an USPS indicia

envelope. If the COD charge was paid by check, send the check to the mailer using an USPS indicia envelope. The PS Form 3827 (Irregularity Report of Insured and COD Mail) shall be sent to the postmaster of the mailing office, advising that acceptance of COD mailings to MPO addresses is prohibited.

C10.4.7. General Delivery Service

C10.4.7.1. Information pertaining to each person serviced through general delivery shall be included in the directory file. Develop and maintain directory files. See Chapter 3.

C10.4.7.2. If the host country does not object, general delivery service may be provided to family members when they are separated from their sponsor. This service extends to:

C10.4.7.2.1. Service for Personnel Exchange Program (PEP) Personnel

C10.4.7.2.1.1. Members of the U.S. Armed Forces and their accompanying family members assigned to the PEP may receive mail from the MPO nearest to their PEP duty station. The PEP personnel requesting mail service should contact the MPO supervisor, who assigns a personal or general delivery box and an MPO mailing address. Additionally, the MPO supervisor advises the PEP member of MPO hours of operation for mail pickup. The PEP personnel will make arrangements to pickup their mail as frequently as possible during the prescribed hours of operation. The MPO supervisors should be flexible regarding the frequency of mail pickup by PEP members as some members may be remotely located away from the servicing MPO, limiting the PEP member's ability to routinely travel to the MPO and claim mail.

C10.4.7.2.1.2. The MPOs will not redirect or forward mail for PEP personnel via a foreign postal system.

C10.4.7.2.1.3. In situations where PEP personnel are not geographically located near an MPO and are unable to use the MPS for mail support, they may use the international mail system or have their mail addressed "care of" their area or country PEP coordinator's MPO address. The PEP coordinator will then be responsible for distributing the PEP member's mail using courier, remailing, or other available means at their discretion. If this method of mail support is used, the PEP coordinator shall be authorized in writing by the PEP member to sign for any accountable mail (Insured, Certified, Registered, and Express Mail, if applicable) addressed to the PEP member.

C10.4.8. Business Reply Permits (BRP) (DMM S922). The BRPs are not authorized for issue at MPOs. However, business reply mailings for domestic mailings shall be accepted without payment of postage. Business Reply Mailings (BRMs) to international addresses may not be accepted without prepayment of postage. Special service (i.e., Insured, Registered, Certified, and Return Receipt) cannot be used with BRM.

C10.4.9. Absentee Balloting Material (DMM E080). This category of mail shall be afforded the most expeditious handling and transmission possible and processed as personally addressed official mail. Ballots and other voting material, in card or letter form shall be postmarked. Any U.S. citizen, with or without MPO privileges, can mail balloting material from any MPO, U.S. Embassy or Consulate per 39 U.S.C. 3406 (reference (b)).

C10.4.10. Receptacle Service. (See Chapter 3.)

C10.4.11. International Mailing

C10.4.11.1. If not otherwise prohibited by the host government of the country in which a post office is operating, items addressed for delivery in foreign countries, including the host country, may be accepted for mailing. Mailings are per the individual country listing in the IMM (reference (p)).

C10.4.11.2. Normally, mail accepted at MPOs addressed to foreign countries shall be exchanged through an MPO designated as an International Exchange Office (IEO). However, this does not preclude exchange of mail between MPOs and local host civilian post offices, when not prohibited by the governing Status-of-Forces Agreement (SOFA).

C10.4.11.3. Patrons shall be advised to use the host-Government postal service when patrons' savings in postage or other advantages exist.

C10.4.12. Privileged Nature of Mail and Postal Records

C10.4.12.1. Information regarding postal matters may not be released, except as provided for in USPS Administrative Support Manual (ASM) (reference (q)).

C10.4.12.2. The USPS records may not be removed from the custody of MPOs, except as provided for in this subparagraph. Examination of USPS records that contain personal information about any person or that provide a basis for inferring any information about a person is permissible only per ASM (reference (q)) and with the

following supplemental instructions that apply to USPS records, regardless of whether they do or do not contain personal information:

C10.4.12.2.1. Examination of USPS records by authorized personnel is permitted only in the presence of the MPO supervisor or clerk designated by the MPO supervisor.

C10.4.12.2.2. Individuals or agencies desiring to examine USPS records in connection with official investigations shall have a search and seizure warrant issued by the commander exercising search and seizure authority over the MPO concerned. Requests to examine USPS records shall include: The military investigating agency's case number; investigating agent's name; identity of the MPO involved; and a summary of the incident being investigated. Examination shall be limited to those records pertaining directly to the incident being investigated.

C10.4.12.2.3. Photostats or true copies of records shall be released only with prior approval from the commander issuing the search and seizure warrant.

C10.4.12.2.4. Requests for MO information shall be handled per DMM S020 and ASM (references (o) and (q)).

C10.4.12.2.5. Original records may be released to officials or agencies conducting official investigations. Notification of release shall be reported to the MPSA through proper channels. Copies of records to be released shall be prepared and maintained as part of the original file, pending the original file's return. The reproduced copies shall be annotated with the investigative agency's case number, agent's name, agency's location, and date the original records are scheduled to be returned.

C10.4.12.3. Records pertaining to individual transactions of patrons, as distinguished from official investigations, shall be released only with prior approval of the USPS. Requests shall be forwarded through appropriate military channels to the MPSA.

C10.4.12.4. Military and USPS records created by operation of MPOs shall be disposed of per the appropriate Military Department's file system instructions. Servicing postal activities shall ensure proper administration of accountable mail records of deactivated and departing organizations and units.

C10.4.13. Non-mailable Items

C10.4.13.1. Non-mailable items described in the DMM C020 (reference (o)) detected at MPOs shall be withdrawn from the mail and retained at the MPO, pending

disposition instructions from the U.S. Postal Inspection Service. If the postal officer determines the non-mailable matter is dangerous to persons or property, or constitutes a postal offense (see paragraph C10.7.4. or Chapter 14), follow these procedures:

C10.4.13.1.1. A message shall be sent to the servicing JMPA with an information copy to the MPSA-OP requesting disposition instructions from the U.S. Postal Inspection Service. The non-mailable matter shall be disposed of as advised. If the parcel with the matter is forwarded to the sender, a letter of explanation shall be placed in the parcel.

C10.4.13.1.2. The sender and addressee shall be advised of final disposition of the non-mailable matter.

C10.4.13.1.3. The U.S. Postal Inspection Service has authorized MPO supervisors to destroy alcoholic beverages without prior disposition instructions. The MPO supervisor or postal officer and the sender shall witness the destruction and notify the addressee of the destruction.

C10.4.13.2. Other non-mailable items discovered are handled per DMM C020 (reference (o)).

C10.4.14. Express Mail Military Service (EMMS). Give EMMS priority distribution and transportation over all other classes of mail. Accept and deliver EMMS per USPS Handbook PO 514 (reference (v)).

C10.4.15. Acceptance Procedures for Official Penalty Indicia Mail. See DMM E060 (reference (o)).

C10.5. PROTECTION OF MAIL AND POSTAL EFFECTS

C10.5.1. Security

C10.5.1.1. Security of the mail and protection of postal property and effects are the responsibility of command. Security and protection shall be adequate and maintained at all times. The instructions contained below establish only minimum requirements; therefore, responsible commanders, Postal Officers and/or MPO supervisors shall institute additional security measures, as necessary.

C10.5.1.2. Accommodations for MPOs shall afford security against unauthorized entry and provide adequate working space. See Chapter 13. Particular attention shall be given to the procurement and use of safes and other adequate receptacles for safeguarding postal effects.

C10.5.1.3. Field safes used as storage containers to safeguard mail and postal effects shall be secured to a fixed object within the postal facility to prevent removal.

C10.5.1.4. When a safe or vault is not available to individual clerks, accountable items, such as blank MO forms, stamp stock, funds, and other accountable items, shall be secured in a cashbox. During the clerk's absence from the post office, the lockable cashbox shall be delivered for safekeeping to a person who has an assigned safe or vault. The MPO supervisor or postal officer designates this person. The cash box shall be receipted for on a PS Form 1096, "Cash Receipt," suitably modified for that purpose.

C10.5.1.5. Personal effects may not be stored in MPOs and personal funds may not be kept in safes or other receptacles in the MPO.

C10.5.1.6. Access to MPO work areas shall be limited to those personnel conducting official business at the facility, including designated clerks, officers, enlisted members, and civilians on official inspections and visits. Maintenance personnel and work details shall be allowed access only when escorted or under constant surveillance by postal personnel. Unit mail clerks shall be escorted when entering the MPO work area.

C10.5.1.7. Postal facilities shall be locked at all times during non-duty hours or when not in use. The MPO supervisor is the custodian of the post office keys and keeps a current list of postal personnel who are issued a key. The keys shall be strictly controlled at all times. At MPOs operated by one person, a duplicate key to the post office shall be retained by a designated official from the host command, or other activity that provides safekeeping. See subparagraph C10.5.2.1. Create a master key log to record the total number of keys available and issued for the entire postal facility. Issue keys using PS Form 1628, "Individual Key Record." Minimize the number of keys issued.

C10.5.1.8. The MPO supervisor shall arrange for security guards to be posted to safeguard mail, postal effects, equipment, and property (including damage to railway mail cars and trucks by natural disaster or burglary or forced entry) until security can be maintained without their presence.

C10.5.1.9. To maintain security, MPO personnel shall deliver mail only to the addressee or agent, or transfer it to other MPOs or designated mail clerks only when proper ID is presented.

C10.5.2. Safeguarding Combinations and Duplicate Keys to Containers

C10.5.2.1. Combinations and keys to containers in which funds, postal effects, mail, or items of postal equipment are stored shall be sealed in PS Form 3977. Duplicate key envelopes shall be opened per instructions on the envelope. When combinations are involved, enough wrapping shall be used to cover the contents to prevent detection through the envelope. The name of the responsible person, description of the contents, and location of applicable container shall be placed on the face of the envelope. The signature of the person to whom the container is assigned, and the COPE, MPO supervisor, or designated official's signature shall be placed across the flap of the envelope and the envelope dated with the All Purpose Date Stamp (APDS). Envelopes shall be receipted for by the COPE, MPO supervisor, or designated official from the clerk by using PS Form 1096, in duplicate, appropriately modified for this purpose. The clerk shall retain the original receipt and the duplicate shall be maintained with this envelope, safeguarded by the holder. Enter the following statement in the PS Form 1096 "For" section: "I acknowledge receipt of PS Form 3977 for security container/lock #_____."

C10.5.2.2. The COPE's envelopes shall be signed for and safeguarded by the COPE's supervisor.

C10.5.2.3. The host of other support activities designates an official to sign for safeguarded envelopes when:

C10.5.2.3.1. Financial units are not located at the MPO site.

C10.5.2.3.2. The MPO supervisor is also the COPE.

C10.5.2.3.3. The MPO supervisor is separated physically from the COPE's location.

C10.5.3. Disposition of Damaged Mail Matter

C10.5.3.1. Securely rewrap or reseal damaged mail and endorse "REWRAPPED" or "RESEALED," as appropriate. All damaged mail, except Registered whether or not rewrapping or resealing is required, shall be endorsed, "DAMAGED IN HANDLING IN THE POSTAL SERVICE" using USPS rubber stamp (USPS Requisition

Item R222.) The clerk shall initial and date the endorsement. Handle damaged Registered mail per Chapter 9.

C10.5.3.2. Mail damaged as a result of a catastrophe shall be repaired or rewrapped. A letter to the identifiable addressees explaining the circumstances shall be enclosed in each repaired or rewrapped item of mail. This mail will be forwarded using First-Class or Priority USPS indicia to each addressee.

C10.5.4. Articles Found Loose in the Mail. Every effort shall be made to match any article found loose with its envelope or wrapper. Articles not matched with wrappers shall be disposed of as follows:

C10.5.4.1. Articles of minor value such as pens, pencils, and stationery shall be given to chaplains or other installation nonprofit community support organizations designated by the installation commander.

C10.5.4.2. Articles such as nonperishable food, tobacco products, toothpaste, cosmetics, and articles contained in parcels with sender's instructions to abandon if undelivered shall be given to the installation family support organizations. Document this action and file at the unit level.

C10.5.4.3. Articles of obvious value (including money) shall be transmitted by Registered USPS indicia mail or Official Registered Mail to the accountable postmaster with a letter of explanation.

C10.5.4.4. Prepare PS Form 673 (Report of Rifled Parcel) immediately upon discovery of each rifle parcel and process the report according to instructions on the form. Upon discovery of wrappers without contents, process according to instructions on the PS Form 3760 (Parcel Search Request).

C10.5.5. Handling of Uncanceled Stamps

C10.5.5.1. Clerks will cancel uncanceled stamps observed on incoming or outgoing mail.

C10.5.5.2. Uncanceled stamps found loose in the mail shall be:

C10.5.5.2.1. Reaffixed to the mail if possible; if not dropped into a slotted and sealed or locked container kept for that purpose on the workroom floor.

C10.5.5.2.2. The MPO supervisor will destroy these stamps at least once a month.

C10.5.6. Insurance (Indemnity Claims)

C10.5.6.1. Insurance claims shall be processed per DMM (reference (o) section S010 for domestic mail or IMM (reference (p)) for international mail.

C10.5.6.2. Instances of loss, damage, theft, wrong delivery, or rifling of accountable mail allegedly attributed to clerks shall be reported. See Chapter 14.

C10.5.6.3. Respective Military Departments assume claim responsibility for Numbered Insured and Registered mail while in the custody of unit mail clerks or mail orderlies. Action shall be taken to resolve claims in military claims channels, when MPO records reflect that an article was delivered properly to an authorized unit mail clerk or mail orderly and not later returned to the MPO. Instances of questionable authentic delivery to the addressee shall be reported as a postal offense, since it may be necessary to resolve claims through military claims channels.

C10.5.6.4. When a Numbered Insured or Registered article is delivered correctly to a non-DoD unit or activity, the article is considered to have been delivered to the addressee. Therefore, payment of claims for loss by a respective Military Department or the USPS may not be made.

C10.5.6.5. The MPO supervisors shall ensure a tracking system is established for prompt processing of incoming claims. In all cases, a response to such inquiries shall be made within 5 days from receipt of the inquiry or request.

C10.5.6.6. If delivery records indicate the article in question was forwarded to another intra-theater MPO, forward the claim to the MPO involved and notify the dispatching postmaster that the claim was forwarded to another MPO for processing.

C10.5.6.7. For Registered mail claims originating at an MPO, dispatch records shall be checked to verify dispatch of the article in question.

C10.5.6.8. Damaged Insured articles shall be disposed of per reference (o). Articles having salvage value shall be stored in a sealed container or lockable area until they are forwarded to the Mail Recovery Unit of the accountable postmaster. Disposition shall be annotated on the post office record of claim. Prepare the PS Form 3831, "Receipt for Article(s) Damaged in the Mails," in triplicate. The original should be provided to the customer with the remaining copies attached and stored with the parcel until it is mailed to the Mail Recovery Unit. Once shipped, the reverse side of the PS Form 3831 should be annotated, "Mailed to Mail Recovery Unit on (date), by ___, witness." Attach one copy to the PS Form 1000, "Domestic Claim or Registered

Mail Inquiry," and send with damaged item. Maintain third copy in the MPO files. The MPO supervisor shall verify mailings to the Mail Recovery Center or destruction of damaged articles having no salvage value.

C10.5.6.9. Damaged Registered articles (i.e., repaired with sealing stamps or re-enclosed in a new envelope or wrapper) shall be opened by the customer in the presence of the delivering clerk. If anything is missing, the envelope or wrapping shall be given to the clerk after it is endorsed to show what is missing. See DMM S911 (reference (o)).

C10.5.6.10. The MPOs receiving fees for claims information per DMM S010 (reference (o)) shall forward them to their accountable postmaster.

C10.6. CUSTOMS PROCEDURES AND REQUIREMENTS

C10.6.1. Responsibility for Compliance. Compliance with customs laws is the responsibility of the individual mailer. Postal personnel shall assist mailers to ensure the appropriate customs declaration form is attached to items presented for mailing.

C10.6.2. Articles Addressed from MPOs to International Addresses. Restrictions, prohibitions, and customs declaration forms required for articles mailed from MPOs to international addresses are in the IMM (reference (p)).

C10.6.3. Articles Addressed to MPOs. Restrictions, prohibitions, and customs declaration forms required for articles addressed to MPOs overseas are published in the PB (reference (r)) once a month.

C10.6.4. Mail Subject to Customs Examination and Duty

C10.6.4.1. All mail originating outside the Customs Territory of the United States (CTUS) and addressed for delivery to a point within the CTUS is subject to customs examination by U.S. Customs officials per USPS Publication 4 (reference (s)).

C10.6.4.2. Merchandise mailed to the United States may be subject to customs duty unless specifically exempted. Products made in the United States that have not been enhanced in value abroad are not subject to customs duty. Items bought at installation exchanges may be subject to customs duty.

C10.6.5. Customs Declarations

C10.6.5.1. Letters, letter packages, and parcels containing merchandise mailed at MPOs and addressed for delivery in the United States shall be accompanied by:

C10.6.5.1.1. PS Form 2976, "Customs Senders Declaration."

C10.6.5.1.2. PS Form 2976-A, "Customs Declaration and Dispatch Note," as appropriate.

C10.6.5.2. Either a PS Form 2976 or 2976-A may be used, provided it is completed properly and lists and describes the entire contents.

C10.6.5.3. When the sender prefers not to show the nature of the contents on the outside of the article being mailed, only the upper part of PS Form 2976 shall be affixed to the address side of the article. The PS Form 2976-A shall be completed and enclosed inside the article.

C10.6.5.4. Customs declarations are not required on official mail. See IMM 711.1. (reference (p)).

C10.6.6. Personal and Household Effects. Personal and household effects of personnel returning to the United States under Government orders upon the termination of extended duty at a post or station outside the CTUS may be exempt from customs duty. In this case a copy of the orders shall be attached to the outside of the parcel, and enclosed inside. The address side of the parcel shall be annotated with "Returned Personal Effects-Orders Enclosed, Unsolicited Gift, and American Goods Returned." Parcels containing personal and household effects shall bear a completed customs form.

C10.6.7. Bona Fide Gifts Not Exceeding \$100 in Value. Both military and civilian personnel authorized to use the MPS may mail, from an MPO, bona fide gifts not exceeding \$100 in value free of duty and internal revenue tax to donors (addressees) located in the United States. The limit is \$200 when from Guam, American Samoa, and the Virgin Islands. The value of the gift is determined by the retail value in the country of acquisition. Duty free mailings to the CTUS are subject to the following conditions:

C10.6.7.1. Perfume containing alcohol (except when accumulated value of all merchandise contained in the shipment does not exceed \$5) and tobacco products are not exempt from duty or tax.

C10.6.7.2. A custom declaration form shall be completed and attached to each article or parcel mailed.

C10.6.7.3. Each parcel shall be clearly marked "Unsolicited Gift." To meet the qualification, the article formerly shall have been owned by a donor who gave it outright, in its entirety, to a donor without compensation or a promise of compensation.

C10.6.7.4. The exemption applies only if the accumulated value of such articles received by one person on 1 day does not exceed \$100. A parcel having a total value of more than \$100, which contains many individually wrapped and addressed gifts is entitled to free entry, provided the other conditions are met. The parcel shall be annotated on the address side indicating the number of separate packages contained therein and stating that each gift is valued at \$100 or less. If more than one package is intended for a single person, the parcel also shall be annotated to indicate that no single person is receiving gifts with an accumulated value of more than \$100.

C10.6.8. Merchandise. Articles that are grown, produced, or manufactured in the United States and which, after having been exported, have not advanced in value or improved in condition, may be mailed back to the United States free of customs duty. A properly completed customs declaration form shall be attached to the address side of the parcel with the words "American Goods Returned."

C10.6.9. Customs Collection. The MPOs shall ensure customs duty on mail bearing Customs Form 3419-A, "Mail Entry-Customs," is collected when such parcels are received at MPOs located within the CTUS. This situation applies to USN ships that are within CTUS at the time such parcels are received on board. Parcels received at MPOs located outside the CTUS may be delivered without collection of customs. If such parcels bear Customs Form 3419-A, endorse the form "Delivered Outside the CTUS," and return the form to the issuing customs office.

C10.6.9.1. Payment. Cash or personal checks may be accepted for payment of U.S. Customs fees. If the customer desires to pay with a personal check, accept payment. See Chapter 6.

C10.6.9.2. Reporting. Customs collections shall be reported on PS Form 6019, "Military Post Office (MPO) Report of Money Order Business," prepared in duplicate. See Chapter 8. Put a line through "Money Order Business" at the top of the form and replace with "Customs Collection." In addition, enter "Customs Collection and dollar amount in Section III and explain in the "Remarks" section of the PS Form 6019. The clerk preparing the PS Form 6019 shall sign all copies of the report. The COPE, MPO supervisor, or reserve custodian shall verify and sign the report.

C10.6.9.3. Submission of Reports

C10.6.9.3.1. The COPEs shall submit funds derived from the collection of U.S. Customs duties not later than the next business day. The following procedures shall be followed:

C10.6.9.3.1.1. Obtain a "No Fee" MO in the amount of cash collected, made payable to the accountable postmaster when the patron has paid customs fees in cash. If a personal check was used to pay the customs fees, use the check for the remittance to the accountable postmaster.

C10.6.9.3.1.2. Remit the original PS Form 6019, Customs Form 3419-A, "No Fee" MO, or personal check to the accountable postmaster by First-Class mail. For USN units serviced by FPO San Diego, forward treasury check or "No-Fee" MO (payable to PM San Francisco) with PS Form 6019 and Customs Form 3419-A.

C10.6.9.4. Redlining of Mail. The "Redlining" program is a joint initiative between the Department of Defense and U.S. Customs Service to prevent commercial quantities of merchandise or illegal trademarked items being mailed through the MPS to the United States for resale. "Redlining" consists of MPS personnel placing a red line through the customs declaration on parcels mailed at MPOs. When placed on the customs declaration, the red line identifies to U.S. Customs officials those parcels that are suspected of containing commercial quantities of merchandise. The MPO clerks follow a profile developed by U.S. Customs to help determine which parcels they should "Redline."

C10.6.9.4.1. The implementation or termination of the "Redlining" of mail at any MPO shall be at the direction of the Executive Director, MPSA. Once implemented, the MPSA and U.S. Customs will annually review the need to continue the program.

C10.6.9.4.2. Any Military Department member or DoD civilian assigned to the MPO may "Redline" parcels. The senior MPO member monitors the program to ensure it is conducted per MPSA guidance.

C10.6.9.4.3. The MPO participation in the program shall be limited to the actual "Redlining" of parcels. The U.S. Customs Service shall be responsible for maintaining and providing the MPS with any statistics required evaluating the effectiveness of the program.

C10.6.10. Foreign Customs Inspection of U.S. Mail Overseas

C10.6.10.1. Relationship with Host-Country Customs Authorities. If a host country seeks to inspect MPO mail in the host country, DoD officials shall bring DoD mail security procedures to the attention of host-country authorities to demonstrate the adequacy of the Department of Defense's inspection procedures. Military postal authorities may permit host-country authorities, per the host-country's laws, to inspect, search, or seize ordinary MPO mail in the host country, unless an applicable SOFA or other agreement or understanding exempts such mail from inspection, search, or seizure by the host country. When the host-country custom inspections included official Registered mail a Military Postal Clerk shall be present. The host-country inspecting official may open only the outer wrapper of official Registered mail. Registered mail may not pass through a foreign postal system or any foreign inspection. See reference (f). A staff judge advocate or legal officer shall be consulted to determine U.S. rights and obligations under DoD policy and international law. An MPC shall be present when host-country officials inspect or in any way detain the mail. An MPC shall not disclose any information about mail submitted for clearance or mail that is otherwise in the clerk's custody, except under the policy herein. If mail is searched and does not contain contraband, a letter explaining the circumstances shall be enclosed in the re-wrapped parcel.

C10.6.10.2. Submission of Mail to U.S. Military Officials. Military customs officials may perform host-country customs clearance if authorized by the SOFA or other agreements. These officials may not read, divulge, or transfer any correspondence contained in sealed mail, unless authorized. See paragraph C10.7.6. The military customs officials referred to in this paragraph are DoD military or civilian customs inspectors authorized per the international agreement to perform this function.

C10.7. MAIL SECURITY

This section applies only to MPO mail overseas. For mail security matters concerning the civilian postal system not overseas, see DMM G011 and ASM Section 274 (references (o) and (q)). Overseas means any place outside the United States where the USPS does not operate a civilian post office. The terms "mail sealed against inspection," "sealed mail," "mail not sealed against inspection," and "unsealed mail" have the respective meaning given to them by DMM Section E (reference (o)).

C10.7.1. Preserving Mail Security. DoD personnel shall preserve and protect the security of all mail in their custody from unauthorized opening, inspection, reading of contents or covers, tampering, delay, or other unauthorized acts. A Military Department member or a civilian postal employee who commits or allows any such unauthorized act

may be subject to prosecution under the Uniform Code of Military Justice or by Federal civilian authorities, or to other disciplinary or administrative actions. An employee having a question about proper mail security procedures that are not answered clearly and specifically by this policy, or by timely direction by their supervisor, shall resolve the question by protecting the mail in all respects and moving it, or letting it move, without interruption, to its destination.

C10.7.2. Opening, Reading, and Searching Mail

C10.7.2.1. Mail Sealed Against Inspection. No person may open, read, search, or divulge the contents of mail sealed against inspection, even though such mail may be believed to contain criminal or otherwise non-mailable matter of evidence in the commission of a crime, except in the following circumstances:

C10.7.2.1.1. When a postal supervisor acts with the consent of the addressee or sender.

C10.7.2.1.2. When an authorized person executes a search warrant or search authorization. See paragraph C10.7.6.

C10.7.2.1.3. When a military customs official conducts an inspection, (see subparagraph C10.6.10.2.), or under other circumstances prescribed by the DUSD(L).

C10.7.2.2. Mail Not Sealed Against Inspection. No person may open, read, search, or divulge the contents of mail not sealed against inspection, except in the following circumstances:

C10.7.2.2.1. When such action is authorized with respect to mail sealed against inspection. See subparagraph C10.6.10.1.

C10.7.2.2.2. When a postal supervisor suspects that the mail contains non-mailable items, follow the instructions. See paragraph C10.7.6. For instructions on non-mailable items that are detected at MPOs, see paragraph C10.4.13.

C10.7.2.3. Correspondence Permitted to be Enclosed in Unsealed Mail. The contents of correspondence, permitted to be sent by the blind (special or raised characters or sound recordings) and by school children at the international printed matter rate, may not be divulged except to a MPC or postal officer. The postal supervisor may act per paragraph C10.7.6.

C10.7.3. Permissible Detention of Mail. No person may detain mail except:

C10.7.3.1. Military officials acting diligently and without avoidable delay may assemble enough evidence to satisfy the probable cause requirement for a search authorization (see paragraph C10.7.6.) and to apply for, obtain, and execute the authorization when the postal supervisor has reasonable suspicion (usually no longer than 72 hours).

C10.7.3.2. The postal supervisor, acting in strict accordance with this Manual. See paragraphs C10.7.4., C10.7.6. to C10.7.8., or C10.7.10.

C10.7.3.3. The postal supervisor, acting with express consent of the addressee or sender.

C10.7.3.4. The postal supervisor acting under an order issued per 39 U.S.C. 3005 (reference (b)), relating to false representations, lotteries, and unlawful matter.

C10.7.3.5. Any MPC conducting a mail cover inspection by direction of their supervisor.

C10.7.3.6. The postal supervisor acting under an order of a Federal court or an official authorized to issue a search authorization. See paragraph C10.7.6.

C10.7.4. Mail Reasonably Suspected of Being Dangerous to Persons or Property

C10.7.4.1. The postal supervisor, or any person acting under the authority of such, may act without a search warrant or authorization to detain, open, or remove from postal custody, and process or treat mail, sealed or unsealed, reasonably suspected or posing an immediate danger to life or limb, or an immediate and substantial danger to property. Identify suspected mailings. See paragraph C10.4.13. Such detention is allowed only to the extent necessary to determine and eliminate the danger. A complete written and sworn statement of the detention, opening, removal or treatment, and the circumstances that prompted it, signed by the person purporting to act under this paragraph, shall be forwarded promptly to the Military Department's senior postal official in the overseas MACOM. When harmful matter is discovered, such incidents shall be reported as a postal offense. See Chapter 14.

C10.7.4.2. Contaminated Mail. Contaminated mail is any mail that has been exposed to toxic agents (e.g., nuclear, biological, or chemical (NBC)). Anytime mail is believed to be contaminated, the postal clerk will contact local NBC authorities. These officials determine how persistent the agent is and the capability of the mail to be decontaminated without damaging the contents. All mail that cannot be decontaminated will be destroyed per guidance set forth by the NBC authorities. The authority to have

mail detained, segregated, and, if necessary, destroyed. (See subparagraph C10.7.4.1. and DMM C020 (reference (o)).) Contaminated mail should be segregated and secured from uncontaminated mail. All incidents of mail destroyed for this reason shall be reported to the MPSA. See Chapter 14.

C10.7.5. Disclosure of Information About Mail Sent or Received By Particular Senders or Addressees. Postal personnel shall not disclose information from the outside cover of any piece of mail. Information obtained from any inspection of the contents of mail may not be disclosed. Information that concerns mail sent or received by any particular sender, addressee, or group may not be disclosed. Postal personnel may disclose, to appropriate officials for official use when there is reasonable basis to suspect that information is evidence of a commission of a crime. One of the following conditions shall be met in order to release the information:

C10.7.5.1. Regarding mail covers. See paragraph C10.7.8.

C10.7.5.2. Under search warrant or search authorization. See paragraph C10.7.6.

C10.7.5.3. Under order of a Federal court, military judge, or magistrate.

C10.7.5.4. With the consent of the sender or addressee, or the authorized agent of either.

C10.7.6. Execution of Search Warrants and Authorizations

C10.7.6.1. Warrant(s) Issued by a Federal Court, Served by a Federal Officer, and Search Authorizations

C10.7.6.1.1. A search warrant duly issued per Rule 41 of the Federal Rules of Criminal Procedures (reference (an)) shall be executed per ASM 274.6 (reference (q)). Usually, a warrant issued by a Federal court or served by a Federal officer is issued under Rule 41 and is duly issued if signed and dated within the past 10 days.

C10.7.6.1.2. A written search authorization per Military Rule of Evidence 315 shall be executed. See subparagraph C10.7.6.2. For the purpose of this policy, a search authorization may be issued only by the following officials:

C10.7.6.1.2.1. A commanding officer, authorized to convene a special court-martial per Article 23(a) of the Manual of Courts-Martial (reference (ao)) to issue search authorization for the particular person or location involved.

C10.7.6.1.2.2. A military judge or magistrate authorized by Military Department regulations to issue search authorizations. Requests for initiation of written search authorizations shall be referred to the appropriate military investigative or law enforcement agency of the appropriate chain-of-command official for action.

C10.7.6.1.2.3. Postal officers and MPCs shall not permit the execution of a search warrant issued by a State court and served by a State officer. If in doubt, the MPC or postal officer shall detain the mail in question temporarily and promptly call their supervisor for guidance.

C10.7.6.2. Execution Procedures for Search Warrant and Search Authorizations

C10.7.6.2.1. A military official may execute a search authorization only when accompanied by an MPC or postal officer.

C10.7.6.2.2. An authorized official may execute a search warrant per ASM 274.6 (reference (q)).

C10.7.6.2.3. Mail may be taken from postal custody under the authority of a search warrant or search authorization only if the person executing the warrant leaves a copy of the warrant or authorization and a receipt or inventory. The receipt or inventory shall be made out in the presence of the accompanying MPC or postal officer and shall describe specifically each piece of mail taken, including all service endorsements on the cover (such as Registry, Insurance, or Certified mail numbers). The receipt or inventory may be attached to the copy of the warrant or authorization. A report of seizure shall be submitted. See paragraph C10.7.10.

C10.7.6.2.4. If mail is searched and does not contain the suspected matter, a letter explaining the circumstances with a copy of the search warrant shall be enclosed in the resealed article.

C10.7.7. Cooperation with Federal Agencies for Access to Mail. Any MPC or postal officer receiving a request for access to, or information about, particular mail matter or any class in the custody of the MPS shall refer the request to the military postal official authorized to order mail covers. See paragraph C10.7.8. The requestor shall be informed that the approving official is responsible for liaison with all government agencies concerning a request. The military postal official shall comply with such a request only as authorized by this policy. If the Agency or foreign Government seeks a search authorization, the military postal official shall refer

the agency or foreign Government to the appropriate military law enforcement or investigative agency for action. See subparagraph C10.7.6.1.

C10.7.8. Mail Covers. The process by which a record is made of any data appearing on the outside cover of any class of mail matter, or found in the contents of any mail not sealed against inspection when such mail is opened. See subparagraph C10.7.2.2. A mail cover may be ordered under the conditions listed below:

C10.7.8.1. Conditions Warranting a Mail Cover

C10.7.8.1.1. Protection of National Security. An actual or potential threat by a foreign power or its agents exists in one or more of the following situations:

C10.7.8.1.1.1. An attack or other grave hostile acts.

C10.7.8.1.1.2. Sabotage or international terrorism.

C10.7.8.1.1.3. Clandestine intelligence activities.

C10.7.8.1.2. Fugitive. Aid in apprehending a fugitive.

C10.7.8.1.3. Offense. Assist in obtaining information concerning the commission or attempted commission of an offense punishable by a punitive discharge or by confinement for over 1 year.

C10.7.8.2. Military Mail Cover Authority. The MACOM commander responsible for postal operations may delegate in the MACOM postal chain, not more than three designees, in the grade O-5 and above or civilian equivalent, who have been delegated in writing, to order mail covers. A mail cover may be ordered only when a written request is received from military law enforcement, investigative authority or from the commanding officer of the person whose mail is to be subjected to the mail cover process. The request may be granted only if the military official or designee has a reasonable suspicion based on facts. See subparagraph C10.7.8.1. The MACOM commander responsible for postal operations may also order a mail cover upon written request of a DoD intelligence component, when the MACOM commander has a reasonable suspicion, based on articulated facts, that the mail cover is necessary to protect national security. The authority may not be redelegated.

C10.7.8.3. Oral Orders and Requests. When time is critical, the MACOM commander or designee may issue an oral mail cover upon an oral request to be confirmed by the requesting authority in writing within 2-working days. For mail covers believed to be necessary to protect national security, only the MACOM commander may

issue an oral order. No information may be released until an appropriate written order is received from the official who issued the oral order.

C10.7.8.4. Forwarding Order and Justification. The official who orders a mail cover shall ensure a copy of the written justification and order for the mail cover is forwarded by the most expeditious means.

C10.7.8.5. Compilation of Record. The MPO supervisor or a designated clerk shall compile information. Information collected may not be released to the military investigative agency, or any other agency, until the official who ordered the mail cover authorizes the release.

C10.7.8.6. Disposition of Record. Disposition of the compiled record of the mail cover shall be as directed by the official who ordered the mail cover. No other record or file shall be maintained, nor is reproduction of any portion of the file authorized. Use PS Form 2009, "Information Concerning Mail Matter," to record mail cover information. Provide forms to the investigative agency at least weekly.

C10.7.8.7. Time Limit. Except mail covers ordered upon subjects engaged (or suspected to be engaged) in any activity against national security, a mail cover shall remain in effect for no more than 30 days. At or before the expiration of such period, the requesting authority may be granted additional 30-day periods under the same conditions and procedures applicable to the original request. No mail cover shall remain in force longer than 120 days regardless of the issuing official, unless personally approved for further extension by the MACOM commander responsible for postal operations.

C10.7.9. Inspection. An official authorized to issue a search authorization may authorize a search if there is a reasonable suspicion that unlawful weapons, contraband (including unlawful drugs), or other evidence of crime are contained in a particular mail container or parcel. See subparagraph C10.7.6.1.2. However, mail containers in an overseas military postal facility are also subject to authorized inspections (see Military Rule of Evidence 313(b)) and to searches that do not require probable cause. (See Military Rule of Evidence 314). For such inspections and searches, the authorized official may authorize the opening of all mail containers but not the opening of individual letters and parcels. Such inspections and searches may utilize fluoroscopes or other reasonable technological or natural aids, such as metal detectors and narcotics detection dogs, per Military Rule of Evidence 313(b), or 314(c). Mail matter may not be opened or read except as authorized in paragraphs C10.7.2. or C10.7.4.

C10.7.10. Seizure Reports. The postal activity supervisor shall submit written seizure reports to the Military Department's senior postal official responsible for postal operations within the overseas MACOM and to the MPSA on all mail confiscated per this Manual within 15 days of the seizure. The addressee also shall be notified of such a seizure unless the official who executed the warrant or authorization presents an order, issued by the same official who issued the warrant or authorization, to delay the notification. In that event, the notification of seizure to the addressee shall be delayed per the order. At a minimal the report shall include:

C10.7.10.1. Date incident occurred.

C10.7.10.2. What alerted you to the problem?

C10.7.10.3. Complete description of events that led up to the seizure.

C10.7.10.4. Complete mailing address of sender and addressee, postmark, and date.

C10.7.10.5. Accountable number (if applicable).

C10.7.10.6. Case number (if applicable).

C10.7.10.7. Copy of evidence tag. (Submit any follow-up documentation until case is closed.)

C10.7.10.8. Description of items.

C10.7.10.9. Return Receipt Endorsement. If the sender has requested and paid for a Return Receipt, the sender shall be notified of the seizure by an endorsement to that effect on the Return Receipt, or on a duplicate if the original receipt is taken. The receipt shall be dispatched as soon as possible unless the official executing the warrant presents an order, issued by the same official who issued the warrant or authorization, to delay the dispatch. In that event, the dispatch shall be delayed per the order.

C10.7.10.10. Office File Copies. The office responsible for submitting the report may retain one copy, but no information in the report will be disclosed except per postal regulations authorizing such disclosure.

C10.7.11. Controlled Delivery. Maintain a copy of the request from proper authorities (see paragraph C10.7.6.) that request notification before mail is delivered to

the addressee. If requester provides specific information on type of mail; e.g., from a particular location or person, he or she is looking for, then a mail cover or search and seizure warrant is required. Contact MACOM postal or the MPSA if there are any questions.

C10.8. REFUNDS OF POSTAGE AND RETAIL SERVICE FEES

When postage and special or retail service fees have been paid and no service is rendered, or when the amount collected was in excess of the lawful rate, the sender may apply for a refund. Allowable and unallowable refunds are addressed in the DMM P014 (reference (o)). When a patron has a claim for refund of postage and fees, use the following procedures at all MPOs to obtain payment for the patron:

C10.8.1. Assist the patron in preparation of PS Form 3533, "Application and Voucher for Refund of Postage and Fees." Attach to the PS Form 3533 the envelope or wrapper, or the portion of the wrapper, having the names and addresses of sender and addressee, canceled postage and postal markings, or other evidence of payment of the amount of postage and fees for which a refund is desired.

C10.8.2. Prepare the PS Form 3533 and supporting documentation and forward it to the Mail Classification Center serving the MPO (local payment per reference (o) is not authorized at MPOs):

C10.8.2.1. The MPOs serviced by the Postmaster, New York:
Accountable Paper Depository
GPO/JAF Building, Room 312
New York, NY 10194-9615

C10.8.2.2. The MPOs serviced by the Postmaster, San Francisco:
Mail Classification Office
GMF Room 303
San Francisco, CA 94188-9599

C10.8.3. Ensure claims for refund of postage and retail services are only accepted from the mailer. The MPOs assist patrons who are the addressee in the preparation of the claim and advise them it shall be filed by the mailer.

C10.9. ACCEPTANCE OF PERSONAL CHECKS

C10.9.1. Acceptance. The MACOM postal representative may authorize MPOs to accept personal checks from patrons to pay for postage and postal service. See paragraph C6.2.6.

C10.9.2. Returned Check Procedures

C10.9.2.1. The USPS processes all returned checks as a Financial Adjustment Memorandum (FAM) and sends them to the servicing JMPA.

C10.9.2.2. The servicing JMPA processes the FAM action and forwards it to the MACOM postal activity that is responsible for instituting collection procedures. The MACOM postal activity shall institute the same procedures used by AAFES or NEX for non-sufficient funds (NSF) checks. The MACOMs may delegate collection responsibilities to the MPO Supervisor. The MPO Supervisor collects the insufficient funds and handling fees. The MACOMs continue to monitor and forward remittances to the: U.S. Postal Service, General Accounting Office, J.A. Farley Building, Room 3110, New York, New York 10199-9531. MACOMs will send info copies to include a copy of the MO to their servicing JMPA.

C10.9.2.3. Upon receipt of the FAM action from the servicing JMPA, the MACOM postal activity shall:

C10.9.2.3.1. Send a letter to the individual with a copy to the unit commander.

C10.9.2.3.2. If no response is received after 15 days, send a letter to the unit commander.

C10.9.2.3.3. If no response is received after 15 days from the date of the letter to the unit commander, send a letter outlining efforts to the next higher commander in the member's chain-of-command requesting assistance.

C10.9.2.3.4. No later than 20 days following the third request for payment, the MACOM postal commander shall:

C10.9.2.3.4.1. Return the uncollected FAM to the servicing JMPA. Include the check writer's forwarding address or a letter explaining that efforts to collect the NSF check were unsuccessful and that restitution or collection could not be made (valid reasons for non-payments are discharge, PCS, etc.). Non-response from unit commanders shall not be used as justification for a determination that restitution or collection cannot be made.

C10.9.2.3.4.2. Add the NSF check writer's Social Security Number to the AAFES, NEX, and postal bad check lists at all MPOs upon determination that restitution cannot be made. These individuals will not be authorized to write a check at MPO facilities for at least 2 years.

C11. CHAPTER 11
MAIL TRANSPORTATION

C11.1. MAIL MOVEMENT PRINCIPLES

C11.1.1. General

C11.1.1.1. This Chapter prescribes policy and procedures for transporting mail to and from the United States, within the MPS. The 39 U.S.C. 406 (reference (b)) is the legal basis for the MPS to act as a legal extension of the USPS overseas, and 39 U.S.C. 3401 (reference (b)) is the legal authority for the military postal privileges and related military postal transportation categories. The USPS Publication 38 (reference (g)) implements reference (b).

C11.1.1.2. The USPS establishes mail transportation policy in consonance with public law. Specific instructions concerning the handling, dispatching, and transporting of military mail by air are prescribed in USPS Handbook Series T-7 (reference (w)) and take precedence over this Chapter. Every postal activity receiving or dispatching military mail overseas shall have a copy of reference (w). Instructions contained in reference (w) are amplified in this Chapter. Section C11.1. provides basic mail movement principles and clarifies responsibilities of the major postal activities that make up the MPS mail logistics network.

C11.1.1.3. The MPS is decentralized. While each Military Department performs its postal role individually overseas, the postal activities of the different Military Departments shall work together and form a complete system. Inter-Military Department support is required daily. Successful operations require joint planning.

C11.1.2. Principles. Mail traffic managers use the following principles of mail movement management to ensure the efficient and economical transportation of mail:

C11.1.2.1. Coordinate an integrated network of major distribution and transportation resources in overseas areas to get the most from transportation and personnel available.

C11.1.2.2. Structure the integrated network to support peacetime, contingency, deployment, and wartime mail movement needs.

C11.1.2.3. The Combatant Commander's designated Single Service Manager (SSM) for mail transportation establishes and clarifies responsibilities of the Mail Control Activity (MCA) at all major terminals. See paragraph C11.1.4.

C11.1.2.3.1. Designation of a SSM as an MCA does not prevent two or more Military Departments from receiving and dispatching mail at the same terminal if required by unusual local conditions.

C11.1.2.3.2. When Military Department components cannot agree upon the Military Department to be designated the MCA function, it will be decided by the Combatant Commander or SSM.

C11.1.2.3.3. When a mail terminal supports more than one Military Department, action by the terminal that affects service to all customers shall be coordinated with all supported postal activities.

C11.1.2.4. Postal activities shall coordinate with the supporting agencies overseas to achieve the most efficient movement of mail.

C11.1.2.5. Operate mail distribution and terminal facilities and provide the most effective coordination with the DoD transportation operating agencies, Military Traffic Management Command (MTMC) terminal activities, Air Mobility Command (AMC), and Military Sealift Command (MSC).

C11.1.2.5.1. The U.S. Air Force (USAF) is responsible for Aerial Mail Terminals (AMT) at air bases and at civil airports.

C11.1.2.5.2. The U.S. Army (USA) is responsible for providing common-use land transportation where the USA is deployed.

C11.1.2.5.3. The U.S. Navy (USN) operates Fleet Mail Centers (FMC) and AMT for the concentration, consolidation, and dispatch of mail to and from the areas serviced.

C11.1.2.5.4. Communicate with Joint Military Postal Activities (JMPA), Mail Control Activities (MCA), and other postal activities by sharing information regarding circumstances that affect mail movement, identifying problems, and reporting performance of the MPS logistical network.

C11.1.3. Organization. The major mail transportation managers of the MPS are the MPSA, JMPAs (Atlantic and Pacific), MACOMs and the overseas component postal

activities that serve as major mail processing hubs, such as AMTs, FMCs, or large military post offices (MPO).

C11.1.3.1. Military Postal Service Agency. The primary transportation role of the MPSA is to coordinate with all MPS elements and integrate the mail transportation network by:

C11.1.3.1.1. Issuing basic mail distribution and transportation procedures and policies.

C11.1.3.1.2. Maintaining transit time information systems.

C11.1.3.1.3. Maintaining transit time standards.

C11.1.3.1.4. Ensure the Combatant Commander, SSM, or MACOM appoints a single agent at each mail terminal to perform specific mail management functions in addition to the physical processing of the mail.

C11.1.3.2. Joint Military Postal Activity. The Commander, JMPA - Atlantic (JMPA-A), at JFK International Airport, in Jamaica, NY, and the Commander, JMPA - Pacific (JMPA-P), in Daly City, CA, have broad responsibilities for supervising military mail movement to and from MPOs and the gateways under their jurisdiction. The daily functions of the JMPAs are to:

C11.1.3.2.1. Provide liaison services for the DoD Components and their major subordinate commands (MACOM) with local and area postal officials, customs officials, and commercial and military transportation officials. The JMPAs are the primary points of contact with field activities on day-to-day mail transportation issues for the field commands they service.

C11.1.3.2.2. Provide detailed and timely information to local and area USPS officials to facilitate processing, routing, and dispatching of MPS mail.

C11.1.3.2.3. Gather information and report on circumstances affecting mail movement to and from the U.S. gateways, identify major problem areas and adverse trends, and resolve these problems with local and area USPS officials. Unresolved problems, at the area level, shall be forwarded to the MPSA, along with a recommended course of action.

C11.1.4. Mail Control Activity (MCA). The MCAs shall physically receive, dispatch, and process mail, and act as the mail traffic manager for the terminal. The MCAs are important links in the MPS mail logistics network and may include functions

at two or more separate facilities, such as when the AMT or MPO is located off the air terminal. The single responsible manager at the MCA shall:

C11.1.4.1. Receive, dispatch, and make available, mail to MPOs 7 days a week if daily carrier service is available.

C11.1.4.2. Maintain inventory control of mail to ensure all mail is accounted for properly and processed on a first-in, first-out basis.

C11.1.4.3. Monitor air carrier facilities to ensure all mail tendered to carriers is moved per established schedules or agreements.

C11.1.4.4. Coordinate with the JMPAs, other MCAs, carriers, ground transportation managers, AMCs, the MPSA, and other organizations to ensure that the best possible area mail service is maintained. Give advice on mail movement problems in enough detail and depth so that corrective course of action can be identified. See paragraph C11.2.9. for reporting procedures and requirements.

C11.1.4.5. Establish coordinating groups with representatives from each Military Department and local transportation agency involved resolving scheduling differences, resource requirements, and plan for augmentation during mail surges. Develop Postal Operating Plans (see Appendix 1) and integrate critical entry and clearance times with supported MPOs. The MCA shall make final decisions on critical entry and clearance times for receipt and pickup of mail.

C11.1.4.6. Coordinate incoming and outgoing mail movement with local feeder land and air transportation resources. This shall include establishing and publishing a consolidated schedule of truck runs, based upon local requirements and current airline schedules.

C11.1.4.6.1. Frequently monitor and physically check each air carrier and terminal storage area to detect mail irregularities. Identify, document and report mail irregularities and recommend corrective actions. Ensure responsible carrier representatives transfer mail in a timely manner and provide adequate security and protection of all U.S. mail in their custody.

C11.1.4.6.2. Establish and maintain daily liaison with carrier officials to exchange information on current or projected airlift capabilities for timely mail transportation (i.e., cancellations, extra space, flight delays, etc.).

C11.1.4.6.3. Monitor the movement of mail to and from carrier holding areas to ensure they handle all mail on a first-in, first-out basis for each mail category. Ensure carriers give priority mail the proper precedence over freight.

C11.1.4.7. Maintain current carrier schedules and develop routing schemes using both military and commercial transportation. Provide a copy of these schemes to the servicing JMPA, the connecting and supporting MCAs, and postal activities serviced. Mobile units are exempt from this requirement.

C11.1.4.8. Support deployed mobile units within the MCA area.

C11.1.4.9. Monitor Registered mail shipments and transfers of mail. See Chapter 9.

C11.1.4.10. Monitor the pouch transit times in accordance with the transit time information systems.

C11.1.4.11. Coordinate with carriers and report expected mail generation volumes.

C11.1.4.12. Report the status of mail movement. See paragraph C11.2.9.

C11.2. MAIL TRANSPORTATION PROCEDURES

C11.2.1. Purpose. Section C11.2., in concert with reference (w):

C11.2.1.1. Establishes policies and procedures pertaining to the transportation of military mail.

C11.2.1.2. Identifies authorized modes of transportation.

C11.2.1.3. Outlines procedures to eliminate repetitious air routings and intermediate terminal handling.

C11.2.1.4. Outlines transportation documentation procedures.

C11.2.1.5. Provides guidance for the makeup and use of prime dispatch schedules.

C11.2.1.6. Outlines procedures for reporting transportation irregularities.

C11.2.2. Transportation Management

C11.2.2.1. The MPS is charged with the responsibility of transporting military mail promptly, efficiently, and economically in support of DoD missions. The MPS shall transport all classes of mail per 39 U.S.C. and 49 U.S.C. (references (b) and (c)), applicable USPS publications, DoD Directive 4525.6 (reference (a)), and this Manual.

C11.2.2.2. Air-eligible mail shall be transported in accordance with reference (w) (Distribution, Dispatching and Transporting Military Mail by Air). Use foreign carriers and AMC to supplement U.S. air carrier service per this Manual. Terminate all mail entering CONUS at the first point of entry for customs clearance unless moved in-bond. For in-bond shipments, air carriers shall provide the serving AMT with flight/truck schedules and delivery times.

C11.2.2.3. Surface mail will be transported by surface carrier as arranged by MTMC and the MSC or USPS. The MTMC contracts for surface mail include overland transportation (drayage) to consignees in peacetime.

C11.2.2.4. Extraordinary circumstances (i.e., natural disaster or holiday backlog) may require the upgrading or downgrading of space available mail (SAM) to prevent substantial backlogs of mail. The Deputy Director, MPSA, and the USPS, based on recommendations from the JMPAs and field commands, jointly make the final decision to upgrade or downgrade the transportation priority of SAM.

C11.2.2.4.1. Both of the following criteria shall exist before downgrading SAM to surface transportation:

C11.2.2.4.1.1. The SAM generation exceeds the capacity of commercial carriers and AMC transport to lift on a timely basis.

C11.2.2.4.1.2. The SAM on hand shall be equal to at least 2 day's generation and is forecasted to remain at or exceed that level of generation for an additional 7 days or longer.

C11.2.2.4.2. The decision to upgrade SAM shall be made based on the JMPAs and field commands recommendations, with full supporting justification, and on the overall airlift situation to the specific area at the time.

C11.2.3. Funding for Mail Transportation

C11.2.3.1. The Department of Defense is responsible for military mail transportation costs.

C11.2.3.1.1. MPSA is the DoD POC for transportation costs incurred to and from CONUS gateways.

C11.2.3.1.2. Overseas commanders manage transportation within their theaters. Overseas commanders shall fund and arrange for command airlift, rail, and truck movement of mail within their areas of responsibility (AOR).

C11.2.3.2. The U.S. Federal Agencies and any other organizations authorized use of the MPS shall fully reimburse the Department of Defense for actual transportation costs the Department of Defense incurred in transporting their mail per 31 U.S.C. 1535-36 (Economy Act) (reference (d)).

C11.2.4. Forecasting

C11.2.4.1. The MPSA forecasts space requirements for military mail carried by AMC and contract sealift. This is done through long-range forecasting (out fiscal years (FY) and short-range forecasting (month-to-month)). The USPS forecasts space requirements for military mail carried by commercial and foreign airlines.

C11.2.4.2. The MPSA-TR provides management information to the Military Departments for development of their budget estimates concerning overseas mail transportation costs. This is done through the use of the Military Automated Mail Accounting System (MAMAS).

C11.2.5. Mail Categories and Movement. Refer to reference (w) for mail categories and movement precedence and procedures.

C11.2.6. Air Transportation Management

C11.2.6.1. U.S. Commercial Carriers. When two or more U.S. flag carriers provide equivalent service from the same dispatch point, First-Class, Priority, Military Ordinary Mail (MOM), and SAM shall be tendered on an equitable basis per reference (w). There is no equitable tender for EMMS. U.S. flag carriers with code share agreements are entitled to equitable tender, except for official registered mail. Official registered mail cannot be tendered to foreign flag carriers regardless of code share status.

C11.2.6.2. Use of Military Aircraft. Use of AMC aircraft shall be limited to routes where U.S. and foreign air carriers do not operate, or where they operate, but have insufficient frequency or space, or cannot ensure delivery within the transit time standard. Assign separate TCNs to each shipment dispatched via AMC.

C11.2.6.3. Use of Foreign Air Carriers

C11.2.6.3.1. Approval Authority. Initial requests for the use of foreign air carriers shall be submitted to the MPSA-TR, who then coordinate requests with the USPS. Approval for the use of foreign air carriers shall be limited to those routes where U.S. commercial air carriers are not available or do not meet reasonable delivery standards. All requests shall be thoroughly documented and anticipated as far in advance as possible. Only MPSA-TR, in concert with the USPS, may authorize the use of a foreign air carrier over a specific foreign air segment. See subparagraph C11.5.1.2. for USN dispatch to foreign air carriers under Universal Postal Union (UPU) provisions. The use of foreign air carriers should be discontinued or modified when adequate U.S. commercial service becomes available.

C11.2.6.3.2. Preliminary Actions. Before formally requesting the use of a foreign air carrier segment, contact shall be made with the representative of the air carrier selected to carry the mail.

C11.2.6.3.3. Request Procedures. Requests for the use of foreign air carriers segments shall be submitted to MPSA-TR and include:

C11.2.6.3.3.1. A statement of circumstances that justifies the use of the proposed carrier segments.

C11.2.6.3.3.2. The name of the air carrier and country registration. If the requested carrier is operating from the origin point under the flag of another Government, state why the host-country carrier cannot be used.

C11.2.6.3.3.3. Point where service is to be established, frequency of flights, class of mail, flight numbers, and daily volume of mail in kilograms.

C11.2.6.3.3.4. A statement to the effect that the foreign air carrier will charge the UPU or the Department of Transportation (DoT) rate. If a rate other than the UPU or DoT rate is charged, advise the MPSA-TR of the proposed rate in U.S. dollars.

C11.2.6.3.3.5. Air carriers shall document rates they will charge and preferred payment method. Some airlines will request payment through their host-country postal administration and others direct to the airline. The carrier shall also provide a payment address. Send letters to MPSA for review and to maintain.

C11.2.6.3.4. Required Actions Before Mail is Tendered to Carrier. Upon approval to use a foreign air carrier segment, the following shall be accomplished before mail is tendered:

C11.2.6.3.4.1. Coordinate with a carrier representative (at the origin city) for acceptance of mail. Provide volume of mail, flight to be used, frequency of dispatch, and city of destination.

C11.2.6.3.4.2. Request the carrier's representative at the city of origin inform the carrier's representative at the destination city to expect receipt of military mail and that it shall be turned over to the military postal personnel, not the host-government postal administration. Ensure that military postal officials at the destination city are aware that a foreign carrier will be used and appropriate arrangements are made with a carrier representative to receive mail as soon as practical after flight arrival.

C11.2.6.4. Ramp Transfer of Mail from U.S. Commercial Carriers to Foreign Air Carriers

C11.2.6.4.1. A ramp transfer for military mail can only be accomplished when the U.S. commercial carrier and foreign air carrier have agreed to the transfer.

C11.2.6.4.2. Mail manifested for ramp transfer to foreign air carriers shall be documented from the point of origin to the point of final destination on PS Form 2942-A, "Military Mail-AV-7 Delivery List."

C11.2.7. Dispatching Procedures and Documentation Requirements

C11.2.7.1. Documentation of Military Mail for Shipment. Mail shall be documented for shipment per the USPS T-7 Handbook (reference (w)). Refer to reference (w) and Chapter 3 of this Manual for instructions on the makeup, labeling, and dispatch of military mail. Complete the air carriers irregularity report as outlined in reference (w). Forward PS Form 2759 and 2734-B to the serving JMPA for review and coordination with USPS and air carrier management. The JMPA's are responsible for entering carrier irregularity data into the USPS "ON RAMP" database.

C11.2.7.1.1. Since FPO mail is funded separately, it shall be documented separately from APO mail on the PS Form 2942-A, by checking the front block on the form.

C11.2.7.1.2. Identify FPO and APO mail as follows:

C11.2.7.1.2.1. All APO mail is generated at USA and USAF postal activities, regardless of end destination, and includes mail originating in the United States, its territories, and possessions, then dispatched to APOs.

C11.2.7.1.2.2. All FPO mail is generated at USN and USMC postal activities, regardless of end destination, and includes mail originating in the United States, its territories, and possessions, then dispatched to FPOs.

C11.2.7.2. Weights of Mail

C11.2.7.2.1. Mail transported by airlift (commercial or AMC) and sealift shall be manifested at the gross weight of each bag or outside piece (OSP). Mail shall be manifested in kilograms, rounded to the nearest 1/10th, for commercial airlift and in pounds for military airlift and sealift. In determining the weight of pouches, sacks, and OSPs, round weight down to the next lower pound if it weighs 8 ounces or less. Round weight up to the next higher pound if it weighs over 8 ounces. Servicing AMT or MCA should advise MPOs of requirements. Individual piece weights are not required for mail bulk weighed and containerized on direct flights.

C11.2.7.2.2. Sacked and OSP mail moved by sealift may be manifested at the average weight factor for each piece. Cubic volume is the key to surface container movement. Carriers, however, need weights to help in determining load factors and to provide MTMC management information regarding cubic versus weight utilization of sea containers.

C11.2.7.3. Return of Excess Mail Transport Equipment (MTE) - Lightweight. Excess empty lightweight pouches and sacks shall be returned to the United States via commercial air carriers, without charge to the Department of Defense or USPS.

C11.2.7.3.1. Refer to Handbook PO 502 (reference (x)) or reference (w) for instructions on the labeling and dispatching of empty equipment. Overseas MACOM postal representatives shall establish intra-theater mailbag depositories to ensure the availability of empty equipment. Overseas MACOM postal commands are responsible for the management and control of this depository. Empty equipment may not be returned to the United States, its territories, and possessions until it is

determined that such equipment is not required by another postal activity in the area, or as reserve stock at the mailbag depository. Within the theater, MCAs shall coordinate with one another to maintain a balanced inventory.

C11.2.7.3.2. Only empty lightweight mailbag equipment may be dispatched to the United States, its territories, and possessions by air. All other mailbag equipment shall be returned by surface transportation. Postal activities shall make up bundles per reference (x). Attach the PS Tag 179, "SACS Vides," to each bundle, and manifest it, on U.S. commercial air carriers, on a separate PS Form 2942-A. Prorate empty pouches among the U.S. carriers in proportion to their deliveries of inbound mail. Return excess lightweight equipment to the point from which mail was tendered to the carrier. Manifest the empty equipment consigned to commercial air carriers on PS Form 2942-A and endorse the manifest by typing "SACS Vides - No Accounting" on the form. Omit the manifest serial number and do not submit a copy of the manifest to the International Air Mail Reporting Unit (IAMRU). Manifest the empty equipment transported by AMC on DD Form 1384, "Transportation Control and Movement Document" (see Figure C11.F1.), as air commodity code U-7 and transportation priority TP-4.

C11.2.7.3.3. The MTMC surface contracts with U.S. flag carriers require payment of empty equipment at gross weight. Manifest empty equipment to the United States by surface contract on DD Form 1384.

C11.2.7.4. Return of Excess Mail Transportation Equipment (MTE) - Other. Excess MTE, such as canvas mail sacks, flat trays, lids, letter trays, and sleeves, will be loaded into sea-vans (20' or 40' containers) and transported back to the United States. Load and secure the MTE properly to prevent possible damage during sailing. Postal activities dispatching the sea-vans shall transmit an electronic message to the servicing JMPA notifying them of contents and sailing information.

C11.2.8. Acceptance of Mail from Air Carriers. Commercial air carriers are responsible for transporting mail between the carrier facility and the military mail facility on the airport. If the military facility is not on the airport, mail shall be accepted at a mutually agreed location.

C11.2.8.1. Receipt from a U.S. Commercial Carrier

C11.2.8.1.1. Coordinate closely with air carriers to ensure all mail carried on the flight is received. This requires periodic checks of the carrier's warehouse and staging areas.

C11.2.8.1.2. When mail is over-carried (carried beyond off-load point), removed (off-loaded short of destination), or the carrier fails to transfer, fails to load, or loads in error, the following steps shall be taken to ensure prompt movement to the end destination:

C11.2.8.1.2.1. When the carrier's (who committed the irregularity) schedule permits prompt redispach, mail shall be retained in the carrier's custody for transport to the proper destination. When mail is intercepted from a carrier for one of the reasons stated above and tendered to another U.S. carrier, tender the mail on a new PS Form 2942-A. Do not arbitrarily remove backlogged mail from air carriers. Judgment may dictate it is more logical, cost effective, and expedient to allow the carrier to retain it. Do not tender any additional mail until they have cleared their backlog. Mail shall be delivered to a second carrier only when:

C11.2.8.1.2.1.1. The Express, First-Class, Priority, and MOM mail is or will be delayed more than 24 hours.

C11.2.8.1.2.1.2. The SAM is or will be delayed more than 48 hours.

C11.2.8.1.2.2. When dispatching mail on a second carrier, prepare a PS Form 2734-B, Air Transportation Pay and Routing Adjustment (International and Military Mail). Fill out only the "Take Away" portion of the PS Form 2734-B and leave the "New Carrier" portion blank to preclude double payment. Complete a new PS Form 2942-A (AV-7) for the second carrier. Make distribution of the PS Form 2734-B in the following manner:

C11.2.8.1.2.2.1. Copy 1 -- Foreman -- IAMRU-Dulles Airport (NOTE: Attach your new AV-7 IAMRU copy to this PS Form 2734-B copy).

C11.2.8.1.2.2.2. Copy 2 -- Losing carrier.

C11.2.8.1.2.2.3. Copy 3 -- Gaining carrier.

C11.2.8.1.2.2.4. Copy 4 -- Your record copy.

C11.2.8.1.2.2.5. Prepare a postal net alert (PNA). See paragraph C11.2.9.

C11.2.8.2. Receipt from a Foreign Air Carrier

C11.2.8.2.1. PS Form 2942-A. Use the PS Form 2942-A to document mail carried by commercial air carriers. Postal personnel shall receipt for incoming mail by signing the carrier's copies of the PS Form 2942-A accompanying the shipment. Overages, shortages, damages, and other irregularities shall be annotated on all copies of the document before receipting for the shipment. The PS Form 2759-M, "Report of Irregular Handling of Military Mail," should document the irregularity.

C11.2.8.2.2. Over or Short Shipments

C11.2.8.2.2.1. Miscount at the point of dispatch frequently causes over or short shipments. When receiving mail from a foreign air carrier, annotate the PS Form 2942-A to reflect the overage or shortage. If the overage or shortage does not exceed 10 percent of the total dispatch, consider it a miscount and notify appropriate organizations. See paragraph C11.2.9.

C11.2.8.2.2.2. If shortages exceed 10 percent or are of a recurring nature, regardless of the percentage, request the air carrier to locate missing mail to clear the discrepancy.

C11.2.8.2.2.3. All cases involving short shipments to mobile units shall be reported by message to the serving JMPA for initiation of tracer action.

C11.2.8.2.2.4. If a dispatch is received by a postal activity in error, return the mail to the original carrier for transport to proper destination. If the carrier is not able to transport the mail to the final destination, postal personnel responsible for monitoring mail movement should prepare PS Form 2734-B and follow instructions in subparagraph C11.2.8.1.2.

C11.2.8.2.3. Interception and Erroneous Off-load. When mail is "removed in error" or turned in at an intermediate point, due to weather conditions, missed connections, mechanical failures, or to accommodate higher priority mail, prepare a PS Form 2734-B, and dispatch per reference (w).

C11.2.9. Reporting Procedures and Requirements

C11.2.9.1. Reports Required. Three different reports are used to collect and report information required for mail transportation management. These reports are:

C11.2.9.1.1. Postal Net Alert (PNA) reports mail movement irregularities.

C11.2.9.1.2. Daily Status Report (DAYSTAT) reports mail movement only during holiday and special situations.

C11.2.9.1.3. Holiday Volume (HOLVOL) Report reports daily mail volume.

C11.2.9.1.4. The reports required by this publication are exempt from licensing in accordance with paragraph C4.4.2. of DoD 8910.1-M (reference (f)).

C11.2.9.2. Postal Net Alert (PNA)

C1.2.9.2.1. Purpose. The PNA is submitted by message or e-mail between postal activities providing immediate status on problems with mail movement within the MPS. The PNA should attempt to identify responsibility for the error. It provides information on matters directly affecting mail movement, such as strikes, carriers holding mail, weather, nonreceipt of Registered mail on designated flights, dispatches on unusual airlines routes, flight cancellations, missed connections, carrier schedule changes, or civil disturbances that could result in mail delays. The PNA is a key management information report used by the MPS operators and managers to communicate time-sensitive information so operators can react to changes and problems in mail movement. It is the link between dispatching, intermediate, and receiving postal activities, and is one of the building blocks of a coordinated integrated mail transportation network. The PNAs involving actions for the JMPAs shall be sent on an as-needed basis. The information contained in PNAs will help explain causes of mail delay or report noncompliance with mail delivery standards.

C11.2.9.2.2. Contents. The PNA includes incidents that affect the transportation or processing of mail, as well as air and surface carrier irregularities. Items that affect mail processing include facility problems and mechanical breakdowns. Include the pertinent information required to properly inform the receiver of the message. The PNA message or e-mail will include the following information:

C11.2.9.2.2.1. Incident.

C11.2.9.2.2.2. Date of Incident.

C11.2.9.2.2.3. Origin of Mail.

C11.2.9.2.2.4. Transit Point.

C11.2.9.2.2.5. Destination of Mail.

C11.2.9.2.2.6. Carriers and Flight Numbers.

C11.2.9.2.2.7. Class of Mail.

C11.2.9.2.2.8. Narrative.

C11.2.9.2.2.9. Bar Code Information.

C11.2.9.2.2.10. Slide Label Date.

C11.2.9.2.2.11. Number of pieces and weight.

C11.2.9.2.2.12. Corrective action taken or recommended.

C11.2.9.2.3. Who Reports. Use of a PNA message or e-mail is encouraged at all postal operational levels. Postal activities that dispatch and receive mail shall also use the PNA to respond to intra- or inter-theater mail problems. They need not include the JMPAs or MPSA as addressees when information is of distinct local interest only and has no bearing on mail to and from the United States.

C11.2.9.2.4. PNA Receivers. PNAs shall be transmitted only to those postal activities with a need to know and who are affected by the information in the PNA. The use of broad Address Indicator Groups (AIGs) is normally not efficient since they overload the system with too much data and defeat the purpose of the PNA. However, postal activities shall send appropriate information copies of the PNAs to the servicing JMPA and MPSA-TR when the subject affects mail en route to and from the United States, its territories, and possessions on an airline or AMC. Consider activities and headquarters of other Military Departments whose mail is involved. Even though the MPSA and JMPA are info addressees, they will take appropriate action when the PNA identifies an obvious problem in the United States, its territories, and possessions.

C11.2.9.2.5. Message Precedence. If submitting a PNA by electronic message use the following precedence guidelines:

C11.2.9.2.5.1. ROUTINE (RR). Use when the receiver shall act on the information within 24 hours.

C11.2.9.2.5.2. PRIORITY (PP). Use when the receiver shall act on the information within 12-24 hours to preclude significant mail delay. Info addresses normally are ROUTINE precedence.

C11.2.9.2.5.3. IMMEDIATE (OO). Use when the receiver shall act on the information within 12 hours to prevent significant mail delay. Info addressees shall never be IMMEDIATE precedence.

C11.2.9.2.6. Local PNAs. The PNAs between local postal activities need not follow a specific format unless MACOMs direct.

C11.2.9.2.7. Reasons to generate a PNA include (but are not limited to):

C11.2.9.2.7.1. When a decision to generate a PS Form 2759-M write-up is important enough to generate a PNA.

C11.2.9.2.7.2. When carrier backlogs obviously affect mail delivery. An isolated case might seem insignificant to the local facility; however, a number of like instances by the same carrier could show a trend.

C11.2.9.2.7.3. When the carrier's operations affect mail movement (airport delivery, careless handling, unusual demands, security, etc.).

C11.2.9.2.7.4. When changes in flight operating times, cause cancellations and delays.

C11.2.9.2.7.5. When changes in dispatches will affect down-line operations, such as:

C11.2.9.2.7.5.1. No dispatch of mail.

C11.2.9.2.7.5.2. Diversion of mail to AMC.

C11.2.9.1.7.5.3. Use of special (unusual) transfers of mail (include en route MCAs and destination activities).

C11.2.9.1.7.5.4. Use of one-time or short-duration special arrangements (include en route MCAs and destination activities).

C11.2.9.1.7.5.5. Interception of mail on one carrier and redispach on another.

C11.2.9.1.7.5.6. When irregularities or problems occur that affect current or future dispatches, such as improper labeling and tagging, airport closures, loading and off-loading errors, changes in airline abilities to make transfers,

last minute flight schedule changes, unsuccessful airline transfers, airline strikes, and host-country post office strikes. Missed transfers, tagging and labeling irregularities shall always be reported to en route, destination and origin activities.

C11.2.9.2.8. Report the volume (by piece count and weight, or number of containers) of Priority mail delayed more than 24 hours beyond normal dispatch time, and SAM beyond 48 hours.

C11.2.9.3. Daily Status Report (DAYSTAT)

C11.2.9.3.1. Purpose. The DAYSTAT reports mail movement status at, from, to, and through all key locations during surge volume operations to concerned and applicable postal activities.

C11.2.9.3.2. Content. This report provides a snapshot of the mail situations at a specific location at any given time, as well as a 24-48 hour projection of carrier lift capability. It includes the status of air transportation, mail processing, and other factors that could affect mail movement.

C11.2.9.3.3. Who Reports? All MPS activities that tender mail to a commercial air carrier or AMC. The MACOMs may request a waiver of DAYSTAT reporting for certain locations.

C11.2.9.3.4. Receivers

C11.2.9.3.4.1. Send "ACTION" reports to activities that (in the sender's judgement) need the information to work a problem. If the DAYSTAT contains only information, send it as "ACTION" to the MPSA-TR. Be sure to consider sending "ACTION/INFO" reports to activities or HQs of other Services whose mail is involved.

C11.2.9.3.4.2. Send "INFO" reports to other theater activities that the MACOM determines. Send "INFO" reports to activities that do not work the problem or need to plan for the unexpected receipt of mail or nonreceipt of expected mail, which may, however, need to know the information.

C11.2.9.3.4.3. Send "INFO" reports to MPSA-TR and the servicing JMPA.

C11.2.9.3.4.4. When a JMPA originates the report, send an "ACTION" copy to MPSA-TR, and info copies as necessary to the appropriate field units.

C11.2.9.3.5. Occasion for Reporting. Report DAYSTATs when necessary. The report gives larger dispatching activities the opportunity, during high-volume periods, to combine what would be several PNAs on different subjects into one message by including all subjects. Be sure to include all appropriate addressees on the one message.

C11.2.9.3.6. Submission. Submit DAYSTATs with the precedence necessary, as determined by subject and time frame in which addressees need to react. Specific action addressees may be at IMMEDIATE precedence if they need to react in 1-12 hours. Do not put non-essential addresses at IMMEDIATE precedence. The subject line will be: SUBJECT: DAYSTATFROM (insert your geographical location, MPO number and date of report).

C11.2.9.3.7. Format of the DAYSTAT Report

C11.2.9.3.7.1. Paragraph 1- MOVEMENT STATUS/IRREGULAR OPERATIONS. Include information concerning mail that the air carriers cannot accept, backlogged mail in commercial or AMC possession, slide label dates, categories, and destination. Also include irregular operations (intercepted transfers, use of nontraditional routing, use of unusual en route transfer points, dispatch to an activity not normally used, or manifest on a rarely used airline).

C11.2.9.3.7.2. Paragraph 2 - LOCAL CONDITIONS/PROBLEMS. Describe strikes, weather, and cancellations.

C11.2.9.3.7.3. Paragraph 3 - GENERAL ASSESSMENT. Reserve this space for the assessment of the senior postal representative on site. Do not reiterate the above information, unless there is a special feeling or fact needed to convey a better assessment of the situation.

C11.2.9.4. Holiday Volume Report (HOLVOL)

C11.2.9.4.1. Purpose. The HOLVOL provides statistical data to support long-range planning for transportation of military mail during mail peaks (usually holidays).

C11.2.9.4.2. Contents. The HOLVOL contains a compilation of mail volume for each carrier, over each route segment, for each week of the defined period. This data is reported separately for MOM and Priority mail (combined) and for surface mail.

C11.2.9.4.3. Who Reports to Whom

C11.2.9.4.3.1. The JMPAs report CONUS origin mail to MPSA-TR, info MACOMs.

C11.2.9.4.3.2. The MCAs report theater origin mail to MPSA-TR, and info the servicing JMPAs, MACOMs.

C11.2.9.4.4. Occasion for Reporting

C11.2.9.4.4.1. Mail volume data for air-eligible mail will cover 0001 Saturdays through 2400 Fridays. First HOLVOL report period starts the first Saturday in November. It ends the first Friday in January. Send by electronic means and mail hard copy NLT 5-working days following closeout.

C11.2.9.4.4.2. For ocean transport volume data, enter estimated (converted) weight in pounds. Reports will (JMPAs only) start 1 October and end 7 December.

C11.2.9.4.5. Format

C11.2.9.4.5.1. Surface mail report (JMPAs only) will be based on weekly vessel departures and submitted along with air volume reports by week.

C11.2.9.4.5.2. Mail Category. Submit individual sheets for EXPRESS/PRI/MOM (combine the volumes), SAM, UPSAM, and surface.

C11.2.9.4.5.3. Segment. Origin or destination airport codes if transfer is not involved; origin, transfer point and destination airport codes, if transfer is involved.

C11.2.9.4.5.4. Carrier. If using a single carrier, indicate the carrier's three-letter code. If two carriers (transfer) are involved, indicate both carriers' codes.

C11.2.9.4.5.5. Volume. For air-eligible mail, show weight in kilograms and round off to nearest even kilo. For ocean mail, enter weight in pounds.

C11.3. CARRIER IRREGULARITIES AND REPORTING PROCEDURES

C11.3.1. Definition of Reportable Irregularities. See reference (w).

C11.3.2. Non-reportable Irregularities. Although non-reportable irregularities are not documented on air carriers, notify MACOM and affected postal activities of any service impacts.

C11.3.2.1. Over-carries due to weather.

C11.3.2.2. Over-carries due to emergency airfield conditions (i.e., aircraft accident, hostile fire, or airfield closure).

C11.3.2.3. Aircraft mechanical failures.

C11.3.2.4. Off-loads at wrong destinations caused by improper routing or labeling by the dispatching postal activity.

C11.3.2.5. Flight delays of less than 30 minutes, and delays over 30 minutes when the carrier provides advance notice and a reasonable explanation.

C11.3.3. Reporting Irregularities

C11.3.3.1. The U.S. Commercial Air Carriers. See reference (w).

C11.3.3.2. Foreign Air Carriers. See reference (w).

C11.3.3.3. Military Aircraft Errors. When irregularities exist and AMC is carrying the mail, use the following procedures:

C11.3.3.3.1. If mail is transported from the United States, its territories, and possessions to an overseas destination, the irregularity shall be reported by electrical message to the servicing JMPA. Include a concise statement reporting the nature of the error, actions taken to correct the error, and recommended actions to the JMPA to preclude a recurring irregularity.

C11.3.3.3.2. Irregularities occurring in dispatches originating in overseas areas shall be reported to the appropriate dispatching activity.

C11.3.4. Meetings with Carrier Officials. The overseas command responsible for an AMT, FMC, or other location that acts as an air hub conducts meetings with air carrier representatives to discuss and resolve problems of mutual concern at least quarterly.

C11.4. SECURITY OF MAIL

C11.4.1. Mail Security at Overseas Terminals

C11.4.1.1. Postal activities and carriers shall protect the mail from loss, theft, tampering, damage, and compromise during all phases of processing and transportation. Though commercial carriers are required to provide security at overseas terminals, the Military Departments retains basic security responsibilities. If mail has been tendered to a carrier and the flight is delayed or canceled, the carrier is responsible for contacting the nearest U.S. military postal activity for disposition of the mail tendered to them.

C11.4.1.2. If carriers cannot provide adequate security, mail may not be left in their custody. Do not tender mail to air carriers that cannot guarantee mail security.

C11.4.2. Security of Mail Vehicles

C11.4.2.1. Postal activities shall use a closed-body vehicle equipped with lockable doors to transport mail between postal activities or carrier facilities on or off the installation. If the vehicle driver is not a designated postal clerk and has a key or combination to the lock used to secure the vehicle, the postal clerk shall affix a tin-band seal (PS Item 0-817 A or C) to the secured doors to maintain integrity of the shipment. If a designated clerk serves as a mail guard and accompanies the shipment, or if the vehicle driver does not have access to the key or lock combination, a tin-band seal is not required. However, a tin-band seal is mandatory for all shipments involving Registered mail dispatched by sealed closed-body vehicles. See Chapter 9. Use the following procedures when tin-band seals are required:

C11.4.2.1.1. The dispatching postal activity shall enter the seal number on the dispatch document, DD Form 1372, "Mail Manifest," DD Form 1384, or OPNAV Form 5110/9.

C11.4.2.1.2. The receiving activity shall remove the seal after verifying the number, as shown on the dispatch document.

C11.4.2.1.3. The driver or mail guard shall not affix or remove seals under any circumstances. Postal clerks can affix or remove seals.

C11.4.2.1.4. In the case of multiple stops, each postal activity shall verify the seal number, prepare a new dispatch document, and lock and reseal the vehicle before each subsequent dispatch.

C11.4.2.2. If each postal activity shall use an open-body type vehicle, a guard shall ride in the truck body with the mail, if practical, except when only secured pallets or igloos are transported by open vehicles. The mail shall be protected from falling from the vehicle, and from the elements (inclement weather).

C11.4.2.3. If the guard is unable to ride in the body of an open truck, the guard shall be in a position to maintain visual contact with the mail at all times.

C11.4.2.4. The clerk shall exercise extreme care to ensure vehicle doors are secure and will not open in transit. Avoid using vehicles with worn door latches that prevent doors from closing securely. If the postal activity shall use such vehicles, put bars across the door at the top and bottom to keep the doors from opening.

C11.4.3. Use of Cargo Containers

C11.4.3.1. Postal activities shall use sea-van containers for dispatching mail via sealift between the United States, its territories, or possessions, and overseas areas to provide security, eliminate unnecessary handling of mail, and promote movement of mail as far forward as volume generation and scheduling will permit.

C11.4.3.2. Postal activities using sea-van containers for dispatching mail shall properly secure the doors of the container with a numbered tin-band seal and heavy gauge wire, tightly twisted and clipped off close to the end of the twist. When using a stop-off service, the unloading activity at each stop shall reseal the container. See subparagraph C11.4.2.1.4. The postal activity shall note the number of the seal on the DD Form 1384 (see Figures C11.F2. through C11.F3.), in Item 21, "Remarks" column, and on the message to the servicing JMPA. See subparagraph C11.4.3.3., below. The DD Form 1384 shall be placed inside each container to enable the next unloading activity to compare seal numbers used to determine if anyone opened the container en route.

C11.4.3.3. Postal activities receiving sea-vans shall report receipts of the vans and their contents by e-mail or message to the servicing JMPA immediately after unloading is complete.

C11.4.4. Recovery of Mail from Accidents. When an accident or other catastrophe occurs while mail is being transported, the postal activity nearest the scene or a designated military postal representative shall:

C11.4.4.1. Coordinate the recovery of mail with appropriate authorities. They shall assist in mail recovery operations, and if allowed, return the mail to postal channels as quickly as possible.

C11.4.4.2. Report the incident to MPSA immediately. If the mail has been destroyed or will be excessively delayed, provide an information copy to the servicing JMPA.

C11.4.4.3. Ensure that the accident area is searched, and recover all mail, mail equipment, and mail fragments. The designated postal representative shall make prior arrangements to gain access and approval necessary to enter the accident scene.

C11.4.4.4. Determine the extent of loss or damage to mail. If the information is not available from a manifest, send messages to all terminals through which the carrier operated to obtain the total makeup of the mail on board.

C11.4.4.5. Redispatch undamaged mail to the proper destination.

C11.4.4.6. Redispatch damaged but deliverable mail and ensure undeliverable mail is handled. See Chapter 3.

C11.4.4.7. Destroy undeliverable mail of no obvious value per the DMM F010 (reference (o)). Forward all undeliverable mail of obvious value to the appropriate Mail Recovery Center.

C11.4.4.8. Notify patrons, through the daily bulletin or other news media, of the damage or loss of mail. Provide patrons with instructions for processing claims.

C11.4.4.9. Report facts to dispatching activities whose Registered mail was lost. The activities shall inform individual mailers of the loss. Written reports shall include specific comments on the prospects for later recovery and the possibility of compromise of any classified material.

C11.4.4.10. Submit an interim report of the incident to MPSA by message or letter, every 15 days subsequent to the accident and until final disposition of all mail.

C11.5. MAIL ROUTING FOR MOBILE OR DEPLOYED UNITS

C11.5.1. General

C11.5.1.1. The principles and procedures for moving mail to fixed and mobile units are basically the same. The USPS or overseas MPS activities arrange transportation from the appropriate U.S. or overseas gateways to the destination. The routing differences are related to the time-sensitive nature of mail destined for mobile or deployed units and the distant and isolated geographical locations serving mobile or deployed units. Service to mobile units requires careful planning of transportation routes and carrier schedules and intensive monitoring by dispatching and receiving activities.

C11.5.1.2. When delivering mail to mobile units, it is necessary to pre-position mail in advance of the arrival of these units near an existing U.S. activity; i.e., U.S. Embassy, U.S. Consulate, MPS activity, etc. The UPU Manual for the Postal Convention (reference (ap)) Article 66 permits commanding officers of naval commands or warships to exchange closed mails with post offices of UPU member nations. The following procedures and requirements apply:

C11.5.1.2.1. Deliver closed-mail dispatches, except Registered mail, to the local postmaster, postal administration, or air carrier, as appropriate, in any UPU member country, and request mail be transmitted to a representative of the United States.

C11.5.1.2.2. The UPU, Article 169 (reference (ap)), requires slide labels of pouches delivered to the postmaster to clearly indicate the name and nationality of the ship, the name of the port from which the mail was dispatched, and the city and country to which the mail is to be forwarded.

C11.5.1.2.3. Utilize U.S. carriers when available. If they are not available, dispatch mail through the host-country postal administration in accordance with the UPU Article 66 (reference (ap)) for movement of First-Class, Priority, and MOM. If foreign air carriers are utilized to transport U.S. mail the Naval area mail coordinator will advise MPSA-TR via message of foreign air carrier used, date, flight number, pieces and weight dispatched. Movement of Registered mail by foreign air carriers is not authorized.

C11.5.1.2.4. When necessary, and on a case-by-case basis, SAM may be upgraded if it cannot be moved in time to meet scheduled port call date of the mobile unit. As a general rule, retrograde SAM originating from a mobile unit may not be upgraded. Contact the servicing JMPA or local Naval Area Mail Coordinator for routing instructions if mail arrives after ship departure.

C11.5.2. Responsibilities

C11.5.2.1. The JMPAs. The JMPAs are responsible for providing information to the USPS for the timely routing of mail to all MPS activities for both fixed and mobile units. The JMPAs and the District Management Offices (DMOs) develop dispatch schemes and plans to move the mail to final destinations within the desired delivery window based on routing information provided by commanders. The JMPAs will make arrangements for units whose movement and location is classified.

C11.5.2.2. Commanders of Mobile Units

C11.5.2.2.1. Operational commanders of mobile units shall provide, through designated Military Department components when appropriate, mail routing information to the JMPAs in a format similar to, but not limited to, the outline in Figures C11.F4. and C11.F5. Commanders shall submit Mail Routing Instruction (MRI) message notifications as far in advance as possible, preferably 10 days before movement. Submit updated MRIs promptly whenever changes in schedules occur. If the exact estimated time of departure (ETD) is not known, simply state "until further notice" (UFN) rather than an ETD. Update the MRI when the departure date is known. Send all MRI action addressees a message with PRIORITY precedence, and send information addressees ROUTINE messages. Commands shall include embarked units in their MRIs. Commands or units shall also provide MRIs when embarking or debarking a ship. Use unit codes, box numbers, and complete ZIP Codes.

C11.5.2.2.2. Additional instructions for completing MRI messages follow:

C11.5.2.2.2.1. Aircraft carrier's MRI should include periods and locations when the ship is conducting carrier-on-board-delivery separately from actual in-port dates.

C11.5.2.2.2.2. When updating an MRI, cancel the previous MRI. Do not make modifications to MRIs, and number each MRI sequentially and Begin with 1 at the beginning of each calendar year.

C11.5.2.2.2.3. The information shown in Figure C11.F4. paragraph 3, shall include dates when the unit is operating with a ship and wishes to have its mail routed to that unit for further transfer (FFT).

C11.5.2.2.2.4. All ships and locations, which will be handling mail, shall be included as information addressees.

C11.5.2.2.3. Responsible commanders shall establish close liaison between the postal officer and air operations, to ensure timely and accurate processing of mail routing instructions.

C11.5.2.3. The FMCs, AMTs, and MPOs. These activities shall support movement of mail to and from mobile units and dispatch mail per mail routing information from commanders of the mobile units and the servicing JMPAs. The dispatching office shall carefully plan cut-off dates for the various classes of mail and base the dates on the transportation available, transit times, and special conditions affecting mail delivery. Close coordination between mobile units and supporting fixed MPS activities is necessary.

C11.5.2.4. Naval Area Mail Coordinators. Major naval commands may designate area mail coordinators to be responsible for issuing and coordinating intra-theater routing for mobile units in their respective areas. Routes mail to the MPO nearest the known operating area that can affect delivery to the ship or unit. The area mail coordinator shall advise the servicing JMPA of all mail changes, in case mail can be delivered more quickly by routing to a different mail distribution point.

C11.5.2.5. The MPS Activities. If mail is received addressed to units for which MPS activities have no routing information, and for which the information cannot be obtained locally, the MPS activities shall promptly request instructions via message from the appropriate area mail routing coordinator or the servicing JMPA. Keep a record of the action so mail movement can be traced if necessary.

C11.5.3. Special Considerations

C11.5.3.1. Cover Routing. Mail routing can indicate the general operating area of mobile USN units. Therefore, JMPAs normally may not direct movement of mail on receipt of mail routing information with a SECRET or TOP SECRET classification. However, if operational commitments preclude mail routing information at the CONFIDENTIAL or UNCLASSIFIED classification, use "Cover Routing." The servicing JMPA or area mail routing authority shall advise, on a need-to-know basis, area and force commanders, FMC, and AMT postal officers of special attention that shall be given to the routing or movement of mail, based on information contained in SECRET or TOP SECRET messages or operational orders. If the information is subsequently duplicated in other information of lesser classification (CONFIDENTIAL/UNCLASSIFIED), follow normal mail routing procedures, citing the lesser classified source as the authority.

C11.5.3.2. Coordination of Mail Routing Instructions When Mobile Units Transfer Between Theaters of Operation. The routing of mail shall be coordinated with the JMPAs and appropriate MPS activities whenever mobile units pass from one AOR to another, such as from the Atlantic to the Pacific areas.

C11.5.3.2.1. When ships or units serviced through Atlantic mail channels transfer to the Pacific, or vice versa, the commanding officers of the ship or task force shall notify both JMPAs. The commander shall furnish information to all commands that need the information to preclude disruption in mail service.

C11.5.3.2.2. Routing changes shall be issued as far in advance of the effective date as possible. This does not preclude dispatching activities from making one-time or short-term dispatches to ships in another area when required in support of the assigned mission.

C11.5.4. Routing for Ships Controlled by Military Sealift Command. Mail routing for ships afloat under the control of the MSC shall be done in the same manner as the routing for the regular fleet.

C11.5.5. Routing for Foreign Naval Ships

C11.5.5.1. Ships transferred to a foreign government under Military Assistance Programs may use the FPO system (FPO AA, AE, AP) addresses and receive mail in the same manner as USN units while the units are in U.S. waters or en route to the foreign government's homeport.

C11.5.5.2. Other allied units participating in U.S. maneuvers or operating in U.S. waters may be authorized to use the facilities of the MPS for receiving closed mail on request, provided that the mail is transported at the requesting country's expense.

C11.5.5.3. Other foreign ships operating with U.S. Armed Forces or in U.S. waters shall normally use international mail service per UPU Articles 66 and 163 (reference (ap)). When routing service is discontinued, the JMPA shall advise the ship concerned to make arrangement with its home country for the routing of mail and will ask the vessel to advise what should be done with mail subsequently received through MPS channels.

Figure C11.F3. DMS Container Dispatch Report Message

SAMPLE MESSAGE

P 010001Z JAN 02 ZYB
FM (LOCATION OF DISPATCHING POSTAL ACTIVITY)
TO (APPROPRIATE JMPA)
INFO (MAJOR COMMANDS)
BT
UNCLAS
MSGID/GENADMIN/(COMMAND)//
SUBJ/CONTAINER DISPATCH REPORT//
RMKS/1. ON (DATE) MAIL WAS DISPATCHED FROM (POSTAL
ACTIVITY). THE FOLLOWING IS A DISPATCH REPORT OF MAIL
FOR (APO/FPO NUMBER):
A. MAIL DISPATCH IN CONTAINER (CONTAINER NUMBER).
B. SEAL NUMBER
C. DATE/TIME OF DISPATCH
D. MAIL ENCLOSED:
 (1) NUMBER OF POUCHES/SACKS - APO/FPO DESTINATION
 (2) OSPS (APO/FPO END DESTINATION
BT
#0001
NNNN

Figure C11.F4. DMS Aircraft Carrier Mail Routing Instruction Message**SAMPLE MESSAGE**

P 010001Z JAN 02 ZYB
 FM USS (AIRCRAFT CARRIER NAME)
 TO (APPROPRIATE JMPA)
 INFO (MAJOR COMMANDS)
 (SHIPS LISTED IN PARA 3)
 BT
 UNCLAS (*CONFIDENTIAL IF REQUIRED)
 MSGID/GENADMIN/(COMMAND)//
 SUBJ/MAIL ROUTING INSTRUCTIONS 01-02//
 REF/A/RMG/(COMMAND)/310001ZDEC01//(PREVIOUS MRI)
 AMPN/REF A CONTAINS LAST MRI//
 POC/SAILOR G/PC2/POTS 111-2222 OR E-MAIL:
 SAILORG(AT)USSCARRIER.NAVY.MIL
 RMKS/1. CANCEL REF A.
 2. FOL SKED IS PROVIDED FOR MAIL ROUTING PURPOSES ONLY:
 (ALL TIMES LOCAL)

PORT/OPERATIONS AREA	ETA	ETD
MAYPORT, FL	PRESENT	0800, 01JAN02
NAPLES, IT	0800, 10JAN02	0800, 13JAN02
GAETA, IT	0800, 20JAN02	0800, 24JAN02
ROTA, SPAIN	0800, 10FEB02	0800, 15FEB02
MAYPORT, FL	0800, 25FEB02	UFN

3. SHIPS IN COMPANY (LIST APPLICABLE, IF NONE THEN
 INDICATE "NONE")
 4. EMBARKED UNITS (LIST APPLICABLE, IF NONE THEN
 INDICATE "NONE")
 BT
 (* DECL/DDMMYY)

Figure C11.F5. DMS Ships Operating with CV/CVN Mail Routing Message

SAMPLE MESSAGE

RATUZYUW RHRAACC2610 1990500-UUUU--RUEAHOM.
 ZNR UUUUU ZUI RUQNGA1254 2280534
 R 160500Z JUL 01
 FM USS SAILOR
 TO RUERNJY/CDR JT MIL POSTAL ACTY ATL NEW YORK NY//MPSA-NY-MR//
 RHMFISS/MEDMAILCOORD NAPLES IT//N401B//
 INFO RUCBCLF/CINCLANTFLT NORFOLK VA//N412P/N412P1//
 RHMFIUU/FISC NORFOLK VA//308//
 RUEAHOM/EXEC DIR MIL POSTAL SVC AGCY ALEXANDRIA VA//MPSA-OP//
 RHDLCNE/CINCUSNAVEUR LONDON UK//N41P//
 RHDLCNA/COMNAVACT LONDON UK//A4/A441//
 RUFEP SH/FMC SIGONELLA IT//FMC//
 RUFNP OK/FMC NAPLES IT//FMC//
 RUFAPVY/FMC ROTA SP//FMC//
 RUFRIQM/USS ENTERPRISE
 RHRCRTC/USS ARCTIC
 RHRCLAR/USNS LARAMIE
 RHRANLG/USNS LEROY GRUMMAN
 RHRAGTB/USS GETTYSBURG
 RHRAGON/USS GONZALEZ
 RHRCSVN/USS NICHOLAS
 RHRANIC/USS NICHOLSON
 RHRCWIN/USS PHILIPPINE SEA
 RHRCSDT/USS STOUT
 RHRAOPQ/USS THORN
 BT
 CONFIDENTIAL
 MSGID/GENADMIN//SAILOR//
 SUBJ/MAIL ROUTING INSTRUCTION 11-01 (U)//
 REF/A/RMG/SAILOR/081845Z AUG 01//
 AMPN/REF A CONTAINS LAST MRI//
 POC/POSTMAN, G/PC2/POTS 111-2222 OR EMAIL:
 POSTMANG(AT)SAILOR.NAVY.MIL (ALL LOWER CASE)
 RMKS/1. (U) REQUEST CANCEL REF A.
 2. (C) THE FOLLOWING SCHEDULE IS PROVIDED FOR MAIL ROUTING
 PURPOSES ONLY:

PORT/LOCATION	ETA	ETD
MAYPORT, FL	PRESENT	0800, 02AUG01
FFT USS ENTERPRISE	02AUG01	15AUG01
INPORT NAPLES, IT	0800, 16AUG01	1600, 19AUG01
FFT USS ENTERPRISE	20AUG01	08SEP01
INPORT GAETA, IT	0800, 09SEP01	1600, 13SEP01
FFT USS ENTERPRISE	14SEP01	28SEP01
MAYPORT, FL	29SEP01	UFN

3. SHIPS IN COMPANY: USNS LARAMIE, USS KENNEDY
 4. REQ ACTION ADDRESSEES ACKNOWLEDGE RECEIPT OF THIS MRI VIA
 MESSAGE, PHONE OR E-MAIL.
 DECL: 10OCT01.//
 BT
 #2610
 NNNN

C12. CHAPTER 12

AUDITS AND INSPECTIONS

C12.1. PURPOSE

This Chapter establishes standardized procedures for audits of postal effects in the hands or control of a designated Postal Clerk (PC), Custodian of Postal Effects (COPE), or Postal Finance Officer (PFO). It also establishes standard procedures for inspecting Military Post Offices (MPOs), Postal Service Centers (PSCs), Community or Consolidated Mail Rooms (CMRs), and Unit Mail Rooms (UMRs) for compliance with existing regulatory documents and agreements.

C12.2. GENERAL

C12.2.1. Audits and inspections are management tools designed to ensure the administration of the MPS per established policies, procedures, and agreements. The Military Postal Service Agency (MPSA) requirements outlined in this Chapter are the minimum Department of Defense (DoD) standards per USPS Publication 38 (reference (g)). Each command element monitors and complies with audit and inspection requirements. Military Department components and responsible commanders may establish more frequent audits and inspections.

C12.2.2. The MPSA coordinates DoD-level postal inspection requirements with the DoD Components and USPS to take full advantage of available audit and security expertise. The MPSA requests this assistance as needed. In developing audit and inspection programs, responsible commanders request support from local military resources that can meet their needs most effectively (for example, military police for security recommendations and military investigative agencies for criminal detection techniques).

C12.2.3. In geographical areas where one Military Department is the predominant element, that Military Department may provide inspection and audit support for the other Military Department elements in the area, when requested by those elements. Responsible commanders at all levels shall review their activities and resources and coordinate requirements with the other Military Departments. Responsible commanders shall develop cross-inspections and audit agreements with the understanding that the overall responsibility for these functions remains with the Military Department element that has jurisdiction over the unit visited.

C12.2.4. Each MACOM is responsible for examining its own overall inspection program, to avoid duplication of expenditures and effort.

C12.3. AUDITS

C12.3.1. General. The USPS-DoD Postal Agreement requires periodic audits of postal accounts advanced by the USPS to ensure these accounts are protected at all times.

C12.3.2. Personnel Authorized to Conduct Audits. The following are authorized to conduct audits:

C12.3.2.1. PFOs.

C12.3.2.2. COPEs/Finance Supervisors.

C12.3.2.3. MPO supervisors.

C12.3.2.4. Responsible commanders.

C12.3.2.5. Postal officers.

C12.3.2.6. USPS representatives of the Postmaster General.

C12.3.2.7. Military Department or MACOM Inspector General (IG) teams.

C12.3.2.8. Department of Defense and Military Department audit agencies, including the Monies Audit Board members.

C12.3.2.9. Persons whose duties are of an investigative nature, when authorized by the responsible commander or the USPS for a specific purpose.

C12.3.2.10. A disinterested officer or non-commissioned officer (NCO) appointed by the responsible commander.

C12.3.2.11. MPSA personnel.

C12.3.2.12. Postal assistance advisors; or

C12.3.2.13. Audit and inspection personnel designated by MACOMs.

C12.3.3. General Audit Rules

C12.3.3.1. Conduct audits at unscheduled and unannounced times.

C12.3.3.2. The person audited shall be present during the audit. In case of absence (i.e., Absent Without Leave (AWOL), Unauthorized Absence (UA), illness, etc.), another person shall act as a witness in that person's behalf.

C12.3.3.3. Do not exchange funds or stocks between accounts during the audit.

C12.3.3.4. When MO, postage stamp stock, and postage meter accounts are in the possession of one person, audit and balance each account separately. However, audit all the accounts at the same time. Where commingling of MO, meter, and stamp funds has been authorized (see Chapter 8), audit the accounts in this order: MO funds first, meter second, and stamp stock third. Account for all overages or shortages in the stamp stock account. For MPOs utilizing the Unisys III and its transmission capabilities, the account is audited as an entity.

C12.3.3.5. During an audit, clerks may not use the account to transact business of any sort.

C12.3.3.6. Personnel conducting the audit shall not have unescorted access to the account being audited prior to the audit.

C12.3.4. Audit Instructions. Persons responsible for postal effects shall show full accountability at the time of the audit. For detailed step-by-step audit instructions, see Tables C12.T1. through C12.T4. Complete PS Form 3294, "Cash and Stamp Stock Count and Summary." See Figures C12.F1. through C12.F3. Figures C12.F1. and C12.F2. depict the completed front, of PS Form 3294 for clerk, and COPE/Finance Supervisor audits, respectively. Figure C12.F3. is the completed reverse side of PS Form 3294 for a clerk. For MPOs using the Unisys III system, audits will be conducted using PS Form 3294. For detailed instructions, see Table C12.T1 - C12.T2.

C12.3.5. Audit Schedules Under Normal Operating Conditions

C12.3.5.1. All working accounts shall be audited at least once monthly. Normally, responsible commanders or their designated representatives, postal officers, and MPO supervisors shall conduct these audits. It is recommended that newly assigned finance clerk accounts be audited weekly for the first 30 days.

C12.3.5.2. Responsible commanders or their designated representative, postal officers or MPO supervisors shall audit the COPE/Finance Supervisor quarterly.

C12.3.5.3. At one-person MPOs or units, audit all accounts in possession of the clerk at least monthly. If needed, the host activity or another MPO supervisor or postal officer may be requested to perform the audit. Letters of request shall include necessary instructions and forms. Appoint the auditor by letter or memorandum. Parent MPOs will ensure the host base representative audits those MAOs or UMRs with parent-extended fixed/flexible credits monthly. Maintain a copy of designation letters at the parent MPO and provide a copy to the MAO or UMR. File a copy of the audit form at the MAO or UMR and parent MPO.

C12.3.5.4. The MACOM postal representatives or their designees shall conduct annual audits of COPEs and PFOs within their command as part of the inspection requirements. See paragraph C12.4.3. Audits performed by Military Department and MACOM IGs, the MPSA, the USPS, and the DoD and Military Department audit agencies satisfy this requirement. Before auditing the COPE/Finance Supervisor account, communication shall be established with the district offices (NY/SFO) to verify the most recent closing balance from the last Form 1412 on file at the General Accounting Office.

C12.3.5.5. Whenever a higher echelon of command or an agency (see paragraph C12.3.2.) conducts an audit, it will satisfy the audit requirement for that time frame. For instance, if a MACOM audits a window sales account, that audit will satisfy the monthly requirement. See subparagraph C12.3.5.1.

C12.3.6. Special Audits

C12.3.6.1. When changing COPEs/Finance Supervisor, conduct the audit jointly with the incoming and outgoing COPEs and include the number and identity of the USPS accountable items, MOs, stamp stock accounts, and postage meter accounts. If a reserve custodian maintains a portion of the stock, they shall participate in the audit.

C12.3.6.2. When the accountable person is UA, AWOL, missing, deceased, hospitalized, confined by civilian or military authority, or reassigned, audit all accounts for which the person is responsible.

C12.3.6.3. Following combat, theft, or natural disaster situations, audit all accountable equipment and effects.

C12.3.6.4. Upon finding unsealed duplicate key or combination envelopes, audit the account to which they pertain.

C12.3.6.5. Conduct an audit as part of an investigation involving a possible depredation of postal effects.

C12.3.7. Fixed/Flexible Credit Tolerance Limits. Tolerance limits apply only to fixed and flexible credits of window clerks conducting financial transactions with patrons. The tolerance for clerk flexible account is one (1) percent of the closing balance. The PFOs, COPEs/Finance Supervisors, reserve custodians, and custodians of filler stocks are not allowed a tolerance. Fixed credit tolerances "plus" or "minus" are as follows:

C12.3.7.1. \$300 or less - \$2.

C12.3.7.2. \$300.01 through \$1,000 - \$10.

C12.3.7.3. \$1,000.01 through \$5,000 - \$20.

C12.3.7.4. \$5,000.01 and above - \$40.

C12.3.7.5. Fixed or Flexible credits being withdrawn - 0.

C12.3.7.6. Stamp Vending Accounts - \$20.

C12.3.8. Recording Audits. Maintain a record of audits on PS Form 3368, "Stamp Credit Examination Record." See Figure C12.F4. Count and document in transit requisitions in the "Remarks" section of PS Form 3368. Auditors shall monitor these records. At the responsible Commander's discretion personnel may be relieved if they consistently show excessive overages or shortages from duties that involve the handling of postal effects.

C12.3.9. Audit Results. Carry overages and shortages forward that are within the tolerance limits. See paragraph C12.3.7. Dispose of overages and shortages in excess of the tolerance limits as follows:

C12.3.9.1. Fixed/Flexible Credit Accounts Overage and Shortages

C12.3.9.1.1. For fixed credit accounts, the auditor shall collect the entire amount of the overage, to include the tolerance, the auditor will prepare a PS Form 1096, "Receipt," in duplicate; giving the clerk the original and retaining the copy for their

records. The auditor will submit the overage to the COPE with the PS Form 1096. File a copy of the PS Form 3294, annotated with the check number under which remitted, with the duplicate copy of the PS Form 1096. Remit overages when submitting the next PS Form 1412-B, "Daily Financial Report." See Chapter 6. If the PFO's or COPE's account has an overage, the auditor shall ensure that the PFO or COPE forwards the overage to the source of supply. COPEs will submit a letter to the PFO when remitting account overages. The letter will include the grade and name of account holder and the amount of overage. Also indicate action taken to verify that the overage did not correlate to shortages in other accounts. Remit overage the next duty day. Maintain a copy of the letter and remittance instrument (no fee MO or cashier's check) with the clerk's PS Form 3368 (Stamp Credit Examination Record).

C12.3.9.1.2. For a clerk flexible credit accounts, the auditor will direct the clerk to enter the entire amount of the overage, to include the tolerance, in the trust Account Indicator Code (AIC) 057 (Employee Overage). This will generate a Form 3544, which is an accountable receipt. This receipt shall be turned in with the clerk's Final 1412.

C12.3.9.1.3. For a COPE/Finance Supervisor flexible account, the entire overage amount will be unit adjusted into AIC 057. A Form 3544 will not be generated. If this overage is found in the cash portion of the account (CASH RETAINED), then the overage will be place in AIC 068 (CASH RETAIN OVR).

C12.3.9.2. The accountable person shall replace the shortages, to include the amount of the tolerance, at the time of the audit. If the person refuses to make voluntary restitution or if criminal intent is suspected, see Chapter 14 for procedures. Chapter 14 covers procedures in the event of refusal to make restitution or criminal intent is suspected. If the source of supply agrees with the explanation, reimbursement for the amount of the shortage will be made.

C12.3.9.3. Whenever an audit reveals an overage or shortage beyond the tolerance limits, the auditor shall determine if other accounts belonging to personnel assigned to that MPO, including the COPE or reserve custodian, shall be audited. The clerk being audited may also request an audit of other accounts (excluding geographically separated units). If an overage or shortage is revealed in another account and the auditor, COPE, and MPO supervisor believe that a relationship between the differences exists, an overage in one clerk's credit can be offset against a shortage in another clerk's credit. The transfer of funds shall be documented using PS Form 1096, (prepared and signed by the receiving clerk, and provided as a receipt to the clerk relinquishing funds). Record this transfer in the "Remarks" section of each PS Form 3294.

C12.3.9.4. If a shortage appears in the PFO or COPE's stamp stock account during the transfer of an account, the outgoing PFO or COPE shall take action to resolve the shortage before transferring the credit to the incoming PFO or COPE. When the credit of a PFO or COPE shall be transferred while a shortage in the account exists, refer the matter to the MPSA for resolution.

C12.3.9.5. During audits, individual credit accounts do not require an additional audit when a shortage or overage occurs that is within the tolerance levels. Carry these differences forward to the next audit. However, if the person being audited requests another audit, the auditor shall comply. If the additional audit agrees with the original audit, do not conduct additional audits.

C12.3.10. Disposition of Audit Results for a Fixed Credit Account

C12.3.10.1. The activity being audited shall keep a file copy of PS Form 3294 (the audit). File PS Form 3294, conducted in conjunction with inspections, with inspection reports. See paragraphs C12.4.3. and C12.4.4.

C12.3.10.2. Forward a copy of the annual audits of PFO or COPEs, with flexible accounts, to the accountable postmaster using the address element shown in Table C6.T1. Forward a copy of all audits of the COPE to the servicing PFO. Send the following with the audit:

C12.3.10.2.1. A copy of the PS Form 3369 (Consigned Credit Receipt) used to establish the "Dollar Value of Account" shown on the PS Form 3294.

C12.3.10.2.2. A copy of the last PS Form 3602-PO, "Postage Collected Through Post Office Meter," submitted to the accountable postmaster for each post office meter in operation. This situation does not apply to meters operated at post offices with fixed credits extended by PFOs.

C12.3.10.2.3. A copy of the last PS Form 3603, "Receipt for Postage Meter Settings," submitted to the accountable postmaster for each customer of DoD contract meters in operation.

C12.3.10.2.4. A copy of the last PS Form 17, "Stamp Requisition," reflecting blank MOs received from the accountable postmaster's paper depository.

C12.3.10.3. Upon receipt of the PS Form 3294 and accompanying documentation (see subparagraph C12.3.10.2.), the accountable postmaster will verify the documentation based upon the actual PS Forms 3369, 3602-PO, and 3603 received

from the PFO or COPE, and the records maintained by the accountable postmaster's paper depository relative to stamp stock and blank MOs shipped to the PFO or COPE. Return the verified PS Form 3294 and accompanying documentation to the auditing official.

C12.4. MPO INSPECTIONS

C12.4.1. Inspections. Inspect postal activities at least annually to determine if they are performing their mission in an effective and efficient manner per established laws, regulations, and USPS and DoD regulatory documents. Inspections shall also measure the activity's responsiveness to problem areas, and corrective action taken on previously noted irregularities and deficiencies. Appendix 2 provides commanders a minimum standard to assist MPS managers in developing a viable inspection program.

C12.4.2. Focus. Focus inspections equally on three primary functional areas: finance, operations, and service. The scope of the inspection shall cover all aspects of each functional area including an audit and examination of the following:

C12.4.2.1. Flexible and fixed credit accounts, to include meter accounts and Postage Validation Imprinter (PVI) accountability.

C12.4.2.1.1. PS Form 3533, "(Application and Voucher for Refund of Postage and Fees."

C12.4.2.1.2. Unit 1412 or PS Form 1412-A.

C12.4.2.1.3. Clerks' Final 1412 or PS Form 1412-A.

C12.4.2.1.4. PS Form 3544, "Post Office Receipt for Money."

C12.4.2.2. MO accounts.

C12.4.2.3. Accountable and expendable USPS items.

C12.4.2.4. Physical and operational security, to include procedural instructions.

C12.4.2.5. Mail handling procedures.

C12.4.2.6. Maintenance of postal publications.

C12.4.2.7. Records of complaints, claims, and inquiries.

C12.4.2.8. Administrative procedures.

C12.4.2.9. Personnel and facilities.

C12.4.2.10. Receipt and dispatch procedures.

C12.4.2.11. Mail transportation.

C12.4.2.12. Directory service.

C12.4.2.13. Acceptance of mail.

C12.4.2.14. Training programs.

C12.4.2.15. Supervision.

C12.4.3. Minimum Inspection Requirements

C12.4.3.1. The MACOMs or designated representatives shall inspect assigned postal activities (MPOs, Aerial Mail Terminals (AMTs), Fleet Mail Centers (FMCs), etc.) above the UMR level annually. See section C12.5. for UMR inspection requirements.

C12.4.3.2. Whenever a higher echelon of command or one of the authorized agencies listed below conducts an inspection, the inspection will satisfy the annual inspection requirement, if the areas are inspected. See paragraph C12.4.2. Authorized agencies for this are:

C12.4.3.2.1. The USPS.

C12.4.3.2.2. The MPSA.

C12.4.3.2.3. Military Department or MACOM IGs.

C12.4.3.2.4. The DoD or Military Department audit agencies.

C12.4.4. Documentation. The inspecting activity and the activity being inspected shall keep a copy of inspection reports on file. Provide MPSA-OP a quarterly bullet synopsis of DoD applicable inspection findings by location. The MACOM or Military Department inspection directives shall define the requirements for additional distribution and copies.

C12.5. PSC, CMR, AND UMR INSPECTIONS

C12.5.1. Supervisory personnel shall check the PSC, CMR, and UMR daily to ensure that the mail is handled correctly and promptly.

C12.5.2. Supervisory personnel shall also conduct weekly inspections (document inspections as required by the applicable Military Department) to include, but not limited to, an examination of the following:

C12.5.2.1. Ensure delivery of mail is in a timely manner.

C12.5.2.2. Ensure all mail is available for delivery the same day of receipt.

C12.5.2.3. Mail room security.

C12.5.3. The postal officer, MPO supervisor, or designated representative of the servicing postal activity shall conduct unannounced inspections of all DoD and non-DoD-operated PSCs, CMRs and UMRs they service. The installation commander's designated representative shall inspect PSCs in the United States. Conduct these inspections at least quarterly using Appendix 2 or a similar checklist, as the minimum standard. These inspection requirements do not apply to PSCs when they are a section of an MPO. See section C12.4. for applicable inspection requirements.

C12.5.4. The U.S. Postal Inspectors may inspect PSCs, CMRs, and UMRs on request from, or on approval of, responsible commanders. Check for proper identification before allowing inspection personnel access to mail handling areas.

Table C12.T1. How to Audit a Fixed Credit Account

STEP	INSTRUCTIONS
1	Complete the heading of PS Form 3294, "Cash and Stamps Stock Count and Summary." Determine the amount of fixed credit advanced to the individual by checking the PS Form 3369 issued by the person advancing the fixed credit.
2	Using pages 2 of 4 and 3 of 4 of PS Form 3294, inventory stamps, paper stock, cash funds, and requisitions in transit. If appropriate, determine the value of discounts given in bulk sales of envelopes.
3	Show inventory results in the "Summary of Accountability" section of the PS Form 3294. Auditors shall honor letters explaining shortages in receipt of stock from the source of supply. The amount of shortage shall be added to the actual stamp stock on hand with an explanatory note placed in the "Notes, etc., Remarks" section of the audit form.
4	If an overage or shortage exists, see paragraph C12.3.9.
5	Review MO accounts and record required data on PS Form 3294.
6	Audit postage meter account and check designated block on PS Form 3294.
7	When auditing a PFO or COPE, the auditor shall review the last PS Form 3294 to determine if any outstanding shortages exist. Outstanding shortages shall be recorded on each subsequent audit form until the shortage is replaced.
8	Record the results of the audit on the individual's PS Form 3368, and keep PS Form 3294 on file at the postal activity.
9	When auditing a PFO or COPE, the auditor shall inventory all capital sensitive equipment per USPS Supply Catalog (reference (j)) listed on the activity's PS Form 1590, "Supplies and Equipment Receipt." Report any missing items as a possible postal offense or loss per Chapter C14. Document the shortage in the "Notes, etc." section of PS Form 3294.
10	When auditing a COPE, the auditor shall provide the responsible PFO with a copy of PS Form 3294.
10.a.	At APOs, the PFO reviews the audit sheet to verify amount(s) entered for in transit stamp requisitions and immediately notifies the auditor of any discrepancies; e.g., amount of in transit stamp requisition reported does not agree with amount(s) received, stamp requisition reported not received, etc.
10.b.	The auditor will verify the check number and the amount listed on the file copy of PS Form 17, with the check-issuing activity. The auditor will then verify the registered dispatch documents.

Table C12.T2. How to Audit a Flexible Credit Account

STEP	INSTRUCTIONS
1	<p>Complete the heading PS Form 3294 by indicating "Main or Reserve Stock, Stamp Credit, or check the Other (Specify) block (i.e., Vending Accounts).</p> <p>a. Type of Accountability:</p> <ul style="list-style-type: none"> - Main or Reserve - PFO/COPE/Finance Supervisor. - Stamp Credit - Use for clerk account. - Cash Retained/Reserve & Unit - Should not be used. - Other - Used to indicate vending accounts. <p>b. Name of Employee - Enter name of account holder.</p> <p>c. Clerk ID No. - ID # assigned by COPE/Finance Supervisor.</p> <p>d. Unit Name - Name of unit being audited.</p> <p>e. Unit ID No. - Standard Field Accounting number assigned by the District Offices (NYSF).</p> <p>f. Date of Examination - Audit date.</p>
2	<p>Cash and Items on Hand - Enter the quantity and amount and enter the Total in item 26. Items 27-32 are completed as applicable. Total Items 26-32 and transfer the Totals to item 33.</p>
3	<p>Summary of Accountability</p> <p>a. Line 1 - Enter total cash and cash items on hand from line 33 column II.</p> <p>b. Line 2 - Enter any paid out items listed on PS Form 3533 in column I, if applicable.</p> <p>c. Lines 3-5 - Complete if applicable (If any entry is on line 2 column II, line 5 column II shall be completed).</p> <p>d. Line 6 - List any amount recorded from column II line 1, in column II.</p> <p>e. Lines 7-13 - Complete if applicable.</p> <p>f. Lines 14-16 - List the total accountability of extend credits from the COPE/Finance Supervisor account.</p> <p>g. Line 17 - Enter the totals for any items entered in lines 6-16.</p> <p>h. Line 18 - Enter the totals from pages 2 of 4 and 3 of 4 in column I.</p> <p>i. Line 19 - Complete if applicable in column I.</p> <p>j. Line 20 - Complete if applicable in column II.</p> <p>k. Line 21 - Enter the totals from line 17 and 20 column II.</p> <p>l. Line 22 - List the amount recorded in AIC 840 from Form 1412.</p> <p>m. Line 23 - Record the differences between lines 21 and 22.</p> <p>n. Line 24 - Enter 1 percent of the account be audited (For PFO/COPE/Finance Supervisor accounts, the tolerance is zero).</p> <p>o. Line 25 - Check the appropriate box. (For military units, the Form 571 will not be completed.)</p> <p>p. Lines 26-32 - See #2, above.</p>

C12.T3. How to Audit a Money Order Account

RULE	IF PFO	IF COPE	IF MO CLERK	THEN:
1	X	X		Compare PS Form 17 (Stamp Requisition) with serial numbers, broken or unbroken sets or boxes.
2	X	X	X	Compare serial numbers of issued money order sets listed on DD Form 885 with PS Form 17.
3	X	X	X	Check sequence of issuance or transfer of blank set on DD Form 885.
4		X	X	Compare PS Forms 17, DD Form 885, Final 1412s and money order set blanks on hand, to ensure that all are accounted for.
5		X	X	Verify money orders on hand against DD Form 885 and Form 1412.
6		X	X	Ensure Unit 1412s are transmitted daily.
7		X	X	Verify postal funds are deposited daily by checking the bank deposit slips.

NOTE: If discrepancies are noted or suspected, contact the check-making facility to confirm the amounts and dates that checks or money orders were issued. Also, registered mail dispatch records can be compared with AMT or FMC records to confirm shipment.

Table C12.T4. How to Audit a Postage Meter Account

STEP	INSTRUCTIONS
1	Verify meter heads on hand against meters documented on PS Form 1590.
2	Verify the "Received for Postage" computations for Ascending and Descending balances on PS Form 3602-PO for each meter on hand and used since the last audit.
3	Verify that the meter clerk transferred meter monies to the COPE on PS Form 1096.
4	Verify that the remittances (bank deposit slip or check instrument) equal the total received for postage, minus any amounts claimed on PS Form 3533.

Figure C12.F1. Sample Audit of a Postal Clerk on PS Form 3294 (Page 1 of 4)

UNITED STATES POSTAL SERVICE

Cash and Stamp Stock Count and Summary

Type of accountability Main or Reserve Stock Cash Retained/Reserve Other (Specify)
 Stamp Credit Unit

Name of Employee Terri L. Sands		Clerk ID No. 01	Unit Name Ghedi AFB, Italy	Unit ID No. 1508	Date of Examination 11-Jan-01
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Summary of Accountability <i>(Attach a preliminary Form 1412 in applicable)</i>		Cash and Cash Items on Hand <i>(Cash Details Optional)</i>			
	Col. I	Col. II	Denomi- nation	Quantity	Amount
1. Total Cash and Cash Items on Hand <i>(Line 33)</i>		\$74.70			
Add Back Paid Out Items (Disbursements):					
2. Refunds			\$100.00		
3. Other			\$50.00		
4. Other			\$20.00	3	\$60.00
5. Other			\$10.00	1	\$10.00
6. Cash That Was Available Before Paid Outs		\$74.70	\$5.00		
Less Cash Represented by Accountability Items Other Than Stamp Stock (Receipts):					
7. Money Order Vouchers			\$2.00		
8. Forms 3544			\$1.00	4	\$4.00
9. COD Tags			0.50		
10. Customer Meters, Forms 3603			0.25	2	\$0.50
11. Post Office Meters/PVI <i>(Forms 3602-PO & current readings)</i>			0.10	2	\$0.20
12. Box Rents, Forms 1538			0.05		
13. Retail Packaging Products			0.01		
14. Other			26. Total Cash		\$74.70
Fixed Credits Issued					
15. Other			27. Personal and Business Checks, Total		
16. Other			28. Government Checks, Total		
17. Cash Portion of Stamp Credit			29. Paid Money Orders, Total		
Add:			30. Traveler's Checks, Total		
18. Stamp Stock as Counted	\$930.77		31. Credit/Debit/PPC Card Receipts, Total		
19. Envelope Discount, Forms 3220			32. Other (Describe)		
20. Stock in Transit <i>(Returned but still in accountability)</i>			33. Total Cash and Cash Items on Hand (Total items 26 thru 32)		\$74.70
21. Total Cash and Stamp Stock		\$1,005.47			
22. Opening Balance Stamps, AIC 840, or Cash Retained, AIC 353		\$1,000.00			
23. Difference			21 - 22, Col. II		\$5.47
24. Amount of Tolerance for this Credit		\$10.00			
25. Action Taken When Out of Tolerance <input type="checkbox"/> Trust <input type="checkbox"/> Suspense <input type="checkbox"/> Form 571					

PS Form 3294, January 1999, (Page 1 of 4)

Figure C12.F2. Sample Audit of a Completed Stock Inventory Sheet on PS Form 3294 (Page 2 of 4)

\$ 0.01	\$ 0.02	\$ 0.03	\$ 0.04	\$ 0.05	\$ 0.10
1010					
\$ 10.10	\$ -	\$ -	\$ -	\$ -	\$ -
\$ 0.20	\$ 0.22	\$ 0.23	\$ 0.30	\$ 0.32	\$ 0.34
					2000
\$ -	\$ -	\$ -	\$ -	\$ -	\$ 680.00
\$ 0.40	\$ 0.46	\$ 0.50	\$ 0.55	\$ 0.60	\$ 0.75
				100	
\$ -	\$ -	\$ -	\$ -	\$ 60.00	\$ -
\$ 0.77	\$ 0.78	\$ 1.00	\$ 2.00	\$ 3.40	\$ 5.00
		7			
\$ -	\$ -	\$ 7.00	\$ -	\$ -	\$ -
First Class Rate	FC Rate 2nd oz.	FC Rate 2 oz.	\$ _____ P.S.A.	\$ _____ P.S.A.	\$ _____ P.S.A.
\$ _____	\$ _____	\$ _____			
	Express Mail Rate	Priority Rate	\$ 3.40 Books	\$ _____ Books	\$ _____ Books
	\$ _____	\$ _____	50		
			\$ 170.00		
	FC Rate Coils	FC Rate Coils	\$ _____ Coils	\$ _____ Coils	\$ _____ Coils
	\$ _____	\$ _____			

PS Form 3294, January 1999 (Page 2 of 4)

Figure C12.F3. Sample Audit of a Completed Stock Inventory Sheet (Continuation) on PS Form 3294 (Page 3 of 4)

Stamped Envelopes, Cards, and Other Stamped Paper					
FC Envelopes \$ 0.41	# 6 3/4 Window \$ _____ Box	# 10 Window \$ _____ Box	# 6 3/4 Prec. Reg. \$ _____ Box	# 10 Prec. Reg. \$ _____ Box	# 6 3/4 Prec. Window \$ _____ Box
5	# 10 Prec. Window \$ _____ Box	\$ _____	\$ _____	\$ _____	\$ _____
\$2.05					
FC Rate Cards \$ 0.21	Cards-Reply \$ _____	Int'l Cards \$ _____	Int'l Cards \$ _____	\$ _____	\$ _____
2					
\$0.42					
Aerogrammes \$ 0.60	Reply Coupons \$ _____	\$ _____ Bird	\$ _____	\$ _____	\$ _____
2					
\$1.20					
\$ _____	\$ _____	\$ _____	Use This Space for Computations		
\$ _____	\$ _____	\$ _____			
Redeemed Stock					

PS Form 3294, January 1999 (Page 3 of 4)

Figure C12.F4. Sample Audit of a Postal Clerk Completed Stock Inventory Sheet (Summary) on PS Form 3294 (Page 4 of 4)

Inventory of Employees' Credit Containers (Annual)					
Equipment	Cash Drawer	Stamp Cabinet	Safe Compartment	Envelope Drawer	
Equipment Number					
Number of Keys					
Summary of Main/Reserve Stock Accountability					
Stamp Stock on Hand per count	\$	930.77	<input type="checkbox"/> Inventory Items Are Corrected or Have been Corrected		
Stamp Stock per Form 3958					
Difference <input type="checkbox"/> Over <input type="checkbox"/> Short					
Action Taken <input type="checkbox"/> Trust <input type="checkbox"/> Suspense <input type="checkbox"/> Form 571					
Verification of Accountable Forms					
Form No.	Last Issued per Form 1412		Next Form on Hand		
1538					
3210					
3544					
3582-C					
3602-PO					
3603					
Verification of Money Orders					
Domestic	Are they issued in sequence?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		
Bait	Are they in good condition?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		
International	Are they issued in sequence?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	N/A	
Verification of Forms 3977 (Semi-Annual)					
Are signatures current?		<input type="checkbox"/> Yes	<input type="checkbox"/> No		
Are envelopes sealed and postmarked?		<input type="checkbox"/> Yes	<input type="checkbox"/> No		
Verification of Other Items (List)					
Notes, etc.:					
Money Orders on hand 8024019900 - 8024019999					
I have examined this stamp credit:			I agree to the count:		
Printed Name and Signature of Auditor			Signature of Account Holder		
<i>(Signature of Supervisor)</i>		<i>(Date)</i>	<i>(Signature of Employee)</i>		<i>(Date)</i>

PS Form 3294, January 1999, (Page 4 of 4)

Figure C12.F5. Sample Audit of a COPE/Finance Supervisor Sheet on PS Form 3294
(Page 1 of 4)

Cash and Stamp Stock Count and Summary

UNITED STATES POSTAL SERVICE

Type of accountability: Main or Reserve Stock Cash Retained/Reserve Other (Specify)
 Stamp Credit Unit

Name of Employee: Larry Brown Clerk ID No.: Unit Name: Ghedi AFB, Italy Unit ID No.: 1508 Date of Examination: 11-Jan-01

Summary of Accountability <i>(Attach a preliminary Form 1412 in applicable)</i>		Cash and Cash Items on Hand <i>(Cash Details Optional)</i>			
	Col. I	Col. II	Denomination	Quantity	Amount
1. Total Cash and Cash Items on Hand <i>(Line 33)</i>		\$1,000.00			
Add Back Paid Out Items (Disbursements):					
2. Refunds			\$100.00	3	\$300.00
3. Other			\$50.00		
4. Other			\$20.00	15	\$300.00
5. Other		Tot. 2 thru 5, Col. I \$0.00	\$10.00	10	\$100.00
6. Cash That Was Available Before Paid Outs		1 + 5, Col. II \$1,000.00	\$5.00	5	\$25.00
Less Cash Represented by Accountability Items Other Than Stamp Stock (Receipts):					
7. Money Order Vouchers			\$2.00		
8. Forms 3544			\$1.00	200	\$200.00
9. COD Tags			0.50		
10. Customer Meters, Forms 3603			0.25	160	\$40.00
11. Post Office Meters/PVI <i>(Forms 3602-PO & current readings)</i>			0.10	200	\$20.00
12. Box Rents, Forms 1538			0.05	200	\$10.00
13. Retail Packaging Products			0.01	500	\$5.00
14. Other Fixed Credits Issued	\$4,000.00		26. Total Cash		\$1,000.00
15. Other			27. Personal and Business Checks, Total		
16. Other		Tot. 7 thru 16, Col. I \$4,000.00	28. Government Checks, Total		
17. Cash Portion of Stamp Credit		6 + 16, Col. II \$5,000.00	29. Paid Money Orders, Total		
Add:			30. Traveler's Checks, Total		
18. Stamp Stock as Counted	\$11,000.00		31. Credit/Debit/PPC Card Receipts, Total		
19. Envelope Discount, Forms 3220			32. Other (Describe)		
20. Stock in Transit <i>(Returned but still in accountability)</i>		Tot. 18 thru 20, Col. I \$11,000.00	33. Total Cash and Cash Items on Hand (Total items 26 thru 32)		\$1,000.00
21. Total Cash and Stamp Stock		Tot. 17 + 20, Col. II \$16,000.00			
22. Opening Balance Stamps, AIC 840, or Cash Retained, AIC 353		\$16,000.00			
23. Difference		21 - 22, Col. II \$0.00			
24. Amount of Tolerance for this Credit	\$0.00				
25. Action Taken When Out of Tolerance	<input type="checkbox"/> Trust <input type="checkbox"/> Suspend <input type="checkbox"/> Form 571				

PS Form 3294, January 1999, (Page 1 of 4)

Figure C12.F6. Sample of a COPE/Finance Supervisor Completed Stock Sheet (Summary) on PS Form 3294 (Page 4 of 4)

Inventory of Employees' Credit Containers (Annual)					
Equipment	Cash Drawer	Stamp Cabinet	Safe Compartment	Envelope Drawer	
Equipment Number					
Number of Keys					
Summary of Main/Reserve Stock Accountability					
Stamp Stock on Hand per count	\$	11,000.00		<input type="checkbox"/> Inventory Items Are Corrected or Have been Corrected	
Stamp Stock per Form 3958	11000				
Difference	<input type="checkbox"/> Over	<input type="checkbox"/> Short			
Action Taken	<input type="checkbox"/> Trust	<input type="checkbox"/> Suspend	<input type="checkbox"/> Form 571		
Verification of Accountable Forms					
Form No.	Last Issued per Form 1412		Next Form on Hand		
1538					
3210					
3544					
3582-C					
3602-PO					
3603					
Verification of Money Orders					
Domestic	Are they issued in sequence?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		
Balt	Are they in good condition?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		
International	Are they issued in sequence? N/A	<input type="checkbox"/> Yes	<input type="checkbox"/> No		
Verification of Forms 3977 (Semi-Annual)					
Are signatures current?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		
Are envelopes sealed and postmarked?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		
Verification of Other Items (List)					
Notes, etc.:					
Money Orders on hand: 8024020000 - 8024021000					
I have examined this stamp credit:			I agree to the count:		
Printed Name and Signature of Auditor			Signature of Account Holder		
(Signature of Supervisor)		(Date)	(Signature of Employee)		(Date)

PS Form 3294, January 1999, (Page 4 of 4)

C13. CHAPTER 13

MILITARY POSTAL SERVICES FACILITY STANDARDS

C13.1. PURPOSE

This Chapter provides standard criteria for the MPS to evaluate the adequacy of present and proposed postal facilities outside the geographical areas serviced by the USPS. This Chapter also describes the responsibilities of MPS supervisors and installation commanders in maintaining these standards.

C13.2. APPLICABILITY

This Chapter applies to permanent structure land-based MPS facilities. Shipboard post offices and temporary facilities shall conform to floor space, structural, and facility standards to the maximum extent possible. Chapter 15 outlines facility requirements for UMR operations.

C13.3. EXPLANATION OF TYPES OF SUPPORT

C13.3.1. Direct. Direct support is the sorting of mail for issue to addressees or mail clerks and mail orderlies, and the sorting of mail received from addressees, mail clerks, and mail orderlies for onward dispatch to another postal facility. This includes accepting, collecting, canceling, sorting, redirecting, massing, sacking, weighing, manifesting, and dispatching mail. It also includes postal finance services provided to patrons.

C13.3.2. General. The bulk separation of mail for onward dispatch to another postal facility, to include the sorting of letter mail received from one civilian Post Office or MAO for dispatch to another postal facility. It may include postal finance service, directory service, or collection and delivery service.

C13.3.3. Terms. These terms do not refer to a specific Military Service's definition, but reflect the postal functions performed.

C13.4. RESPONSIBILITIES

C13.4.1. Installation Commander/MPS Postal Officer or Supervisor

C13.4.1.1. Evaluates proposed moves of postal facilities to ensure selected locations meet this Chapter's criteria. When applicable, coordinate facility moves or modifications with the USPS Postmaster or Regional Managers.

C13.4.1.2. Requests yearly, or as necessary, through installation or activity commanders, data concerning the population their postal facility serves. List this data by Military Department and other authorized user categories (i.e., State Department, civilian, and family members, by category of the sponsor). Include all activities, units, and installations serviced by the postal activity.

C13.4.1.3. Submits the appropriate documentation to the host installation requesting improvements or new construction for the postal facility per this Chapter.

C13.4.1.4. Requests annually, in writing, to the responsible agency that a physical security inspection be conducted for each postal facility, including postal finance facilities.

C13.4.1.5. Initiates follow-up actions to correct deficiencies identified in the physical security inspection.

C13.5. SPACE CRITERIA FOR MILITARY POSTAL FACILITIES

C13.5.1. Basis of Space Criteria. The space criteria for a military postal facility shall be based on the total population, including family members, serviced by the postal facility. See Tables C13.T1. through C13.T3. for specific requirements based on functions performed. Adjust gross square footage space requirements to net usable square feet. The adjustment is 80 percent of the gross floor area. Functional areas and a recommended allocation of net space within the postal facility further break down the total net space requirements.

C13.5.2. Additional Space. Additional space may be provided if an MPO supports:

C13.5.2.1. Major and subordinate headquarters, commands, personnel centers, training centers, Military Service schools, hospitals, supply depots, or other high-volume mailers.

C13.5.2.2. Activities generating a high volume of accountable mail that requires secure overnight storage.

C13.5.2.3. Postal facilities, which provide bulk handling of mail shall be authorized 20 square feet net floor space per every 1,000 personnel receiving general support. This space shall be allocated as follows:

C13.5.2.3.1. Mail Processing Section: 15 square feet per 1,000 population.

C13.5.2.3.2. Registry Section: 5 square feet per 1,000 population.

C13.5.2.3.3. Space authorized a postal facility for this mission will be in addition to the space requirements for other functions. When figure measurements of direct and general support combined exceed 50 percent of the increment to the next larger facility, use the criteria for the larger facility.

C13.5.2.3.4. Further space requirements to consider are training room, break room, and locker storage. Do not let climate control equipment and rooms encroach on the functional space requirements if at all possible.

C13.6. POSTAL FACILITY UPGRADE AND IMPROVEMENT

C13.6.1. Policy. Installation commanders, Postal Officers and MPO Supervisors are encouraged to establish an active program to upgrade and improve postal facilities. Postal facilities that do not meet 75 percent of the overall net square feet requirement of Table C13.T1. are considered unsatisfactory.

C13.6.2. Use of Existing Facilities. When a postal facility does not meet the requirements of this Chapter, the responsible Postal Officer or activity supervisor shall submit appropriate documentation to upgrade or replace the facility to the host installation commander.

C13.7. POSTAL FACILITY STRUCTURAL CRITERIA

Postal facilities are required to provide a safe and healthy work environment for customers and personnel, as well as secure storage for postal effects and classified material. The minimum requirements contained in the following publications shall be met.

C13.7.1. DoD Issuances

C13.7.1.1. DoD 5200.1-R, "Information Security Program" (reference (e)).

C13.7.1.2. DoD 5200.8-R, "Security of DoD Installations and Resources" (reference (ar)).

C13.7.2. Individual Federal and Military Department Directives and Regulations

C13.7.3. Other Considerations

C13.7.3.1. Walls. The exterior walls shall be constructed to prevent penetration.

C13.7.3.2. Location. The postal facility should be located on the ground floor.

C13.7.3.3. Doors. Keep the number of postal facility access doors to an absolute minimum. Postal facility access doors shall be of sheet metal material not less than 16 gauge in thickness, or a solid wooden door covered on the outside with a steel plate not less than 12 gauge in thickness. Hinges shall be installed so it will be impossible to remove the closed door without seriously damaging the door or jam. The door shall be locked with high security padlocks and hasps. Install the locking bars and hasps to prevent unauthorized access to the room. Arrange the heads of the bolts and screws so that they cannot be removed from the exterior side. Glass doors used for post office lobby entrances shall have steel bar doors and gates for added security. If the door design prevents use of high security locks and hasps, a mortise lock or rim deadlock shall be used and meet the following requirements:

C13.7.3.3.1. Be a key-operated, mortised, or rim-mounted lock.

C13.7.3.3.2. Have a dead bolt throw of one inch.

C13.7.3.3.3. Be of double cylinder design.

C13.7.3.3.4. Have five pin tumbler cylinders; with two of mushroom or spool-type drive pin design.

C13.7.3.3.5. Have 10,000 key changes.

C13.7.3.3.6. Have no master key.

C13.7.3.3.7. Contain hardened saw resistant steel inserts if the bolt is visible when locked. The strike shall be made of steel.

C13.7.3.4. Windows. Equip first floor and ground level windows with a heavy metal frame and vertical dividing bars to prevent the passage of a person's body. Cover windows located at least 10 feet above ground level and second story windows with wire mesh security screening.

C13.7.3.5. Registry. Enclose Registry Sections in a separate room or wire mesh cage to provide security against unauthorized entry. Install the access door to this area per subgraph C13.7.3.3. or, if using a wire cage, ensure the door is at least of the same quality and grade mesh as the cage itself, and otherwise fitted with adequate locking devices, per subparagraph C13.7.3.3. The wire mesh shall be a minimum of 10 gauge with a maximum 1 1/2 inch size mesh. Provide a wire mesh cover for the enclosure when the ceiling is excessively high.

C13.7.3.6. Open Counters. Equip postal facilities with open counters to afford a more pleasant and efficient working environment. Construct postal finance service counters in modules with adequate space for postal equipment and expendable supplies, and have separate lockable cash drawers for USPS stamp funds and MO funds. Install a blind at the rear of each postal finance service counter to close off the view of the mail processing section from customers. The postal finance service counter window shall be designed and constructed to have the ability to be secured after closing hours.

C13.7.3.7. Intrusion Alarm Devices (IAD). Install alarm systems in postal facilities that are not operational on a 24-hour basis. The IAD requirement may be waived if postal effects and mail are not retained in a postal facility overnight. Use only approved Joint-Service Interior Intrusion Detection Systems (J-SIIDS) equipment for installation of IADs. Table C13.T4. suggests types of IADs that may be employed in various areas of postal facilities.

C13.7.3.8. Docking Space. Postal facilities should have sufficient loading and off loading space. Provide adequate area for maneuvering trucks. Loading doors and docks should have sufficient roof overhang to load and off load mail without exposing the mail to inclement weather. Add door and docking space to the total required space allocation in facility planning.

C13.7.3.9. Parking Space. Postal facilities should have adequate parking space for customer parking and unit mail clerks' vehicles.

C13.7.3.10. Outside Signs. Each postal facility should be appropriately identified with an outside sign, except when prohibited by local agreements. The signs shall be in good taste and prominently displayed.

Table C13.T1. Space Criteria Based on Population

Space Criteria Based on Population	500	1,000	2,500	4,500	7,500	11,500	16,500	22,500
Gross Square Feet	400	600	1,700	2,925	4,500	6,325	8,250	10,125
Lobby	50	80	200	250	350	500	650	700
Postal Finance	100	100	100	200	300	400	500	600
Mail Processing	120	150	800	1,415	2,250	3,295	4,325	5,350
Postal Directory	(a)	(a)	75	75	150	150	225	225
Accountable Mail	50	75	100	100	150	200	250	300
Registered Mail	(b)	(b)	B	50	100	100	150	375
Postal Admin	(a)	75	75	150	150	225	300	375
Postal Supply	(a)	(a)	50	100	150	200	200	200
Net Sq. Feet (c)	300	480	1,400	2,340	3,600	5,060	5,060	8,100
COPE Section	(d)	(d)	100	100	150	150	225	225

(a) Floor space for the above functions is included in mail processing section.

(b) Registered mail is included in accountable mail section.

(c) Net square feet are 80 percent of gross square feet.

(d) When the postal facility has a COPE, 100 square feet shall be added.

NOTE: When the population serviced is one-third or more of the difference between increments, the next larger size postal facility shall be used as criteria.

Table C13.T2. Space Criteria Based on Number of Postal Finance Clerks

Space Criteria Based on Number of Postal Finance Clerks	1	2	3	4	5	6
Lobby	80	250	350	500	650	700
Postal Finance	100	200	300	400	500	600
Mail Holding Area	100	130	150	150	150	200
Postal Admin	0	0	75	75	75	75
Total Sq. Ft	280	580	875	1,125	1,375	1,575

NOTE: Add door and docking space if USPS requires it.

Table C13.T3. Receptacles Installed

Receptacles Installed	Gross Square Foot (sq. ft) Area Per Receptacle
Up to 500	.60
50 to 1,000	.60
1,101 to 2,500	.50
2,501 to 4,500	.50
4,501 to 7,500	.45
7,501 to 11,500	.40
16,501 to 22,500 (a)	.40

(a) Provide an additional 2,400 sq. ft for each increment of 6,000 population above 22,500.

Table C13.T4. Types of Intrusion Alarm Devices

Types of IAD Required	Magnetic Switch Sensor	Motion Detection	Capacitance Proximity	Duress Alarm
Lobby	A			
Postal Finance		B	C	C
Mail Processing	A			
Registry		B	C	C
COPE Section		B	C	C

- (A) All exterior doors.
- (B) Postal finance clerks, COPEs and Registry Section safes.
- (C) Holdup alarm switches.

C14. CHAPTER 14
POSTAL OFFENSES AND LOSSES

C14.1. POSTAL OFFENSES

C14.1.1. Purpose. This Chapter establishes procedures for handling and reporting postal offenses occurring at MPOs, CMRs, and PSCs and UMRs. The procedures include requirements for designating investigating officers, and for preparing and processing reports of investigation.

C14.1.2. General

C14.1.2.1. The Department of Defense is responsible for ensuring the USPS is reimbursed for any loss of funds, postage stock, and accountable mail while in the custody of the MPS. Determination of individual liability may require investigation by the Military Departments. See paragraph C14.1.7.

C14.1.2.2. The proper use of postal effects and supplies, and the protection and timely transmission of mail is required. The proper administration of the MPS is required under the USPS-DoD Postal Agreement (reference (g)).

C14.1.2.3. Postal offenses are occurrences that violate laws, agreements, or USPS and DoD regulations, and jeopardize the security of mail and other USPS property. These offenses include:

C14.1.2.3.1. Mailing of illegal drugs or other prohibited matter.

C14.1.2.3.2. Theft, rifling, delay, destruction, or interception of mail while under the jurisdiction or custody of the MPS, at all levels.

C14.1.2.3.3. Alteration, destruction, or other unauthorized disposition of postal records.

C14.1.2.3.4. Use of the mail to defraud.

C14.1.2.3.5. Robbery, burglary, or forceful entry of military postal activities, or USPS facilities located on military installations operated by military personnel.

C14.1.2.3.6. Abuse or unauthorized use of MPS privileges (i.e., allowing unauthorized personnel to use your address to receive mail).

C14.1.2.3.7. Theft, destruction, manipulation, misappropriation, or embezzlement of postal funds, blank MOs, MO imprinters, mail keys, stamps, and stamped paper, including meter postage, postage value imprinters, or postmarking devices.

C14.1.2.3.8. Altering, counterfeiting, forging, or fraudulently passing MOs and other postal paper.

C14.1.2.4. Unless criminal intent is suspected, do not report MPO postal losses when immediate restitution is made.

C14.1.3. Postal Offense Reporting

C14.1.3.1. In all cases, PSCs, CMRs, and UMRs shall contact their servicing post office for guidance. Tables C14.T1. and C14.T2. outline command responsibilities and required actions involving postal offenses. (See subparagraph C14.1.2.3.)

C14.1.3.2. The MPOs shall send the initial report of accountable mail theft, loss, shortage, rifling, or shipment of prohibited matter to the MPSA, by electronic means, within 72 hours of discovery. All other incidents of mail and postal effect compromises will be reported to the MACOM. The following instruction apply:

C14.1.3.2.1. Address, format, and content. See Table C14.T1.

C14.1.3.2.2. Also notify the appropriate military investigating agency immediately upon discovery of the postal offense.

C14.1.3.2.3. The MPSA will use the same case number assigned by the investigative agency. The MPSA, MACOMs, and MPOs will use the investigative agency's case number in all correspondence referencing the offense. In cases that involve financial or stock losses, MPSA will seek restitution through Military Department channels. The MPSA will respond to all reports. The MPOs shall update the MACOM postal representative at least every 30 days until the military investigative agency closes the case.

C14.1.3.2.4. MPOs shall submit quarterly follow-up reports or final disposition. Follow-up reports shall include any USPS Invoice or PS Form 1908, "Financial Adjustment Memorandum (FAM)," information associated with the case.

C14.1.3.2.5. When the local authorities do not investigate due to lack of evidence or information, the reporting activity may indicate on the message that the case is considered closed, unless otherwise instructed.

C14.1.3.3. The PSCs, CMRs, and UMRs shall report to their servicing MPO and MACOM within 24 hours of discovery, all other incidences not listed in subparagraph C14.1.3.2.

C14.1.3.4. All subsequent correspondence on reported offenses shall reference the investigative agency's case number and any other case numbers established by the Military Departments' investigative agencies.

C14.1.3.5. Reports required per this Chapter are in addition to any other investigations accomplished by other agencies, such as the Criminal Investigation Division (CID), Naval Criminal Investigative Service (NCIS), and Office of Special Investigations (OSI).

C14.1.4. Catastrophes

C14.1.4.1. If a postal facility (AMT, FMC, MPO, PSC, CMR, or UMR) is damaged as a result of a natural disaster, terrorist, or enemy action, the Postal Officer or MPO supervisor shall report the incident through command channels, by the most expeditious means available, to the MPSA within 72 hours. The report contents shall be per paragraph C14.1.5. and notification of the incident shall be per Table C14.T1.

C14.1.4.2. Immediately following the catastrophe, the facility supervisor shall inventory the accountable mail and assess any other loss or damage to mail and postal effects. The responsible individual shall conduct this inventory with the postal officer or MPO supervisor, and both shall verify the inventory when completed. If a loss is discovered, the responsible commander appoints an investigating officer to determine liability, if any.

C14.1.4.3. Immediately following a catastrophe at an MPO, the COPE shall audit accounts and inventory all assigned postal effects. The inventory shall be conducted jointly with the MPO supervisor or postal officer and verified by both parties upon completion. If a loss is discovered, an investigating officer shall be appointed to determine liability, if any.

C14.1.4.4. If the stamp stock and MO forms remaining on hand are insufficient to support customer services, the COPE or postal officer shall follow procedures. See paragraph C8.3.3. Postal supplies and MO forms can be requisitioned on an emergency basis in sufficient quantities to restore service.

C14.1.5. Catastrophe Reporting

C14.1.5.1. The initial report shall contain the information shown in Table C14.T1.

C14.1.5.2. A follow-up or final report shall be forwarded indicating the complete audit and inventory results.

C14.1.6. Delivery of Mail Previously Reported Lost, Stolen, Rifled, Delayed, Destroyed, or Intercepted. Investigation of mail depredation and mistreatment cases may result in the recovery of mail that has good addresses and is in deliverable condition.

C14.1.6.1. In overseas areas, promptly notify both sender and addressee of the recovery and that the mail may be retained as evidence. The MPOs shall consult with the investigating agency and Judge Advocate General (JAG) before having the mail delivered. The investigating agency and JAG shall consent to delivery of the mail under the provisions that the envelopes and wrappers be recovered for retention as evidence. If a large amount of mail is involved, the MPO supervisor shall request that only a representative number of pieces be detained. Obtain an approximate total number of pieces for each class of mail, and have the remainder delivered.

C14.1.6.2. In the United States, determination of the quantities and classes of mail necessary to be retained as evidence in legal actions shall be coordinated with the U.S. Postal Inspector in charge of the area where the servicing postmaster is located. Releasable mail shall be delivered to the addressee with a cover letter explaining the delay or depredation.

C14.1.6.3. Recovered articles of personal, insured, or Registered mail for which a claim may have been initiated or paid shall be disposed of under instructions from the accountable postmaster.

C14.1.7. Designation of Investigating Officers

C14.1.7.1. Commander. Postal offenses and losses at postal activities may require investigation to determine pecuniary liability. The responsible commander will appoint an investigating officer.

C14.1.7.2. Investigating Officer Grade. In all cases, the investigating officer shall be a commissioned officer, warrant officer, non-commissioned officer (E-7 or above) or civilian equivalent, and senior in grade to any person who might possibly be found pecuniary liable.

C14.1.7.3. Appointment. Appoint an investigating officer under the following conditions:

C14.1.7.3.1. Negligence, fraud, or dishonest or willful misconduct is suspected.

C14.1.7.3.2. The loss is discovered following a catastrophe.

C14.1.7.3.3. The responsible individual refuses to make voluntary restitution for shortages found during routine audits.

C14.1.8. Investigating Officer Findings and Preparation of Reports

C14.1.8.1. Findings. Findings shall include, but are not limited to the following:

C14.1.8.1.1. Whether or not a loss or incident actually occurred.

C14.1.8.1.2. Amount and type of mail or postal effects lost, damaged, or destroyed.

C14.1.8.1.3. Facts and circumstances that contributed to the loss, damage, or destruction.

C14.1.8.1.4. Contents and value (obtained from the sender) of Registered mail.

C14.1.8.1.5. Name and position of the person at the postal activity responsible for the mail, postal effects, or funds at the time of the loss, damage, or destruction.

C14.1.8.1.6. Whether or not any or all of the missing mail, funds, stamp stock, MO forms, or other mail equipment and supplies were recovered.

C14.1.8.2. PSC, CMR or UMR Supervisor Liability. A PSC, CMR, or UMR supervisor may not be held personally or pecuniary liable for acts of subordinates that result in the loss of mail or other property, from honest error or theft. This rule applies only if the supervisor enforced faithfully and conscientiously all USPS, DoD, and Military Department regulations, major overseas command directives, and appropriate postal activity management procedures.

C14.1.8.3. COPE or MPO Supervisor Liability. A COPE or MPO supervisor may not be held personally or pecuniary liable for acts of subordinates that result in shortages or losses of postal funds, accountable papers, or other property whether from honest error, theft, embezzlements, or manipulations. This rule applies only if the COPE or supervisor enforced faithfully and conscientiously all USPS, DoD, and Military Department regulations, major overseas command directives, and appropriate postal activity management procedures.

C14.1.8.4. Recommendations. Recommendations of the investigating officer shall be consistent with the findings. When pecuniary liability is found, recommendations shall include the name or names of those who are liable and the amount of pecuniary liability.

C14.1.8.5. Reports. Investigating officer reports shall be prepared per the Military Department's requirements.

C14.1.9. Transmission of Documents

C14.1.9.1. The investigating agency shall submit the completed and fully documented investigation report, to include the military investigative agency (per subparagraph C14.1.3.4.) case number, to the MPSA.

C14.1.9.2. Copies of approved officer investigation reports shall be transmitted upon completion. If additional supporting documentation is not available, it shall be forwarded as it becomes available.

C14.2. POSTAL LOSSES

C14.2.1. Stamp Stock and Postage Meter Shortages

C14.2.1.1. Purpose. This section establishes procedures for handling and reporting postal losses or shortages.

C14.2.1.2. Losses or Shortages in Stamp Stock Credits

C14.2.1.2.1. When audits reveal a shortage in excess of tolerable limits due to carelessness or simple neglect, and if immediate restitution of the full amount is made, no action against the individual is necessary.

C14.2.1.2.2. Do not submit a postal offense report if the accountable individual initiates pay adjustment action. Accept this commitment as intent for full restitution.

C14.2.1.2.3. If the responsible individual shall make restitution through monthly installments, obtain replacement stock. See Chapter 6. The MPO supervisor or COPE and the individual concerned shall initiate DD Form 139, "Pay Adjustment Authorization," through the servicing military finance office or civilian payroll office. Request that the finance office make checks payable to the accountable postmaster, and mail to the PFO or COPE, as appropriate, so proper credit for restitution can be maintained. If the amount of the loss exceeds the maximum allowable pay adjustment action for a single month, the debt shall be paid in monthly installments. Pay adjustment action is separate and independent of any disciplinary action that might be warranted.

C14.2.1.2.3.1. With fixed credit, submit each check as it is received with a letter to the servicing PFO or accountable postmaster identifying the shortage to be credited.

C14.2.1.2.3.2. With flexible credit, submit checks to the accountable postmaster as they are received and take credit for the amount on PS Form 1412-A, "Daily Financial Report."

C14.2.1.2.4. If the shortage results from possible criminal intent or the individual refuses to make restitution, the auditor shall immediately report the circumstances and take appropriate action per Tables C14.T1. and C14.T2. The appointing authority shall also immediately withdraw credit and remove the responsible individual from postal duties. If the individual refuses to make restitution, but criminal intent is not apparent, the responsible commander may allow the individual to retain the credit pending the result of the investigation.

C14.2.1.3. Replacement of Stock. Whenever a shortage occurs and immediate restitution is not made the PFO or COPE shall submit a letter of explanation. If the responsible individual has initiated pay adjustment action, or if restitution is refused, forward a copy of the postal offense message to the accountable postmaster or PFO as appropriate. The accountable postmaster shall carry the shortage in suspense until restitution or payment of the claim resolves the issue.

C14.2.1.4. Withdrawing Credit Because of Shortage. To withdraw a credit, the PFO or COPE shall prepare a PS Form 1096, "Cash Receipt," in two copies to reflect the exact amount of stock and funds that can be accounted for. Give the original to the individual and file the duplicate copy with the person's PS Form 3369, "Consigned Credit Receipt," and the audit form reflecting the shortage. In the case of possible criminal intent, do not return the individual to postal duties until the investigation results completely explain the shortage. Document repeated and frequent shortages of an individual. Continued shortages will lead to withdrawing credit given to individual.

C14.2.1.5. Acceptance of Counterfeit Currency. If a shortage occurs due to the acceptance of counterfeit currency, report it the day it is discovered. Clerks shall report the incident to the COPE and MPO supervisor. If COPEs discover counterfeit currency in their account, or are notified of counterfeit currency being submitted to the check issuing activity, they shall report the incident to the MPO supervisor immediately. The MPO supervisor shall report the incident directly to the appropriate Military Service investigative agency and ensure the following:

C14.2.1.5.1. A receipt in duplicate from the investigative agency is obtained for the counterfeit currency.

C14.2.1.5.2. The PFO or COPE shall submit a letter of explanation, with a copy of the postal offense report and receipt to the accountable postmaster or PFO requesting stock. The letter shall include the investigative agency's case number and a statement of justification. The statement shall conclude that the person, who accepted the bill used as much care as a reasonable, prudent person would have used in the same situation. An example of a statement to be used in claims of this type is as follows: "I was unaware that counterfeit bills of this denomination and series were in circulation in this area. The bill was of good quality and deceptive in character to me." If the person accepting the counterfeit bill can recall any circumstances of the transaction, include that in the statement.

C14.2.1.5.3. The COPE will attach a copy of the investigative agency receipt and a copy of the letter to the accountable postmaster to the clerk's COPE's PS

Form 3369. The shortage shall be carried forward on each audit until credit is received from the accountable postmaster:

C14.2.1.6. Acceptance of Personal Checks. Process losses due to checks with insufficient funds per each Military Department's policies.

C14.2.1.7. Postage Meter Shortages. Normally shortages do not occur when postage meter funds are remitted. However, certain shortages may occur because of an unusual situation.

C14.2.1.7.1. If the shortage is caused by acceptance of counterfeit currency identified as meter funds. See subparagraph C14.2.1.5.

C14.2.1.7.2. When the USPS detects meter fund remittance errors. See paragraph C14.2.3.

C14.2.1.7.3. Report shortages that will generate a FAM as postal offenses. See paragraph C14.1.3. Submit a copy of the postal offense report message with the PS Form 3602-PO and remittance for the funds that are available.

C14.2.2. Money Order Shortages

C14.2.2.1. Shortage of MO Funds

C14.2.2.1.1. Audit of daily MO accounts may disclose shortages in MO funds that could be due to simple error, carelessness, or negligence, without intent on the part of the responsible individual to defraud, embezzle, or otherwise misappropriate USPS funds. If the responsible individual makes restitution at the time the shortage is discovered, no other action is required. If the Money Order Division, St. Louis, MO, discovers a shortage and voluntary restitution is made, show the amount as an overage on the next report with a reference to the FAM. If the MO clerk accepts responsibility for the loss, but is unable to make immediate, full restitution, monthly installments shall be made until the loss is fully repaid. If restitution is made in monthly installments, submit each check, upon receipt, as an overage. Include a statement on the PS Form 6019 referring to the FAM.

C14.2.2.1.2. If voluntary restitution is not made or criminal intent is suspected, the responsible commander shall also immediately designate an investigating officer who shall verify and document the shortage within 2 workdays of the discovery. The MOB report, with funds, vouchers, paid MOs, tapes, and spoiled MOs, if any, can then be submitted to the Money Order Division, The Lakes, NV. The report shall provide an explanation of the shortage, and state that an investigation is being conducted.

C14.2.2.1.3. Handle counterfeit currency as follows:

C14.2.2.1.3.1. If a shortage occurs due to the acceptance of counterfeit currency, report it on the business day it is discovered, and include a statement about the incident in the "Remarks" section.

C14.2.2.1.3.2. If the counterfeit currency discovered involves consolidated reports and the accepting clerk cannot be identified, the PFO or COPE shall provide an explanation in the "Remarks" section of the consolidated report. The explanation shall include a statement, such as: "Regarding the counterfeit bills for units 1, 2, and the parent MPO: I am unable to determine which clerk accepted the bills, but the bills were of good quality and deceptive in character."

C14.2.2.1.3.3. The COPE or clerk shall obtain a receipt in duplicate from the investigative agency. Attach one copy of the receipt to the report submitted to the Money Order Division and the other to the submitting activity's file copy.

C14.2.2.2. Loss, Destruction, or Theft of MO Forms

C14.2.2.2.1. If blank MO forms are lost, destroyed, or stolen, report the incident as a possible postal offense. The message report shall be addressed and formatted per Table C14.T1.

C14.2.2.2.2. MOs recovered after having been reported lost or stolen shall not be issued; hold until disposition instructions are received from the MPSA.

C14.2.3. PS Form 1908, "Financial Adjustment Memorandum (FAM)." If the USPS detects errors in meter or MO remittances, the MPSA or JMPA shall receive a PS Form 1908 prepared by the accountable postmaster or Money Order Division, relating to the overage or shortage, before resolving the issue. The MPSA or JMPA shall forward these FAMs through command channels for necessary action. If an individual is responsible for a shortage, voluntary restitution shall be requested. If voluntary restitution is refused, an investigating officer shall be designated and the report forwarded. See paragraph C14.1.8. When a FAM is also a part of a postal offense, place the FAM and MPSA case numbers on all correspondence.

Table C14.T1. Reporting Postal Offenses and Losses

Rule		A	B	C
	If	Then the individual discovering the incident shall notify:	The mailroom or MPO supervisor, as appropriate, shall notify:	Unit or responsible commander shall notify:
1	The incident occurs at the mailroom level overseas	The mailroom supervisor	Unit or responsible commander and MPSA.	The MPO supervisor, the major commander, the military investigating agency.
2	The incident occurs at the MPO level	The MPO supervisor	The responsible postal commander, the military, investigating agency, the major commander, and MPSA.	
3	The incident occurs at a CONUS-operated mailroom	Same as rule 1A	Same as rule 1B	Serving postmaster, USPS Inspection Service, the military investigative agency, the installation postal officer, and MPSA.
4	The incident occurs at a CONUS- operated post office, including MPOs afloat in CONUS	Same as rule 2A	The serving postmaster, the USPS Inspection Service, the military investigative agency, installation postal officer, and MPSA.	

Table C14.T2. Required Actions Involving Postal Offenses

If you are the		Then
Unit or Organization Commander	1	Relieve the individual from MPO or mailroom duties.
	2	Request the personnel office flag records to prevent actions, such as reassignment, promotion, etc., and ensure personnel records are properly annotated to preclude future MPO or mailroom assignments.
	3	Initiate judicial or nonjudicial action.
	4	Report corrective actions taken through the responsible postal commander to MPSA.
	5	Process any military claims.
MPO Postal Officer or Supervisor	1	Take actions 1 through 4, above.
	2	Review MPO records for claims actions involving accountable mail.
	3	Advise addresser or addressee as appropriate of mail loss.
Major Commander	1	Determine need for officer investigation and forward requirement to the Special Court Martial Authority or Appointing Authority with a 30-day suspense for completion of the report as required by this manual.
	2	Obtain and review OSI, CID, or NIS investigative reports of investigation.
	3	Review officer investigation report for completeness.
Special Court Martial Authority	1	Direct the investigating officer to complete the report within 30 days.
	2	Obtain and review OSI, CID, or NIS investigative reports.
	3	Review officer investigation reports for completeness and legal sufficiency for cases involving pecuniary liability, and forward a copy of the report to MPSA through the major commander.
	4	Initiate collection action from the responsible individual.

C15. CHAPTER 15

ADMINISTRATIVE SUPPORT GUIDELINES FOR POSTAL SERVICE CENTER, COMMUNITY OR CONSOLIDATED MAILROOM AND UNIT MAIL ROOM

C15.1. PURPOSE

This Chapter provides administrative and operating procedures for PSCs, CMRs, and UMRs.

C15.2. RESPONSIBILITIES

Chapter 1 lists the responsibilities for commanders, MPO supervisors, postal officers, military postal clerks, postal clerks, mail clerks, and mail orderlies.

C15.3. QUALIFICATIONS OF MAIL CLERKS AND MAIL ORDERLIES

C15.3.1. All personnel conducting mail-handling duties, including Local Nationals, in an area other than a section of an MPO, shall be designated as a "unit mail clerk" or "unit mail orderly." These personnel shall meet the following qualifications:

C15.3.1.1. Have no record of:

C15.3.1.1.1. Conviction by court-martial.

C15.3.1.1.2. Punishment under UCMJ Article 15 (reference (ak)).

C15.3.1.1.3. Civil court conviction related to a theft or a financial or postal incident.

C15.3.1.2. Have no record of derogatory information or unfavorable conduct that casts doubt on the individual's trustworthiness and integrity.

C15.3.1.3. Have no history of psychiatric disorder, alcoholism, or drug abuse, unless a medical evaluation determines the condition no longer exists.

C15.3.1.4. Have not been relieved of postal duties for cause.

C15.3.1.5. Be a U.S. citizen if handling official Registered mail, and be eligible for a SECRET clearance (have an Entrance National Agency Check (ENTNAC))

or National Agency Check (NAC) on file). Local nationals shall not handle official Registered mail. To preclude unauthorized receipt of registered mail, annotate the DD Form 285, mail authorized to receive block, "except official Registered mail" for foreign nationals performing mail handling duties.

C15.3.2. Non-DoD agencies receiving mail through military postal activities shall designate unit mail clerks on DD Form 285, "Appointment of Military Postal Clerk, Unit Mail Clerk or Mail Orderly," which the servicing military postal activity will provide. Mail clerks appointed by these agencies shall meet the specifications established by the appointing agency. Except mail clerks handling official Registered mail shall be U.S. citizens, unless a waiver from MPSA has been granted.

C15.4. DESIGNATION OF MAIL CLERKS, MAIL ORDERLIES, AND UNIT POSTAL OFFICERS

C15.4.1. Unit Commanders or their designated representatives (i.e., assigned unit postal officer or assistant unit postal officer) shall designate unit mail clerks. Responsible officials for those offices and activities requiring mail orderly service may designate mail orderlies. Document designations using DD Form 285 before personnel assume mail-handling duties. The number of designated mail clerks or mail orderlies and alternates shall be held to a minimum, consistent with the requirement to handle mail efficiently and effectively. Always designate a minimum of one primary and one alternate mail clerk or orderly. A list should be provided to the host postal activity. The host postal activity shall screen and review a unit's requirements.

C15.4.2. The unit commander shall designate unit postal officers and alternates, in writing. Do not use DD Form 285 to document this. However, postal officers involved in mail handling duties require a DD Form 285 to do those duties.

C15.4.3. Designations do not require renewal if the designating official changes.

C15.5. TRAINING REQUIREMENTS

C15.5.1. Before entering into mail handling duties, the servicing postal activity will provide formal instruction to selected personnel covering the proper performance of these duties. This instruction shall emphasize the importance of safeguarding mail, handling of accountable mail, timely delivery, and the serious consequences of negligence of duty.

C15.5.2. At the conclusion of the annual mail handling training, the instructor documents successful completion. Keep results on hand at the servicing activity, and notify the individual's personnel center.

C15.6. CONTROL AND MAINTENANCE OF DD FORMS 285 OR 2260

C15.6.1. After the designation of selected personnel, the servicing postal activity shall validate all copies of DD Form 285. Validation shall be per Block 10 on the DD Form 285. Use the initials of the validating official (i.e., commander or their designated representative -- unit postal officer/assistant unit postal officer) and date the block if the activity does not possess an all-purpose date stamp (APDS) or seal.

C15.6.2. Complete DD Form 285 in triplicate and provide a copy to each of the following:

C15.6.2.1. The unit mail clerk or mail orderly.

C15.6.2.2. The unit files (UMR and CMR). A DD Form 2260, "Unit Mail Clerk/Orderly Designation Log," may be used for unit or postal activity files instead of a completed DD Form 285.

C15.6.2.3. The servicing postal activity.

C15.6.3. Mail handling personnel shall carry their DD Form 285 when performing mail-handling duties and shall present it when receipting for mail. The servicing postal activity may refuse to give mail to the holder of a DD Form 285 for cause at any time. Notify the postal officer immediately of any such refusal and the reason for the action.

C15.7. RELIEF OF DESIGNATED PERSONNEL

C15.7.1. When designated personnel are relieved, the designating official shall retrieve and destroy the individual's copy of DD Form 285. The designating official shall place the revocation date on the unit copy of the DD Form 285 and retain it on file for 2 years. The designating official shall also immediately notify, in writing, the servicing postal activity about the revocation. The servicing postal activity shall annotate their copy of the revoked DD Form 285 and retain it in an inactive file for 2 years after the revocation date.

C15.7.2. Upon revocation of appointments, enter the revocation date in the log and destroy all copies of DD Form 285 for that appointment (except the servicing postal activity copy). Retain appointment logs for 2 years in an inactive file after the last revocation date on the log.

C15.8. PSC, CMR, AND UMR INSPECTIONS

C15.8.1. Supervisors shall check PSCs, CMRs, and UMRs daily to ensure that mail is handled correctly and promptly.

C15.8.2. Supervisors should also conduct weekly self-inspections (document inspections per applicable Military Department requirements). The inspection should include, but is not limited to, an examination of the following:

C15.8.2.1. Compliance with current postal policies and procedures.

C15.8.2.2. Maintenance of directory files and unit postal records.

C15.8.2.3. Mailroom security.

C15.8.3. The postal officer, MPO supervisor, or a designated representative of the servicing military postal activity shall conduct unannounced inspections of PSCs, CMRs, or UMRs serviced. The agency's postal officer shall inspect non-DoD agencies. The installation commander's designated representative shall inspect the PSCs in the United States. Conduct inspections at least quarterly using Appendix 2 or a similar checklist.

C15.8.4. The U.S. Postal Inspectors may inspect PSCs, CMRs, and UMRs upon request from or approval of responsible commanders. The PSCs, CMRs, and UMRs shall check for proper identification before allowing inspection personnel access to mail handling areas.

C15.9. PURCHASE OF USPS STAMPS AND MOs BY UNIT AND CMR MAIL CLERKS AND MAIL ORDERLIES

C15.9.1. When the demands of the military make it impractical or unreasonable for individuals to purchase stamps or MOs personally, commanding officers may request authorization from the installation Postal Officer or MPO supervisor, to authorize mail clerks or mail orderlies to accept personal funds from personnel in their organization to purchase stamps or MOs. When such funds are handled the mail clerk

or mail orderly shall provide a cash receipt to the individual from whom the funds are accepted. When delivering stamps or MOs, the mail clerk or mail orderly shall obtain a receipt from each person to whom the stamps or MOs are delivered. Use DD Form 1118, "Unit Mail Clerk's Receipts for Funds and Purchase Record," or another appropriate form for these transactions (do not fill in the Social Security Account Number). Prepare the form in duplicate. If a mail clerk or mail orderly transfers funds to another mail clerk or mail orderly for the purpose of making a purchase, a cash receipt shall be exchanged each time a transfer is affected. At each command where the mail clerk or mail orderly is authorized to handle funds of this nature, the mail clerk's and mail orderly's copies of receipts shall be retained in the unit files.

C15.9.2. Mail clerks or mail orderlies are prohibited from placing stamps, MOs, or funds in envelopes or other correspondence containers for mailers. They are also prohibited from mailing articles as an accommodation to individuals, unless the installation Postal Officer or MPO supervisor specifically authorizes such action. This restriction on personal service is necessary to avoid any question of responsibility if stamps, MOs, or funds allegedly placed in correspondence containers are lost.

C15.9.3. Local nationals appointed as unit mail clerks or mail orderlies are not authorized to purchase stamps or MOs unless the foreign national is an authorized user of the MPS.

C15.10. SECURITY OF MAIL

C15.10.1. Loss of Mail. Mail clerks or mail orderlies may be held liable for any loss caused by their failure to handle mail properly. When the responsible individuals are not physically present, lock the mail handling areas and all receptacles for accountable mail.

C15.10.2. Delivery of Mail. Only deliver mail to authorized addressees, agents named in writing by addressees, or the servicing postal activity. Mail may not be delayed, intercepted, opened, rifled, or left unattended when not in an authorized secure area. Mail service personnel may not remove stamps from mail entrusted to them.

C15.10.3. Overnight Storage. The CMRs and UMRs that store official Registered mail overnight shall have an approved security container that meets the requirements for storing SECRET material. If the CMR or UMR does not have the proper container, all undelivered official Registered mail shall be returned to the servicing post office that day for delivery the following day.

C15.10.4. Structural Requirements for PSC, CMR, and UMR. Construct PSCs, CMRs, and UMRs to provide adequate space and security for mail. Structural requirements are as follows:

C15.10.4.1. Provide doors with suitable locks and door hinges. See Chapter 13. Mount the hinges inside to prevent their removal from the outside. Doors mounted on the outside shall be spot welded.

C15.10.4.2. Windows easily accessible from the outside shall have bars. Cover other windows with heavy wire mesh.

C15.10.4.3. Walls and ceilings shall be constructed of material to prevent forcible entry.

C15.10.4.4. Receptacles, when used, shall be installed to prevent access to other receptacles or access from a customer service window.

C15.10.5. Access. Limit access to the PSC, CMR, or UMR to designated postal personnel conducting official business at the facility or official inspections and visits. Allow maintenance personnel and work details access only when escorted or under constant surveillance by unit postal personnel, PSC, CMR, or UMR supervisors or clerks.

C15.10.5.1. Personal briefcases, backpacks, paper sacks, or other containers are not allowed into areas where mail is processed. Secure and control all doors to prevent unauthorized entry.

C15.10.5.2. Recommend supervisor's position their workstations on the workroom floor to enable them to have optimum observation of work areas.

C15.10.6. Control of Keys and Combinations

C15.10.6.1. Lock PSCs, CMRs, or UMRs at all times during non-duty hours or when not in use. Postal facility lobbies with installed receptacles should remain open during non-duty hours, when possible, to provide maximum mail delivery. The PSC, CMR, or UMR supervisor shall be the custodian of the PSC, CMR, or UMR keys and shall keep a current list of those postal personnel issued a key. Strictly control and safeguard the keys at all times.

C15.10.6.2. Seal each duplicate key and each copy of a combination in a separate envelope or PS Form 3977, "Duplicate Key Envelope." Endorse the envelope

to show the contents and keep it in a safe, controlled by the commander or a designated representative. Keep strict accountability for these duplicate keys and combinations. The individual holding the duplicate key or combination, and the individual holding the original key or combination shall sign across the flap of the sealed envelope. Prepare new envelopes when the combination or key accountability changes. When combinations are involved, use enough wrapping to cover the contents and prevent detection through the envelope.

C15.10.6.3. The individual holding the duplicate keys or combinations shall sign the "key log book," which will indicate the date received and the date returned.

C15.10.7. Transporting Mail

C15.10.7.1. Use a closed-body vehicle equipped with lockable doors to transport mail to and from mail service areas. When a closed-body vehicle is unavailable and another kind is used, mail clerks or mail orderlies shall ride in the compartment that holds the mail, if practical. If impractical, the mail clerk or orderly shall maintain visual contact with the mail at all times. Always protect mail being transported in other than closed-body vehicles from the elements (inclement weather).

C15.10.7.2. Do not use privately owned vehicles (POVs) to transport mail. If an emergency situation occurs requiring the use of a privately owned vehicle on a temporary basis, the unit commander shall request for the exception to policy from the servicing postal activity.

C15.10.7.3. When using any vehicle to transport mail, passengers not authorized to handle mail shall not have access to the mail.

C15.10.8. Privileged Nature of Mail and Postal Records. Do not violate the privacy of the mail. Mail clerks or mail orderlies shall not break or permit the breaking of the seal of any mail matter. Additionally, information regarding mail or postal records can be released only under certain circumstances. Contact the servicing post office for assistance if the following occurs:

C15.10.8.1. Receipt of a request to provide a mail cover.

C15.10.8.2. Receipt of a request for or an attempt to examine, search, or seize the mail or postal records.

C15.10.8.3. Receipt of a request for a controlled delivery of mail from authorities.

C15.10.8.4. Damage, destruction, or forced entry occurs to the PSC, CMR, or UMR.

C15.10.8.5. Suspicion that mail in the PSC, CMR, or UMR contains dangerous material.

C15.10.8.6. Receipt of a request to release postal records that includes names and addresses of personnel serviced.

C15.11. MAIL BOMBS

C15.11.1. Postal and mail handling personnel shall be aware that a bomb can be enclosed in either a parcel or an envelope, with an outward appearance limited only by the imagination of the sender. Coordinate with local Offices of Special Investigations (OSI), Explosive Ordnance, or equivalent office to train all postal personnel, including UMCs, on procedures for the proper detection and handling of suspected letter and parcel bombs annually. Training may be conducted via other mediums and should be documented. Mail bombs sometimes exhibit the following unique characteristics that may assist personnel in identifying a suspected letter or parcel:

C15.11.1.1. Bear restricted endorsements such as "Personal" or "Private."

C15.11.1.2. Have an inaccurate addressee's name or title.

C15.11.1.3. Have distorted handwriting, homemade labels, or cut-and-paste lettering for the name and address.

C15.11.1.4. Have visible protruding wires, aluminum foil, or oil stains, or emit a peculiar odor.

C15.11.1.5. Have an excessive amount of postage stamps affixed.

C15.11.1.6. Letter bombs may have a rigid feel or an uneven or lopsided appearance.

C15.11.1.7. Parcel bombs may have unprofessional wrapping, with several combinations of tape used to secure the package and may have an endorsement of "Fragile-Handle with Care" or "Rush-Do-Not-Delay."

C15.11.1.8. Parcel bombs may have a buzzing, ticking, or sloshing noise.

C15.11.2. If suspicious of a mailing and unable to verify the contents with the addressee or sender, the clerk shall:

C15.11.2.1. Not open the article.

C15.11.2.2. Isolate the article and evacuate the immediate area.

C15.11.2.3. Not put the article in water or a confined space such as a desk drawer or a filing cabinet.

C15.11.2.4. If possible, open windows in the immediate area to assist in venting potentially explosive gases. If a situation turns out to be a fake bomb scare, postal personnel will not be held liable for the package.

C15.11.2.5. Not take any chances or worry about possible embarrassment if the item turns out to be innocent. If there is any reason to believe a letter or parcel is dangerous, contact the local military law enforcement officials for assistance.

C15.11.3. Post the USPS Poster 26, "Letter and Package Bomb Indicators," in the work area. NOTE: UMR's contact your serving postal activity for instructions on immediate action (i.e., local telephone numbers and contacts) in such case.

C15.12. COMPLAINTS AND INQUIRIES

C15.12.1. Encourage customers to report dissatisfaction with mail service, instances of loss, rifling, and other mistreatment of mail. If postal offenses occur, take proper action. See Chapter 14.

C15.12.2. Provide prompt attention and resolution to complaints. Answer complaints and inquiries within 5 days of receipt. Request assistance from the servicing post office when necessary.

C15.13. USPS FORMS AND LABELS

Obtain USPS Forms and Labels from the servicing postal activity, and non-postal equipment and supplies through normal procurement channels.

C15.14. SERVICE STANDARDS

Mail clerks and mail orderlies can improve service by advising their patrons to do the following:

C15.14.1. Inform correspondents and publishers of the correct mailing address including delivery receptacle numbers.

C15.14.2. Submit change of address cards immediately after a new address is known.

C15.14.3. Notify the responsible mail clerk or mail orderly when departing on leave or temporary duty.

C15.14.4. Report inadequate mail service or other mail-related problems to the postal officer, mail clerk, or mail orderly.

AP1. APPENDIX 1

USE OF THE MILITARY POSTAL SERVICE

AP1.1. PURPOSE

This Appendix provides policy on who is authorized to use the MPS.

AP1.2. POLICY ON THE USE OF THE MPS

AP1.2.1. The MPS is an extension of the USPS beyond the boundaries of U.S. sovereignty and shall provide postal services, as nearly as practicable, for all DoD personnel overseas where there is no USPS available. When MPS privileges are granted, they are not restricted to a particular MPO or country, except as stated elsewhere in this Manual or when provisions of section AP1.3. apply. Organizations and personnel authorized the use of the MPS will not serve as intermediaries for any person or organization not specifically authorized such service. Military postal operations are the responsibility of the Department of Defense.

AP1.2.2. The Secretaries of the Military Departments will furnish postal service to DoD Agencies and individuals designated herein, within the limitations described. Actions, which would result in the total loss of the MPS to authorized users, shall be coordinated through affected Agencies, MPSA, and the appropriate OSD offices.

AP1.2.3. International agreements made to permit the establishment of military postal activities usually provide for the use of those activities only by DoD personnel assigned for the host country. An MPS activity established in a host country pursuant to such international agreements may service other postal activities and other authorized personnel assigned outside the host country only if the agreement does not prohibit.

AP1.2.4. Approval of MPS privileges for Agencies, Departments, groups, units, or individuals, whether or not they have full or any form of limited MPO privileges, unless otherwise specifically stated, does not extend to the receipt of, or mailing at an MPO of any item(s) intended for resale. This resale prohibition applies whether sale is to authorized MPS users or not, and regardless of the beneficiary of the proceeds, i.e., charitable organizations or non-appropriated welfare fund activities. This prohibition does not apply to military exchanges or commissaries, but does apply to their concessionaires.

AP1.2.5. Use of IDS for transport of personal property in connection with PCS/TDY moves, is prohibited, with the exception of uniforms and personal gear required to perform official duties at next duty station.

AP1.2.6. Access to a contingency APO/FPO shall normally be limited to DoD personnel and DoD contractors in direct support of the DoD mission.

AP1.2.7. Legal interpretation of this Appendix shall be made only by legal authorities supporting MPSA.

AP1.3. MPS USERS

AP1.3.1. Active duty members of the Armed Forces and their command-sponsored family members. Family members residing overseas under the Dependent Residing Overseas (DRO) program are authorized postal support for 90 days after the departure of the military member sponsor. If the sponsor is on a remote or isolated tour, the family members are authorized MPS privileges for the duration of the sponsor's tour length.

AP1.3.2. DoD organizations and their U.S. citizen employees and command-sponsored family members.

AP1.3.3. Service for DoD-Related Organizations. DoD-related organizations, which support a DoD mission, their U.S. citizen employees, and authorized family members may use the MPS if they possess a Government ID, or are on DoD invitational travel orders.

AP1.3.4. DoD non-appropriated fund activities.

AP1.3.5. Department of Defense Dependent School (DODDS) System.

AP1.3.6. The American National Red Cross, when established under the provisions of DoD Directive 1330.5 (reference (as)).

AP1.3.7. United Service Organizations, Inc., when established under the provision of DoD Directive 1330.12 (reference (at)) for the conduct of official business.

AP1.3.8. Overseas military banking facilities and DoD overseas credit unions, as designated by the Under Secretary of Defense (Comptroller) under contract per DoD Instruction 1000.10 and DoD Directive 1000.11 (references (au) and (av)),

respectively). The use of the MPS shall be limited to those transactions emanating from official operations for the benefit of the military installations and their personnel.

AP1.3.9. International military commands and agencies of the North Atlantic Treaty Organization per DoD 7000-14-R, Vol. IIA (reference (aw)).

AP1.3.10. U.S. citizen crews of Military Sealift Command nucleus fleet ships, and merchant ships operating for the account of Military Sealift Command, including contract-operated, time-chartered, consecutive-voyage chartered, and General Agency Agreement vessels, under conditions prescribed by the Military Departments.

AP1.3.11. U.S. citizen correspondents and public information agencies that have been accredited by the Assistant Secretary of Defense for Public Affairs (ASD(PA)) and approved by the Combatant Commander, or by the Combatant Commander when an ASD(PA) accreditation program is not in operation.

AP1.3.12. Foreign military nationals assigned to a U.S. military organization for duty or training. These individuals may use the MPS for receipt and dispatch of mail. However, dispatched mail shall be addressed in the same manner as if they were in their home country, and bear international postage rates.

AP1.3.13. Service for Overseas Reserve Units, Members of Overseas Reserve Units and Individual Ready Reservists Overseas. Use of the MPS by these individuals and units will be limited to official correspondence between the Reservists and Reserve units, their CONUS headquarters, and Service schools. This extension of MPS will be granted only in the absence of objection by host countries. Reserve personnel on active duty are authorized full MPO privileges.

AP1.3.14. Service for Retired Military Personnel. Retired personnel of the U.S. Armed Forces and their sponsored family members are authorized the use of the MPS. The host government shall not preclude such use and the inclusion of this category will not overburden the MPO facility or its manpower capability. They may not use a contingency operation MPO. Mail privileges are limited to mail weighing up to 16 ounces, unless further restricted by host governments. The 16-ounces restriction applies to incoming and outgoing mail. Once such service is granted it may be withdrawn only with the concurrence of the MPSA. MPS mailing privileges for legally blind retirees will be identical to those provided for the legally blind in the DMM (reference (o)). Retired Reserve personnel will be entitled to 16 ounces upon reaching age 60.

AP1.3.15. Service for Surviving Family Members. Surviving family members, including unremarried spouses of deceased or retired members of the U.S. Armed Forces are authorized the use of the MPS. The host government shall not preclude such use and the inclusion of this category will not overburden the MPO facility or its manpower capability. Privileges are limited to mail weighing up to 16 ounces. The 16-ounces restriction applies to incoming and outgoing mail. Once such service is granted it may be withdrawn only with the concurrence of the MPSA. MPS mailing privileges for legally blind surviving family members will be identical to those provided for the legally blind in the DMM (reference (o)).

AP1.3.16. Service for Other U.S. Government Agencies. Certain organizations, usually including their U.S. citizen employees and sponsored family members may be authorized MPS privileges (from permanent MPOs) at the departmental level. This support is only available when the facilities and manpower are available to perform the additional workload and in the absence of objection by the host government. When authorized, the Department or Agency concerned will reimburse the Department of Defense for transportation and services in accordance with DoD Instruction 4000.19 (reference (ax)).

AP1.3.17. Service for Contractors. Contractors in support of U.S. Armed Forces and DoD Activities may be authorized use of the MPS:

AP1.3.17.1. U.S.-owned contractors providing goods or services in direct support of DoD activities for contract-related mail only, their U.S. citizen employees and sponsored family members may be authorized personal mail. Postal support will be limited to the country in which the contractor is performing and provided there is no host-country prohibition. The extent of postal support will be set forth in the contract. The provisions for postal support in such contracts shall be reviewed and approved by the applicable Combatant Commander (or his designated representative) and the Military Department concerned prior to execution of the contract.

AP1.3.17.2. U.S.-owned contractors providing goods or services to a foreign government through the Department of Defense under the provision of Foreign Military Sales (FMS) agreements for contract-related mail only. Their U.S. citizen employees and sponsored family members may be authorized personal mail. Postal support will be limited to the country in which the contractor is performing, and provided there is no host-country prohibition. The contractor shall agree to annually reimburse the Department of Defense for MPS support and method of reimbursement shall be set forth in the contract. The provisions for postal support in such contracts shall be reviewed and approved by the applicable Combatant Commander (or his designated

representative) and the Military Department concerned prior to execution of the contract. The service shall not increase the existing MPS manpower and facility requirements.

AP1.3.17.3. Subcontractors may be authorized to use the MPS. The subcontractor shall be a U.S.-owned and controlled company and support the same mission as the prime contractor. The contract shall state that the Government will provide mail service to the sub-contractor and its U.S. citizen employees; and, DoD contracting officers shall approve the contract. Privileges will be the same as those afforded to the prime contractor.

AP1.3.18. Service for Other Organizations or Individuals. The following organizations and personnel may be authorized the privileges of MPS. The support will only be available to the extent that existing MPS facilities and personnel of the command permit, providing the major overseas commander determines, and MPSCA concurs, that local civil postal service is inadequate and in the absence of objection by the host government. The Department of Defense assumes the transportation and services costs for these users.

AP1.3.18.1. United Seaman's Service and their U.S. citizen employees when established in overseas areas, under the provisions of DoD Directive 1330.16 (reference (ay)).

AP1.3.18.2. U.S. Federal employee organizations at overseas bases for the conduct of labor union business.

AP1.3.18.3. U.S. universities and colleges operating in overseas areas by authority of the Secretaries of the Military Departments to provide educational services to members of the Military Departments, their U.S. citizen employees, and sponsored family members.

AP1.3.18.4. U.S. non-profit, service, social, civic, and fraternal-type organizations and U.S. citizen representatives and sponsored family members, when such organizations are primarily established to serve DoD military and civilian personnel in overseas areas. This use will not include mailing items for business or commercial purposes.

AP1.3.18.5. U.S. civilian religious representatives or religious groups visiting overseas commands in the interest of and to assist the U.S. Armed Forces, provided such persons have obtained an official invitation to travel, per DoD Instruction 1330.7 (reference (az)).

AP1.3.18.6. U.S. celebrities and entertainers, athletic clinic instructors, representatives of educational institutions or other social agencies, and their sponsored family members, whose purpose is to provide a service to the U.S. Armed Forces, provided such individuals have been officially invited to travel overseas under provision of DoD Instruction 1330.13 (reference (ba)).

AP1.3.18.7. DoS-sponsored tuition fee schools are authorized to use the MPS for First-Class letter and Priority Mail weighing 16 ounces or less for official school correspondence only. Use of the MPS for personal mail is not authorized. Bulk orders of supplies, books and educational material are not authorized and will not be entered into U.S. Military Postal Channels. Emergency orders of books, testing materials, educational pamphlets and periodicals, video cassettes, transcripts, and correspondence may be sent via the MPS if approved by the Office of Overseas Schools and MPSA prior to shipment. The DoS will reimburse the Department of Defense for transportation costs resulting from use of this mail service. Failure to comply with conditions of use will result in termination of MPS access.

AP1.3.18.8. U.S. citizen members of the permanent staff of the Peace Corps.

AP1.3.18.9. American Embassy Employee Associations. Use of the MPS by American Embassy Employee Associations is limited to First-Class letter mail related to official association business matters only. No personal mail or parcels of any size are authorized.

AP1.3.19. Service for Foreign Organizations

AP1.3.19.1. Foreign military units serving with the U.S. Armed Forces may be authorized to dispatch closed mailbags to and from the foreign country concerned through U.S. Military Postal Channels. Approval is granted provided the mail is transported at the requesting country's expense and it meets the MPS security screening requirements. The MPSA shall approve request(s) prior to implementation.

AP1.3.19.2. When U.S. Naval vessels are being transferred to a foreign government, under military assistance programs, the personnel assigned may be authorized to use the MPS while en route to their home country.

AP1.3.19.3. Allied warships participating in U.S. Naval maneuvers or operating in U.S. waters may be authorized to use the facilities of the MPS to receive and dispatch closed mail bags on request from the foreign country concerned. This service will be provided if the mail is transported at the requesting country's expense and it meets the MPS security screening requirements. The MPSA shall approve request(s) prior to implementation.

AP1.3.20. Privileges During Hostilities. In the event of national emergency, hostilities, or occupation, all U.S. citizens in the overseas areas affected may be authorized use of the MPS. The Combatant Commander concerned shall request services through the MPSA to OSD. The following conditions apply:

AP1.3.20.1. The Combatant Commander shall determine that international postal service is not available in the affected area or is inadequate.

AP1.3.20.2. The service shall be limited to letter mail, including postcards and sound and video recordings having the character of personal correspondence.

AP1.3.20.3. The privileges shall be withdrawn as soon as the emergency or hostilities cease and adequate international mail service again becomes available.

AP1.3.21. Exceptions to User Policies. Requests for exceptions to the user policy shall be submitted through the supporting major postal command, which in turn will forward the request to MPSA. The postal MACOM will review compliance with exception criteria and the endorsement of the request will include a recommendation. The MPSA will recommend approval or disapproval of each request and provide an overall assessment of impact to OSD. Each of the following criteria shall be met to grant an exception to policy:

AP1.3.21.1. It will assist substantially in, or is essential to, the accomplishment of the U.S. Government mission.

AP1.3.21.2. It is not precluded by the terms of any agreement between the United States and the host government.

AP1.3.21.3. It will not place the privileges and immunities of the U.S. Armed Forces in jeopardy.

AP1.3.21.4. It will not increase the manpower or facility requirements of the MPO concerned. Subsequent growth of service requirements, closing of the MPS facility, or reduction in postal manpower will be cause to limit or terminate the privilege.

AP1.3.21.5. There is no USPS facility available in the area.

AP1.3.21.6. It will not result in the U.S. Government assuming costs that are the responsibility of the host country, a non-U.S. government agency, or individuals, except when full reimbursement is made by the beneficiary or when it is necessary for the health of U.S. citizens under emergency conditions, as determined by the Combatant Commander.

AP1.3.22. Unauthorized MPS Users. The following organizations and individuals are among those that will not be provided use of the MPS, except when authorized by paragraph AP1.3.21.

AP1.3.22.1. Peace Corps personnel who are not members of the permanent staff.

AP1.3.22.2. Concessionaires of non-appropriated fund activities.

AP1.3.22.3. Political Organizations. This does not prohibit direct mailing of political campaign material to individuals authorized the use of MPS, provided it is not material for further distribution on or off the military installation.

AP1.3.22.4. Non-appropriated fund activities of non-DoD agencies, such as employees' cooperatives. See subparagraph AP1.3.18.9. for privileges afforded American Embassy Employee Associations.

AP1.3.22.5. Individuals or organizations, whether otherwise entitled to such service or not, for business or commercial purposes.

AP1.3.23. Denying MPS privileges to authorized users. If a local MPO, MACOM, or Combatant Command determines it cannot provide MPS, the organization shall submit justification for denial through the MPSA to OSD for approval.

AP1.3.24. Withdrawal or Limitations of Service. At least 90 days advance notice of withdrawal or limitation of service, incident to review of postal operations, will normally be given to authorized organizations and individuals. When MPS privileges are withdrawn by the host government, for MPS abuse, or because of other conditions

beyond the control of the Department of Defense, the advance notice does not have to meet the 90-day notice. Notify the MPSA prior to withdrawal or limitation to service.

AP1.3.24.1. Limitations on service to authorized organizations and individuals may be made by the installation commander, if, after review of the impact of continued service on the facility and manpower. Full coordination with the affected organizations and individuals, command channels, and the MPSA will occur prior to implementing limitations.

AP1.3.24.2. Service component commanders of overseas commands will provide procedures to limit, suspend, or revoke authorization to use the MPS, for intentional or persistent abuse of mailing or receiving privileges of all authorized users, except active duty Service members. (Appropriate administrative or disciplinary measures, including actions under the UCMJ (reference (ak)), may be used to control such abuses by active duty Service members.) Curtailment of military postal services will normally be applied to all postal services except the mailing and receiving of letters and postcards, but in all cases, the remedial action will reasonably relate to the detected abuse. Affected individuals or organizations will be provided notice, an opportunity to be heard, and to appeal. Commanders shall inform MPSA of any action taken under this paragraph.

AP1.3.24.3. Postal privileges for family members of all categories of authorized MPS users will be withdrawn when sponsorship is terminated, except as stated elsewhere in this Manual.

AP2. APPENDIX 2MPS INSPECTION CHECKLISTCHAPTER 1SERVICE HQ 1 MPSA INSPECTION CHECKLIST

#	Item	Yes	Improve	No	Ref
1	Have all major command supplements to the DoD Postal Manual been submitted to MPSA for approval and have all approved supplements been provided to MPSA?				Foreword
2	Has the installation commander appointed a postal officer?				C1.1.6.7.1.
3	Has the installation commander provided adequate space and equipment for the operation of the MPO?				C1.2.2.5.2.
4	Does the postal officer conduct inspections of unit and consolidated (or community) mailrooms?				C1.1.6.9.9.
5	Has the installation postal officer or MPO supervisor developed a standard operating procedure?				C1.2.2.6.1.
6	Does the installation postal officer or MPO supervisor ensure all personnel understand and comply with current postal directives?				C1.1.6.9.8.
7	Does the installation postal officer or MPO supervisor conduct quarterly, unannounced inspection of all mail handling areas?				C1.1.6.9.9.
8	Does the installation postal officer or MPO supervisor notify the appropriate command level of all suspected or known postal offenses and losses?				C1.1.6.9.12.
9	Does the installation postal officer or MPO supervisor restrict entry to mail facilities to authorized personnel only?				C1.6.9.13.
10	Are requests to relocate, reclassify or transfer operational control of military post offices routed properly and do they contain all the required information?				C1.1.7.5.
11	Are requests to activate or deactivate a ZIP Code for an exercise properly executed?				C1.1.7.7.1.
12	Have the Military Departments developed and do they maintain MPO pre-packs of USPS equipment, forms, and supplies for use by active and Reserve units designated to deploy? Are there inspection criteria in place to spot check these pre-packs and sets for readiness?				C1.2.2.2.5.

CHAPTER 1, continued

#	Item	Yes	Improve	No	Ref
13	Are requests to establish or open MPOs and MAOs routed properly and do they contain all required information?				C1.1.7.1. and C1.1.7.2.
14	Are proper actions taken to disestablish or close MPOs and MAOs?				C1.1.7.4.
15	Are contingency MPOs properly activated and deactivated?				C1.1.7.6.
16	Are MPS privileges extended to only authorized users of the service?				AP1.3.1.
17	Are MPS privileges for banking facilities and credit unions restricted to transactions directly related with official operations?				AP1.3.8.
18	Are parcel mail privileges for retirees restricted to not more than 1 pound?				AP1.3.14.
19	Is MPS support for U.S. contractors and their personnel limited to the country in which the contractor is performing and to the extent set forth in the contract? Was concurrence of use approved by all levels?				AP1.3.17.1. and AP1.3.17.2.
20	Have exceptions to users policy been approved by the OADUSD(L/TP)?				AP1.3.21.
21	Under normal circumstances, is 90-day notice given to individuals and organizations before postal service is withdrawn?				AP1.3.24.
22	Are postal privileges for dependents withdrawn 90 days subsequent to the departure of the sponsor?				AP1.3.24.3.

CHAPTER 2

#	Item	Yes	Improve	No	Ref
1	Does the Combatant Commander or MACOM ensure postal plans are considered and developed, if necessary, for all contingency, exercise, and deployment plans?				C2.2.
2	Does the plan appoint a Single Service Manager and consider embargo's, restrictions, official mail, personal, and free mail?				C2.4.1.1, C2.4.1.2., C2.4.1.3., C2.4.1.4., C2.4.1.5., and C2.4.3.
3	Have Military Department component commanders provided MPS input to evacuation plans involving MPOs under their control?				C2.4.5.
4	Does the Single Service Manager coordinate with all organizations involved in providing military postal service?				C2.7.4.
5	Has the Single Service Manager considered any Service member mail and support to the United Nations and coalition forces?				C2.9. and C2.10.

CHAPTER 3

#	Item	Yes	Improve	No	Ref
1	Does the MPO make mail available for pickup 6 days a week?				C3.1.2.3.
2	Is mail collected from collection boxes according to posted collection schedules?				C3.1.3.1.1.
3	Are collection times on collection boxes synchronized with dispatch schedules?				C3.1.3.1.1.
4	Do postal activities that tender and receive mail directly from air carriers operate 7 days a week (when service is available)? If no, have exceptions to this policy been approved by MPSA?				C3.1.2.3.
5	Do collection box notices state that the mail deposited after the office closes will not be postmarked until the following duty day and contain a statement for weekend and holiday exceptions?				C3.1.3.2.1.
6	Is mail properly postmarked and canceled?				C3.1.3.2.1.
7	Are requests for philatelic postmarks honored except when precluded for security reasons?				C3.1.3.2.3. (POM443)
8	Is missent mail postmarked on the back to indicate date of receipt before being re-dispatched to the end destination?				C3.1.3.2.4.
9	Is mail discovered with insufficient postage properly handled?				C3.1.3.2.5.
10	Are CONUS sortation cases designed according to the volume of mail generated or MACOM directives?				C3.1.3.3.
11	Are direct letter and flat bundles properly made up and secured?				C3.1.3.4. and C3.1.3.5.
12	Are letter distribution cases schemed to the first digit of the ZIP Code?				
13	Are all rules pertaining to pouching, sacking and traying followed?				C3.1.4.2.
14	Are proper tags and labels used on pouches, sacks, and trays of mail?				C3.1.4.3.
15	Does the MPO dispatching activity date-stamp slide labels to show the date the pouch was closed?				C3.1.4.4.
16	Are USPS mail bags used for transporting U.S. mail and not used for any other purposes?				C3.1.4.5.1.
17	Are empty mail bags examined after use to make sure that no mail is left inside and that slide labels have been removed?				C3.1.4.5.1.1.
18	Are surplus bags returned frequently to mail bag depositories?				C3.1.4.5.1.2.
19	Is coordination made with other postal activities for intra-theater use of bags before returning them to mail bag depositories?				C3.1.4.5.1.2.

CHAPTER 3, continued

#	Item	Yes	Improve	No	Ref
20	Is the gross weight (kilos or pounds) of mail equipment to be transported by air properly placed on slide labels?				C3.1.4.5.1.3.
21	Are diplomatic pouches and JUMPS mail properly handled?				C3.1.4.5.2.
22	Is hazardous material properly handled?				C3.1.5.
23	Are errors in makeup and dispatch of mail by other postal activities properly reported on DD Form 2273 and are slide labels and facing slips attached to the report?				C3.1.6.1.
24	Is missent mail postmarked, made up, and dispatched as required?				C3.1.6.2.
25	Are guidelines followed to report excessive transit times?				C3.1.6.3.
26	Are postal clerks, military postal clerks, mail clerks, and mail orderlies familiar with instructions concerning the receipt and delivery of the following? a. Un-sealed First-Class mail? b. "Opened by Mistake"? c. Balloting material? d. Mail suspected of containing harmful contents?				C3.2.3.3. to C3.2.3.6.
27	Is personal mail for postal personnel handled properly?				C3.2.3.7.
28	Do the mail handlers know the difference between official and personal mail addressing elements and delivery procedures?				C3.2.4.
29	Are only authorized MPS users receiving support?				Appendix AP1.
30	Are the mail handlers familiar with the requirement for releasing mail to patrons, unit mail clerk, and orderlies?				C3.2.5.5.
31	Are mail handlers familiar with the methods a customer may control delivery of their mail?				C3.2.5.7.
32	Is mail refused by the addressee properly accepted and endorsed?				C3.2.5.8.

CHAPTER 3, continued

#	Item	Yes	Improve	No	Ref
33	Are mail handlers familiar with instructions governing security and delivery of personal accountable mail? a. Are PS Forms 3849 prepared properly? b. Are accountable articles stored separately from non-accountable? c. Are final notices prepared properly? d. Is accountable mail held for the appropriate period of time? e. Are accountable articles delivered only to the addressee or authorized agent? f. Are the PS Forms 3849 maintained properly?				C3.2.7.1.
34	When personal accountable mail is delivered to the addressee through a CMR, UMR, or PSC that is not a part of the MPO, is the following accomplished? a. Does the MPO prepare a PS Form 3883? b. Is the PS Form 3849 prepared by the mail clerk? c. Does the MPO maintain a chain of receipt? d. Are the PS Forms 3883 used to deliver to or receive accountable mail from mail clerks properly maintained? e. If a UMC or mail orderly finds accountable mail in ordinary mail, is it returned to the servicing post office? f. Is "Restricted Delivery" mail delivered to the addressee or agent designated in writing only?				C3.2.7.2. to C3.2.7.4.
35	Are clerks familiar with delivery requirements of official "Restricted Delivery"?				C3.2.8.
36	Are clerks familiar with procedures for delivering of mail for confined personnel?				C3.2.9.
37	Are mail collection boxes conveniently located and do collection times meet dispatch schedules?				C3.2.10.1.
38	If delivery is through mail delivery receptacles, then? a. Receptacles are being assigned to only one person? b. The receptacle that has been unused the longest is being reissued first? c. Receptacles record cards (DD Form 2262) are filled out and filed properly? d. The rear of each assigned receptacle is labeled properly to identify holder? e. Personnel with limited services address must reflect the prefix or suffix "R"?				C3.3.3.
39	Are mail handlers familiar with the maintenance and records required for receptacles?				C3.3.4.

CHAPTER 3, continued

#	Item	Yes	Improve	No	Ref
40	Are the receptacles checked at least monthly for excessive mail accumulation, old mail, or non-use?				C3.3.5.1.
41	Are DD Forms 2258 used to indicate the status of the addressee and the proper disposition of mail?				C3.3.5.2. and C3.3.7.4. and C3.3.7.5.
42	Are mail handlers familiar with conditions when a key lock cylinder or combination should be changed?				C3.3.6.1.
43	Does the DD Form 2262 reflect the changes in key lock cylinder or combinations?				C3.3.6.2.
44	Is only authorized matter placed in receptacles?				C3.3.7.1.
45	Is only mail bearing the proper addressing placed in the receptacles?				C3.3.7.2.
46	Is PS Form 3907 used to notify patrons of articles too large for the receptacle?				C3.3.7.3.
47	Are mail handlers familiar with the order mail should be placed in the receptacles?				C3.3.7.6.
48	When withdrawing a receptacle, is the following accomplished? a. Is all mail removed and routed to the Directory Section? b. Is the name label removed and rear of the receptacle blocked with PS Item 0-53A? c. Is the DD Form 2262 removed from active file, the date of closure recorded and the keylock cylinder or combination changed?				C3.3.8.
49	Is a postal directory established and maintained properly?				C3.4.2.
50	Is directory mail endorsed properly and returned promptly?				C3.4.5.
51	Is undeliverable-as-addressed mail handled properly?				C3.4.6.1.
52	Is undeliverable-as-addressed periodical mail properly handled?				C3.4.6.2.
53	Is mail for Service members listed as AWOL properly handled?				C3.4.6.3.
54	Is mail for individuals due to arrive held for appropriate time?				C3.4.6.5.
55	Is "dead" mail handled properly?				C3.4.6.7.
56	Are mail handlers familiar with handling procedures for casualty mail?				C3.4.9.

CHAPTER 4

#	Item	Yes	Improve	No	Ref
1	Do postal activities maintain all the minimum required publications?				C4.1.3.1.
2	Do postal activities maintain the minimum USPS posters?				C4.1.3.2.
3	Are personnel aware of how to procure required publications?				C4.1.4.

CHAPTER 5

#	Item	Yes	Improve	No	Ref
1	Before commanders designate MPCs, FPCs, COPEs, and PFOs, do they carefully review personnel records to ensure the individual meets the qualifications?				C5.3.1. and C5.3.2.
2	Have all personnel who handle postal effects or accountable mail been designated appropriately on a DD Form 2257?				C5.4.1.1.
3	Are completed DD Forms 2257 and 285 distributed as required?				C5.4.1., C5.4.1.5., and C5.4.2.
4	Are temporary COPEs and PFOs designated when required?				C5.4.3.
5	Are requests to operate a military postal unit at a location serviced by USPS submitted to and approved by MPSA?				C5.5.1.1.
6	Are designations terminated using DD Form 2257 when an individual is relieved, reassigned, or changes positions?				C5.6.1. and C5.6.2.
7	When military or civilian personnel are relieved from postal duties for conviction of a crime, such as theft or moral turpitude, or relieved for cause, does the commander coordinate this action with personnel offices to ensure personnel records are properly annotated to prevent reassignment to postal duties?				C5.6.4.

CHAPTER 6

#	Item	Yes	Improve	No	Ref
1	Are all initial requests for PFO, issued accounts, and subsequent changes routed through MACOM for approval?				C6.2.1.
2	Are stamp stock and meter funds properly remitted?				C6.2.2.
3	Have arrangements been made for a witness at locations where only one clerk is assigned, or has the responsible commander authorized the use of "no witness available?"				C6.2.4.
4	Is the amount of the MPO credit reflective of the needs of the facility?				C6.2.5.
5	If personal checks are accepted, are proper procedures followed?				C6.2.6.
6	Are the appropriate procedures followed for handling traveler's checks?				C6.2.7.
7	Are IRC properly recorded and submitted?				C6.2.9.
8	Is the redemption and exchange of stock processed properly?				C6.2.8.
9	Are fixed credits in excess of \$1,000 authorized in writing by the appropriate commander?				C6.3.1.2.
10	When clerks are absent more than 5-consecutive working days and less than 31 total consecutive days, are they temporarily relieved of their accounts?				C6.3.1.5.
11	Are PS Forms 17 properly prepared and submitted for requisitions and stock replenishment?				C6.3.2.
12	Are requisitions prepared for dispatch and opened when returned in the presence of a witness?				C6.3.2.4.
13	Does the COPE order stock before cash on hand exceeds 25 percent of the fixed credit, or at least monthly?				C6.3.2.8.
14	Is a properly completed PS Form 3369 on hand for the COPE or PFO and all MPCs with accounts?				C6.3.3.1., 3.4.1. and 3.5.1.
15	Are fixed credits increased and decreased according to established procedures?				C6.3.3.3.
16	Do window clerks replenish stock at required intervals?				C6.3.5.2.1.
17	Do PFOs and COPEs post all PS Form 17 transactions to their PS Forms 3295?				C6.3.6.1.
18	Have request for flexible accounts been properly submitted?				C6.4.2.

CHAPTER 6, continued

#	Item	Yes	Improve	No	Ref
19	Are PS Forms 17 and 1412-B numbered consecutively each fill?				C6.4.5.1.
20	Are bank deposit slips numbered with the same number as the PS Form 1412-B that identifies the funds remitted?				C6.4.5.2.
21	Does the PFO or COPE with a flexible account remit IRCs properly?				C6.4.12.
22	Are the PS Forms 1412-B prepared properly to reflect shortages, overages, postage meter funds, local purchase and repairs, and U.S. Customs collection?				C6.4.13. to C6.4.18.
23	Have MPOs with a SVM followed the procedure for installation, issuing fixed credit, audits, and requisitioning stock?				C6.4.19.2.1. to C6.4.19.2.4.
24	Are COPE shortages and overages in SVM submitted to the PFO or accountable postmaster?				C6.4.19.2.7.
25	Do clerks with postal accounts have safes, lockable counter drawers, or cash boxes available to protect their postal effects?				C6.5.2.
26	Are safes and containers for storing postal effects used only for this purpose and not for storing personal property?				C6.5.2.
27	Are duplicate keys and combinations sealed in PS Form 3977?				C6.5.2.
28	Are safe combinations changed at proper intervals?				C6.5.3.
29	Do customers personally affix stamps to the articles and do the clerks cancel in front of the mailer?				C6.6.4.
30	When mailing labels are used on parcels, does the postage overlap the upper right corner of the label?				C6.6.4.
31	Are commemorative stamps available and sold only during authorized sale dates?				C6.6.7.

CHAPTER 7

#	Item	Yes	Improve	No	Ref
1	Do MPOs know how to procure postage meters?				C7.1.2.2.
2	Are postage meter heads, seals, and tools stored securely when not in use?				C7.1..3.3.
3	Do responsible commanders designate MPCs as meter custodians for meters operated at a location away from the COPE's duty station and at the duty station when the COPE is not present?				C7.1.3.4.
4	Is the meter and the PS Form 3602-PO properly prepared before issue and after the close of every business day?				C7.1.4. and C7.1.6.
5	Do MPCs properly transfer responsibility for the meter during relief periods?				C7.1.3.5.
6	Does the COPE or designated custodian remit meter funds daily and prepare the PS Form 3602-PO correctly?				C7.1.7.
7	Do COPEs with flexible credits submit the PS Form 3602-PO at the same interval as the PS Form 1412-B?				C7.1.7.2.1.
8	Are the postage meters set only by the COPE?				C7.1.8.1.
9	Do COPEs set postage meters at proper intervals with recommended amounts of postage limited to anticipated sales for 6 months?				C7.1.8.1.
10	Is the COPE familiar with procedures for licensing, required forms, setting records maintenance, and preparation concerning postage meters?				C7.2.1.2.
11	Is the COPE familiar with the licensing, setting, refunds, transfer, checking of service, and preparation of associated forms and records maintenance for commercial meters?				C7.2.

CHAPTER 8

#	Item	Yes	Improve	No	Ref
1	Are MOs only issued using an imprinter and never by handwriting or typing?				C8.2.1.
2	Do all imprinters at the MPO have the same office plate number?				C8.2.2.
3	Are MO forms requisitioned on PS Form 17 at least 45 days before they will be needed?				C8.3.1.
4	Does the land-based MPO keep at least a 3-month supply of MO forms on hand? Does the mobile or shipboard MPO keep at least 5-month supply?				C8.3.3.
5	Are incoming MO shipments verified by both the COPE or MO clerk and a witness?				C8.4.1.
6	Is each sealed package of 100 MOs verified by serial number when it is opened?				C8.4.3.
7	Is the COPE familiar with procedures for handling MO forms with duplicate serial numbers and defectives?				C8.4.4. and C8.4.5.
8	Are all blank MOs received at an activity recorded on DD Form 885?				C8.5.1.
9	Is DD Form 885 used to document current change of custody of MO forms issued, transferred, or mailed to clerks at MPOs or units?				C8.5.1.
10	Upon change of COPE, has the new COPE signed the master DD Form 885 and acknowledged receipt for the blank MOs currently retained by the outgoing COPE?				C8.5.1.
11	Are MO forms with the lowest serial numbers the first to be issued to MO clerks? When odd-lot distribution of less than 100 MO sets is required, do the COPE and clerk verify each numbered set?				C8.5.2.
12	Is the distribution of MO forms to units conducting MOB away from the parent office properly conducted?				C8.5.4.
13	Are MO forms stored in a vault, a three-position combination safe, or a place of comparable security to which the accountable person has exclusive access?				C8.6.1.
14	Are containers locked when not under direct control of the responsible individual?				C8.6.1.
15	Are duplicate keys and combinations properly protected?				C8.6.1.
16	Do all MO clerks have individual metal cash-boxes, drawers, or safes equipped with suitable locking devices to safeguard MO forms and all-purpose date stamps in their custody?				C8.6.2.
17	Are only U.S. currency, military payment certificates, U.S. Treasury Checks, and Travelers Checks (U.S. Only) accepted as means for purchase of MOs?				C8.7.1.

CHAPTER 8, continued

#	Item	Yes	Improve	No	Ref
18	Are MO clerks familiar with the maximum amount of money a single customer may purchase in a single day and the procedure to report?				C8.7.2.
19	Are spoiled or incorrectly prepared MOs properly processed?				C8.8.1. & C8.8.2.
20	When MOs are inadvertently issued out of sequence, does the issuing clerk return to the correct sequence as soon as the error is noted?				C8.8.3.
21	Do clerks require presentation of an ID card before cashing MOs? Is the ID number annotated on the back of the MO?				C8.9.1.
22	With the exception of COPEs, MPO supervisors, and Navy and Marine Corps disbursing officers, are other MO verifying officials appointed in writing?				C8.10.1.
23	Has the COPE assigned a unit number for each financial unit conducting MOB by designating the first unit as the parent unit and each additional unit numbered consecutively, starting with one?				C8.10.1.1.
24	Do MO clerks prepare a consolidated MOB report per the Manual's instructions?				C8.10.3.
25	Do designated verifying officials or COPEs properly verify MOB reports?				C8.10.4.
26	Does the MPO with MO units prepare a consolidated report when a separate check is not obtained for each separate unit report?				C8.10.5.
27	When MOs are issued from two or more different series on the same day, are separate totals for each series listed on the verification tape and in Section I, PS Form 6019?				C8.11.1.
28	When MOs are issued out of sequence, are the serial numbers of the MOs issued out of sequence listed as a break in series under Section I, PS Form 6019, and a notation made on the MOB report?				C8.11.2.
29	Are the MOs issued out of sequence properly recorded on subsequent MOB reports?				C8.11.2.
30	Are missing MO form sets and vouchers properly documented and reported?				C8.11.3. and C8.11.4.
31	Do MO reports reflect continuity of service to include non-business days and suspended-service periods?				C8.11.5.
32	When shortages in MO accounts occur, are they reported on the business day the shortage is discovered and investigated, if required?				C8.11.10. and C8.11.11.

CHAPTER 8. continued

#	Item	Yes	Improve	No	Ref
33	Are all MO funds kept separate and not commingled with other funds, except where authorized by major commanders, including USPS stamp meter funds; and are the MO funds of one individual kept separate from those of another?				C8.12.1.

CHAPTER 9

#	Item	Yes	Improve	No	Ref
1	Is Registered mail under constant surveillance or secured properly at all times?				C9.2.1.
2	Is an unbroken chain of receipts maintained for all Registered mail in MPS channels using only approved USPS or DD forms?				C9.2.2.
3	Are proper procedures followed when handling coded (high value) shipments?				C9.2.5.
4	Are all postal personnel in overseas areas, assigned as registry clerks in AMTs, FMCs or MPOs, eligible for a SECRET security clearance and are they U.S. citizens?				C9.2.7.
5	At one-man operations, is prior arrangement made with a local unit or installation commander to provide a witness for Registered main transactions or has the responsible commander approved the use of the phrase "no witness available" (NWA) when required?				C9.2.8.
6	Have postal activities that handle and store Registered mail designated a secure area or registry section for this purpose and is it properly constructed? Has an exception to policy been approved by MPSA? NOTE: Exceptions shall apply where lack of floor space or other physical constraints make it impractical or impossible to construct a separate registry work area.				C9.3.1.
7	Does a three-position changeable combination padlock secure the registry cage?				C9.3.2.
8	To maintain proper security of Registered mail, are the policies outlined in this manual complied with at all times?				C9.3.2.
9	Does the on-duty registry clerk control the access to the registry work area to permit access to only the on-duty registry clerks, witnesses, the section supervisors, and personnel authorized to inspect and audit DoD postal facilities?				C9.3.3.
10	Do operations that run on a shift basis provide each shift with a separate GSA-approved, three-position, changeable combination padlock to limit access of registry clerks to their specific tour of duty?				C9.3.2.
11	Are combinations to registry sections and containers properly recorded and stored?				C9.3.4.
12	Is Registered mail accepted, processed, and handled in the registry per this Manual?				C9.3.5.
13	For personal Registered mail accepted and recorded on PS Form 3806, are the originals provided mailers and the duplicate filed in numerical sequence?				C9.3.5.2.

CHAPTER 9, continued

#	Item	Yes	Improve	No	Ref
14	Are Registered letters and parcels properly postmarked to prevent undetected tampering?				C9.3.5.4.
15	When the acceptance window is a separate operation from the Registry Section, is a PS Form 3854 used to make transfers to the Registry Section?				C9.3.5.5.
16	Using DD Form 2261, is a balance and inventory conducted at the close of each business day or at each shift change, as applicable, and are the original and duplicate copies properly filed?				C9.3.5.6. and C9.3.5.8.
17	Is supporting documentation for registry transactions properly maintained at all times; that is, PS Forms 3854, 3849, 3877, 3883, 3806, and DD Form 2261?				C9.3.5.11.
18	Is Registered mail properly receipted for at the accepting activity, depending on the mode of transportation?				C9.4.
19	Does the postal activity correctly report irregularities in receipt of Registered mail from carriers?				C9.5.1. and C9.5.2.
20	Are incoming Registered pouches correctly processed and the contents verified?				C9.6.1.
21	During processing are discrepancies and irregularities discovered in Registered mail pouches handled?				C9.6.3.
22	Do postal activities that use PS Item 0-817A or PS Item 0-817C ensure that unauthorized personnel do not have access to the seals and that they are only used for their intended purpose?				C9.7.2.
23	Are all mail bags used to dispatch Registered mail examined to ensure they are not torn or otherwise defective and when dispatched; are they secured with PS Item 0-817C?				C9.7.3.
24	Is Registered mail prepared for dispatch in accordance with instructions?				C9.7.5.
25	When U.S. commercial passenger flights are used to dispatch personal Registered mail, is the official mail separated from it?				C9.7.5.1.
26	Is a USPS registry jacket used when five or more letter-size pieces are dispatched to the same location and is a separate book of PS Forms 3854 used for registry jackets?				C9.7.5.2. and C9.7.5.3.
27	Are slide labels properly stamped "PERSONAL" and "OFFICIAL" when required?				C9.8.1.1.
28	Is a separate book of PS Forms 3854 used for inside bills and are they properly prepared?				C9.7.5.3.
29	When the activity dispatches Registered mail by truck, is a separate book of PS Forms 3854 used and does the outside bill list each Registered pouch and OSP dispatched?				C9.7.5.5.

CHAPTER 9, continued

#	Item	Yes	Improve	No	Ref
30	Are PS Forms 3854 prepared with a ball-point pen and are errors lined through and initialed by the clerk?				C9.7.5.6.
31	Is PS Label 87 affixed to OSPs being dispatched?				C9.7.5.7.
32	When dispatching Registered mail to commercial cargo air carriers or military air carriers, are individual pieces tagged and labeled properly?				C9.7.6.
33	When dispatching Registered mail directly to AMC or command-owned aircraft, is DD Form 1384 prepared per instructions?				C9.7.8.
34	When tendering Registered mail directly to another postal activity, are bills prepared in triplicate and is the triplicate copy retained in the manifold registry dispatch book?				C9.7.9.1.
35	When dispatching Registered mail in a closed-body vehicle, is the seal number used to seal the vehicle indicated on the outside dispatch bill?				C9.7.10.
36	Are suspense files for PS Forms 3854 and 3830-A established and is prompt tracer action taken when copies are not returned within the normal two-way transit time?				C9.7.11.1.
37	Is official Registered mail only tendered to U.S. commercial, non-stop, cargo, passenger or cargo with passenger flights designated scheduled?				C9.8.1.1.
38	Is Registered mail containerized to the maximum extent possible and is it containerized properly?				C9.8.1.2.1.
39	Is official Registered mail only dispatched on flights designated by the appropriate JMPA?				C9.8.1.3.
40	Are "ramp watching" procedures conducted properly for all official Registered mail received or dispatched on commercial carriers?				C9.8.1.4.
41	When dispatching Registered mail by truck does a U.S. citizen driver or guard accompany the shipment and is the mail secured properly?				C9.8.2.

CHAPTER 10

#	Item	Yes	Improve	No	Ref
1	Have SOPs been developed to provide detailed instruction for security, emergency destruction, and postal operating plan?				C10.2.
2	Have local procedures been established for monitoring and processing customer complaints?				C10.3.2.
3	Are the minimum required USPS Publications and Posters current and readily available for patrons?				C10.3.3.
4	Is an example of a properly completed change of address card readily available or posted in plain view of customers?				C10.3.3.8.
5	Is an example of a correct mailing address readily available or posted in plain view of customers?				C10.3.3.9.
6	Are the hours of operation readily available or posted in plain view of customers?				C10.3.3.10.
7	Is mail collection and closeout times readily available or posted in plain view of customers?				C10.3.3.11.
8	Is U.S. Customs information readily available or posted in plain view of customers?				C10.3.3.12.
9	Are clerks familiar with the differences between the classes of mail? Are proper rates of postage being assessed according to class, weight, and, if applicable, zone?				C10.4.1.1. to C10.4.1.3.
10	Are clerks familiar with what class of mail is applicable to which service; that is, Registered, certified, insured, special handling, PAL, etc.?				C10.4.2.
11	Are clerks charging the proper zone-rated postage for mail addressed to other MPOs?				C10.4.1.4.
12	Are clerks computing postage properly for international mail?				IMM
13	Do clerks enforce standards for the packaging and labeling of mail?				C10.4.2.2.
14	Do clerks enforce proper addressing requirements before accepting mail?				C10.4.2.3.
15	Is mail addressed to persons and activities not authorized MPS privileges being returned to sender endorsed "Addressee Not Authorized MPO Privileges"?				C10.4.2.5.
16	Are mailings received for personnel with limited postal privileges returned to sender when they exceed the prescribed weight limitations?				C10.4.2.6.
17	Are parcels accepted as Priority mail or for PAL service appropriately marked before the actual sale of stamps or affixing of postage meter tapes?				C10.4.2.7.

CHAPTER 10, continued

#	Item	Yes	Improve	No	Ref
18	Does the MPO maintain a file of PS Forms 1509, "Sender Application for Recall of Mail," for personal mail recalled by its customers?				C10.4.2.9.
19	Are clerks aware that special handling service is not available for mail addressed to military installations including other MPOs?				C10.4.3.
20	Are clerks properly computing fees for special services and adding them to the postage for the article mailed?				DMM
21	Are return receipts only used on Registered, certified, numbered-insured, express, and return-receipt for merchandise articles?				DMM
22	Is restricted delivery only used on Registered, certified, and numbered-insured articles?				DMM
23	Does the MPO honor requests for cancellations for philatelic purposes from customers when service does not interfere with regular business?				C10.4.4.1.
24	Are clerks familiar with what types of mail may or may not be insured?				C10.4.5.1. and C10.4.5.2.
25	Do clerks recommend to customers that items exceeding \$5000 in value be Registered rather than insured?				C10.4.5.2.
26	Is absentee balloting material given expeditious handling and placed on top of letter packages?				C10.4.9.
27	Is the mail handler aware of the privileged nature of mail and postal records and the requirements that must be met before individuals and agencies conducting official investigations can examine them?				C10.4.12.
28	Are accepting clerks familiar with what constitutes non-mailable matter and procedure to follow?				C10.4.13.
29	Are there adequate safes and other secure receptacles available for safeguarding postal effects?				C10.5.1.2.
30	Are field safes that are used to store postal effects secured to fixed objects to prevent removal?				C10.5.1.3.
31	Are personal effects or funds stored in the MPO?				C10.5.1.5.
32	Is access to MPO work areas limited to personnel conducting official postal business and are all others escorted or under constant surveillance by military postal personnel?				C10.5.1.6.
33	Does the MPO supervisor keep a current list of individuals issued keys to the post office?				C10.5.1.7.

CHAPTER 10, continued

#	Item	Yes	Improve	No	Ref
34	Do MPO personnel deliver mail to addressees, their agents, personnel of other MPOs, or designated mail clerks only after proper identification is presented? NOTE: Proper identification is considered to be Government-issued ID card or U.S. passport, or a DD Form 285 when a copy is on file at the serving MPO.				C10.5.1.9.
35	Are combinations and keys to containers in which funds, postal effects, mail, or postal equipment are stored, sealed in PS Form 3977 envelopes and protected properly?				C10.5.2.1.
36	Is damaged mail securely rewrapped or resealed and endorsed properly?				C10.5.3.
37	Are articles found loose in the mail disposed of properly?				C10.5.4.
38	Are uncanceled stamps found loose in the mail re-affixed to mail or placed in a locked container for destruction and are they destroyed at least monthly?				C10.5.5.
39	Are MPOs processing insured and Registered claims per USPS procedures?				C10.5.6.
40	Is a record of claims being kept on file at the MPO for each insured and Registered claim filed?				C10.5.6.6.
41	Has a suspense system been established to ensure prompt processing of incoming claims?				C10.5.6.5.
42	Are completely damaged articles with little or no salvage value retained by the customers or destroyed if unwanted by them?				C10.5.6.8.
43	Are damaged insured articles with salvage value retained then forwarded to the mail recovery center?				C10.5.6.8.
44	Are customers given PS Forms 3831, "Receipt for Article(s) Damaged in Mails," in exchange for damaged articles?				C10.5.6.8.
45	Are fees for claims information forwarded to the serving postmaster with a letter of explanation?				C10.5.6.10.
46	Do clerks verify that articles listed on the customs tag are mailable to the United States, a foreign address, or another MPO?				C10.6.2. and C10.6.3.
47	Do clerks require all personal parcels believed to contain merchandise to have properly completed customs declarations attached?				C10.6.5.
48	Do clerks know the procedures for processing articles containing personal and household effects of individuals returning on orders to CTUS?				C10.6.6.
49	Are clerks familiar with what constitute unsolicited American goods returned processing requirements?				C10.6.7. and C10.6.8.

CHAPTER 10, continued

#	Item	Yes	Improve	No	Ref
50	Do MPOs operating within the CTUS collect and process customs duty properly and do MPOs outside the CTUS process PS Form 3419 properly?				C10.6.9.
51	Are the proper procedures followed at locations conducting "redlining"?				C10.6.9.4.
52	Are mail handlers aware under what circumstances mail sealed and not sealed against inspection may be opened, read, and searched?				C10.7.2.
53	Are MPO supervisors aware mail may not be detained in excess of 72 hours to allow military officials to gather evidence for a search authorization?				C10.7.3.
54	Are reports properly submitted when mail reasonably suspected of being dangerous to persons or property removed from postal channels?				C10.7.4.1. and C10.7.4.2.
55	Is information about mail sent or received by particular senders or addresses disclosed only under the conditions prescribed in this Manual?				C10.7.5.
56	Are supervisors aware of which officials are authorized to issue search warrants and authorizations?				C10.7.6.
57	Are search warrants and authorizations properly executed?				C10.7.6.2.
58	Are MPO supervisors aware of conditions that warrant and officials who are authorized to order mail covers?				C10.7.8.1. and C10.7.8.2.
59	When an oral mail cover order is issued, is the authority confirmed in writing within 2-working days?				C10.7.8.3.
60	Is information gathered from a mail cover held until release is authorized by the official who ordered the mail cover?				C10.7.8.5.
61	Are mail covers in effect more than 30 days without an authorized extension by the requesting official?				C10.7.8.7.
62	Are mail covers in effect more than 120 days without extension by the Military Department's senior military postal official in the major overseas command?				C10.7.8.7.
63	Are random inspections only conducted when ordered by an official authorized to issue in a search authorization?				C10.7.9.
64	Does the postal activity supervisor submit written seizure reports to the major postal commander and MPSA on mail confiscated under this section within 15 days of the seizure? Is the addressee also notified of the seizure?				C10.7.10.

CHAPTER 10, continued

#	Item	Yes	Improve	No	Ref
65	Is an MPS representative present when host-country officials inspect or in any way detain the mail?				C10.7.9.
66	Are postal clerks familiar with postage and retail service fee refund procedures?				C10.8.
67	Is Financial Adjustment Memorandum for returned personal checks properly processed?				C10.9.2.

CHAPTER 11

#	Item	Yes	Improve	No	Ref
1	If a facility is an MCA, does the Single Service Manager ensure receipt, dispatch, and mail delivery is available 7 days a week when daily carrier service is available?				C11.1.4.1.
2	If a facility is an MCA, does the Single Service Manager ensure an inventory control system is established to ensure that all incoming mail is properly accounted for and processed on a first-in, first-out basis by category?				C11.1.4.2.
3	If a facility is an MCA, does the Single Service Manager ensure air carrier facilities are continuously monitored to ensure that outbound mail is moved according to established schedules or agreements?				C11.1.4.3.
4	If a facility is an MCA, does the Single Service Manager ensure coordination with JMPA, other MCAs and others to ensure best possible area mail service is maintained?				C11.1.4.4.
5	If a facility is an MCA, does the Single Service Manager ensure coordinating groups are set up with representatives from the Services supported and local transportation agencies to resolve scheduling differences, integrate resources, and plan for augmentation for mail surges?				C11.1.4.5.
6	If a facility is an MCA, does the Single Service Manager develop a POP and integrate critical entry and clearance times with supported MPOs?				C11.1.4.5.
7	If a facility is an MCA, does the Single Service Manager coordinate incoming and outgoing mail movements with local feeder land and air transportation resources, to include establishing and publishing a consolidated schedule of truck runs serving the terminal?				C11.1.4.6.
8	If a facility is an MCA, does the Single Service Manager ensure current carrier schedules are maintained and routing schemes are developed for all military and commercial transportation?				C11.1.4.7.
9	If a facility is an MCA, does the Single Service Manager ensure a copy of these schemes is provided the appropriate JMPA, MPSA, and the interconnecting MCAs and postal activities serviced by that MCA?				C11.1.4.7.
10	If a facility is an MCA, does the Single Service Manager ensure support is provided to deployed mobile units within the MCA area of responsibility?				C11.1.4.8.
11	If a facility is an MCA, does the Single Service Manager ensure Registered mail shipments and transfer of mail between carriers is monitored?				C11.1.4.9.

CHAPTER 11, continued

#	Item	Yes	Improve	No	Ref
12	If a facility is an MCA, does the Single Service Manager ensure mail transit times are monitored according to published guidance (MODIS) when activity is identified to participate?				C11.1.4.10.
13	If a facility is an MCA, does the Single Service Manager ensure coordination with carriers is conducted to advise them of mail generation volumes, as appropriate?				C11.1.4.11.
14	Has the postal activity established policies and procedures pertaining to the transportation of military mail?				C11.2.1.1.
15	Has the postal activity established policies and procedures pertaining to the identification of authorized modes of transportation?				C11.2.1.2.
16	Has the postal activity established policies and procedures pertaining to the transportation documentation?				C11.2.1.4.
17	Has the postal activity established policies and procedures pertaining to the upkeep and use of prime dispatch schedules?				C11.2.1.5.
18	Has the postal activity established policies and procedures pertaining to the reporting of transportation irregularities?				C11.2.1.6.
19	When two or more U.S. flag carriers provide equivalent service, is mail tendered on an equitable tender basis?				C11.2.6.1.
20	Are guidelines for tendering mail to military aircraft followed?				C11.2.6.2.
21	Has the postal activity obtained prior approval before using a foreign air carrier?				C11.2.6.3.
22	Are procedures for obtaining approval to use foreign air carriers followed?				C11.2.6.3.
23	Are all required actions accomplished before mail is tendered to a foreign air carrier?				C11.2.6.3.4.
24	Are procedures for ramp transfers of mail from U.S. commercial to foreign air carriers followed?				C11.2.6.4.
25	Is proper dispatch documentation used and completed when tendering mail to carriers?				C11.2.7.1.
26	Is Navy mail documented separately from APO mail and are slide labels on pouches containing FPO mail annotated "NAVY" on the lower right side?				C11.2.7.1.1.
27	Are mail weights properly reflected on manifests?				C11.2.7.2.1.
28	Has the major commander established an intra-theater mail bag depository by issuing a supplement to this Manual?				C11.2.7.3.1. and C11.2.7.4.

CHAPTER 11, continued

#	Item	Yes	Improve	No	Ref
29	Are procedures for returning excess empty equipment to CONUS followed?				C11.2.7.3.
30	Are procedures for receipting for mail from U.S. air carriers followed?				C11.2.8.1.
31	Are procedures for receipting for mail from foreign air carriers followed?				C11.2.8.2.
32	Are excessive transit time reports being forwarded as required?				C11.2.9.
33	Are PNAs prepared only for matters directly affecting mail movement such as strikes, weather, flight cancellations, etc.?				C11.2.9.2.1.
34	Do PNA messages contain sufficient information to pinpoint mail movement problems?				C11.2.9.2.2.
35	Are PNAs directed at the proper level, depending upon the scope of the problem?				C11.2.9.2.4.
36	Are irregularities against U.S. commercial air carriers properly reported per the USPS T-7 Handbook?				C11.3.3.1.
37	Are irregularities against foreign air carriers properly reported per the USPS T-7 Handbook?				C11.3.3.2.
38	Are irregularities against AMC air carriers properly reported?				C11.3.3.3.
39	Are meetings with air carriers conducted per the USPS T-7 Handbook?				C11.3.4.
40	Does the postal activity ensure that proper security is being provided for mail that has been tendered to air carriers?				C11.4.1.1.
41	Is one of the following security procedures used to protect mail while being transported between postal activities or carrier facilities? a. A closed-body vehicle equipped with lockable doors. b. A guard riding in the body of the vehicle when an open-body vehicle is used to transport un-palletized mail. c. A guard positioned so as to maintain visual contact with the mail at all times when he or she is unable to ride in the body of an open-body truck.				C11.4.2.
42	When vehicle drivers are not designated postal clerks and have a key or combination used to secure the vehicle, are tin-band seals (PS Item 0-817A or C) affixed to the doors, in addition to a lock? NOTE: If a designated postal clerk, serving as a mail guard, accompanies the shipment, or the vehicle driver does not have access to the key or combination to the lock, a tin-band seal is not required.				C11.4.2.1.
43	Are proper procedures followed when a tin-band seal is used?				C11.4.2.1.

CHAPTER 11, continued

#	Item	Yes	Improve	No	Ref
44	Are proper procedures for securing and dispatching sea-van containers followed?				C11.4.3.
45	Is receipt of sea-van containers reported by message to the JMPA as required?				C11.4.3.3.
46	Have proper procedures been followed in reporting and recovering mail from accidents?				C11.4.4.
47	In routing mail to mobile units, are proper procedures followed when exchanging closed mails with post offices of member nations of the UPU?				C11.5.1.2.
48	Are commanders of mobile units submitting mobile routing instructions?				C11.5.2.2.

CHAPTER 12

#	Item	Yes	Improve	No	Ref
1	Are audits being performed only by personnel authorized to conduct audits?				C12.3.2.
2	Are all general audit rules followed when conducting audits?				C12.3.3.
3	Are DD Forms 2259, "Report of Audit Postal Accounts," completed properly?				C12.3.4.
4	Are different types of accounts (that is, window, filler, COPE, etc.) being audited at least at minimum required intervals?				C12.3.5.
5	Is an audit conducted each time a new COPE is designated?				C12.3.6.1.
6	When overages and shortages are beyond tolerance, are they reconciled properly?				C12.3.9.
7	Are audit results of PFOs and COPEs with flexible credits properly submitted to the source of supply?				C12.3.9.1.
8	Has the MPS activity been inspected by the MACOM within the past year, and is a copy of the inspection report maintained on file?				C12.4.3.
9	Are MPOs conducting quarterly inspections of unit mail rooms they service?				C12.5.3.

CHAPTER 13

#	Item	Yes	Improve	No	Ref
1	Is the MPO supervisor taking proper action to ensure facilities meet adequacy standards?				C13.4.1.
2	Does the space provided for various work sections meet minimum space criteria for both direct and general support areas?				C13.5.
3	Does the facility meet or exceed the structural criteria established for the building?				C13.7.

CHAPTER 14

#	Item	Yes	Improve	No	Ref
1	Are clerks familiar with what constitutes a postal offense?				C14.1.2.3.
2	Are postal offenses reported properly?				C14.1.3.
3	Are mail handlers familiar with the reporting procedure for a catastrophe?				C14.1.5.
4	Do investigating officer postal offense reports contain the minimum information?				C14.1.8.
5	Are stamp stock and postage meter shortages discovered during an audit handled properly?				C14.2.1.2.
6	If a shortage occurs as a result of acceptance of counterfeit currency, is it properly reported?				C14.2.1.5.
7	Are MO fund shortages reported properly?				C14.2.2.1.

CHAPTER 15

#	Item	Yes	Improve	No	Ref
1	Have all unit mail handlers been designated properly?				C15.4.
2	Have designated mail handlers received adequate postal training?				C15.5.
3	Are DD Forms 285 and 2260 properly controlled and maintained?				C15.6.
4	When designated personnel are relieved are the copies of DD Forms 285 handled properly?				C15.7.1.
5	If a DD Form 2260 is used to record designations, is the revocation handled properly?				C15.7.2.
6	Are supervisors conducting self-inspection of PSCs, CMRs, and UMRs?				C15.8.2.
7	If mail clerks or mail orderlies accept personal funds from unit personnel to conduct postal finance business, is a DD Form 1118 or other appropriate form used to document the transfer?				C15.9.1.
8	Are mail handlers familiar with the requirement for security of mail?				C15.10.
9	Has a separate, adequate, and secure space been provided to operate the PSC, CMR or UMR?				C15.10.4.
10	Are unauthorized personnel denied access to the PSC, CMR, or UMR?				C15.10.5.
11	Are duplicate keys and combinations to the PSC, CMR, or UMR retained and secured properly?				C15.10.6.
12	Are the required protections given to mail in transit to and from the PSC, CMR, or UMR?				C15.10.7.
13	Are mail handlers familiar with the privileged nature of mail and postal records?				C15.10.8.
14	Are postal personnel aware of mail bomb characteristics?				C15.11.1.
15	Are postal personnel familiar with actions they must take for a suspicious mailing?				C15.11.2.
16	Is USPS Poster 26 posted in the work area?				C15.11.3.