



***PACAF Supplement 1
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Postal Operations

***MAIL HANDLING & DELIVERY PROCEDURES FOR MILITARY POSTAL
OFFICES, MAILROOMS, & POSTAL SERVICE CENTERS***

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This supplement applies to PACAF post offices, postal service centers, unit mail rooms and other activities utilizing mail clerks to deliver mail. This supplement does not apply to the Air National Guard (ANG) or US Air Force Reserve (USAFR) activities. New or revised material is indicated by an asterisk (*).

SUMMARY OF REVISIONS

Changed responsibility for developing SOPs from Det Hqs to Det 4 HQ and officials responsible for postal operations in paragraph 301.2. Changed "Supervisors should be stationed ..." to "Supervisor's work station should be positioned ..." in paragraph 309.5c (Added). Changed "PACAFVA 4-4" to "37-4," and "IAW 12-50, Vol II table 182-2," to "AFR 4-20, Vol 2, table 4-3," in paragraph 404.5. Changed paragraph 409.9, to 406.1e, properly giving direction to the correct paragraph. Deleted paragraph 410.1b and 410.1d (Added) as no longer required. Added requirement to send written notification of termination of IDS for large volume users to include MPSA-OP in paragraph 410.1f (Added). Changed "Detachment Commander" to "Responsible Commander and "6005 AIRPS/CC" to "PACAF AIRPS/CC" in paragraph 410.1f. Added requirement that all IDS correspondence must now have the characteristics of mail, i.e., have a complete forwarding and return address affixed in paragraph 410.2. Changed Note from "Det 3 activities" to "postal activities in the Philippines, Jakarta, Bangkok, Singapore, and Kuala Lumpur" in paragraph 410.3. Changed "...Forward item using a Label 41" to "...Forward item using official postage," in paragraph 410.3b(3)(Added). Changed "PACAF/IM For Guam PSC or 6005 AIRPS Detachment Commanders" to "local MSS/CCs or host officials (PSCs not located on a PACAF base)" ... Exception: Det 4/CC will make determinations for Australian operations, in paragraph

506.1. Changed postal offense report notification and procedures to conform with new procedures in paragraph 702.2.

DOD 4525.6-M, Vol II, February 1987, is supplemented as follows:

*301.2. Det 4 headquarters (Australia), and officials responsible for local postal operations, i.e., MSS/CCs, postal officers, and AMT Chiefs should develop and issue required operating instructions for all their activities.

302.1a. Responsibility for ensuring UMC's clearance is on file rests with the UMC's appointing official. Postal activities must advise unit commanders/appointing officials of this requirement. (NOTE: To preclude unauthorized receipt of registered mail, annotate the DD Form 285, mail authorized receive block, "except registered mail" for foreign nationals doing mail handling duties.)

303.1. Each unit shall have only one primary unit mail clerk. All other designated representatives shall be appointed as alternate unit mail clerks.

305.2c. Appointing units shall be contacted the first week of each quarter to verify status of designated personnel.

307.3. Servicing postal activity need not inspect geographically separated unit mail rooms or units receiving only official mail except when requested by the responsible commander.

309.4a. Ensure that hinge pins on exterior door hinges of postal facilities are spot-welded. Install security bars over windows fastened with bolts; ensure they cannot be removed with a wrench.

309.5a.(Added). Prohibit personnel from carrying briefcases, paper sacks containing personal items (purchased from Base Exchange, etc.), luggage, or other containers (in which letters or parcels may be concealed) into or from mail processing work areas at anytime, (PACAFVA 37-3, Postal Facility Warning Notice).

309.5b.(Added). All doors must be controlled to prevent unauthorized entry into work areas. These doors shall be secured at all times. Clerks are required to enter and depart work areas by a designated door only.

*309.5c.(Added). Supervisor's work stations should be positioned on the workroom floor to enable them to have optimum observation of work areas.

309.6c. Prepare PS Form 1096, Cash Receipt, as a receipt for PS Form 3977. In the "FOR" section enter the following statement: "I acknowledge receipt of PS Form 3977 for security container/lock # _____/Location_____."

401. Procedures for collecting COD charges are outlined in DoD 4525.6-M, Vol I, Chapter 9, paragraph 905.6.

402.1. Schedule PSC window service to allow delivery of parcels at least 30 minutes before or after normal installation duty hours. Example: If base duty hours are from 0800-1630, the PSC window hours would either start no later than 0730 or end no earlier than 1700.

402.2a(1).(Added). Prepare PS Form 673 (Report of Rifled Parcel), immediately upon discovery of each rifled parcel and process the report according to instructions on the form.

402.2a(2).(Added). Process inquiries involving wrappers found without contents according to instructions on the PS Form 3760.

403.2a(3).(Added). Withhold parcels bearing address labels that cover any portion of the postage or indicate other evidence of overlabeling. Refer these parcels to the local investigative agency for examination.

403.3a.(Added). Examples of mail to be delivered as personal mail:

MSgt John Doe	Lt John Smith
374 Medical Group	374 Operations Group
PSC 78, Box 1234	APO AP 96328-5066
APO AP 96326-1234	

403.3b (Added). Examples of mail to be delivered as official mail are listed below. Mail with a unit number or an office symbol is considered official mail. DoD 4525.8-M/AF Supplement gives additional guidance on official mail.

MSgt Bob Jones	7 Air Force
633 ABW/OM	Attn: Maj John Doe
Unit 1403	Unit 2047
APO AP 96543-1403	APO AP 96278-2047

404.4b. PSC personnel shall color-code PS Item 0-624, with a red marker/tape indicating lockbox holder's mail that may only be delivered to the sponsor.

*404.5. PACAFVA 37-4 illustrates how to designate others to pick up your mail (PS Form 3801). Additionally, in some unusual cases the "Expiration Date" of designation may be extended beyond the departure of the customer up to the destruction date of the customers' directory card. If a power of attorney or other written instruction is used as authority to pick up another individual's mail, attach the document to the PS Form 3801. Cross check the active PS Form 3801 files with the directory files during the first workweek of each quarter to insure designated mail clerks are still assigned. Invalid/inactive forms will be disposed of IAW AFR 4-20, Vol 2, Table 4-3.

404.6a. Endorse with PS Item R1300-I (Hand Index), mark refused and return to sender.

404.6b. Endorse with PS Item R1300-I, mark refused and return to sender.

404.7.(Added). Postal personnel shall receive their mail in the same manner as other authorized MPO users. Under no circumstances will they intercept or withdraw their mail before it is properly processed and placed in the appropriate mail receptacle. Accountable mail and parcels shall be delivered by another postal clerk, except at one-man locations.

406.1d(1).(Added). If the sponsor is on TDY, leave, in the hospital, etc., annotate the PS Form 3849 and mail being held, "HOLD UNTIL (DATE) ". Place the form in the mail box and leave the mail in the storage location.

406.1d(2).(Added). If the mail is not picked up after 10 consecutive days from the "HOLD UNTIL (DATE) ", and the form is still in the mail box, contact the unit to determine the sponsor's status. If the form is not in the mail box, prepare another PS Form 3849 and annotate it as "Final Notice" with original receipt date, storage area, and current date.

406.1g. The delivery clerk shall sign their last name in the "Delivered By" block of the PS Form 3849.

406.10. When an on-base activity returns an article that is addressed to another on-base activity, prepare PS Form 3883 in two copies. Retain original in the book and give a legible duplicate copy to the UMC. On the reverse side of the original explain what happened, enter the unit book, bill number, and date that the article is subsequently delivered on. For returned articles forwarded to other than host base units, follow the proceeding steps and indicate the disposition of the article to include the forwarding address.

NOTE: Larger APOs 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 Base MSS on bill #86, dated 31 Jan 94.

406.4. Prepare PS Forms 3883 for accountable mail. The clerk delivering the mail signs his or her last name in the "Delivered By" block. Leave "Date of Delivery" block blank, until actually delivered. Number bills consecutively beginning with 1 Jan each year. Make sure the appropriate type(s) of mail blocks are checked, i.e., insured, registered, certified, etc. Strikeovers of accountable article numbers are not permitted. Line-through any line containing an error in the article number, initial, and rewrite the article number on the next line. Agents receiving for accountable mail must sign their full payroll signature. Other entries on the bill are self-explanatory.

410.1. IDS is expanded to allow large volume users, e.g., AAFES, banks, credit unions, MWR private organizations, etc., the use of this free service. IDS is provided at the discretion of the responsible commander based on manpower constraints and ability to provide service for large volume users.

410.1a.(Added). Large volume users should bring IDS mail to the APO/PSC for delivery into mail boxes. All large volumes (over 20 pieces) must be banded or trayed in mail box numerical sequence. (Appropriate delivery time shall be determined by the activity chief). Items not meeting this requirement shall be returned to sender as undeliverable. Large volume mailers may deposit IDS mail into collection boxes but it must remain in mail box sequence (collection slots may be too small to deposit banded mail). IDS material for on-base delivery need not be postmarked or canceled. Off-base IDS items require postmark cancellation.

410.1b.(Added). Can contain merchandise when a properly completed customs label is affixed, per MPO restrictions.

410.1c.(Added). IDS does not apply to registered, certified, or insured mail. All accountable mail must carry full postage plus fees.

*410.1d.(Added). The military postal service retains the right to deny IDS services to those large volume users who abuse or fail to comply with the requirements of the program. Activities concerned will be advised in writing (warned) the first time an infraction is discovered. If the problem continues, a second warning will be provided in writing. If this fails to correct the situation, the activity will be advised of termination of the IDS service. (Date will be determined by the senior postal representative.) In all cases, a copy of the written notification will be provided to the host base commander, PACAF AIRPS/CC, and MPSA-OP.

*410.2. To prevent overburdening the system, flyers, notices, announcements, advertisements, etc., for on base personnel and activities should not be sent IDS. These items should be distributed or disseminated via commander's calls, meetings, base paper, daily bulletin, posted on bulletin boards or placed in the post office lobby, BX, and Commissary service counters, etc.. All IDS correspondence must have the characteristics of mail, i.e. it must have a complete forwarding and return address affixed, and be closed against inspection, i.e. folded and either taped or stapled closed.

410.3. Directory and forwarding services shall be provided except where it can be determined the IDS mail is clearly intended for general or local use only. Undeliverable personal IDS mail bearing a return address shall be returned to sender. If the article doesn't have a return address, send it to the local "IDS Dead Letter/Parcel Offices" in a consolidated shipment once a week. The PACAF MAJCOM "IDS Dead Letter/Parcel Office" are: MPO at Osan AB, Yokota AMT, Sydney AMT, and Kadena AMT. (NOTE: Postal activities located in the Philippines, Jakarta, Bangkok, Singapore, and Kuala Lumpur will send their IDS to the Dead Letter/Parcel Office at Yokota AMT).

410.3a.(Added). "IDS Dead Letter/Parcel Offices" shall maintain a IDS Log (general purpose forms may be used) listing each undeliverable article containing items of value and its disposition. IDS articles of no value, i.e., correspondence, flyer, notice, etc., do not have to be listed. As a minimum, the log should contain the to/from addressed of the article, contents, disposition, date received/disposed of, and initials of the individual and witness disposing of the item.

410.3b.(Added). Within 48 hours of receipt, the "IDS Dead Letter/Parcel Office" shall open each article to determine an addressee. If this action fails to reveal an address (either sender or addressee), DO NOT SEND the item to the USPS Dead Letter Branch. Take one of the following actions:

410.3b(1).(Added). Items such as correspondence, flyers, notices, and other items with no intrinsic value shall be disposed of as waste.

410.3b(2).(Added). Items of value, including cash, shall be turned over to a charitable or welfare organizations such as the Chaplain Fund, Family Support Center, school, etc., after information is recorded on the IDS log.

*410.3b(3).(Added). If an address is determined, forward the item(s) to the addressee, or sender (if returned), via IDS/MPS mail if possible. If the person is at a USPS controlled PACAF area or in the U.S., forward the item using official postage.

410.3c.(Added). Directorizing IDS mail.

410.3c(1).(Added). Items from AAFES, banks, and credit unions, annotate the forwarding address on the item and forward the item if the forwarding address is another MPO eligible for MPS. If the address is within the CONUS or any other area that would require the item to transit the USPS mail system, return it to sender (with the forwarding address reflected) endorsed "Returned for Forwarding Postage."

410.3c(2).(Added). Items sent from individuals (other than those clearly intended for local use). Forward if forwarding address is another MPO eligible for the service. If the forwarding address is within the CONUS or any other area that would require the item to transit the USPS mail system, return it to sender endorsed "Returned for Forwarding Postage." Do not provide the forwarding address to the mailer.

410.3d.(Added). PACAFVA 37-5, Intra-Theater Postage Free Personal Correspondence, shall be displayed in each APO finance and PSC lobby.

502.8. When a new DD Form 2262 is prepared, transcribe the date the receptacle was last closed, date of last combination change, and the receptacle combination from the old DD Form 2262.

502.9. Receptacles for authorized patrons limited to parcels and letters weighing less than one pound shall be identified as follows: PSC personnel shall color-code PS Item 0-624 with a color other than red (such as yellow) to indicate retiree, etc.

504.1. When excessive mail accumulation is discovered (exceeding a two-week period) and a DD Form 2258 is not affixed, prepare two copies of PACAF Form 50. Send the original to the boxholder's organization or office of employment requesting their status and retain the duplicate as a suspense copy. When status information is received, make the necessary mail disposition. PACAF Form 37, Lockbox Review, may be used to perform required reviews.

*506.1. MSS/CCs or host officials (PSCs not located on a PACAF base) shall determine what may be placed in receptacles without postage. Currently, club bills, IDS items (see para 410) and official mail addressed to individual PSC addresses are the only items authorized. (Exception: Det 4, PACAF AIRPS/CC will make determinations for Australian operations.)

506.1a.(Added). Items presented to the PSC need to be presorted in receptacle sequence. Postal activities should develop procedures/restrictions for acceptance of these items based upon local workload and facilities.

506.1b.(Added). Club bills that are undeliverable as addressed shall be returned to the originating agency. Directory service will not be provided unless postage is affixed.

506.3c.(Added). PSC personnel shall color-code PS Item 0-624, with a red marker/tape indicating lockbox holder's mail may only be delivered to the sponsor.

506.4. If a customer fails to pick up mail after 15 consecutive days following the date of receipt on PS Form 3907, take one or more of the following actions:

506.4a.(Added). If the PS Form 3907 is still in the box, annotate it "Final Notice", date the form again and replace it in the receptacle. Do not erase the original date on the form. If the form is missing prepare another form and endorse "Final Notice". Date and place it in the mail box.

506.4b.(Added). If the mail is not picked up within 10 consecutive days of the "Final Notice" contact the sponsor's unit/activity to determine the person's status (leave, TDY, hospital, etc.). If the person is present for duty, attempt telephone contact or send a letter to the sponsor, through the commander, stating intention to return the mail to sender if "unclaimed." If the mail is not picked up within 5 consecutive days, annotate the mail with date of contact and person contacted. If there is no return address, forward it to the Dead Letter/Parcel Office as "Unclaimed".

506.4c.(Added). If the sponsor is on TDY, leave, in the hospital, etc., annotate the PS Form 3907 and mail being held, "HOLD UNTIL (DATE) ". Place the form in the mail box and leave the mail in the storage location.

506.4d.(Added). If the mail is not picked up after 10 consecutive days from the "HOLD UNTIL (DATE) ", and the form is still in the mail box, contact the unit to determine the sponsor's status. If the form isn't in the mail box, prepare another PS Form 3907. Annotate it as "Final Notice" with the name, box number, original receipt date, storage area, and current date.

602.2. Directory cards do not require sponsor's signature or completion of consent section for release/nonrelease of privacy act information.

602.5. For determining destruction month codes see Table 6-1.

Table 6.1 Directory Destruction for Permanent Change of Station and Temporary Duty, Student, or Patient Status of 6 months or less, or cancelled projected gains			
RULE	STATUS OF DEPARTEE	DEPARTURE MONTH	DESTRUCTION MONTH CODE
1	Permanent Change of Station (PCS)	1 2 3 4 5 6 7 8	2 3 4 5 6 7 8 9

		9	10
		10	11
		11	12
		12	1
2	Temporary Duty, student or patient 6 months or less, or cancelled projected gain	1	5
		2	6
		3	7
		4	8
		5	9
		6	10
		7	11
		8	12
		9	1
		10	2
		11	3
		12	4

*702.2. Activities reporting postal offenses will send electronic messages to PACAF AIRPS/DO and info MPSA-OP (Det 4 activities will info the Det 4/DO). Case numbers will be assigned per written instructions provided by PACAF AIRPS/DO. Please refer to DoD 4525.6-M, Vol 1, Section 1402.2 for further instructions.

SAMPLE MESSAGE FORMAT

UNCLASSIFIED

01 01 RR RR UUUU

FROM: (Activity Reporting the Incident)

TO: PACAF AIRPS HICKAM AFB HI//DO//

INFO: EXEC DIR MIL POSTAL SVC AGCY ALEXANDRIA VA//MPSA-OP//
 (Include other activities affected or having control over offenses)

Figure 7-3. Electronic Message with Correct "TO" and "INFO" Addressees.

707.5.(Added). Forms Prescribed. PACAF Forms 37 and 50.

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 Commander