

**Information Management**  
**MILITARY POST OFFICE OPERATING PROCEDURES**

**AF Sup 1/DoD 4525.6M, Vol 1, 20 April 1990, is changed as follows:**

**Page-Insert Changes.** New or revised material is indicated by a ★.

<b>Remove</b>	<b>Date</b>	<b>Insert</b>
4-2.1	20 Apr 90	4-2.1
5-20.2	20 Apr 90	5-20.2
7-7.1	20 Apr 90	7-7.1
8-15.1	20 Apr 90	8-15.1
9-2.1	20 Apr 90	9-2-1
9-3.1	20 Apr 90	9-3.1
10-2.1	20 Apr 90	10-2.1
11-4.1	20 Apr 90	11-4.1
C-18.1	20 Apr 90	C-18.1
C-18.2	20 Apr 90	C-18.2

BY ORDER OF THE SECRETARY OF THE AIR FORCE

OFFICIAL

MERRILL A. McPEAK, General, USAF  
Chief of Staff

EDWARD A. PARDINI, Colonel, USAF  
Director of Information Management

402.4. (ADDED). Contract postal clerk qualifications.

a. Civilian personnel (US or ETCN) who are working in MPOs and not performing postal clerk duties and not designated as military postal clerks (MPCs), need not meet the qualification provisions in paragraph 402.4.

★b. Use a letter from the contractor to satisfy DOD qualification criteria for contract hire MPCs. For any US civilian MPC to handle official registered mail, they must have a secret security clearance. Under no conditions will foreign nationals handle official registered mail.

★402.5. (ADDED). Postal MAJCOMs will ensure that their postal activities establish and maintain an active on-going OJT program for civilian and military personnel. Use AFJQS 99604 to plan and record all duty position related training. Identify additional training requirements on AF Form 797, Job Proficiency Guide Continuation Sheet. Administer training and maintain documentation IAW AFR 50-23, Enlisted Specialty Training.

★403.1. (ADDED). Only squadron/detachment commanders or host base postal supervisors (must be of a commissioned officer), may sign DD Form 285, Appointment of Postal Clerk, Unit Mail Clerk or Mail Orderly, and DD Form 2257, Designation/Termination MPC-FPC-COPE-PFO, for PCs and COPEs. Designate individuals at AMT or MCA locations who are responsible for accountable equipment as COPE. Flexible credit custodians who provide stock sales to MPOs other than themselves may use the title Postal Finance Officer (PFO). Other MPO financial custodians will use the title Custodian of Postal Effects (COPE). When a PFO and COPE are the same person, you may use the title COPE. In this manner you may use the flexible account to issue stock to other COPEs and collocated window clerks. This procedure eliminates the requirement to maintain two separate accounts (flexible PFO and fixed COPE) and allows the flexible account to maintain cash. (See Chapter 5, paragraph 503 for administering flexible accounts to maintain cash). Issue each military, local national, augmentee, or US civilian employee a single DD Form 285. Squadron, detachment, or higher level postal personnel positions do not require DD Forms 2257 and 285. Local national do not require DD Form 2257.

(7) Submitting Shortages/Overages. The COPE will submit all shortages/overages to the PFO who, in turn, will submit it with PS Form 1412-B, Daily Financial Report.

★(a) Report shortages up to \$49.99 in the disbursement section of PS Form 1412-B using AIC 621, Vending Machine Shortages. Submit a letter of explanation for the shortages to include the amount, name of employee, serial number, and location of the SVM. With the letter, forward a completed PS Form 17. The return stamps side of the PS Form 17 will list the shortage letter as a reference and the amount of shortage in the SVM. The order stamps side of the PS Form 17 will list replacement stock equal to the shortage in the SVM. You may also use this procedure to return foreign coins. The PFO will use the PS Form 17 to forward stamp stock to replace the SVM shortage.

(b) Report overages of any amount on PS Form 1412-B using AIC 175, Vending Machine Overage, as a separate entry in the receipt section of PS Form 1412-B. Submit a letter of explanation for the overage to include the amount, name of the employee, and location of the SVM.

▶ (c) Report shortages of \$50.00 or more in the disbursement section of PS Form 1412-B using AIC 761, Vending Machine Shortages. Submit a letter of explanation for the shortage to include the amount, name of employee, serial number, and location of the SVM. With the letter, forward a completed PS Form 17. The return stamps side of the PS Form 17 will list the shortage letter as a reference and the amount of shortage in the SVM. The order stamps side of the PS Form 17 will list replacement stock equal to the shortage in the SVM. You may also use this procedure for return of foreign coins. When the PFO receives the PS Form 17, he/she will use it to return the stock to replace the SVM shortage.

(d) If you establish that the loss was the result of theft, embezzlement, etc., on the part of the employee, report the shortage to MPSA-OP IAW Chap 13, with information copy to Postal Squadron/MAJCOM.

(e) If an audit indicates a shortage due to foreign coins, you may take credit only up to the amount required to balance the fixed credit. Send all foreign coins along with a list indicating location of the SVM and value of the coin(s) by registered mail.

(8) Refunds: If a customer deposits money in an SVM and 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. Refunds exceeding \$2.00 must be approved by the supervisor of the individual to whom the account is issued.

709.1. (ADDED). At 1-man MPOs, the senior host official or designated representative (E-7 or higher, or US civilian equivalent) will verify MOB reports. This will be an additional duty for the individual. The MPO and detachment commander/base IM will maintain a copy of the designation letter.

★709.3c. (ADDED). MPOs, unless excepted by their parent MAJCOM, will prepare and forward an extra copy of the MOB report to the detachment DO/base IM for verification. You may dispose of forwarded reports after receiving and verifying the following day's report.

**★ 807.2 (ADDED).** You may not use non-US citizen drivers to transport locked and sealed mail vehicles on base when you are dispatching official registered mail.

904.2b. (ADDED). MPOs will use the PS Form 4314-C, Consumer Service Card, to monitor postal complaints. Make every effort to resolve complaints at the lowest level. The patron keeps the original PS Form 4314-C and gives the remaining three copies to the post office. If post office personnel cannot resolve the complaint, forward it to the postal detachment/base IM for resolution. Do not send the consumer service card to the Consumer Service Card Processing Center in St. Louis MO. Forward unresolved "postal related" complaints to the AIRPS/MAJCOM for resolution. Record a brief description of the action the appropriate office takes to resolve the inquiry or complaint on copies 3 and 4 of PS Form 4314-C. File all related and furnished envelopes, wrapper covers, or other pertinent information with PS Form 4314-C.

904.3f. (ADDED). Prior to displaying PS Forms 4314-C, write your official MPO address element on the "City/Town, State, Zip" line on the reverse side of the form.

★904.3h. (ADDED). Maintain an on-going aggressive campaign to educate patrons that their correct mailing address must indicate grade or C/O, full name, organization/unit, box number (if served by a PSC), and APO number.

904.3j. (ADDED). Use USPS Label 55, Mail Collection Times.

904.31. (ADDED). PS Poster 31-B, Mail Problem.

904.3m. (ADDED). Post a sign stating personal checks are accepted for amount of purchase only. Include the minimum personal check acceptance limit (smallest stamp book denomination available) and that travelers checks are acceptable for 50 percent of purchase.

904.3n. (ADDED). Display a visual aid that informs customers how to make EMMS claims.

905.2a. (ADDED). In accordance with the POM, check and adjust daily any scales used to accept and rate single piece mail, if necessary, to balance at zero. The following applies in regard to maintaining/using electronic or manual scales:

(1) You may use MOS scale company test weights to perform daily checks. Recommend using gloves when handling MOS IRT weights to prolong their life. Maintain the weights in a highly polished manner and insure weights are free of rust, debris, and dirt.

(2) Test all scales at least annually for accuracy by certified technicians using certified test weights.

★(3) MPO supervisors must ensure parcel acceptance clerks remain competent in the use of manual 70 pound scales in case integrated retail terminals (IRTS) cannot be powered.

905.2b. (ADDED). When available, the MPO will provide paper and wrapping tape to upgrade already-wrapped parcels which do not meet mailing requirements. MPOs do not provide and tape for initial wrapping.

★905.2c. (ADDED). The sender's organization/unit of assignment is required in the return address of all MPO mailings to ensure proper handling of ancillary services and/or return of the mailpiece.

★1002.1d. (ADDED). Control spare keys and combinations for collection boxes according to Chapter 9, paragraph 906.

1002.1f. (ADDED). Paint each collection box with the official Air Force color, Strata Blue:

<u>STOCK NUMBER</u>	<u>QUANTITY</u>
8010-988-1458	Pint
8010-965-7273	Quart
8010-298-2287	Gallon

1002.1g. (ADDED). Keep collection box access doors locked at all times. Immediately repair or replace faulty locks. If a member loses a key, change the lock immediately.

1002.a. (ADDED). When the MPO has scheduled box collections after the last dispatch time (i.e., truck dispatch is at 0900, last collection at 1500) make the following annotation on the lower left half of USPS Label 55:

“We will dispatch mail you deposit by (e.g., 0800) the same day. We dispatch mail at (e.g., 0900). We will postmark mail you deposit between 0805 and 1500 the same day and dispatch it the following duty day.”

★ 1103.14. (ADDED). MCA personnel may use hand-held radios for the purpose of communicating among rampwatchers, dock, and office personnel.

**VOLUME 1  
APPENDIX C  
MPS INSPECTION CHECKLIST**

**CHAPTER 9**

	Yes	Needs Improvement	No
40a. (ADDED). Are clerks aware of the maximum time limit for filing an Express Mail (90) days, insured or registered (one year) mail claim? (Para 149, DMM)	_____	_____	_____
40b. (ADDED). Has the claim form been stamped with the APDS? (Para 149, DMM).	_____	_____	_____
40c. (ADDED). Are claims clerks aware of circumstances which would make a claim nonpayable (Para 149, DMM).	_____	_____	_____
40d. (ADDED). Are claims and associated forms (PS Forms 565, 673, 1510, 3760, 3812, 3831, 3861, 3862) prepared properly? (Para 149, DMM).	_____	_____	_____
40e. (ADDED). When filing loss or damage claims, are customers providing evidence of value or repair as required? (Para 149, DMM).	_____	_____	_____
40f. (ADDED). Are claims clerks aware of the differing requirements for Express Mail, insured and registered mail claims? (Para 149, DMM).	_____	_____	_____
40g. (ADDED). Does the claims clerk require the customer to provide evidence of insurance, registration and loss and damage (receipt, written notice of non-delivery)? (Para 149, DMM).	_____	_____	_____
40h. (ADDED). Does the claims clerk check delivery receipts (PS Forms 3849A/B or 3883) to verify claims for articles mailed to that location? (Para 149, DMM).	_____	_____	_____
40i. (ADDED). Are the claims clerks aware of who may file a claim? (Para, 1439, DMM).	_____	_____	_____
40j. (ADDED). Are claims clerks aware that the customer may claim the value of the article and not postage, wrapping, etc.? (Para 149, DMM).	_____	_____	_____
40k. (ADDED). Are claims clerks aware of procedures for initiating inquiries on nonaccountable mail? (Para 149, DMM).	_____	_____	_____

	Yes	Needs Improvement	★ No
★40l. (ADDED). Do claims clerks know where to look for information regarding the filing of claims (DMM Section 149, DoD 4525.6M, Vol I, Chap 9; POM; and USPS HB PO 514)?	_____	_____	_____
★40m. (ADDED). Are PS Forms 673, 1510, or 3760 completed as required for rifled or lost mail? (Para 149, DMM).	_____	_____	_____
40n. (ADDED). Is a claims log maintained as required? (Para 149, DMM).	_____	_____	_____
★41a. (ADDED). Is the proper MPO claim number assigned (7+ APO Number + Three Digit Control Number 001-999)? (Para 149, DMM).	_____	_____	_____
★41b. (ADDED). Are clerks aware that the MPO does not assign registered mail claim numbers? (Para 149, DMM).	_____	_____	_____
★43a. (ADDED). Are incoming claims set up on a 15-day suspense system per Para 149, DMM?	_____	_____	_____
43b. (ADDED). Do clerks cancel claims if the item or duplicate payment is received at a later date? (Para 149, DMM).	_____	_____	_____
★43c. (ADDED). Are claims clerks aware of correct procedures for filing a duplicate claim and minimum time requirements for filing one? (Para 149, DMM).	_____	_____	_____
★43d. (ADDED). Are claims clerks aware of claims' retention period and filing requirements? (AFR 12-50, Vol II?)	_____	_____	_____
47a. (ADDED). Do clerks annotate copies of PS Forms 3821 with disposition of items when items are returned to the claimant or sent to the Dead Parcel Branch? (Para 149, DMM).	_____	_____	_____
★47b. (ADDED). Do claims clerks return totally damaged items with no salvage value to the claimant after verifying same? (Para 149, DMM).	_____	_____	_____
★47c. (ADDED). Do clerks keep copies of PS Forms 3831 with damaged item until final disposition, and then file PS Forms 3831 with the PS Form 3841? (Para 149, DMM).	_____	_____	_____

