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Military Postal Service

Army in Europe Postal Operations Manual

*This regulation supersedes AE Regulation 600-8-3, 25 January 2005.

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Summary. This regulation prescribes responsibilities of postal facility commanders in the European theater and provides procedures for processing and routing outgoing mail and delivering incoming mail.

Summary of Change. This revision incorporates procedures for augmenting and supporting Army postal facilities during the Christmas mailing period and to appoint temporary military or civilian postal clerks (sec XXVII). No other changes have been made. A complete revision of this regulation is pending.

Applicability. This regulation applies to Army post offices (APOs) and mail-address-only offices in the European theater, and APOs in Africa, Belgium, and Italy. Postal officers in Africa, Belgium, and Italy may need to—

- Publish additional guidance for massing and routing mail in the local area.
- Coordinate with USAFE support activities or servicing aerial mail terminals.

Supplementation. Organizations will not supplement this regulation without USAREUR G1 (AEAGA-X) approval.

Forms. This regulation prescribes AE Form 600-8-3B, AE Form 600-8-3C, AE Form 600-8-3D, and AE Form 600-8-3F. AE and higher-level forms are available through the Army in Europe Publishing System (AEPUBS).

Records Management. Records created as a result of processes prescribed by this regulation must be identified, maintained, and disposed of according to AR 25-400-2. Record titles and descriptions are available on the Army Records Information Management System Web site at <https://www.arims.army.mil>.

Suggested Improvements. The proponent of this regulation is the USAREUR G1 (AEAGA-X, DSN 379-6291/7811). Users may suggest improvements to this regulation by sending DA Form 2028 to Headquarters, 1st Personnel Command (AEUPE-POD-OPSD), Unit 29058, APO AE 09081-9058.

Distribution. B (AEPUBS).

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Glossary

SECTION I GENERAL

1. PURPOSE

This regulation—

- a. Prescribes procedures for processing mail at USAREUR postal facilities.
- b. Establishes a mail handling system that will allow operations managers to reduce mail handling at intermediate points to quicken mail movement to its destination.
- c. Establishes standard mail collection, dispatching, processing, and routing instructions for continental United States (CONUS), intracommand, and international mail of the types and classes processed by USAREUR Army post offices (APOs).
- d. Gives authority to augment USAREUR and other Army postal facilities during the Christmas mailing period from 1 November through 15 January.
- e. Establishes procedures for appointing temporary military or civilian postal clerks to perform postal duties.

2. REFERENCES

Appendix A lists references.

3. EXPLANATION OF ABBREVIATIONS

The glossary defines abbreviations.

4. RESPONSIBILITIES

USAREUR postal personnel are responsible for following the policy and procedures prescribed by this regulation. The Director, Postal Operations Directorate (POD), 1st Personnel Command (1st PERSCOM), will oversee the postal operations.

**SECTION II
COLLECTING AND DELIVERING MAIL**

5. MAIL COLLECTION

Mail collection is the first step in mail processing. Outgoing mail is collected from—

- a. United States Postal Service (USPS) letter dropboxes.
- b. APO finance windows.
- c. Consolidated/community mailroom (CMR) letter dropboxes and unit mailroom (UMR).

6. LOCATION AND MAINTENANCE OF USPS LETTER DROPBOXES

a. APO postal officers and commanders of serviced communities will ensure USPS letter dropboxes are located where needed. Each APO will maintain a standing operating procedure (SOP) showing the hours of collection and a map of locations and routes postal clerks follow when collecting from letter dropboxes serviced by the APO. The SOP will be available to the postal clerks responsible for collecting mail from the dropboxes.

b. USPS letter dropboxes will be painted royal blue. Paint is available through Army supply channels (national stock number 8010-00-935-9886). Postal personnel will treat rust spots before painting boxes. Postal Service-wide (PS) Label 55A (U.S. Mail Emblem) will be positioned on both sides and on the back of the USPS letter dropbox (fig 1).

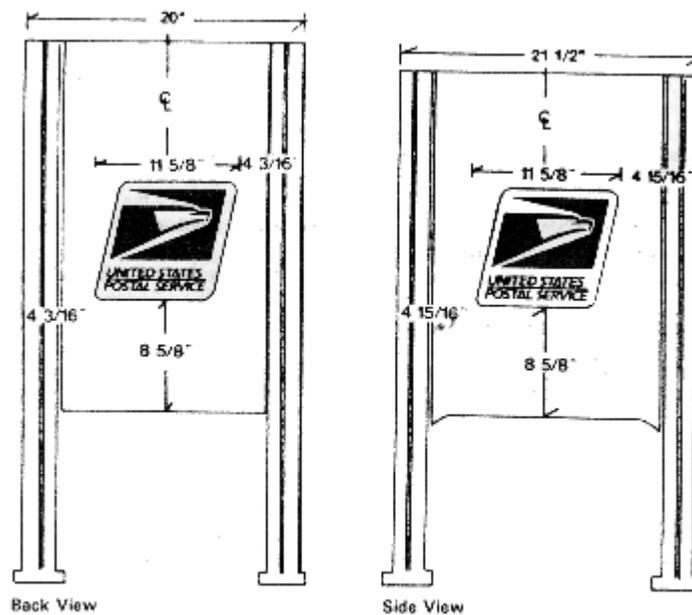


Figure 1. Placement of PS Label 55A on Letter Dropboxes

c. Each box will be numbered in the *Location ID No.* block of PS Item DEC 55B or the *LOCATION OF THIS BOX* block on PS Item D1175D. Hours of collection will be posted—

- (1) On the snorkel using PS Item D1175 (fig 2).
- (2) On the back using PS Label 55B (fig 3).

d. A notice will be posted on USPS letter dropboxes to show the last time of the day mail will be picked up. This notice will include the location of a USPS letter dropbox for later pickup, if one is available.

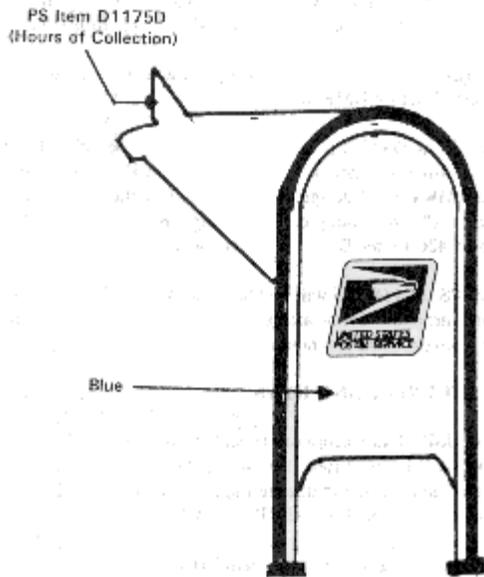


Figure 2. Placement of PS Item D1175 on Letter Dropboxes

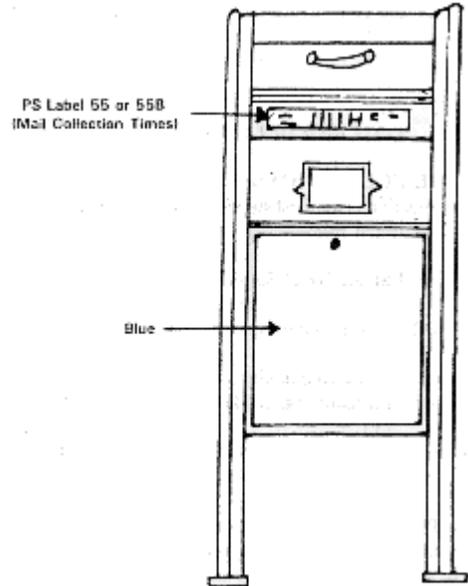


Figure 3. Placement of PS Label 55B on Letter Dropboxes

7. LOCATION AND MAINTENANCE OF CMR AND UMR LETTER DROPBOXES

a. CMR and UMR letter dropboxes will be located in or attached to each operational CMR or UMR. This letter dropbox may be a—

- (1) Slot in the CMR or UMR mailroom door or in a wall connected to an internal, lockable, letter dropbox.
- (2) Lockable metal letter dropbox attached permanently to the CMR or UMR wall.

b. CMR and UMR letter dropboxes will be painted with light brown enamel paint. The box or mail slot will show the CMR or unit designation, followed by the words “letter dropbox” (for example, 549th Engr Bn Letter Dropbox; CMR 420 Letter Dropbox) in black stenciling.

c. PS Item D1175 will be placed above the CMR or UMR letter dropbox slot or attached to the front of the unit letter dropbox to show the hours of collection.

8. SECURITY AND KEYS

a. USPS letter dropboxes located on unguarded installations will be modified (figs 4 and 5) to accept only letter mail. This restriction does not apply to CMR or UMR letter dropboxes located in a CMR or UMR.

b. Postal clerks and unit mailclerks will—

- (1) Be briefed by the postal supervisor on their responsibility to ensure letter dropboxes are secured after the mail has been collected.
- (2) Immediately report evidence of letter dropbox tampering to their operations supervisor or unit postal officer.

c. The postal officer will establish and follow key control procedures using a key control box and a sign-out register to control and secure keys for dropboxes. The sign-out register will be noted each time keys are issued.

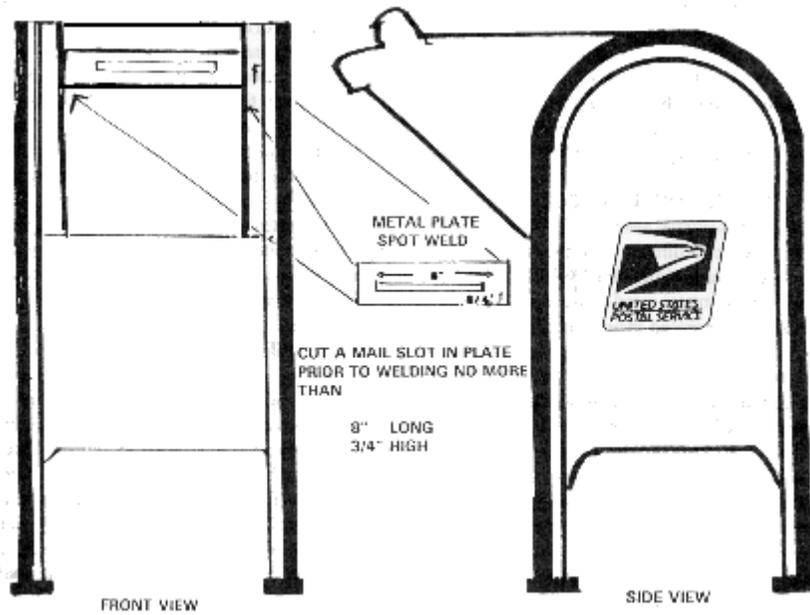


Figure 4. Security Modification to USPS Letter Dropbox With Snorkel

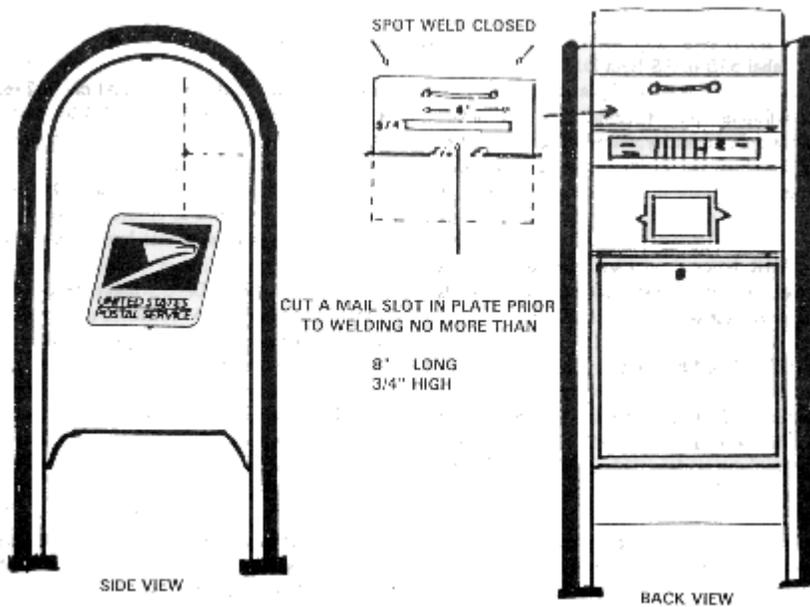


Figure 5. Security Modification to USPS Letter Dropbox Without a Snorkel

9. REMOVING OR SECURING DROPBOXES

a. Postal officers will coordinate with the community commander concerned to remove or close USPS letter dropboxes that are seldom or never used. The map of local dropboxes (para 6a) will be noted to indicate the removed dropbox.

b. CMR or UMR letter dropboxes will not be closed or removed from an active CMR or UMR.

10. EXCESS DROPBOXES

Excess USPS letter dropboxes may be turned over to a unit or community for use as CMR or UMR letter dropboxes.

a. Postal officers must obtain Postal Finance and Supply Branch (PFSB), POD, 1st PERSCOM, permission to declare USPS letter dropboxes as excess.

b. Postal officers must repaint excess dropboxes with light brown enamel paint and remove or cover the USPS eagle (PS Label 55A) before giving the letter dropbox to a community or unit. The box will be stenciled according to paragraph 7b and the hours of pickup will be posted using the appropriate PS Label 55B or PS Item D1175.

c. Mailclerks will pick up mail from CMR or UMR letter dropboxes at least once each day, Monday through Friday, at the posted dispatch times. Pickup times should coincide with normal mailcall hours established by the servicing APO.

d. CMR or UMR letter dropboxes located outside the CMR or UMR on unguarded installations will be modified as indicated in paragraph 8a.

11. APO LETTER DROPBOXES

a. Postal officers will ensure the mail processing section of each APO collects mail from USPS letter dropboxes at least once each weekday and on Saturdays (at the locations that are open on Saturdays).

b. Postal finance clerks may collect mail from USPS letter dropboxes located outside finance stations.

c. Mail from USPS letter dropboxes will be collected in USPS equipment and will be protected from the elements.

d. Official mail found in USPS letter dropboxes will be returned to the originating official mail control activity.

e. The last collection will be as late as possible while still allowing enough time to meet the APO dispatch schedule.

f. A route card will be prepared to show the postal clerk the USPS letter dropboxes where mail must be collected.

g. The operations supervisor will maintain a weekly master card. The supervisor will mark the card each time mail is picked up to ensure mail is picked up from all USPS letter dropboxes each day.

12. COLLECTION PROCEDURES

a. The postal facility operations supervisor will ensure mail is removed from USPS letter dropboxes after the posted time (normally within 15 minutes of the posted time) to make the scheduled truck dispatch (USPS Postal Operations Manual (POM), chap 3, para 313.1 and DOD 4525.6-M, vol I, chap 10, sec 1002). Mail may be removed before posted times as often as necessary during peak mailing periods (such as during Christmas and income tax seasons).

b. The unit postal officer or mailroom supervisor will ensure mail is removed from CMR and UMR letter dropboxes after the posted time (Monday thru Friday) and taken to the servicing APO early enough to be processed for the next scheduled APO mail truck dispatch.

13. UNIT MAILCLERKS

a. Unit mailclerks will sort and process mail collected in CMR or UMR letter dropboxes before taking mail to the APO.

b. APO personnel will screen mail. Operations supervisors will designate persons to ensure all mail faces the same direction and is separated into bundles as follows:

(1) First-class CONUS letter mail sorted by the first digit of the zip code. Misdirected mail that is being redirected to the proper address will be placed in separate bundles to be canceled on the reverse side.

(2) APO or fleet post office (FPO) letters in numerical order by zip code.

(3) Foreign letters.

(4) CONUS flats in a mixed bundle, regardless of zip code, unless the volume of mail warrants that it be sorted by the first digit of the zip code.

(5) APO flats, in numerical order by zip code.

(6) Films, tapes, and voice recordings.

(7) "Attempted-Not Known" letter mail, bundled separately.

(8) "Attempted-Not Known" and "Undeliverable as Addressed" newspapers and magazines.

(9) Missent mail, properly endorsed.

(10) Other mail.

14. POSTAL FINANCE CLERKS

Postal finance clerks will accept ordinary and accountable mail during daily operations. Postal finance clerks will transfer mail to the mail processing section. Finance clerks will not accept official mail because official mail must be monitored by the official mail control officer (OMCO).

15. TRANSPORTING MAIL

a. Only military vehicles that provide adequate security and protection from the weather will be used to transport mail. Unit mailclerks or mail orderlies will either transport mail to and from the APO in a closed military vehicle, or will have a guard in the rear of the military vehicle (DOD 4525.6-M, vol II, para 309.7). Unit mailclerks within walking distance of the APO may hand-carry the mail when adequate security and protection are provided. Government-contracted vehicles used by DOD activities are considered military vehicles.

b. Mailclerks or mail orderlies will not use privately owned vehicles (POVs) to pick up or deliver mail to or from an APO, CMR, or UMR. If an emergency situation requires that a POV be used temporarily (for not more than 3 days), the unit commander can request approval from the postal officer of the serving APO.

c. Postal clerks and unit mailclerks or mail orderlies will use military vehicles to pick up mail from letter dropboxes when distance requires use of a vehicle.

d. Activities or organizations (such as Army and Air Force Exchange Service, Europe (AAFES-Eur); Merchants Bank; credit union; Department of Defense Dependents Schools (DODDS); or other Government agencies) that do not have military vehicles assigned may use a civilian vehicle assigned or designated to support those activities.

16. DELIVERY SCHEDULES

APO mail processing sections will publish and post delivery and pickup schedules for unit mailclerks. These schedules coordinate the arrival of unit mailclerks at the APO and allow APO postal clerks to service and accept mail from unit mailclerks in an organized manner. Delivery and pickup schedules will be adjusted to increase service, based on transportation arrivals and departures at the APO.

SECTION III PROCESSING AND DISPATCHING MAIL

17. IMPORTANCE

The proper makeup and dispatch of mail is important for meeting delivery standards and providing customer service. Mishandling mail causes delays and unsatisfactory service.

18. EMPTY EQUIPMENT

a. Normally, enough mailbags are received at each operating location to cover APO dispatch requirements. To prevent shortages, postal officers and postal operations supervisors will maintain a stock of each type of empty equipment (EE) at each location that dispatches mail.

b. Postal commanders will provide the PFSB, POD, 1st PERSCOM, Unit 29301, APO AE 09186, a mail transport equipment forecast each quarter. The forecast must be accurate to ensure each postal platoon or operating location has enough EE to dispatch outgoing mail.

(1) If a postal platoon or operating location is short of EE, postal supervisors should contact their company headquarters to obtain additional EE.

(2) If the postal company cannot help, the postal officer or postal supervisor should contact the Frankfurt Aerial Terminal (FRAT) for assistance.

(3) If the postal platoon or operating location requires still more EE, the postal officer or postal supervisor should contact the supply officer at the PFSB for assistance.

c. Postal commanders and platoon leaders should report non-receipt of requisitioned EE to PFSB.

19. POSTAL SUPPLIES

Each operational postal facility will maintain at least a 30-day supply of needed postal forms, labels, and supply items to conduct daily business. This requirement includes supplies for both finance and mail movement operations if the facility conducts both operations. Postal supplies will be requisitioned according to DOD 4525.6-C and PFSB guidance.

20. REWRAPPING AND ENDORSING OPEN OR DAMAGED MAIL

a. Mail received at an APO in open or damaged condition will be rewrapped before delivery to unit mailclerks. The parcel will be endorsed "Rewrapped" or "Resealed", dated with an all-purpose date stamp (APDS), and positioned for delivery to unit mailclerks on the date of receipt at the APO. Unit mailclerks will, when required, rewrap redirected parcels to ensure they are delivered correctly to the final destination. Tape that meets mailing requirements will be used.

b. Postal personnel will endorse visibly damaged or opened mail, whether or not the mail requires resealing or rewapping, with one of the following USPS rubber stamps. The information in parentheses is, for requisition purposes, the item number of each stamp.

(1) RECEIVED UNSEALED AT _____ (Item No. R 32)

(2) RECEIVED WITHOUT CONTENTS AT _____ (Item No. R 34)

(3) RECEIVED IN DAMAGED CONDITION (Item No. R 42)

(4) DAMAGED IN HANDLING IN THE POSTAL SERVICE (Item No. R 222)

21. CANCELING AND POSTMARKING

a. Outgoing letters and flats, except express mail accepted after the normal express mail cutoff time and mail bearing host-nation postage, will be postmarked on the day it is received by the APO. Personal intratheater delivery service (IDS) correspondence and parcels (para 23) sent through Military Postal Service (MPS) and official intratheater mail from one 09XXX APO to another 09XXX APO will be postmarked. IDS correspondence and parcels sent private organization (PO) or commercial (COM) will not be postmarked.

b. Postmarks will be legible, especially when mail is hand-canceled. Flats and letter mail that are too bulky to be processed through the canceling machine will be separated for hand canceling.

c. Missent and redirected mail will be postmarked on the back to indicate the date of receipt before the mail is dispatched to the end destination. Parcels and publications will be postmarked on the front.

22. ACCEPTING EXPRESS MAIL AFTER THE NORMAL CUTOFF TIME

The following procedures apply to APOs that accept Express Mail Military Service (EMMS) after the normal cutoff time established for accepting express mail at that APO. EMMS can be accepted only for delivery to CONUS zip codes.

a. APO personnel will check the EMMS network directory to determine if the first three-digit zip code is listed. Zip codes within the ranges shown qualify for 2-day service. If the first three-digits are not shown, the shipment can only be accepted for 3-day service.

b. If the zip code is listed in the EMMS network directory and mail will be dispatched on the next day, APO personnel will—

(1) Advise the customer that express mail items mailed after the established cutoff time will be accepted only for 3-day service and will not be dispatched until the following day.

(2) Check the “Military 3rd Day” delivery box and record the date and time of acceptance.

(3) Provide the customer the correct amount of postage or place a meter tape on the item. APO personnel will ensure the date on the meter tape or cancellation device is the current date.

(4) Give the customer a copy of the PS Label 11-B and dispatch the express mail item with the next day’s express mail dispatch.

c. If the zip code is not listed on the EMMS network directory, or if the next day is not a duty day when mail is dispatched, APO personnel will—

(1) Advise the customer that only 3-day service is available to the zip code of address and the item will not be dispatched until the next duty day.

(2) Check the “Military 3rd Day” delivery box. Do not record the date and time of acceptance on the label.

(3) Provide the customer the correct amount of postage (express mail postage stamp or other postage). Do not use a postage meter tape or cancel the stamps used.

(4) Have the customer deposit the express mail item in the APO mail dropbox (if the slot is big enough), or accept the item and secure it overnight.

(5) Remove express mail items from the mail dropbox or secure internal location on the next dispatch day. APO personnel will—

(a) Record the date and time on PS Label 11-B.

(b) Remove the customer and the finance copy.

(c) Mail the customer a copy of PS Label 11-B in a USPS express mail return envelope (EP 13B).

(6) Dispatch the express mail items with the normal express mail dispatch for that day.

23. IDS

a. IDS is an internal service of the Armed Forces, not a USPS service.

b. IDS (MPS, COM, and PO) correspondence and parcels are not considered mail and are not eligible for indemnity from USPS for loss or damage. If a patron requests special services (such as insured, certified, or registered IDS), the item must be entered into the MPS as mail and the appropriate postage and fees paid.

c. USEUCOM Directive 10-4 provides specific guidance concerning IDS.

24. MANAGED MAIL (TRAYED LETTER MAIL)

Appendix B provides information on the Managed Mail Program.

25. TRAYING AND POUCHING LETTERS AND FLATS

a. When mail is being sorted and a sorting slot becomes full, the mail will be pulled from the sorting slot and processed. Postal operations personnel will conduct a final sweep of the sorting cases and tie out bundles just before dispatch.

- b. Bundles or trays will be checked for missent mail before dispatch.
- c. Letters, flats, and mixed working ties will be put into the appropriate tray or pouch (app B).
- d. The type and size of pouches or trays to be used in dispatching letters and flats will be established according to this section.

26. LABELING AND CODE-TAGGING CONUS-BOUND MAIL

- a. Dispatching activities will ensure the proper three-letter airport-coded tag and preprinted slide label are attached as prescribed in this section, appendix B, and special instructions issued by Operations and Postal Services Division (OPSD), POD, 1st PERSCOM.
- b. APO personnel will date stamp the back of slide labels with the date of the actual dispatch.

27. VOICE RECORDINGS AND FILMS

- a. Film mailers and tape cassettes will be pouched separately from other mail. The first line of the slide label will read "AMC/JFK Kennedy NY 003." The second line will read "films and tapes." The third line will indicate the APO of origin.
- b. Films and cassettes mailed in easily identifiable film or cassette mailers do not require a customs tag.

28. PARCEL POST SACKING, LABELING, AND DISPATCHING

Dispatching facilities will—

- a. Prepare dispatches according to POD posters.
- b. Not mix priority mail and other classes of mail in the same mailbag. Space available mail (SAM) and parcel airlift (PAL) mail may be combined by units using any SAM inland gateway except John F. Kennedy Airport (JFK).
- c. Use the appropriate preprinted slide label as prescribed by current dispatch poster instructions. The category of mail will be shown on the slide label affixed to each mail pouch for mail other than priority (except priority mail addressed to "AMC/JFK, Kennedy, NY", which must indicate air parcel post). ("AMC" is the air mail center.)

29. EUROPEAN MAIL

European mail (EURMAIL) provides delivery of mail originating in Belgium, Germany (GE), or the Netherlands, for delivery to APOs within the same three countries. Delivery is made by ground transportation, within 3 duty days. To achieve this 3-day delivery standard, postal personnel will—

- a. Follow the guidance on POD Posters 600-1 through 600-4. These posters will be available in the APO breakdown section for easy reference. The small edition or the large edition will be displayed within a readable distance, normally above the letter cases. A backing will be attached to the posters so they remain flat.
- b. Continually review service operational hours to ensure maximum amounts of mail are processed and advanced.
- c. Use preprinted slide labels indicating the APO of destination. The office of origin also is required.
- d. Deliver pouches and sacks early enough to make connecting transportation. POD Posters 600-1 through 600-4 list APOs that require direct pouches.
- e. Report irregularities in the receipt or dispatch of direct pouches using DD Form 2273, as indicated in paragraph 54. The postal supervisor will contact the Transportation Mail Coordinator, OPSD, POD (DSN 379-6291/7811), to report frequent errors.

30. SORTING EURMAIL

Mail will be massed according to POD Posters 600-1 through 600-4.

- a. Orange pouches and outside pieces with PS Form 135 attached will be weighed in kilograms. The weight will be entered on PS Form 135.

b. APOs will process mail for ships according to the current embarked and mobile units list.

c. Postal personnel may change 600-series POD posters by taping over the old entries with white correction tape. New entries will be made in black ink. Posters must be neat and easily read by mail sorters.

31. MASSING EURMAIL LETTERMAIL, FLATS, AND PARCELS

a. Official and personal letters, flats, and parcels may be combined in the same pouch. Guidance on massing EURMAIL for APOs is available in 600-series POD posters.

b. Direct bundles (five pieces or more) will have a pressure-sensitive label “D” on the top letter. Mixed bundles will be tied out in numerical order, from the lowest APO number to the highest, to help the servicing APO sort and dispatch the bundles promptly.

32. LABELING POUCH RACKS

Postal personnel will identify each destination APO on the pouch rack by placing either an appropriate slide label in the label holder or a permanent marking on the rack frame.

33. DISPATCHING EURMAIL LETTERMAIL, FLATS, AND PARCELS

a. Dispatching postal activities will make dispatches each duty day.

b. Mail that can be sacked will be sacked before being dispatched from one postal facility to another. Plastic liners will be placed in pouches that will be moved by air transportation to their final destination.

34. PROCESSING MAIL FOR ALLIED FORCES

Mail received for Canadian Forces Post Offices (5000-series postal codes) and for British Forces Post Offices will be dispatched according to POD Poster 600-4. Mail for Canadian and British Forces will be processed the same as mail destined for APOs.

35. PROCESSING INCOMING *BUNDESPOST* MAIL

In GE, mail received directly from the *Bundespost* will be handled the same as mail received from other sources. Postal facility personnel will—

a. Not sign for accountable mail presented by *Bundespost* representatives.

b. Advise the *Bundespost* representative that accountable mail must go through the International Exchange Office (IEO), APO AE 09165.

36. PROCESSING OUTGOING INTERNATIONAL MAIL

a. Army postal facilities in Belgium, GE, Italy, and the Netherlands will dispatch international mail addressed to the following countries according to POD Poster 600-31:

- (1) Africa.
- (2) Asia.
- (3) Australia.
- (4) Central America.
- (5) Europe.
- (6) North America.
- (7) South America.
- (8) The Middle East.

- b. Army postal facilities in countries other than Belgium, GE, Italy, and the Netherlands will process local international mail according to their host country's status of forces agreement.
- c. Registered mail will be dispatched according to POD Poster 600-31.
- d. International mail with insufficient postage will be handled according to the International Mail Manual (IMM), chapter 4.
- e. The U.S. Forces in GE have a special bilateral agreement that allows APO mailings to German addresses to be posted at the USPS domestic rate.
 - (1) A letter mailed with an APO return address to a German address will cost the USPS domestic first-class rate.
 - (2) The special rate also applies to parcels mailed from an APO to a German address. The local zone rate for domestic mail will be used. Fees for special services (such as insured and registered mail) must be paid at the international rate (shown under GE in the IMM).
- f. PS Label 19A or 19B or endorsements listed in the IMM, part 145.3, will be attached to airmail letters and parcels.
- g. A properly completed PS Form 2966-B will be attached to parcels destined for the IEO. No other customs forms are required.
- h. International parcels addressed to countries in Asia, Australia, North America, and South America will—
 - (1) Have the appropriate customs declaration required by the IMM.
 - (2) Be placed in the appropriate color equipment for dispatch to CONUS.

37. CONSOLIDATED MAILINGS

- a. Consolidated mailings are authorized to move correspondence and documents between headquarters, units, or activities in USAREUR, or between USAREUR units or activities and major Army commands in CONUS. Official mail, with or without postage, and COM, MPS, and PO mail will not be included in consolidated mailings. DOD 4525.8-M and AR 25-51 provide additional information.
- b. Consolidated mailings in USAREUR will be transported in gray nylon pouches. Pouches will be sealed in plastic.
 - (1) Slide labels for pouches that originate and are destined for delivery within USAREUR will show the—
 - (a) APO of the address on the top line.
 - (b) Unit of the address on the second line.
 - (c) Date that the pouch was delivered to the dispatching APO on the back.
 - (2) A preprinted or manila flight tag showing the return address of the office that prepared the pouch and the address of the receiving OMCO will be attached to a grommet on each dispatched pouch. The dispatching APO will stamp the back of the flight tag with an APDS.
- c. Consolidated mailings destined for CONUS will be prepared as outlined in DOD 4525.8-M, chapter 3.
- d. Consolidated mailings will—
 - (1) Not be sent by registered mail.
 - (2) Receive priority handling at each APO.
- e. APOs will provide units or activities that use consolidated mailings the following items:
 - (1) Slide labels.
 - (2) Gray and orange nylon mail pouches.

(3) Plastic seals.

f. The sending unit or activity will ensure consolidated mailings are prepared properly and are delivered to a designated individual at the dispatching APO at the prescribed time. Discrepancies will be corrected before the APO accepts the consolidated mail.

SECTION IV QUALITY CONTROL

38. QUALITY CONTROL CHECKS

Postal commanders, officers, and supervisors will evaluate the adequacy and efficiency of their mail processing systems. Supervisors will—

- a. Perform daily quality control checks to ensure mail processing and dispatches are accomplished correctly.
- b. Use the operations supervisor's checklist at figure 6.
- c. Conduct technical inspections according to the procedures outlined in section XI.

Operations supervisors will—

1. Check the identification seal on the incoming truck against the number listed on the DD Form 1384-2 (Transportation Control and Movement Document) (TCMD) to verify the numbers match. The registered mail clerk will receipt for and safeguard the registered mail.
2. Ensure trailers are clean after mail is offloaded.
3. Ensure postal facility security is maintained.
4. Ensure mail security is maintained when loading and offloading trucks. This check includes mail security when unit mail clerks pick up and drop off mail. Check vehicles used by mailclerks to ensure the vehicles are covered and locked or are guarded at all times. Postal clerks will check DD Form 285 (Appointment of Military Postal Clerk, Unit Mail Clerk, or Mail Orderly) and identification cards.
5. Prepare reports on missent mail received in damaged condition, if warranted.
6. Ensure—
 - a. Data from change-of-address cards is entered into the automated directory.
 - b. Directory mail is worked within 24 hours of receipt.
 - c. Scheme mail is worked on the date of receipt.
7. Check the route card for mail collection boxes to ensure mail is collected from each dropbox each day, on or after the scheduled collection times.
8. Ensure outgoing mail is dispatched correctly.
9. Check letter and flat cases and pouches on sack racks to ensure all mail has been dispatched or delivered to units.
10. Ensure the operations section is clean, trash is dumped, and empty equipment is free of mail and slide labels and is prepared for storage and shipment.
11. Verify balance packets and ensure paperwork is correct. Supervisors will ensure required signatures are on DD Form 2261 (Registered Mail-Balance and Inventory), receipt and dispatch bills, and delivery records (PS Form 3883 (Firm Delivery Book-Registered, Certified, and Numbered Insured Mail) and PS Form 3849 (Delivery Notice/Reminder/Receipt)) for accountable mail.
12. Verify that TCMDs, DD Form 1372 (Mail Manifest), and similar documents, are filed correctly.
13. Ensure outside doors are secured and the security alarm system is set before leaving the APO.

Figure 6. Operations Supervisor's Checklist

39. MAILTRUCKS

a. Postal officers or a designated postal supervisor will perform a quality control check of mailtrucks at least once each quarter at each operational location. A copy of the report will be sent to the 1st PERSCOM (AEUPE-POD-OPSD-TR), Unit 29058, APO AE 09081-9058.

b. As a minimum, postal officers or a designated postal supervisor will inspect the following areas:

(1) Proper documentation, security, and timely dispatch and arrival of trucks.

(2) Proper and timely offloading of incoming trucks and complete accountability of registered mail. Inspectors will ensure mail is not handled roughly during offloading.

(3) Use of proper equipment, slide labels, and airport code tags. Inspectors will ensure weights are entered in kilograms on PS Form 135.

(4) Correct markings and postage on individual letters, parcels, flats, and outside pieces (OSPs), including first-class and priority mail.

(5) Full prepayment of international mail and use of correct customs tags on parcels. Mail must be correctly sorted to IEO (APO AE 09165), JFK Foreign, or San Francisco Ordinary (SFO).

(6) Correct use of direct ties and pouches to aerial mail terminals (AMTs) and APOs, including mandatory pouches and pouches required by volume or weight.

SECTION V REGISTERED MAIL

40. GENERAL

This section discusses APO procedures that are required in addition to the requirements in appendix A references. Strict compliance to these procedures is essential to control registered mail. Dispatching registered mail properly will eliminate delays in delivery and loss of classified or valuable material. Finance organizations and banking facilities will deliver financial mailings directly to the dispatching APO.

41. ACCEPTING REGISTERED MAIL

a. The OMCO will approve official registered mail before accepting it (AR 25-51).

b. After affixing the registered mail label, window registry clerks will imprint the label with the APDS at two corners.

c. Articles listed on PS Form 3877 and PS Form 3806 presented for registered mailing by banking facilities and finance organizations will not show a monetary value.

d. Registered mail will be postmarked with the APDS when it is initially accepted and when it is received from another APO.

e. Stamps on registered articles will be canceled with the APDS. Postage meter tapes will not be canceled.

f. Postal clerks who handle registered mail must be thoroughly familiar with procedures in DOD 4525.6-M, volume I, chapter 8, regarding damaged registered mail and registered mail found in ordinary mail pouches.

g. Personnel entering the registry section will sign in and out on PS Form 1625.

42. DISPATCHING REGISTERED MAIL

a. Registered mail sent to APOs will be dispatched in gray nylon equipment, as prescribed in POD Posters 600-21 through 600-24.

b. Personal and official registered mail destined for CONUS will be massed for AMC/JFK Kennedy, NY 003, in orange nylon equipment.

c. Registered pouches will be sealed with a numbered tin-band seal (USPS identification number 0817C, serial number 5340-01-000-9240).

d. Defective equipment will not be used.

43. PROCESSING INTERNATIONAL REGISTERED MAIL

a. Registered mail destined for—

(1) Africa, Europe (including GE), and the Middle East will be sent to the IEO (APO AE 09165) in gray nylon equipment.

(2) Countries not listed in (1) above will be dispatched to AMC/JFK Kennedy, NY 003, in orange nylon equipment.

b. IEO personnel will be familiar with the IMM to ensure only parcels that comply with specific country requirements (including weight and size limitations) are dispatched to those countries.

44. RETURNED ACCOUNTABLE MAIL

a. When accountable mail articles are returned by unit mailclerks to the servicing APO, the unit mailclerk will—

(1) Prepare PS Form 3877 in triplicate for registered mail and in duplicate for insured and certified mail.

(2) Give the original copy of PS Form 3877 to the APO with the mail. The second copy will stay in the PS Form 3877 book. The APO will keep the third copy with the daily balance packet.

b. PS Form 3877 will be—

(1) Noted with the disposition of each article.

(2) Stapled to the back of the original PS Form 3883 under which the articles were originally delivered.

45. REPORTING REGISTERED MAIL IRREGULARITIES FOR CONUS-ORIGIN REGISTERED MAIL

a. Irregularities for registered mail originating in CONUS will be reported according to DOD 4525.6-M, volume I, chapter 8, section 805.3.

b. USAREUR APOs—

(1) May use PS Form 3826 to report registered mail irregularities to the 1st PERSCOM (AEUPE-POD-OPSD), Unit 29058, APO AE 09081-9058.

(2) Will not use PS Form 3826 to report irregularities to the AMC/JFK registry section.

c. APOs do not need to report missing bill numbers from CONUS-originated registry dispatch bills and coupons. USPS does not require bill numbers for their dispatches.

46. WEAPONS RECEIVED AS ORDINARY MAIL FROM THE *BUNDESPOST*

a. Weapons received from the *Bundespost* as ordinary mail will be handled as registered mail by APOs and the IEO (APO AE 09165). Although weapons are sometimes sent as ordinary mail, the *Bundespost* requires a signature from the APO representative. APOs will maintain accountability until final delivery is made.

b. USAREUR rod and gun clubs will use civilian addresses when ordering weapons from European firms and will specify use of insured service by the *Bundespost*, the United Parcel Service, or commercial transportation. This procedure—

(1) Provides accountability of articles until final delivery is made.

(2) Should decrease the volume of *Bundespost* parcels containing weapons at APOs.

c. The *Bundespost* will not accept articles (such as handguns) prohibited by the Domestic Mail Manual (DMM), section C024.

47. REGISTERED MAIL BALANCE PACKETS

APOs that operate a registered mail section will incorporate the “Registered Mail Balance Packet” procedures published by the OPSD, POD, into their SOP. A copy of the registered mail balance packet portion of the postal organization SOP will be on file and in use at each registered mailroom.

SECTION VI PROCESSING AND DELIVERING INCOMING MAIL

48. GENERAL

This section prescribes procedures for receiving, breaking down, sacking, and delivering mail to unit mailclerks. This section also gives guidance on protection, quality checks, reporting of irregularities, and security.

49. SEAL VERIFICATION

Before breaking the seal on a mail van, the designated supervisor and the registered clerk will ensure—

a. The seal has not been tampered with.

b. The number on the seal agrees with the number on the TCMD or mail manifest. If the seal numbers do not agree, the supervisor will immediately contact the dispatching APO to verify the numbers. If the difference in the numbers cannot be resolved and the van or truck may have been opened during transit, the postal supervisor will contact the Postal Investigation Officer, OPSD, POD, 1st PERSCOM, by telephone (DSN 379-6291/7811), before processing the mail.

50. OFFLOADING

a. Mail vans will be unloaded on their arrival. The numbered seal will not be broken or the lock removed until the vans can be unloaded.

b. Registered mail will be unloaded first and immediately will be under the control of the registry clerk on duty.

51. PROTECTION AND SECURITY

Postal supervisors will ensure mail is not—

a. Exposed to inclement weather or kept in areas where it can be damaged.

b. Left unsecured at any time. This policy is particularly important for registered mail.

52. PROCESSING MAIL

a. APOs should process incoming mail immediately on receipt of their mailtruck or van. Mail will be processed and made available for pick-up at the next scheduled mail call. Mail will be processed in the following order:

- (1) Express mail.
- (2) First-class letter trays, including EURMAIL letter mail.
- (3) Priority packages, including EURMAIL packages.
- (4) Military official mail (MOM) (gray nylon pouches).
- (5) Time-value publications (daily and weekly publications).
- (6) PAL and SAM packages.
- (7) Surface mail (canvas sacks) or OSPs, standard mail (B).

(8) Surface mail (canvas sacks), periodicals.

(9) Surface mail (canvas sacks), standard mail (A).

b. If mail vans or trucks arrive late, or the volume of mail is particularly large, mail will be worked until the scheduled mail call-hour and be distributed. Express mail, first-class letters (including EURMAIL letters), and priority packages (to include EURMAIL packages) will be delivered to the UMR or the CMR mail clerk at the regularly scheduled mail call, or at a specially scheduled second mail call that same day. Time-value publications and SAM and PAL parcels that are not available at the regularly scheduled mail call on the day of receipt at the APO will be made available before the next regularly scheduled mail call.

c. Letter trays and green and orange pouches will be opened and worked individually. However, different classes of mail may be processed simultaneously in different areas if sufficient postal clerks are available. Each green or orange pouch will be “daylighted” as prescribed by the USPS POM, section 571.13, to ensure the pouch or sack is empty. Postal personnel will immediately record irregularities and attach the corresponding slide label to the original copy of DD Form 2273.

d. Canvas sacks and red and gray pouches received from CONUS do not need to be processed individually.

e. Consolidated mailings will be delivered to the mailroom of destination without being opened.

53. MISSENT MAIL

a. Missent mail (excluding postcards) will be stamped or canceled with an APO flag-stamp, APDS, or canceling machine. The back of the slide label also will be stamped when an entire pouch or sack is missent. Missent parcels or publications will be stamped on the front. Letters and flats (excluding postcards) will be stamped or canceled on the back.

b. Mail clerks will properly endorse mail missent to their UMR or CMR showing their unit or organization, initials, and date.

c. Missent mail will be bundled separately and returned to the APO no later than the next duty day.

d. Missent mail is processed to determine if the address on the mail is correct. Incorrectly addressed mail will be schemed using the USAREUR Unit Listing and Mail Distribution Scheme to determine the correct address.

e. Missent mail should be processed in the postal operations area to ensure it is not confused with directory mail. Directory mail requires the individual’s name to be looked up rather than the unit designation or APO number. Missent mail processed in the directory section will be processed separately from directory mail.

54. REPORTING IRREGULARITIES

The APO and mail address only (MAO) operations supervisors will report errors in distribution, makeup, and dispatch of mail on DD Form 2273.

a. Operating supervisors will send reports of irregularities caused by Army APOs to the postal officer of the parent APO.

b. A copy of the report will be sent to the 1st PERSCOM (AEUPE-POD-OPSD), Unit 29058, APO AE 09081-9058.

c. The operations supervisors will keep 1 copy on file for 90 days.

d. Operations supervisors will—

(1) Report irregularities caused by Air Force, Navy, or CONUS postal facilities on DD Form 2273 to the 1st PERSCOM (AEUPE-POD-OPSD), Unit 29058, APO AE 09081-9058.

(2) Maintain DD Form 2273 for 90 days.

e. Operations supervisors will report irregularities concerning sensitive mailings by telephone (DSN 379-6191/7811) to the OPSD, POD, 1st PERSCOM.

f. Operations supervisors will report CONUS gateway irregularities (misdirected pouches, trays, or 25 or more letters).

g. EURMAIL irregularities will be reported if an entire pouch is missent or misrouted and if errors show a pattern. Individual missent letters will not be reported, but will be endorsed "missent to APO AE xxxxx" and stamped with an APDS.

55. LETTER AND FLAT SORTING CASES AND DISTRIBUTION SCHEME BOARDS

A sorting slot will be established for each unit, activity, MAO, and APO served. A scheme board will be provided to show unit and activity mail distribution. Each sorting case will contain a scheme slot for mail that cannot be immediately placed in another slot. Postal personnel will sort mail from the scheme slot in a timely manner.

56. DELIVERING INCOMING MAIL

- a. Mail will be delivered to authorized mailclerks at the time established by the APO postal officer or supervisor.
- b. The postal officer or supervisor will establish procedures for making quality checks before delivering mail to unit mailclerks.
- c. The accountable mail section will deliver accountable mail. For numbered insured mail, clerks will note the first initial and last name of the addressee in the right column of PS Form 3883. Sackable accountable mail will be sacked by unit mailclerks before they leave the APO.

57. DELIVERY OF PERSONAL MAIL

- a. Personnel will receive their personal mail through their assigned or attached organization UMR or CMR.
- b. Individuals who work at a duty station which is not near their assigned UMR or CMR location or who have difficulty getting to their servicing UMR or CMR before it closes may request an exception to the policy in a above. Exceptions will be submitted in writing and must be approved by both the losing and gaining mailroom postal officers. If approved, the individual concerned must inform his or her correspondents, the mailrooms, and the APO of the new address.
- c. Authorized mailing addresses must include the individual's grade or rank (if appropriate), full name, organization, unit or CMR number, box number (if assigned), and APO number. Examples of authorized mailing addresses are as follows:

GS Mary C. Smith
HHC, 423rd Base Spt Bn
Unit 23450
APO AE 09034

Col Walter K. Jones
HQ USAREUR & 7th Army
CMR 420, Box 9999
APO AE 09063

SECTION VII TRANSIT TIME SURVEYS

58. GENERAL

Postal commanders and postal supervisors—

- a. Must know transit times for all categories of mail.
- b. Will seek ways to reduce excessive transit times.
- c. Will monitor the transit times of mail coming from and going to CONUS, as well as moving within the theater. When transit-time problems arise, postal operations supervisors will review mail processing and dispatch procedures to determine whether or not their unit is contributing to mail delays. Postal operations supervisors will—

(1) Coordinate with the OPSD, POD, 1st PERSCOM, and with other APOs to resolve mail dispatching and transportation problems.

(2) Conduct transit-time surveys on—

- (a) CONUS originated mail each day using the Military Origin-Destination Information System (MODIS).
- (b) EURMAIL each day using slide labels and other indicators to monitor performance.

59. BACKGROUND

a. OPSD, POD, 1st PERSCOM, receives transit-time performance data results for MODIS from the Military Postal Service Agency (MPSA) and for EURMAIL from APOs. The information is used to compute and analyze transit-time statistics and to monitor discrepancies found and reported by receiving units. OPSD, POD, 1st PERSCOM, is the proponent for transit-time survey actions.

b. OPSD, POD, 1st PERSCOM, uses published transit-time statistics to—

- (1) Resolve complaints.
- (2) Improve delivery services.
- (3) Increase customer satisfaction.

60. PROCEDURES

a. MODIS.

(1) The MPSA manages the MODIS. OPSD, POD, 1st PERSCOM, will task USAREUR postal units to gather MODIS data. The MODIS measures transit times of letter mail, priority pouches, outside pieces, and express mail from the CONUS date-of-mailing postmark to delivery at an APO. The measurement includes segmented transit-time data from postmark to the CONUS gateway, from the gateway to the FRAT, and from the FRAT to the receiving APO.

(2) Postal personnel will scan mail daily for MODIS data. This scan will be done at designated APO locations on mail with the Military International Dispatch Accounting System (MIDAS) label (PS Form 135).

(3) Postal personnel will transmit MODIS data twice a week. The transmission will be from the MODIS handheld computer through a modem to the mainframe computer in the FRAT. FRAT will retransmit the information to the USPS.

(4) The USPS will conduct transit-time surveys for retrograde mail (mail going from European APOs to CONUS) at the various delivery areas (ZIP codes) in CONUS.

(5) MPSA will furnish the transit-time results from the MODIS and the retrograde mail to the POD, 1st PERSCOM, at the completion of each postal accounting period.

b. EURMAIL. The Transit Time Information System for Military Mail (TTISMM) will be used to measure total transit time for mail in Europe.

(1) Each postal platoon will survey the transit time of EURMAIL daily. Postal personnel will collect the data from the slide label of each EURMAIL pouch received and record the information on the AE Form 600-8-3F. (OPSD, POD, 1st PERSCOM, will provide the worksheets for postal platoons.) The entry on the AE Form 600-8-3F will show the number of pouches received from an APO according to the pouch transit time. Transit time is the number of days from release to receipt of a EURMAIL pouch. The release date is the date stamped on the slide label and the receipt date is the date the pouch arrives at the receiving platoon.

(2) Postal platoons will send AE Form 600-8-3F ((1) above) to the 1st PERSCOM (AEUPE-POD-OPSD), Unit 29058, APO AE 09081-9058.

c. Slide Labels.

(1) Units will keep slide labels with dispatch dates from letter trays and priority and EURMAIL pouches for 30 days.

(2) Postal supervisors will review slide labels to determine if there are mail system problems. Postal supervisors should ask the following questions:

- (a) Does the unit receive first-class letter mail (FCLM) from JFK every day?

(b) Does the unit receive priority mail from the four air dispatching gateways (Dulles International Airport (IAD), JFK, O'Hare International Airport (ORD), and Dallas/Fort Worth International Airport (DFW)) in CONUS every day?

(c) Is the slide label date less than 3 days old?

(d) Does the unit receive EURMAIL by the third duty day after dispatch?

(3) If the answer to any question in (2) above is "no", there may be mail delays to the APO. Postal supervisors will record irregularities on DD Form 2273. Postal supervisors will report large amounts of irregularities or abuse immediately to the OPSD, POD, 1st PERSCOM.

(4) Slide labels will be bundled together each day and secured with a rubberband. The top slide label in the bundle will be date-stamped with the date of receipt.

(5) Postal units should keep slide labels in PS Item 27A. PS Item 27A may be ordered through postal equipment procurement channels.

SECTION VIII GENERAL DELIVERY MAIL SERVICE

61. CATEGORIES

a. The following are the categories of general delivery mail service:

(1) Family Member General Delivery Service. General delivery mail service is available for family members of sponsors who are not in USAREUR for reasons listed in (a) or (b) below. When these family members present a valid identification (ID) card and, as appropriate, either official orders or proof of the sponsor's prisoner-of-war (POW) or missing-in-action (MIA) status, they may receive full MPS (up to 70 pounds (lbs)) at an APO as general delivery. Entitlement to this general delivery service is for family members of sponsors who are either—

(a) Deployed with their unit or organization—

1. Directly to a hostile area.
2. As part of a peacekeeping force.
3. To an unaccompanied restricted area.

(b) Listed as POWs or as people MIAs.

(2) Unit or Organization General Delivery Service. An APO provides full MPS service directly to a unit or organization that does not operate a UMR or have a unit mailclerk.

(3) Box-R Service.

(a) Postal officers will authorize box-R service for retired U.S. military personnel and their family members who reside in Europe or visit within the area serviced by their APO for 30 days or more. Retirees may establish box-R service up to 90 days before the personnel arrive in Europe by submitting a written request (including a copy of the retirement orders) to the postal officer concerned.

(b) Retired U.S. military personnel who are family members or who work as civilian employees for DOD (including its components), AAFES-Eur, DOD contractors, and related organizations, normally will not be assigned a box-R because they are authorized full MPS through their own or their spouses' unit or organization mailroom. Servicing postal officers may grant exceptions to this policy. Box-R service will be reinstated by the servicing APO up to 90 days before the military retiree's separation or retirement from the agency which entitled the retiree full MPS.

b. Individual general delivery and box-R mail will be date-stamped. Units or organization general delivery service will not be date-stamped.

62. APPLICATION PROCEDURES

a. Family Member General Delivery Service. APOs will accept AE Form 600-8-3C for general delivery service if the sponsor or family member presents official orders directing reassignment of the sponsor to an unaccompanied restricted area or as part of a unit deployment directly to a hostile area or as part of a peacekeeping force. Family members of sponsors listed as POWs or MIAs must present proof of their sponsor's status with their AE Form 600-8-3C. A completed DA Form 3955 is necessary for the APO directory files and will be maintained until the patron's return to USAREUR.

b. Unit or Organization General Delivery Service.

(1) Requests for Service. Units or organizations requesting unit general delivery service must submit a written request to the local postal officer. The request will include a memorandum of denial of postal support by the commander of the military community activity that would normally provide UMR or CMR mail delivery.

(2) Appointment of Mail Orderlies. Commanders or heads of organizations—

(a) May designate unit mail orderlies to pick up and receive mail for members of the unit or organization that receive general delivery service directly from the APO.

(b) Will complete DD Form 285 as follows:

1. Block 1: Effective date.

2. Block 2: Leave blank.

3. Block 3: Name of person.

4. Block 4: Rank or grade.

5. Block 5: Social security number (SSN).

6. Block 6: Unit mail orderly.

7. Block 7: Activity, organization, or agency.

8. Block 8: Servicing APO.

9. Block 9: Check personal (except accountable). Check official (all) except when the mail orderly is a local national (LN) employee ((3)(a)below). The initials of the appointing official must be entered next to the type of mail that the orderly is authorized to pick up.

10. Block 10: Stamp the effective date with an APDS.

11. Block 11: The appointing official will sign in the left block. The appointee will sign in the right block.

(3) Receipt of Mail. Official ordinary mail is considered delivered when it is received by the mail orderly. Personal mail is considered delivered when it is received by the addressee or his or her authorized agent.

(a) An LN employee who is employed by a U.S. military or DOD unit or activity (including AAFES-Eur and DODDS) and is appointed as a mail orderly will not pick up official registered mail, except as noted in paragraphs (b) through (d) below. LN employees may pick up official certified, insured, or express mail.

(b) LN employees appointed by military banking facilities or credit unions as mailclerks may pick up "Official Bank Business Only" registered mail addressed to the bank or credit union. Bank or credit union managers must provide the servicing APO a list of mail orderlies authorized to sign for "Official Bank Business Only" registered mail. Designated LN employees must have an authorized ID signature card (with photo) in addition to the DD Form 285 issued by the bank or credit union manager.

(c) LN employees appointed as mailclerks by non-DOD organizations and agencies may receive official registered mail.

(d) LN employees appointed as mailclerks by AAFES-Eur may pick up registered mail sent between AAFES-Eur stores or by AAFES-Eur vendors.

(4) PS Form 3849.

(a) When personal accountable mail is held at a servicing APO, the APO will prepare PS Form 3849 and send it to the addressee. The addressee may receipt for the item on PS Form 3849 at the APO or may authorize the mail orderly, as his or her agent, to receipt for it.

(b) When delivering personal accountable mail, postal personnel will carefully check the authority of persons receipting for mail. DD Form 285, block 6, will be highlighted to identify persons who are not authorized to receive personal accountable mail.

(c) Official accountable mail is considered delivered when the unit mail orderly signs the PS Form 3883 as the agent.

(5) DA Form 3955. The unit or organization receiving general delivery service at an APO will provide required directory information, including the names of family members, on DA Form 3955, to the directory section of the APO for authorized users during in- and outprocessing.

c. Box-R Service. An applicant must complete AE Form 600-8-3C and present a current retiree ID card to the postal officer or designated supervisor of the APO through which the applicant wishes to receive mail. The form will include the applicant's ID card number (if shown on the ID card) followed by the word "retiree", the names of family members served, the applicant's telephone number, and the applicant's current civilian address. The APO will keep a copy of the approved AE Form 600-8-3C. A completed DA Form 3955 also is required for the APO directory files.

d. General Delivery Service. Postal officers may authorize general delivery mail service for personnel assigned to their postal activity.

63. ADDRESS FORMATS

a. The address format for family member general delivery mail service is as follows:

Mrs. Jane J. Doe
General Delivery
Unit XXXXX
APO AE 09XXX

b. The address formats for unit general delivery mail service are as follows:

(1) Personal.

SSG John J. Smith
Unit or Organization
Unit XXXXX, Box XXX
APO AE 09XXX

(2) Organization.

Commander
Unit or Organization
Unit XXXXX, Box XXX
APO AE 09XXX

c. The address format for box-R service is as follows:

SSG (Ret) John J. Doe
Box R
Unit XXXXX, Box XXX
APO AE 09XXX

64. ACCOUNTABLE MAIL

a. Postal officers at APOs that provide general delivery mail service will prepare a separate PS Form 3883 for each type of official accountable mail. PS Form 3883 will be prepared in two copies. The original PS Form 3883 will remain in the PS Form 3883 book; a copy will be given to the agent. The agent will sign in the signature block provided.

b. PS Form 3849 will be used when delivering accountable mail to individuals.

65. RETENTION PERIOD

a. Letters, parcels, and other classes of mail that are marked "Return Postage Guaranteed" and that are not deliverable or claimed after 30 days will be stamped "Unclaimed" and returned to the sender. Individual and box-R service (not unit general delivery) may be withdrawn if no response is received from the individual concerned within 90 days after written notification to withdraw service is made. Addressees may request their mail be kept past the 30-day period by submitting DD Form 2258 or other written notice.

b. Individual and box-R receptacles will be checked monthly for aged mail.

66. BOX-R SERVICE EXPIRATION

a. AE Form 600-8-3C is valid for 2 years, through the end of the month in which the application was signed by the postal officer or a representative. APO personnel will notify retirees, in writing, at least 90 days before the expiration date. A copy of the notification will be filed with AE Form 600-8-3C.

b. Box-R service will be terminated only if the box holder fails to respond to the written notice (a above).

67. CUSTOMS FOR BOX-R PATRONS

AE Regulation 550-175, section IV, prescribes customs requirements for box-R patrons in Germany. Mail privileges, both to and from box-R patrons, are limited to parcels that weigh 16 ounces or less.

a. Postal personnel will not remove customs declaration forms from parcels addressed to box-R patrons. The responsible postal supervisor will notify the nearest 560th Military Police Company (560th MP Co) customs field office when a box-R patron receives mail containing merchandise (cards, letters, magazines, and newspapers are not considered merchandise). Notification will be made in writing and will include the date of delivery, the addressee's and sender's names and addresses, and the contents of the parcel (as listed on the customs declaration form). A separate PS Form 2966-A or PS Form 2976 may be used for the notification.

b. Postal personnel will prepare a PS Form 2966-A for box-R parcels that are received without a customs declaration. The form will be marked with "Parcel received without customs declaration", "Received at APO 09XXX", and the date. The form will be sent to the nearest 560th MP Co customs field office.

c. If a parcel weighs more than 16 ounces, the APO will notify the box-R patron by preprinted notice that the parcel has been returned to the sender. The preprinted notice will identify the sender and the date the parcel was returned. The parcel will be returned to the sender marked *Box-R MPO privileges are limited to mail weighing 16 ounces or less*.

SECTION IX ACCOUNTABLE MAIL CLAIMS

68. GENERAL

This section provides procedures for APOs to properly and accurately process claims. Although any APO may accept claims. Claims normally are processed and filed at the APO or regional post office (RPO) where accountable mail is processed and delivered and PS Forms 3883 are maintained. The POD Postal Claims Instruction Handbook includes detailed instructions for processing claims.

69. PROCEDURES

a. Patrons will file the following claims or inquiries using the indicated form:

(1) Claims for indemnity of domestic insured mail: PS Form 1000.

(2) Claims for indemnity of domestic registered mail: PS Form 1000.

(3) Claims for lost or damaged express mail: PS Form 1000.

(4) Inquiries for loss of international insured, registered, or ordinary mail: PS Form 542. This form must be submitted before PS Form 2855 can be filed.

(5) Inquiries for certified or ordinary mail: PS Form 1510.

(6) Claims for indemnity of international registered or insured mail: PS Form 2855.

b. Before initiating a loss claim, APO personnel will—

(1) Check APO delivery records, including records at the UMR or CMR, to ensure the items claimed for loss have not been delivered or returned to the sender.

(2) Complete PS Form 1000, section 3.

c. The person who mailed the item or the addressee may file claims for complete loss of contents; partial loss of contents; or damage to an express mail, insured, or registered article. Only the person who mailed the item may file a claim for the complete loss (wrapper and contents) of an express mail, insured, or registered article.

d. APOs will accept claims and help patrons complete the required forms. Finance window clerks or other claim-accepting clerks will ensure the forms are completed accurately and are signed before sending the claim to the designated claims clerk or postal supervisor at the APO or RPO holding the delivery records.

e. The patron must immediately file claims for damage or alleged rifling. The article, the mailing container, the packaging, and the wrapper (showing the sender's and addressee's names, addresses, and postal insurance or registration number) must be presented at the APO for inspection when the claim is filed. When the APO keeps damaged registered or completely damaged express or insured articles, postal personnel will give the patron a copy of PS Form 3831 with the wrapper. The DMM, section S00 - S10.5.5; the POM, part 149; and the POD Postal Claims Instruction Handbook provide procedures for disposition of damaged articles.

f. Postal officers must know both the number and type of claims filed and processed by their APO. Postal officers will review submitted postal claims for accuracy and completeness to ensure each incoming and outgoing claim is properly filed and entered into the claims logbook. Appropriate corrective measures will be taken to prevent loss and damage to mail. Rough handling, rifling, theft, loss, or damage of mail allegedly attributable to postal clerks will be reported as prescribed in this publication, section XI, and in DOD 4525.6-M (vol I, chap 14; vol II, chap 7).

g. U.S. Government agencies may not make official mail claims against USPS for indemnity for items lost or damaged in the mail.

h. USPS will not pay indemnity claims for express, registered, or insured articles properly delivered to unit mailclerks when the mailclerks return the articles to the APO or do not deliver the articles to the addressee. The postal activity will give a copy of the USPS claims form to the unit commander for processing (AR 27-20). The unit commander will—

(1) Return the original and 1 copy of the claim to the Manager, Claims Processing Section, Accounting Service Center, PO Box 80143, St. Louis, MO 63180-9432.

(2) Advise the claimant of the referral action.

(3) Note the claim on PS Form 1000.

i. When a registered or numbered insured article is delivered correctly to an authorized agent of nonmilitary organizations, activities, or contractors, the article is considered delivered to the addressee. DOD or USPS will not rule on the claim. Postal authorities will notify the claimant and the Accounting Service Center (ASC).

j. Domestic claims or inquiries for loss will be accepted only during the periods shown in (1) through (4) below.

(1) Express mail claims must be filed between 7 and 90 days after the mailing date.

(2) Insured mail claims for first-class, priority, PAL, and SAM parcels must be filed between 45 days and 1 year after the mailing date.

(3) Insured mail claims for standard mail (B) sent by surface transportation from CONUS must be filed between 75 days and 1 year after the mailing date.

(4) Registered mail claims must be filed between 15 days and 1 year after the mailing date.

k. International claims and inquiries for loss will be accepted only during the periods shown in (1) through (3) below.

(1) Postal union and parcel post claims must be filed within 1 year of the day after the mailing date.

(2) Postal Union (air) claims must be filed between 60 days and 1 year after the mailing date.

(3) Surface claims must be filed between 90 days and 1 year after the mailing date.

l. Customers must file duplicate claims within the time shown in (1) through (3) below. Duplicate registered and express mail claims will not be filed without authorization by the ASC or the consumer advocate at USPS headquarters.

(1) Express mail: 45 days to 6 months.

(2) Insured mail: 45 days to 18 months.

(3) Registered mail: 90 days to 18 months.

m. Domestic mail claims received for final processing at the APO will be completed and sent to the Claims Processing Section, ASC (h(1) above), within 5 workdays of receipt. International mail claims will be sent to the specified international mail claims and inquiries office within 15 days of receipt. The postal officer will evaluate each claim that cannot meet the 5-workday processing time requirement.

70. RECORD OF CLAIMS

a. Recording Claims.

(1) The postal claims clerk will—

(a) Detach copy 4 of the completed PS Form 1000 and file it alphabetically by the last name of the mailer.

(b) Give copy 3 to the patron filing the claim.

(c) Send the original and copy 1 with the supporting documentation to the appropriate location (individual, post office, or ASC).

(2) The custodian of postal effects (COPE), Army postal clerk (APC), postal supervisor, or other individual designated by the commander or platoon leader will certify the disposition of damaged articles using AE Form 600-8-3B.

(3) The postal claims clerk will keep originating claims and incoming claims in separate ledgers. Ledgers should be hardback, lined books.

(4) Claims initiated by or received at the APO will be recorded in the appropriate ledger using the following columns:

Column 1: Mailer's name.

Column 2: Claim number from the bar code at the top of PS Form 1000.

Column 3: Registered, insured, or express mail number.

Column 4: Article mailing date.

Column 5: Type of claim. Use the following abbreviations:

Domestic insured	DI
Domestic registered	DR
International insured	II
International registered	IR
Express mail	EM

Column 6: Date duplicate claim is filed.

Column 7: Claim disposition (paid/denied) and date.

b. Numbering Claims. The bar code number at the right-hand top of PS Form 1000 will be used as the claim number for domestic express, insured, and registered claims.

71. PROCESSING PS FORM 1510

a. PS Form 1510—

- (1) Is a five-page form used to process inquiries for ordinary and certified mail.
- (2) May be initiated by either the sender or the addressee for loss or rifling of ordinary or certified mail.

b. The POM and the POD, 1st PERSCOM, Postal Claims Handbook provide procedures for completing and processing PS Form 1510.

72. PROCESSING PS FORM 3533

a. PS Form 3533 is used by postal patrons to request—

- (1) Postage and fee refunds when the services paid for are not rendered.
- (2) Postage refunds when an express mail item is not delivered within the standard delivery time of 2 or 3 days, or when an express mail item is not received.
- (3) By COPEs or OMCOs to refund spoiled or unprinted postage meter tapes.

b. The POD, 1st PERSCOM, Postal Claims Handbook and the DMM provide procedures for completing PS Form 3553.

SECTION X POSTAL OFFENSES AND FINANCIAL ADJUSTMENTS

73. GENERAL

a. This section outlines procedures for reporting postal offenses. Reports of postal offenses will include the details of the facts, no matter how insignificant they may seem. Questions concerning reportable offenses and required actions should be addressed to the Postal Investigations Officer, OPSD, POD, 1st PERSCOM (DSN 379-6291/7811).

b. Commanders will—

- (1) Inform postal personnel and unit mailclerks of proper mail security procedures.
- (2) Brief postal personnel and unit mail clerks on postal offenses using AE Form 600-8-3D as indicated in paragraph 160.

74. POSTAL OFFENSE PROCEDURES

- a. DOD 4525.6-M, volume I, chapter 14, and DOD 4525.6-M, volume II, chapter 7, provide detailed reporting procedures for postal offenses.
- b. MPSA normally will assign a case number to postal offenses reported by postal or unit commanders. The APO will maintain a separate file for each case. The files will include pertinent information, from the original reporting message to the closing of the case.
- c. The APO or unit will comply with tasking memorandums and will reply by the suspense date.
- d. The APO postal officer will ensure compliance with DOD 4525.6-M, volume II, chapter 7, and will help unit commanders evaluate, prepare, and submit monthly postal offense reports until the case is closed.
- e. The postal officer will submit status update reports for each active case by the 10th day of each month, until the case is closed. The update reports will be sent by memorandum (1st PERSCOM (AEUPE-POD-OPSD), Unit 29058, APO AE 09081-9058) or by message (EXEC DIR MIL POSTAL SVC AGCY ALEXANDRIA VA//MPSA-OP//).

75. FINANCIAL ADJUSTMENT MEMORANDUM PROCEDURES

Commanders and platoon leaders will—

- a. Ensure COPEs comply with OPSD, POD, 1st PERSCOM, and MPSA suspense dates.
- b. Send an information copy of replies or adjustments for financial adjustment memorandum (FAM) received directly from MPSA or Joint Military Postal Activity-Atlantic to the 1st PERSCOM (AEUPE-POD-OPSD), Unit 29058, APO AE 09081-9058.

76. MANDATORY COUNSELING OF POSTAL FINANCE CLERKS

a. Postal finance clerks (military and civilian) and COPEs who have a shortage of postal funds (other than a fixed-credit shortage that is within tolerance), will be formally counseled using DA Form 4856. Figures 7 and 8 are samples of DA Form 4856. Counseling is required even when the postal finance clerk or COPE makes restitution. DA Form 4856—

(1) Should be used to formally counsel individuals who consistently have overages of postal funds beyond their fixed credit tolerances.

(2) Provides the required documentation for postal commanders, platoon leaders, and supervisors to monitor the job performance of postal finance clerks.

b. The postal platoon leader will informally investigate shortages over \$100 to determine if criminal intent was involved. If criminal intent is suspected, the postal platoon leader will report the incident to the Postal Investigations Officer, OPSD, POD, 1st PERSCOM; the Postal Finance and Supply Officer, PFSB, POD, 1st PERSCOM; and the appropriate investigating agency (such as the military police, criminal investigation command).

c. Postal finance clerks or COPES who continually have shortages in their postal funds that are not attributable to theft will be given additional training. If additional training does not resolve the problem, the postal commander, platoon leader, or supervisor will use past DA Forms 4856 as the basis for requesting the individual clerk or COPE be removed for cause from postal finance duties. Commanders, platoon leaders, and postal supervisors should coordinate these actions with their servicing civilian personnel operation center or personnel service company to ensure required procedures are followed.

GENERAL COUNSELING FORM			
For use of this form, see AR 635-200; the proponent agency is MILPERCEN			
DATA REQUIRED BY THE PRIVACY ACT OF 1974			
AUTHORITY: 5 USC 301, 10 USC 3012(G). PRINCIPAL PURPOSE: To record counseling data pertaining to service members. ROUTINE USES: Prerequisite counseling under paragraphs 5-8, 5-13, chapters 11, 13 or section III, chapter 14, AR 635-200. May also be used to document failures of rehabilitation efforts in administrative discharge proceedings. DISCLOSURE: Disclosure is voluntary, but failure to provide the information may result in recording of a negative counseling session indicative of the subordinate's lack of a desire to solve his or her problems.			
PART I - BASIC DATA			
1. NAME (last, first, MI)	2. SOCIAL SECURITY NO.	3. GRADE	4. SEX
5. UNIT	FOR TRAINING UNITS ONLY		
	6. WEEK OF TRAINING	7. TRAINING SCORES HIGH _____ MED _____ LOW _____	
PART II - OBSERVATIONS			
8. DATE AND CIRCUMSTANCES Loss/shortage of postal funds was discovered on _____ in the Fixed-Credit/Postage Meter/Money Order Account in the amount of \$ _____. Loss/shortage appears to be caused by clerk error/negligence/theft based on an informal investigation conducted by COPE/PLT LDR/other _____. a. Clerk accepts responsibility and will make restitution _____. b. Clerk accepts responsibility and will not make restitution _____. AR 15-6 required. c. Loss/shortage caused by possible theft of clerk. Requires CID investigation and AR 15-6. Clerk removed from finance duties effective _____.			
9. DATE AND SUMMARY OF COUNSELING On _____ I counseled _____ about \$ _____ loss/shortage of postal funds in his or her Fixed-Credit/Postage Meter/Money Order Account. a. Loss/shortage appears to be simple clerk error and restitution is being made. _____ hours of additional training by COPE is recommended. b. Loss/shortage appears to be negligence or recurring error on the part of the clerk. Restitution is being made. _____ hours of additional training by COPE is required. Continued loss/shortage of postal funds could result in clerk's removal from postal finance duties. c. Loss/shortage appears to be theft. _____ removed from duties on _____. Referred to CID/CPO/POD-PPD on _____.			
DISPOSITION INSTRUCTIONS This form will be destroyed upon: reassignment (other than rehabilitative transfers), separation at ETS, or upon retirement.			

DA FORM 4856 JUN 85

EDITION OF JUL 84 IS OBSOLETE.

USAPPC V1.00

***Figure 7. Sample Counseling Statements for DD Form 4856**

***This format for counseling statements is a guide and will not be printed, reproduced, or stocked.**

PART III - AUTHENTICATION	
10. NAME, GRADE, SIGNATURE OF COUNSELOR	DATE
<p>11. I acknowledge having been counseled by the above individual and understand the reason for this counseling session. I concur/nonconcur that the information above accurately reflects this counseling session. I nonconcur for the following reasons:</p> <p>I understand the reason for this counseling session is my shortage of \$ _____ in my postal funds. I understand that I will receive _____ additional hours of postal finance training to improve my performance. I understand that continued failure to properly account for postal funds in my possession may result in removal from my duties as a postal finance clerk.</p>	
12. NAME, GRADE, SIGNATURE OF INDIVIDUAL COUNSELED	DATE
13. IF COUNSELED INDIVIDUAL REFUSES TO SIGN COUNSELING NOTES, COUNSELOR WILL INITIAL THIS BLOCK.	
PART IV - REHABILITATION	
<p>14. REHABILITATION RESULTS/COMMENTS</p> <p>_____ hours of additional training by COPE in preparing stamp requisitions, meter reports or money order business reports, procedures will be conducted starting on _____. Removal action may be recommended based on continued failure to meet established job standards.</p>	
15. NAME, GRADE, SIGNATURE OF INDIVIDUAL COUNSELED	DATE
16. NAME, GRADE, SIGNATURE OF COUNSELOR	DATE
PART V - UNIT COMMANDER INTERVIEW	
<p>17. INTERVIEW RESULTS AND RECOMMENDATION</p> <p>I have interviewed and agree with the counselor's recommendation for _____ hours of additional training.</p> <p>I have interviewed and agree with the counselor's recommendation to remove _____ from postal finance duties.</p> <p>I have forwarded my recommendation to CPO/RMD or POD-PPD on _____.</p> <p>I have placed a copy of this counseling statement in the clerk's Audit or Financial Adjustment Memorandum File on _____.</p>	
18. NAME, GRADE, SIGNATURE OF UNIT COMMANDER	DATE

USAPPC V1.00

***Figure 8. Sample Counseling Statements for DD Form 4856 (Reverse)**

***This format for counseling statements is a guide and will not be printed, reproduced, or stocked.**

**SECTION XI
TECHNICAL INSPECTIONS**

77. POSTAL OFFICER RESPONSIBILITIES

Postal commanders and officers—

a. Are responsible for their postal activity technical inspection program.

b. Will—

(1) Appoint technical inspectors in writing.

(2) Ensure areas listed in appendix C are inspected each quarter. Inspections will be conducted at all stations of the APO.

(a) A postal inspection conducted by the Postal Inspection and Audit Division (PIAD), 1st PERSCOM, will satisfy the quarterly technical inspection requirement for only the areas inspected.

(b) Areas not inspected by PIAD will be inspected by the unit technical inspector.

(c) Postal commanders will file a copy of the PIAD inspection report with the appropriate quarterly report for the unit concerned.

(3) Review reports before they are sent to the person responsible for corrective actions.

(4) Explain deficiencies in a. The responsible person will reply by endorsement (RBE) within 10 workdays after the report date.

(5) Review reports to ensure RBE items have been answered, are corrective, and indicate measures to prevent recurrence.

78. TECHNICAL INSPECTOR RESPONSIBILITIES

Technical inspectors will—

a. Conduct technical inspections in the areas addressed in appendix C each quarter.

b. Prepare a technical inspection report for the review of the postal officer in the format shown in figure 9 no later than 5 workdays after the inspection. All of the areas in appendix C must be addressed in the report, even if no deficiencies are noted.

c. Ensure suspense dates for RBE are met.

d. Route replies to the postal officer for review.

e. Maintain files on technical inspections (AR 25-400-2).

79. REPLIES TO TECHNICAL INSPECTION REPORTS

Responsible persons will reply to technical inspection reports as follows:

a. RBEs will be in the format shown in figure 10.

b. Suspense dates will be met.

c. Deficiencies noted by the inspector and corrected and preventive measures established will be reported.

d. Replies sent to the postal officer for review will be signed.

MEMORANDUM THRU Commander, XXX Postal Company, Unit XXXXX, APO AE 09XXX

FOR Postal Supervisor, XXX Postal Company, Unit XXXXX, APO AE 09XXX

SUBJECT: Technical Inspection Report

1. The following deficiencies were noted at station 1 during a technical inspection conducted on 20 December 1994. A report of corrective action is required within 10 workdays.

2. TAB I.

EURMAIL was not cased properly.

Corrective Action:

Preventive Action:

3. TAB II.

Postal finance clerks did not requisition stamps when their cash reached 25 percent of their fixed credit.

Corrective Action:

Preventive Action:

4. TAB III.

No deficiencies noted.

5. TAB IV.

No deficiencies noted.

6. (Continue listing technical inspections results for Tabs V thru IX.)

Signature of Technical Inspector

Figure 9. Format for Technical Inspection Report

**SECTION XII
UNIT AND COMMUNITY MAILROOM INSPECTIONS**

80. GENERAL

DOD 4525.6-M, volume II, requires military postal activities to inspect CMRs and UMRs at least once each quarter. Additional inspections may be conducted as the servicing postal officer deems necessary or when commanders or unit postal officers request courtesy inspections.

Office symbol

SUBJECT: Technical Inspection Report

MEMORANDUM THRU

Postal Supervisor, XXXth Postal Company, Unit XXXXX, APO AE 09XXX
Commander, XXXth Postal Company, UNIT XXXXX, APO AE 09XXX

FOR Technical Inspector, XXXth Postal Company, Unit XXXXX, APO AE 09XXX

1. All deficiencies noted on the basic memorandum, Technical Inspection Report for the Shopping Center APO, have been corrected.
2. The following procedures were initiated by the COPE to prevent postal finance clerks from exceeding their 25 percent fixed-credit cash limit:
 - a. (List)
 - b. (List)
3. Point of contact is Mr. Smith, DSN 345-8900.

Signature of Postal Supervisor

Figure 10. Format for Responses to Technical Inspection Reports

81. PROCEDURES

a. Postal officers will—

(1) Appoint, in writing, one primary CMR and UMR inspector and at least one alternate. CMR and UMR inspectors may be appointed using an informal memorandum or a modified DD Form 285.

(2) Maintain a copy of the CMR and UMR inspection checklist (app D) at the servicing postal facility.

(3) Maintain a chart showing dates of UMR inspections and ratings.

b. CMR and UMR inspectors will use the CMR and UMR inspection checklist in appendix D for inspections.

82. ENTRANCE AND EXIT BRIEFINGS

CMR and UMR inspectors will give an entrance and exit briefing to the inspected unit commander or postal officer. If a battalion- or comparable-size CMR or UMR is inspected, inspectors will brief the executive officer, the command sergeant major, the adjutant or, in their absence, the unit postal officer. If none of these individuals is available for the briefing, the inspector will brief the unit mailclerk and will make a note in the remarks section of the CMR and UMR inspection checklist.

83. INSPECTION RESULTS

a. Inspectors will give a working copy of the results to the person (para 82) at the exit briefing. This copy will help commanders and postal officers know what areas need corrective actions. Inspectors will send a formal report to the unit within 10 workdays after the inspection.

b. Inspectors will ensure the deficiencies noted (for example, missing PS Form 3849, missing signatures, or the amount of redirect mail on hand) can be explained and do not constitute a reportable postal offense (DOD 4525.6-M, volume II).

84. RATINGS, REPORTS, AND REINSPECTIONS

a. For units that receive a satisfactory rating, one copy of the CMR and UMR inspection checklist will be distributed to each of the following:

- (1) The commander of the inspected unit.
- (2) The servicing APO, for their files.
- (3) The next higher command of the inspected unit.

b. When a unit receives an unsatisfactory rating on the first inspection, copies of the CMR and UMR inspection checklist will be sent to distribution in a(1) through (3) above, plus to the assistant chief of staff, G1 (personnel), if applicable. The unit will be reinspected within 21 days of the formal report. The first reinspection may be conducted by the primary mailroom inspector. The servicing postal officer will contact the unit commander before the reinspection to recommend actions to correct deficiencies.

c. If a unit receives a second unsatisfactory rating, the servicing postal officer will submit a request for command assistance to the commander of the division- or comparable-level command above the inspected unit. This request will include legible copies of previous reports and will be signed by the servicing postal officer. The servicing postal officer will reinspect the unit within 30 days after the second unsatisfactory rating.

d. If a unit receives a third unsatisfactory rating, the servicing officer will send a request for command assistance, including legible copies of previous inspections, to the 1st PERSCOM (AEUPE-POD-OPSD), Unit 29058, APO AE 09081-9058, for action. An information copy will be sent to the inspected unit's major command (AE Reg 10-5). The servicing postal officer will—

- (1) Contact the unit commander and recommend actions to correct deficiencies before reinspecting the unit.
- (2) Reinspect units that receive a third unsatisfactory rating 30 days after the date the unit received the third unsatisfactory rating.

e. If a reinspection lapses into the following quarter, it will be recognized as the inspection required for the new quarter.

85. INSPECTION CRITERIA

CMRs and UMRs will be inspected and rated satisfactory or unsatisfactory using the CMR and UMR inspection checklist in appendix D. (This checklist replaces AE Form 600-8-3A.) The CMR or UMR will receive an unsatisfactory rating if either of the following apply:

- a. Three or more of the following items on the checklist are marked *No*: 1, 4, 7, 8, 9, 10, 14, 15, 20, 21b, 22j, 22k, 23b, 25a, 25b, and 25c.
- b. Seven or more items on the checklist are marked *No*.

86. REMARKS

CMR and UMR inspectors will explain each item checked "No" in detail in the remarks section. If additional space is needed, separate sheets may be attached. Inspectors will ensure all information requested in the remarks section of the CMR and UMR inspection checklist is supplied. Inspectors should use descriptive terms (for example, outstanding, superior, best CMR or UMR).

**SECTION XIII
POSTAL INFORMATION PROGRAM**

87. GENERAL

The Postal Information Program encourages commanders and postal officers inform their communities of local postal affairs.

88. PROCEDURES

a. Postal commanders and postal officers—

(1) Will act, or appoint a person to act, in a public relations capacity and as the point of contact for postal matters.

(2) Are authorized to use local media resources to publicize approved operating hours, availability of philatelic (collecting and studying postage and imprinted stamps) items, changes to postal regulations, and services available in the community that appear in the USPS Postal Bulletin or other official publications.

b. Postal officers should publish a postal newsletter, especially during the Christmas season, to keep the public informed and to present valuable postal information.

89. THE POSTAL CONSUMER CARD PROGRAM

a. The COPE will ensure PS Form 4314-C is maintained in sufficient quantities in each APO lobby for consumer comments, complaints, and suggestions. These cards will be preaddressed to the serving postal officer.

b. The following procedures are necessary to process a noncomplimentary PS Form 4314-C:

(1) The patron will—

(a) Complete PS Form 4314-C.

(b) Remove the customer copy (copy 1) for his or her personal records.

(c) Mail PS Form 4314-C to the servicing postal officer.

(2) The postal officer will—

(a) Review PS Form 4314-C and determine the appropriate action to be taken. The postal officer will contact the patron (by telephone or in writing) within 10 days after receiving the PS Form 4314-C to inform them of the actions being taking to resolve their inquiry. The postal officer will send copy 2 of PS Form 4314-C, under cover, to the 1st PERSCOM (AEUPE-POD-OPSD), Unit 29058, APO AE 09081-9058.

(b) Resolve the patron's inquiry, if possible, and indicate the actions taken in the appropriate blocks of PS Form 4314-C (copies 3 and 4). The postal officer will send copy 3, under cover, to the postal company commander. The postal officer also will send an memorandum for record (MFR), if required, to further explain actions taken to resolve the patron's inquiry.

(c) Keep copy 4 and an MFR explaining actions taken on file for 1 year.

(3) The postal company commander will—

(a) Review copy 3 of PS Form 4314-C to determine if additional actions can be taken to satisfactorily resolve problems.

(b) Send copy 3 of unanswered and unresolved PS Forms 4314-C inquiries or inquiries that require additional action to the 1st PERSCOM (AEUPE-POD-OPSD), Unit 29058, APO AE 09081-9058. The postal company commander also will send a copy of the MFR if it further explains the actions taken by either the postal officer or the postal company commander to resolve the patron's inquiry.

(4) The noncommissioned officer in charge (NCOIC), OPSD, POD, 1st PERSCOM, will—

(a) Review copy 2 of PS Form 4314-C.

(b) Maintain copy 2, as a suspense file item, until answered.

(c) Review copy 3 of PS Form 4314-C to ensure the postal officer or postal company commander provided the patron with accurate information to satisfactorily resolve the patron's inquiry. If the patron's inquiry has not been resolved, the NCOIC, OPSD, POD, 1st PERSCOM, will take actions necessary to answer the patron's inquiry.

(d) Maintain copy 3 of completed actions for 1 year. The NCOIC, OPSD, POD, 1st PERSCOM, will destroy copy 2 on receipt of the copy 3 showing the completed action.

(5) The Chief, OPSD, POD, 1st PERSCOM, will review completed actions.

c. The following procedures are necessary to process a complimentary PS Form 4314-C for a clerk, a postal station, or a postal activity:

(1) The patron will—

(a) Mark the "Compliment" block and provide remarks in the "Essential Facts" block.

(b) Send PS Form 4314-C to the unit commander or postal officer.

(2) The postal officer will—

(a) Screen complimentary PS Forms 4314-C to determine whether or not the clerk or activity deserves recognition.

(b) Send copies 3 and 4 through the postal company commander to the 1st PERSCOM (AEUPE-POD-OPSD), Unit 29058, APO AE 09081-9058, for individuals or postal activities that deserve recognition. For individual clerk recognition, include the clerk's rank, full name, and SSN.

(c) Discard the PS Form 4314-C if the clerk or the activity does not deserve recognition.

(3) The NCOIC, OPSD, POD, 1st PERSCOM, will—

(a) Review PS Form 4314-C.

(b) Compile complimentary PS Forms 4314-C pertaining to the clerk or activity for the current month.

(c) Prepare a memorandum of commendation from the Commander, 1st PERSCOM, through the unit commander, to the postal clerk or postal activity concerned at the end of the month.

SECTION XIV

SOPs

90. SOPs

Postal commanders and postal officers will ensure SOPs are developed and maintained to provide detailed instructions for each functional area of postal operations not specifically covered by the USPS or DOD regulations and directives. SOPs will include procedures for completing registered mail balance packets and alternate means of moving mail. DOD 4525.6-M, volume I, chapter 9, outlines the minimum items to be included in the SOP. Appropriate portions of the unit SOP will be maintained at all postal facilities.

91. ALTERNATE MAIL MOVEMENT

Postal commanders and postal officers will develop alternate mail movement methods that include coordination with supporting agencies. Alternate methods of mail movement will be incorporated into the unit SOP. Before carrying out alternate means of moving mail, commanders will coordinate with the 1st PERSCOM (AEUPE-POD-OPSD), Unit 29058, APO AE 09081-9058.

**SECTION XV
SURFACE MAIL REPORTING PROCEDURES**

92. UNLOADING

Postal unit personnel will unload surface containers on the day of receipt. Mail will not remain in containers overnight. Mail received in surface containers will be made available for delivery to UMR and CMR mail clerks within 72 hours after receipt of the surface container (for example, if a container is received on Tuesday, mail will be delivered before Friday's scheduled mail call).

93. REPORTING

a. Immediately after containers are unloaded, each unit will prepare a Container Receipt Report verifying receipt and other pertinent information indicated in figure 11.

(1) The postal supervisor or postal officer immediately will send the original signed Container Receipt Report to the 1st PERSCOM (AEUPE-POD-OPSD-TR/Transportation Mail Coordinator), Unit 29058, APO AE 09081-9058, or by fax (DSN 379-6365) for processing and consolidation.

(2) A copy of the signed Container Receipt Report will be maintained in the unit postal files.

b. Empty surface containers will be reported to the local movement control team (MCT), by telephone, immediately after the container is unloaded. The postal supervisor will notify the Transportation Mail Coordinator, OPSD, POD, 1st PERSCOM (DSN 379-6291), if the empty container is not picked up within 3 workdays.

**SECTION XVI
USAREUR UNIT NUMBER LISTING AND MAIL DISTRIBUTION SCHEME CHANGE REPORTING**

94. FORMAT

Figure 12 provides the format for submitting changes to the USAREUR Unit Number Listing and Mail Distribution Scheme.

95. USAREUR UNIT NUMBER LISTING AND MAIL DISTRIBUTION SCHEME

a. The USAREUR Unit Number Listing and Mail Distribution Scheme—

(1) Lists units and activities served by APOs.

(2) Is divided into the following sections:

(a) **Section A.** Units and organizations listed numerically and alphabetically.

(b) **Section B.** Units and organizations listed numerically by CMR and unit numbers.

(c) **Section C.** APO numbers and locations, listed numerically.

b. Postal officers and supervisors will send changes for the USAREUR Unit Number Listing and Mail Distribution Scheme to the 1st PERSCOM (AEUPE-POD-OPSD), Unit 29058, APO AE 09081-9058, as they occur. Changes include unit or organization activations, inactivations, redeployments, redesignations, other changes that affect the unit or organization mailing address, and errors.

c. The OPSD, POD, 1st PERSCOM, will issue a unit number to new units or organizations not serviced by a current CMR. Units and organizations that redeploy within USAREUR must be issued a new unit or CMR number if their APO number changes. Redesignated units or organizations that continue to use the same APO number will keep the same unit or CMR number that was issued to their old organization.

AEUPE-XX

MEMORANDUM THRU 1ST PERSCOM (AEUPE-POD-OPSD/MR. VALADEZ), UNIT 29058, APO AE 09081-9058

FOR MILITARY MAIL REPRESENTATIVE, NY I&BMC ROOM 254-A, 80 COUNTRY ROAD, JERSEY CITY, NEW JERSEY 07097

SUBJECT: Container Receipt Report for (Ships Name, Voyage No. A-)

1. Container No. Four-ltr code - Cnt No. Seal No. / for APO 09 ; Received on (julian date / (calendar date) at hs; Unloaded (julian date / (calendar date) at hrs.

The container condition was _____

2. Missent: (sacks) _____
(osps) _____

3. Parcel mail postmark data:

Tail (first 10 parcels offloaded)

_____ ; _____ ; _____ ; _____ ; _____ ;
_____ ; _____ ; _____ ; _____ ; _____ ;

Head (last 10 parcels offloaded)

_____ ; _____ ; _____ ; _____ ; _____ ;
_____ ; _____ ; _____ ; _____ ; _____ ;

4. Other irregularities: _____

Printed Name and Signature: _____
Title: _____
Postal Co: _____ Unit: _____
APO AE: _____

5. Fax to Mr. Valadez, DSN 379-6365.

Figure 11. Format for Container Receipt Report

AEUPE-XX

MEMORANDUM FOR 1ST PERSCOM (AEUPE-POD-OPSD), UNIT 29058, APO AE 09081-9058

SUBJECT: USAREUR Unit Number Listing and Mail Distribution Scheme Changes

1. Additions.

PAGE NO	ACTIVITY	CMR NO	UNIT NO	BOX RANGE	APO NO
25	19 Spt Cmd	509			09034
35	25 Trans Bn		34056	1-2000	09111
	25 Trans Bn, A Co		34056		09111
	25 Trans Bn, B Co		34056		09111

2. Deletions.

PAGE NO	ACTIVITY	CMR NO	UNIT NO	BOX RANGE	APO NO
14	23 ADA, 3 Bn	609			09235
16	89 EOD Det		44057		09074

3. Corrections.

PAGE NO	CURRENT LISTING	CHANGE TO READ
22	91 Maint Co, Unit 23405, APO 09112	19 Maint Co, Unit 23405, APO 09112
24	23 Trans Bn, Unit 24509, APO 09114	23 Trans Co, Unit 24509, APO 09112

4. Redesignations.

PAGE NO	ACTIVITY	NEW DESIGNATION
23	Army Spt Cmd, Unit 23001, APO 09117	21 ASG, Unit 23001, APO 09117

FOR THE COMMANDER:

(Postal officer or supervisor signature block)

Figure 12. Format for Requesting Changes to the USAREUR Unit Number Listing and Mail Distribution Scheme

**SECTION XVII
DIRECTORY SERVICE**

96. INTRODUCTION

This section provides procedures for—

- a. Developing and maintaining a postal directory file.
- b. Processing “Undeliverable as Addressed” mail.
- c. Processing casualty mail.

97. MAINTAINING THE DIRECTORY FILE

RPOs will maintain an automated directory file. Postal commanders and postal officers may establish additional automated directory files at other MAO facilities to speed up the processing of undeliverable mail. RPOs with automated postal directories will have a current copy of the POD Automated Postal Directory Instruction Handbook on hand.

98. PREPARING DA FORM 3955 OR POSTAL DIRECTORY INPUT

a. Departing personnel will either complete DA Form 3955 or provide the information to the APO, UMR, or CMR through the USAREUR Community Automated System (UCAS) during outprocessing. Information will include the person's name, rank, SSN, new organization, old mailing address, and new mailing address. The "date reported to new organization" also must be provided. The departing person does not need to check and initial the consent block because APOs cannot give out military or civilian forwarding addresses except for official Government business, law enforcement, or in response to a court order. The names of family members or the abbreviation "NFM" (to indicate there are no family members) will be noted in the remarks section.

b. Incoming personnel will either complete DA Form 3955 or provide the information to the APO, UMR, or CMR through UCAS during inprocessing. Information will include the person's full name, rank, SSN, and new organization. If the new organization has lockboxes in use, the card or input data will show the individual lockbox number. The names of family members or the abbreviation "NFM" (to indicate there are no family members) will be noted in the remarks section. The patron must sign and date DA Form 3955.

c. Before putting data into the automated directory, postal clerks will ensure the input data or DA Form 3955 was completed properly. The automated directory will have a purge date (month and year) noted in the automated directory for departing personnel.

d. When the data is entered into the automated directory and backed-up on floppy disk or tape, the DA Form 3955 will be sent to National Change of Address, 1st Platoon, 115th Postal Command, Unit 23147, APO AE 09227, to be put into the USPS National Change of Address system. Only DA Forms 3955 that show a civilian CONUS address will be sent; other DA Forms 3955 and source documents will be destroyed.

99. DIRECTORY SERVICE AND ENDORSEMENTS FOR IDS CORRESPONDENCE

a. IDS correspondence (excluding PO correspondence) will be given directory service and sent in the same manner as mail to the addressee or sender when it is within the APO AE area.

b. Postal clerks will handle directory service and endorsements for IDS correspondence as follows:

(1) Mail not authorized IDS will be endorsed "Return to Sender, Not Authorized IDS."

(2) If the addressee has been reassigned outside the overseas area (APO AE 09XXX), postal clerks will endorse the mail "Insufficient Address" and return it to the sender.

c. If both the addressee and the sender have been reassigned outside the overseas area, mail will be endorsed by unit mailclerks as "Sender and Addressee Assigned Outside Overseas Area."

d. IDS correspondence is not considered mail, therefore each operational postal activity or RPO will appoint personnel to process dead IDS correspondence as follows:

(1) Money found inside IDS correspondence will be treated as "Found Loose in the Mail" and given to the COPE for disposition.

(2) Postage stamps found inside IDS correspondence will be treated as "Stamps Found Loose in the Mail" and given to the COPE.

(3) Other items that have value may be destroyed or given to the local Red Cross or chaplain's office.

(4) Items of no value will be disposed of as waste in the manner indicated in paragraph 100.

100. UNDELIVERABLE GENERAL OFFICER MAIL

a. If a piece of general officer mail is undeliverable as addressed, directory section personnel should check the general officer roster to determine the proper forwarding address. If a forwarding address is found in the roster, directory section personnel will enter it in the automated directory, backstamp the mail, prepare a white typed or computer-printed label with the new or correct address, and send the mail. If a general officer is not listed, personnel will call the 2d Platoon, 127th Postal Company (DSN 370-6338/7571). This unit maintains a worldwide roster of active and retired general officers. If 2d Platoon, 127th Postal Company, personnel—

(1) Provide a forwarding address, enter it in the automated directory, backstamp the mail, prepare a white typed or computer-printed label, and send the mail as a normal directory action.

(2) Cannot provide a forwarding address, the mail should be sent without additional endorsements, in an official envelope, to the General Officer Mail Section, 2d Platoon, 127th Postal Company, Unit 29234, APO AE 09102-9234.

b. Each APO directory section will have current general officer rosters on hand. Outdated general officer rosters will be destroyed when current ones are received from the OPSD, POD, 1st PERSCOM.

101. DIRECTORY SERVICE FOR DRAWDOWN UNITS

a. To ensure mail is properly forwarded to individuals and units who have departed USAREUR because of inactivation, redeployment, or redesignation, postal officers will—

(1) Ensure each departing patron provides change of address information to the servicing UMR, CMR, and APO during outprocessing.

(2) Ensure personal and official mail is redirected by a designated unit (sister unit or higher headquarters) for 60 days after inactivation. APOs will send mail for redesignated or redeployed units as indicated in paragraphs b through d below.

(3) Submit changes for the USAREUR Unit Number Listing and Mail Distribution Scheme (para 95).

b. Official mail will be handled as follows:

(1) Units or organizations that will inactivate, redesignate, or redeploy must—

(a) Notify their official mailers (for example, finance, publication distribution centers, supply depots) of their change in status.

(b) Provide an effective date to either delete their unit or organization from distribution or change their address and unit designation.

(2) The designated sister unit, higher headquarters, or UMR or CMR will receive and make disposition of official mail for the unit or organization for 60 days after the inactivation. After 60 days, the servicing APO will return official mail to the sender with the endorsement “Unit Inactivated”.

(3) The servicing APO will forward official mail for redesignated units for 1 year. However, APOs should monitor the mail to ensure unit members have advised their official correspondents of their new unit designation well before the end of the 1-year period.

(4) The serving APO will forward official mail for redeployed units for 1 year. Mail will be made up in direct ties, bagged without readdressing, and labeled for mailing directly to the unit’s new location. APOs should monitor the mail to ensure the unit has advised official correspondents of their new address well before the end of the 1-year period.

c. Personal mail will be dispositioned as follows:

(1) Inactivation.

(a) The designated sister unit, higher headquarters, or UMR or CMR will provide directory service for personal mail for 60 days after a unit inactivates. After 60 days, the servicing APO will return the mail (endorsed “Unit Inactivated”) to the sender or dispose of it according to DOD 4525.6-M, volume II, chapter 6, after the forwarding period expires.

(b) If a forwarding address is on file, first-class, priority, and fourth-class accountable and nonaccountable mail will be forwarded for 60 days. Accountable mail will be readdressed and dispatched back to the serving APO on PS Form 3877 (para 44).

(c) Second-class publications and third-class matter mailed at the single piece rate will be endorsed “Advise your Correspondent or Publisher of your Correct Mailing Address” and “Change of Address Due to Official Orders”, and will be forwarded for 60 days. After the 60 days forwarding period expires, PS Form 3579 will be prepared and sent to the publisher. The servicing APO will dispose of second-class publications and third-class matter as outlined in DOD 4525.6-M, volume II, tables 6-2 through 6-4.

(d) IDS, MPS, COM, or PO mail cannot be forwarded to the United States; it will be returned to the sender.

(e) Catalogs will not be forwarded. Postal personnel will dispose of catalogs as outlined in DOD 4525.6-M, volume II, chapter 6.

(2) Redesignation.

(a) The serving APO will sort and deliver mail addressed to the old unit designation to the new unit designation for 1 year. Personal mail will be endorsed "Advise Your Correspondent or Publisher of Your Current Mailing Address".

(b) APOs will monitor the mail to ensure personnel have notified their correspondents of their new unit or organization designation well before the 1-year period ((a) above) expires.

(3) Redeployment.

(a) The servicing APO will forward first-class, priority, and fourth-class mail to the unit's new location for 1 year. Mail will be direct tied, bagged without readdressing, and labeled for mailing directly to the unit's new location. Accountable mail must be indicated on PS Form 3877 to show its disposition, "Forwarded to (unit designation and new address)".

(b) The servicing APO will forward second-class publications and third-class, single-piece rate mail, labeled directly to the unit's new location, for 60 days after the redeployment and will endorse each piece of mail "Advise Your Correspondent or Publisher of Your Correct Mailing Address". PS Form 3579 will be prepared as required for second-class matter. After the 60 day period has ended, the servicing APO will dispose of second-class publications and third-class mail as outlined in DOD 4525.6-M, volume II, tables 6-2 through 6-4.

(c) The servicing APO will not forward catalogs. Catalogs will be disposed of as outlined in c(1)(e) above.

(d) IDS, MPS, COM, and PO mail will not be forwarded unless the unit is redeployed in USAREUR.

d. APOs will schedule a final UMR or CMR inspection for units that will inactivate, redesignate, or redeploy to ensure proper disposition of mail and files.

(1) Unit Inactivation. The UMR or CMR will transfer accountable mail records, PS Forms 3877, PS Forms 3849, and PS Forms 3883 to the servicing APO. All other UMR or CMR records will be transferred or disposed of according to AR 24-400-2 procedures.

(2) Unit Redesignation or Redeployment. Accountable records and files will remain with or accompany the unit to its new location.

102. DISPOSITION OF UNDELIVERABLE SECOND AND THIRD CLASS MAIL AND CATALOGS

a. After the 60-day forwarding period has expired, when publishers have been notified of the change of address on PS Form 3579, and the address label has been removed, APOs may distribute second-class publications to the following agencies:

- (1) Army Community Service (ACS) waiting areas.
- (2) Chaplains offices.
- (3) In- and outprocessing activity waiting areas.
- (4) Military hospitals and clinics.
- (5) Recreation services.
- (6) Unit or organizational dayrooms.

b. APOs may distribute undeliverable catalogs (after removing the address labels) by placing them in the APO lobby. APOs will dispose of remaining undeliverable second-class publications and catalogs and undeliverable bulk rate third-class mail by placing them in a locked (lid can not be completely opened) community paper recycling container or by destroying them as waste. Address labels or wrappers will be removed from second-class publications and catalogs before their disposal. Address labels or wrappers do not have to be removed from bulk rate third-class mail if each piece is properly endorsed with the reason for nondelivery (for example, Attempted - Not Known) by either the unit mailclerk or the directory clerk before disposal.

103. PROVIDING LOCATOR SERVICE TO INDIVIDUALS AND ORGANIZATIONS

a. Directory personnel will not give current or forwarding address information provided in their automated postal directory or on DA Form 3955 to individuals, private companies, or non-Government agencies, except as noted in b through g below.

b. Directory personnel may provide current or forwarding address information in response to written requests received from local, state, or Federal agencies (including DOD); law enforcement agencies; local, state, or Federal courts (if the request is signed by a judge); and process servers who have completed and signed the request for change of address or boxholder information needed for service of legal process (fig 13).

c. Directory personnel may provide current or forwarding address information to local criminal investigation division, military police investigator, or the USPS Postal Inspector personnel on presentation of their identification or badge. Requests from host nation police should be referred to local military police (MP).

d. Directory personnel may provide current or forwarding address information to the Red Cross for emergency notification of next of kin (NOK). Families who call postal directories requesting a current address for a family member will be referred to the Red Cross or to the individual's commander for assistance.

e. Directory personnel may provide current or forwarding address information to postal personnel to resolve or process postal claims or shortages of postal funds, or to assist in postal investigations.

f. Directory personnel may provide current business or organizational addresses (such as AAFES-Eur, Unit 28705, APO AE 09102; Commander, 26th ASG, Unit 34500, APO AE 09154; Claims Clerk, 115th Postal Company, Unit 23115, APO AE 09227) to individuals, companies, or non-Government agencies.

g. Directory personnel may provide current military address information, as reflected in the Standard Installation/Division Personnel System (SIDPERS) database microfiche, to individuals who are trying to locate someone in USAREUR.

104. PROCESSING CASUALTY MAIL

a. Unit mailclerks and mail orderlies will handle casualty mail for hospitalized, missing, or deceased active duty and retired military or civilian personnel as follows:

(1) If the NOK is in the command, deliver mail to the spouse or authorized family member without an endorsement.

(2) If the NOK is not in the command, the military or civilian member is hospitalized, and the hospital is known, mailclerks and mail orderlies will endorse the mail "Patient (include the current hospital address)" and return the mail to the servicing APO. If the hospital is not known, mailclerks and mail orderlies will endorse the mail "Hospital Search" and send it through the servicing APO to the USAREUR Casualty Mail Section, POD, 1st PERSCOM, Unit 29067, APO AE 09081.

(3) If the NOK is not in the command and the military or civilian member's status is unknown, endorse the mail "Search" and send it through the serving APO to the USAREUR Casualty Mail Section ((2) above).

(4) If a military or civilian member was deployed and had elected to have his or her mail delivered to a family member, continue to deliver mail to that family member or spouse without an endorsement.

(5) If a deployed military or civilian member elected to have his or her personal mail forwarded to the deployed location and mail for family members delivered to the family member, continue to deliver mail addressed to the family member without an endorsement. Endorse mail addressed to the deployed military or civilian member "Search" and send it through the servicing APO to the USAREUR Casualty Mail Section ((2) above).

(LETTERHEAD)

Postmaster _____

Date _____

City, State, ZIP Code

Request for Change of Address or Boxholder Information Needed for Service of Legal Process

Please furnish the new address or the name and street address (if a boxholder) for the following:

Name: _____

Address: _____

NOTE: The name and last known address are required for change of address information. The name, if known, and post office box address are required for boxholder information.

The following information is provided in accordance with 39 CFR 265.6(d)(6)(II). There is no fee for providing boxholder information. The fee for providing change of address information is waived in accordance with 39 CFR 265.6(d)(1) and (2) and corresponding Administrative Support Manual 352.44a and b.

1. Capacity of requester (for example, process server, attorney, party representing him- or herself):

2. Statute or regulation that empowers me to serve process (not required when requester is an attorney or a party acting pro se—except a corporation acting pro se must cite statute):

3. The names of all known parties to the litigation:

4. The court in which the case has been or will be heard:

5. The docket or other identifying number if one has been issued:

6. The capacity in which this individual is to be served (for example, defendant, witness):

WARNING

The submission of false information to obtain and use change of address information or boxholder information (1) for any purpose other than the service of legal process in connection with actual or prospective litigation, or (2) to avoid payment of the fee for change of address information, could result in criminal penalties including a fine of up to \$10,000 or imprisonment of not more than 5 years, or both (18 USC 1001).

I certify that the above information is true and that the address information is needed and will be used solely for service of legal process in connection with actual or prospective litigation.

Signature

Address

Printed Name

City, State, ZIP code

ONLY FOR POST OFFICE USE

- | | |
|---|--------------------------------|
| _____ No change of address order on file. | NEW ADDRESS or BOXHOLDER _____ |
| _____ Not know at address given. | POSTMARK _____ |
| _____ Moved. Left no forwarding address. | NAME and STREET ADDRESS _____ |
| _____ No such address. | |

Figure 13. Format Request for Change of Address or Boxholder Information Needed for Service of Legal Process

(6) If a military or civilian member was deployed and elected to have mail held until his or her return, endorse the mail "Search" and send it to the USAREUR Casualty Mail Section ((2) above).

(7) Unit mailclerks and mail orderlies will not endorse mail "Deceased". If there is a question concerning a military or civilian member's status, mailclerks or mail orderlies will endorse the mail "Search" and send it to the USAREUR Casualty Mail Section ((2) above).

(8) Accountable (certified, insured, or registered) mail will be properly returned by the UMR or CMR to the servicing APO using PS Form 3877.

b. Servicing APOs will ensure—

(1) The format of the endorsement placed on casualty mail by mailclerks and mail orderlies is correct and each article is backstamped before it is sent to the USAREUR Casualty Mail Section or hospital.

(2) Casualty mail endorsed to a specific hospital is prepared in direct ties for the hospital concerned, bagged if volume warrants, and sent directly to the hospital.

(3) Mail endorsed "Search" or "Hospital Search" is sent to the USAREUR Casualty Mail Section (a(2) above) for verification and disposition.

(4) Accountable (certified, insured, or registered) mail is properly accounted for using PS Form 3877.

c. The USAREUR Casualty Mail Section will—

(1) Maintain an automated casualty mail directory for USAREUR units, organizations, and activities based on casualty data received from the Casualty Operations Branch, 1st PERSCOM.

(2) Verify casualty mail against the USAREUR Casualty Mail Section automated casualty directory. When there is no casualty data in the automated casualty directory, section personnel will verify casualty information with the Casualty Operations Branch, 1st PERSCOM, and put the data in the automated system.

(3) Ensure notification of NOK has been verified before sending—

(a) First-class, third-class single-piece rate, and fourth-class mail to the NOK. USAREUR Casualty Mail Section personnel will prepare PS Form 3877 showing disposition for each accountable mail article sent.

(b) Third-class bulk rate business mail will not be sent to the NOK. USAREUR Casualty Mail Section personnel will dispose of third-class bulk rate business mail as indicated in DOD 4525.6-M, volume II, tables 6-3 and 6-4. Third-class mail authorized to be returned to the sender will be endorsed "Undeliverable as Addressed, Verified Deceased".

(4) Not send magazines to the NOK. USAREUR Casualty Mail Section personnel immediately will prepare PS Form 3579 notifying each publisher that the addressee is deceased. Notification will include the NOK's address.

SECTION XVIII TRANSPORTATION

105. APPLICABILITY

This section applies to postal activities that—

a. Use transportation support monitored or controlled by the 1st Theater Movement Control Agency (1st TMCA).

b. Depend on local transportation motor pool (TMP) support.

106. TRANSPORTATION MOTOR POOLS

Postal activities that require recurring local transportation support to move mail will submit a written request to the local directorate of industrial operations (DIO) or the appropriate local agency that controls transportation (USAREUR Reg 220-2). Postal activities will send a copy of the request for support and the reply to the 1st PERSCOM (AEUPE-POD-OPSD-TR/Transportation Mail Coordinator), Unit 29058, APO AE 09081-9058.

107. LINEHAUL REQUEST FOR STANDING TRANSPORTATION MOVEMENT RELEASE

Postal activities that require recurring linehaul support to move mail will submit a written request to the 1st PERSCOM (AEUPE-POD-OPSD-TR/Transportation Mail Coordinator), Unit 29058, APO 09081-9058, at least 90 days before the requested effective date (normally the 1st day of a month). When the 1st day of the month falls on a Saturday, Sunday, or holiday and the requesting activity operates Monday through Friday, the run should be requested to be operational the 1st day of the week. Figure 14 is a sample request for standing transportation movement release (STMR) for a linehaul.

AEUPE-XX

MEMORANDUM FOR 1ST PERSONNEL COMMAND (AEUPE-POD-OPSD-TR), UNIT 29058, APO AE 09081-9058

SUBJECT: Request for a Daily Truck Run from FRAT to Hanau and Aschaffenburg and Return

1. Request a Standing Transportation Movement Release (STMR) to move mail from FRAT to Hanau and Aschaffenburg. This mailrun will operate Monday through Friday.
2. Currently, each community provides a TMP, 4-ton truck. This truck is required to make two round trips daily to the FRAT because mail volume exceeds truckload capacity. Hanau and Aschaffenburg can be better served if this run is consolidated and pulled by the 37th Transportation Group. The consolidation of a FRAT, Hanau, and Aschaffenburg mailrun will reduce workhours, assets, and petroleum, oils, and lubricants consumption.
3. The desired schedule is as follows:

Location	Spot	Pull	Arrive	Destination
FRAT	0415	0645	0730	Hanau
Hanau	0730	0800	0830	Aschaffenburg
Aschaffenburg	1615	1700	1730	Hanau
Hanau	1730	1800	1845	FRAT

4. Request implementation of this STMR on (date).
5. Point of contact is (name), (DSN telephone number).

FOR THE COMMANDER:

(Signature Block)

Figure 14. Sample Request for an STMR

108. JUSTIFICATION

Justification for an STMR will include the following:

- a. Average number of pieces and weight of mail received and dispatched daily.
- b. Distance.
- c. Effect, if any, on the service provided to the community.
- d. Frequency of operation.

109. REVISION AND CANCELLATION

Postal activities that wish to cancel or revise a current STMR will submit a written request to the 1st PERSCOM (AEUPE-POD-OPSD-TR/Transportation Mail Coordinator), Unit 29058, APO 09081-9058, at least 30 days before the requested effective date. Figure 15 is a sample request for revising or correcting an STMR.

AEUPE-XX

MEMORANDUM FOR 1ST PERSONNEL COMMAND (AEUPE-POD-OPSD-TR), UNIT 29058, APO AE 09081-9058

SUBJECT: Revision and Correction of STMR (Control number S-11), FRAT-Würzburg Truck Schedule

1. During the monthly technical inspection of the Würzburg APO, it was noted that the dispatch and arrival times that govern the FRAT-Würzburg truck run are no longer valid and require adjustment. These times apparently have been incorrect for quite a long time. At present, STMR S-11 reads as follows:

Spot: 0545	Pull: 0600	Arrive: 0900
0900	1200	1600

2. Based on actual practice, STMR S-11 should be corrected administratively to read:

Spot: 0445	Pull: 0500	Arrive: 0900
0900	1630	2030

3. This adjustment corrects the 4½-hour difference between the movement document and the actual pull time. APO 09036 made the adjustment to allow the dispatch of the majority of its workday mail without completing the required paperwork.

4. Point of contact is (name), (DSN telephone number).

FOR THE COMMANDER:

(Signature Block)

Figure 15. Sample Request for Revising or Correcting an STMR

110. REVIEWING AUTHORITY

Figure 16 is a sample request for an STMR for a linehaul from 1st PERSCOM (AEUPE-POD-OPSD-TR) to 1st TMCA.

111. TRANSPORTATION MOVEMENT RELEASE AND STMR

a. A transportation movement release (TMR) number and STMR number are assigned to each shipment for which the 1st TMCA has routing authority. An STMR is a TMR issued to cover recurring moves; TMRs cover single moves.

(1) Single-stop vehicles will be assigned one TMR clearance number.

(2) Multistop single vehicles will be assigned one TMR clearance number for each stop.

b. 1st TMCA will review STMRs each month to determine their validity.

c. Figure 17 shows MCT codes.

d. Figure 18 shows how STMR clearance numbers are assigned.

MEMORANDUM FOR COMMANDER, 1ST TMCA, UNIT 23152, APO AE 09227-3152

SUBJECT: Request for Mail Truck Transportation Schedule Change on the FRAT-Würzburg Truck Schedule (STMR Control Number S-11)

1. To provide the Würzburg community the best possible postal support, we request the FRAT-Würzburg truck schedule be changed administratively to allow sufficient time to dispatch the majority of its workday mail.
2. The STMR S-11 currently reads as follows:

Location	Spot	Pull	Arrive	Destination
FRAT	0545	0600	0900	Würzburg
Würzburg	0900	1200	1500	FRAT

3. The schedule should be changed as follows:

Location	Spot	Pull	Arrive	Destination
FRAT	0445	0500	0900	Würzburg
Würzburg	0900	1630	2030	FRAT

4. This STMR presently is following the schedule listed in the requested change. This schedule has proven to be more efficient in ensuring mail is moved on time.
5. Point of contact is (name), (DSN telephone number).

FOR THE COMMANDER:

(Signature Block)

CF:
CDR, 566TH POSTAL CO, UNIT 26001, APO AE 09036-6001
USAFE AIRPS, UNIT 3340, APO AE 09094-3340

Figure 16. Sample Request From Commander, 1st PERSCOM, for a Change of an STMR

B - Bremerhaven
E - Hanau
J - Kaiserslautern
M - Mannheim
N - Bamberg
P - ATMCT Ramstein
R - Rotterdam

Figure 17. MCT Codes

Example: NH 5222 NA MA01
N -MCT servicing consignor (shipper).
H -Month code (A - January, B - February, C - March, and so on).
5 -Year code (5 - 1995, 6 - 1996, and so on).
222 -Julian date.
N -MCT servicing consignee (receiver).
A -Stop/sequence code (A - 1st stop, B - 2d stop, C - 3d stop, Z - last stop).
MA -Transportation code for mail STMR approved by 1st TMCA.
01 -STMR number (01, 02, 03, ..., 34, 35, 36).

Figure 18. STMR Clearance Numbers

112. ADDITIONAL SAME-DAY PULLS

A postal activity occasionally may receive a larger volume of mail than its committed assets for a specific STMR can accommodate. When this occurs, the postal operations supervisor will coordinate with the Transportation Mail Coordinator, 1st PERSCOM, to make an additional run. If the run is approved by telephone (DSN 379-6291/7811) and a vehicle is available, the operations supervisor will enter the same STMR and clearance numbers as used for the first run and will note "Second Run" on DD Form 1384-2.

113. LATE PULLS AND ARRIVALS

If a scheduled truck run leaves 1 hour late or has not arrived 1 hour after its scheduled arrival, the operations supervisor will notify the Transportation Mail Coordinator, 1st PERSCOM, by telephone (DSN 379-6291/7811) of the delay in mail movement.

114. LINEHAUL ASSETS

The 37th Transportation Group provides linehaul service in Belgium, Germany, and The Netherlands. Units of the 37th Transportation Group schedule vehicles regularly for maintenance and furnish alternate transportation during maintenance.

115. LOCAL TRANSPORTATION ASSETS

The local DIO furnishes mail transportation support according to USAREUR Regulation 220-2.

116. BREAKDOWNS OR ACCIDENTS

a. If a truck breaks down while moving mail, the driver will stay with the truck and try to seek assistance by flagging down a military vehicle or the civilian police. On an expressway, a driver can call for help using one of the emergency telephones spaced at intervals along the road. Drivers will use emergency telephones only if they can see the truck from the telephone.

b. If a serious accident occurs, the driver or police will notify the nearest military postal facility to send a representative to the scene. This representative will render assistance and, if necessary, take custody of the mail. The driver or postal representative will ask the police (local or military) at the scene to provide security until a backup truck or wrecker responds. If the mail must be transferred, the postal representative will verify the registered mail was transferred to another vehicle. The original copy of DD Form 1384-2 will be noted to show the reason for the transfer.

c. If the rear doors of the mailtruck open during movement, the driver will make an emergency stop. If mail has fallen out, is visible, and can be safely retrieved, the driver will retrieve it. If the driver cannot retrieve lost mail or cannot determine if mail was lost, the driver will secure the vehicle and drive to the nearest military facility. The driver will report the incident to the MP and the commander of the receiving APO. The driver will request that MPs or local police retrace the original mailtruck route and search for mail that might have been lost.

117. POSTAL ACTIVITY RESPONSIBILITIES

Postal operations supervisors will ensure vehicles transporting mail are clean and free of loose materials used to support and protect cargo (dunnage). Postal operations supervisors will—

a. Inspect vehicles to ensure they are serviceable. Doors and latches will be checked to ensure they can be secured properly. Vehicles will not contain nails, trash, or wood.

b. Not receipt for vehicles that are unserviceable to carry mail. Postal operations officers will—

- (1) Advise the transportation unit providing the vehicle of the problem.
- (2) Contact the Transportation Mail Coordinator, OPSD, 1st PERSCOM (DSN 379-6291).

c. Ensure postal activities that receipts for assets—

- (1) Remove dunnage.
- (2) Do not delay mail because of negligence.

118. MILITARY VEHICLE SECURITY

Locked military vehicles are used to transport mail between postal activities or carrier facilities on or off the installation. Postal officers or postal supervisors will ensure trucks are loaded, unloaded, and properly secured before the trucks leave the postal operations area.

119. DRIVER RESPONSIBILITIES

a. Drivers who transport mail between postal or carrier facilities will—

- (1) Ensure trucks are not left unattended or unsecured until the drivers are relieved by properly identified postal personnel. Drivers will cooperate with MP escorts when transporting high-value shipments.
- (2) Report reasons for delays to the receiving APO supervisor.

b. Responsible designated persons will ensure—

- (1) The seal number on the van matches the seal number on DD Form 1384-2 before breaking the seal on the van.
- (2) The registered mailclerk or responsible mailguard removes registered mail from the truck first and properly accounts for registered mail.
- (3) Remaining mail is properly unloaded and accounted for.

c. Dispatching postal supervisors will—

- (1) Ensure the truck is—
 - (a) Cleaned before loading.
 - (b) Loaded properly.
- (2) Prepare the required documentation.
- (3) Note the seal number on appropriate documentation and have the driver sign to accept the vehicle (figs 19 and 20).
- (4) Place the lock or locking device on the rear doors of the van.

120. PROCEDURES

a. Postal personnel will complete DD Form 1384-2 as described in paragraph 127.

b. Drivers will report with their trucks to the postal supervisor or truck dispatcher at the time specified on the driver's operations order and STMR. Postal personnel will load mail. The driver must have a properly completed DD Form 1384-2 before departing.

TRANSPORTATION CONTROL AND MOVEMENT DOCUMENT										PAGE NO.							
1. Date TOI	2. Trk Clnt 115th PSTL CO.	3. Consignor U.S. MAIL 61329	4. Conn-Spec Hdq ③	5. Air Dim	6. POE	7. POD	8. Mailer PC	9. Post PC	10. Trans Control No LKKATV06251MA27XXX	11. Consignee 125th PSTL DET APO AE 09034	12. Date Shpd ⑩ 6251	13. ETA ⑪ 6251	14. Pkg ⑫ 6251	15. Date Shpd ⑬ 0375	16. ETA ⑭ 0375	17. Trk Acc 00001	18. Code ⑮ 0008
19. Carrier 37th TRANS GP	20. Reg SIVR #S-27	21. Remarks ⑯	22. Right-Truck-Voy Doc No TR-216-S052	23. Right-Truck-Voy Doc No ⑰	24. Right-Truck-Voy Doc No ⑱	25. Right-Truck-Voy Doc No ⑲	26. Right-Truck-Voy Doc No ⑳	27. Right-Truck-Voy Doc No ㉑	28. Right-Truck-Voy Doc No ㉒	29. Right-Truck-Voy Doc No ㉓	30. Right-Truck-Voy Doc No ㉔	31. Right-Truck-Voy Doc No ㉕	32. Right-Truck-Voy Doc No ㉖	33. Right-Truck-Voy Doc No ㉗	34. Right-Truck-Voy Doc No ㉘	35. Right-Truck-Voy Doc No ㉙	36. Right-Truck-Voy Doc No ㉚
37. Driver PFC HILL, ROBERT A.	38. Driver ⑳ 0730	39. Driver ㉑	40. Driver ㉒	41. Driver ㉓	42. Driver ㉔	43. Driver ㉕	44. Driver ㉖	45. Driver ㉗	46. Driver ㉘	47. Driver ㉙	48. Driver ㉚	49. Driver ㉛	50. Driver ㉜	51. Driver ㉝	52. Driver ㉞	53. Driver ㉟	54. Driver ㊱
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541. Driver TGT BAUMGARTNER, 125th PSTL DET APO AE 09034	542. Driver ⑳ 0730	543. Driver ㉑	544. Driver ㉒	545. Driver ㉓	546. Driver ㉔	547. Driver ㉕	548. Driver ㉖	549. Driver ㉗	550. Driver ㉘	551. Driver ㉙	552. Driver ㉚	553. Driver ㉛	554. Driver ㉜	555. Driver ㉝	556. Driver ㉞	557. Driver ㉟	558. Driver ㊱
559. Driver TGT BAUMGARTNER, 125th PSTL DET APO AE 09034	560. Driver ⑳ 0730	561. Driver ㉑	562. Driver ㉒	563. Driver ㉓	564. Driver ㉔	565. Driver ㉕	566. Driver ㉖	567. Driver ㉗	568. Driver ㉘	569. Driver ㉙	570. Driver ㉚	571. Driver ㉛	572. Driver ㉜	573. Driver ㉝	574. Driver ㉞	575. Driver ㉟	576. Driver ㊱
577. Driver TGT BAUMGARTNER, 125th PSTL DET APO AE 09034	578. Driver ⑳ 0730	579. Driver ㉑	580. Driver ㉒	581. Driver ㉓	582. Driver ㉔	583. Driver ㉕	584. Driver ㉖	585. Driver ㉗	586. Driver ㉘	587. Driver ㉙	588. Driver ㉚	589. Driver ㉛	590. Driver ㉜	591. Driver ㉝	592. Driver ㉞	593. Driver ㉟	594. Driver ㊱
595. Driver TGT BAUMGARTNER, 125th PSTL DET APO AE 09034	596. Driver ⑳ 0730	597. Driver ㉑	598. Driver ㉒	599. Driver ㉓	600. Driver ㉔	601. Driver ㉕	602. Driver ㉖	603. Driver ㉗	604. Driver ㉘	605. Driver ㉙	606. Driver ㉚	607. Driver ㉛	608. Driver ㉜	609. Driver ㉝	610. Driver ㉞	611. Driver ㉟	612. Driver ㊱
613. Driver TGT BAUMGARTNER, 125th PSTL DET APO AE 09034	614. Driver ⑳ 0730	615. Driver ㉑	616. Driver ㉒	617. Driver ㉓	618. Driver ㉔	619. Driver ㉕	620. Driver ㉖	621. Driver ㉗	622. Driver ㉘	623. Driver ㉙	624. Driver ㉚	625. Driver ㉛	626. Driver ㉜	627. Driver ㉝	628. Driver ㉞	629. Driver ㉟	630. Driver ㊱
631. Driver TGT BAUMGARTNER, 125th PSTL DET APO AE 09034	632. Driver ⑳ 0730	633. Driver ㉑	634. Driver ㉒	635. Driver ㉓	636. Driver ㉔	637. Driver ㉕	638. Driver ㉖	639. Driver ㉗	640. Driver ㉘	641. Driver ㉙	642. Driver ㉚	643. Driver ㉛	644. Driver ㉜	645. Driver ㉝	646. Driver ㉞	647. Driver ㉟	648. Driver ㊱
649. Driver TGT BAUMGARTNER, 125th PSTL DET APO AE 09034	650. Driver ⑳ 0730	651. Driver ㉑	652. Driver ㉒	653. Driver ㉓	654. Driver ㉔	655. Driver ㉕	656. Driver ㉖	657. Driver ㉗	658. Driver ㉘	659. Driver ㉙	660. Driver ㉚	661. Driver ㉛	662. Driver ㉜	663. Driver ㉝	664. Driver ㉞	665. Driver ㉟	666. Driver ㊱
667. Driver TGT BAUMGARTNER, 125th PSTL DET APO AE 09034	668. Driver ⑳ 0730	669. Driver ㉑	670. Driver ㉒	671. Driver ㉓	672. Driver ㉔	673. Driver ㉕	674. Driver ㉖	675. Driver ㉗	676. Driver ㉘	677. Driver ㉙	678. Driver ㉚	679. Driver ㉛	680. Driver ㉜	681. Driver ㉝	682. Driver ㉞	683. Driver ㉟	684. Driver ㊱
685. Driver TGT BAUMGARTNER, 125th PSTL DET APO AE 09034	686. Driver ⑳ 0730	687. Driver ㉑	688. Driver ㉒	689. Driver ㉓	690. Driver 												

125. REGISTERED MAIL

a. Registered mail on multistop runs will be listed on the same PS Form 3854 as the first stop. The registry section at the first stop will receipt for registered mail and will make a new PS Form 3854 for the second stop. The same procedures will be followed at each additional stop.

b. The following are alternate procedures for multistop runs:

(1) The post office at the start of the run will prepare dispatch bills to the stops that have registered mail, rather than manifest the entire shipment to the next stop.

(2) Registry clerks at each stop will stamp and complete the following information on the back of each intransit PS Form 3854 truck bill:

(a) The number of registered pieces accounted for. This number must match the quantity listed on the front of the intransit PS Form 3854 or be explained as a discrepancy ((e) below).

(b) Receiving clerk and witness names.

(c) Date and time.

(d) Dispatching clerk and witness names.

(e) Discrepancies.

126. USE OF DD FORM 1384-2

DD Form 1384-2 is a five-page form with carbons. Individual copies will be distributed as follows:

a. Copies 1 and 3 will be given to the driver.

b. The dispatching unit will keep and file copy 2.

c. Appropriate stops on a multistop run will keep and file copies 4 and 5.

d. The final receiving unit will keep and file copy 1.

e. The driver will keep copy 3 after completing the run.

f. Additional copies remaining from a single-stop run may be destroyed.

g. If there are more than two stops on one STMR, additional DD Forms 1384-2 will be used to provide a copy for each added stop.

127. COMPLETING DD FORM 1384-2

a. Figure 19 shows DD Form 1384-2 completed for a single-stop run. Figure 20 shows DD Form 1384-2 completed for a multistop run. The circled numbers in the figures are explained in b and c below.

b. Postal personnel will complete DD Form 1384-2 for a single-stop run as follows. Actions required by other than postal personnel is indicated.

(1) Enter TG1.

(2) Enter the unit making the initial dispatch.

(3) Enter U.S. Mail 613Z9.

(4) Enter I.

(5) Enter PC.

(6) Enter the 17-digit transportation control number. The first six digits are the unit identification code, the next four are the Julian date and year, the next four are the last four digits of the STMR number, and the last three are triple X.

(7) Enter the unit name of the final destination.

(8) Enter 1.

(9) Enter the year and Julian date (required delivery).

(10) Enter year and Julian date (dispatched).

(11) Enter 00001.

(12) Enter "37th Trans Gp" or the name of the TMP unit being used.

(13) Enter the three-digit alphanumeric code issued by the transportation movement office.

(14) Enter piece count according to figure 21.

(15) Enter the weight according to figure 21.

Vehicle Load Conversion Chart		
Pieces	Percent Full	Weight (lbs)
S-Van		
500	100	10,000
375	75	7,500
250	50	5,000
125	25	2,500
Mercedes 1-Ton Van		
80	100	1,600
40	50	800
40-Foot Victor Trailer		
800	100	16,000
600	75	12,000
400	50	8,000
200	25	4,000
Figures are based on an average of 20 lbs per piece.		

Figure 21. Vehicle Load Conversion Chart

(16) Print the driver's name.

(17) Enter the time of the dispatch.

(18) Enter the vehicle bumper number.

(19) Have the driver sign his or her name.

(20) The receiver (final destination) signs his or her name.

(21) Enter the date and time received (final destination).

(22) Enter "good" or "bad" (if bad, explain at the bottom of the DD Form 1384-2).

(23) Print the dispatcher's name. The dispatcher will sign to the right of his or her printed name.

(24) Enter TG1.

(25) Enter the next destination unit.

(26) Enter the STMR sequence stop transportation control number.

(27) Enter the receiver's initials to verify the listed seal number is correct and seal is intact.

(28) Enter the seal number.

(36) Enter "EMMS".

(37) Enter the actual number of pouches and OSPs of EMMS at the time of dispatch.

c. For multistop runs, the entries in b above apply, except as noted below:

(3) Enter "U.S. Mail (multistop) 613Z9".

(29) Enter the piece count according to figure 21.

(30) Enter the weight count according to figure 21.

(31) Enter TG9.

(32) Enter "Received by".

(33) The receiver will sign his or her name.

(34) Print the next dispatcher's name.

(35) The dispatcher will sign his or her name.

(38) Enter actual piece count of Express Mail of originating unit.

(39) Enter time received.

(40) Enter time departed.

d. The procedures in items 24 through 40 in b and c above will be repeated for multistop DD Forms 1384-2 until the final stop is listed (fig 20). Piece counts and weights will be determined based on figure 21. The postal supervisor will estimate the percentage that the vehicle is full and will enter the corresponding piece count and weight in the appropriate place on DD Form 1384-2 (for example, 75 percent full equals 375 pieces and 7,500 pounds on a secure van (S-van)). There are three types of vehicles shown on the conversion chart (fig 21). This chart eliminates the requirement to count each piece of mail loaded on or unloaded from each vehicle. When a truck crosses country borders (for example, from Germany to Belgium), an exact piece count must be made.

128. USING DD FORM 1372

a. DD Form 1372 will document mail transported between postal activities of the same unit or to another postal unit using organic or TMP vehicles.

b. The dispatching activity will keep DD Form 1372, copy 2, which will be filed as the record copy. The driver or mailguard will have copies 1 and 3. The receiving activity will sign these copies and will file copy 1 as the record copy. If an additional copy is needed, copy 3 may be used.

129. COMPLETING DD FORM 1372

a. Figure 22 shows a completed DD Form 1372. The circled numbers in the figure are explained below. Postal personnel will complete these actions, unless specified otherwise.

MAIL MANIFEST	1. DISPATCHED FROM APO AE 09102 Heidelberg ①	2. CODE	3. TO: APO AE 09081 SCHWETZINGEN ②	4. CODE	5. DATE 16 OCT 95 ③
					6. HOUR 0830 ④
MAIL CATEGORY		PIECES	WEIGHT	15. VIA (Check One) ⑤	
7. REGISTERED MAIL <i>(Do not use for transfer of accountability)</i>				<input type="checkbox"/> AIR <input type="checkbox"/> RAIL	
8. AIRMAIL				<input checked="" type="checkbox"/> TRUCK <input type="checkbox"/> BUS	
9. MILITARY OFFICIAL MAIL				<input type="checkbox"/> OTHER (Specify)	
10. SPACE AVAILABLE MAIL				16. FLIGHT NO.	
11. SURFACE				17. XXXX EMMS ⑦	
12. ⑥ DISPATCH		U.S. MAIL		18. VEHICLE NO. 503T - 166 ⑧	
13. EMPTY EQUIPMENT				19. SEAL NO. 1234567 AP ⑨	
14. TOTAL					
20. SIGNATURE OF DISPATCHER (Name and grade) ⑩ John Smith SSG		21. I ASSUME RESPONSIBILITY FOR MAIL IN MY CUSTODY (Signature of Mail Guard) PFC Allison Bates ⑪			
22. SIGNATURE OF RECEIVING CLERK ⑫ PFC Donald Gibbons		23. DATE AND HOUR ⑬ 16 OCT 95/0915		24. DELAYS/INCIDENTS <input checked="" type="checkbox"/> NONE <input type="checkbox"/> DELAYED ____ HRS. <i>(Explain in item 25)</i>	
25. REMARKS (Continue on reverse, if necessary)					

DD FORM 1 OCT 71 1372 PREVIOUS EDITION WILL BE USED.

Figure 22. Sample DD Form 1372

- (1) Enter the APO number and geographic location of dispatching activity.
- (2) Enter the APO number and geographic location of receiving activity.
- (3) Enter the date of dispatch.
- (4) Enter the time of dispatch.
- (5) Check the type of vehicle used.
- (6) Enter "Dispatch" and "U.S. Mail" as shown. Piece counts and weights are not required.
- (7) Enter "EMMS".
- (8) Enter the vehicle bumper number.
- (9) Enter the seal number (if used). The receiving activity postal clerk will initial this number to indicate the seal number is correct and the seal is intact on receipt.
- (10) The postal clerk at the dispatching activity will sign his or her name.
- (11) The mailguard (if used) will sign his or her name.
- (12) The postal clerk at the receiving activity will sign his or her name.
- (13) Enter date and time received.

b. DD Form 1372, block 24, will be marked appropriately. If a delay is indicated, an explanation will be entered in item 25 and a late-truck report or a postal net alert will be submitted, as appropriate.

SECTION XIX CMRs AND UMRs

130. GENERAL

DOD 4525.6-M, volume II, gives specific guidance for operating a CMR or UMR. This section provides additional guidance to increase CMR and UMR efficiency.

131. PROCEDURES

Commanders and postal officers will—

- a. Ensure personnel working in CMRs or UMRs are familiar with DOD procedures regarding the delivery of mail through receptacles.
- b. Establish an effective in- and outprocessing system for box holders.
- c. Prepare a memorandum to inform newly assigned personnel of requirements for receipting for mail, holding mail, handling mail during temporary duty (TDY), using DD Form 2258, in- and outprocessing, and other information necessary to operate a CMR or UMR efficiently.

132. INCOMING PERSONNEL

When a sponsor requests a receptacle for a person who he or she is sponsoring, postal personnel will prepare DD Form 2262 (Receptacle Record) and DD Form 2258. DD Form 2258 will be cut on the fold line at the top of the form and just below the "Complete Forwarding Address" line. This action allows the card be taped to the box and mail to be placed in the receptacle. The card will be color-coded red to highlight the incoming person's due date. DD Form 2262 will provide required information. The sponsor's name and telephone number will be written in pencil until the incoming person arrives.

133. ITEMS TOO LARGE TO FIT INTO RECEPTACLE

PS Form 3907 will be placed in the patron's lockbox to identify items too large to fit in receptacles.

134. FAMILY MEMBERS WITH DIFFERENT LAST NAMES

Family members living with a sponsor with a different last name will have both the sponsor's and family member's names indicated on the box (such as, 143 SMITH S./JONES V.). DA Form 3955 will be prepared for the family members and cross-referenced to the sponsor. Normally, only one mail receptacle will be assigned to the sponsor and the sponsor's family, unless both the sponsor and the family member work for an unit, agency, or organization that entitles them both to full MPS.

135. LARGE COMMUNITY OR CONSOLIDATED MAILROOMS

In large mailrooms, the mailroom supervisor may assign one clerk to a particular section of receptacles. The clerk will distribute mail into receptacles and will notify the supervisor when aged mail accumulates.

136. NOTIFICATION THAT MAIL IS READY FOR PICKUP

The mailroom supervisor will notify patrons that mail is ready for pickup. Notification can be by a sign, a flag, or established mailcall hours. Hours of operation will be posted clearly in the CMR or UMR and on the call window. The call window should be open either half an hour before or after normal workhours.

137. ACCOUNTABLE MAIL PROCEDURES

- a. The postal activity will use PS Form 3883 to deliver accountable mail to CMR and UMR mailclerks.
- b. Unit or CMR mailclerks will deliver accountable mail using PS Form 3849 as follows:
 - (1) Mailclerks will prepare PS Form 3849 for incoming express, registered, insured, and certified mail and will place the form in the patron's box.
 - (2) If mail is not receipted after 5 days, mailclerks will—
 - (a) Prepare PS Form 3849 and stamp it "second notice".
 - (b) Verify the addressee's status through his or her unit and forward the mail, if appropriate.

(3) If mail has not been received after 5 more days, mailclerks will prepare PS Form 3849 and stamp it “final notice”. If the item is not claimed within 5 days of the final notice, mailclerks will take actions required by DOD 4525.6-M, volume II, chapter 5, paragraph 504.3.

c. When accountable mail is transferred between mailclerks, the mailclerks will list and sign for the mail on PS Form 3883.

d. Each week unit postal officers will verify the delivery of accountable mail received by placing a checkmark next to each article on PS Form 3883 and initialing the top of the form.

SECTION XX SENSITIVE MAILINGS

138. GENERAL

This chapter prescribes procedures for receiving, handling, and dispatching Joint Uniform Military Pay System (JUMPS), DA civilian, and nonappropriated fund (NAF) paychecks.

139. RECEIVING, HANDLING, AND DISPATCHING JUMPS ARMY MATERIAL

a. The Defense Finance and Accounting Service (DFAS), Indianapolis, Indiana, will notify the 1st PERSCOM (AEUPE-POD-OPSD-TR), Unit 29058, APO AE 09081-9058, of the—

- (1) Shipment dates.
- (2) JUMPS material being shipped.
- (3) Flight number and number of containers that the pouches are in.
- (4) Estimated time of arrival (ETA) of JUMPS Army material at the Frankfurt AMT.
- (5) The number of pouches to be received and their destinations.
- (6) Additional instructions, as appropriate.

b. OPSD, 1st PERSCOM, will—

- (1) Establish procedures to process JUMPS Army material by APOs, UMRs, and CMRs.
- (2) Notify activities of mailing dates and expected arrival dates of JUMPS Army material.

c. FRAT personnel will—

- (1) Ensure JUMPS Army material is distributed to the appropriate bin for movement to the appropriate APO.
- (2) Report noted irregularities in receipt and delivery or delay of JUMPS Army material to 1st PERSCOM (AEUPE-POD-OPSD-TR), Unit 29058, APO AE 09081-9058.

d. Postal officers or postal supervisors will—

- (1) Verify receipt of JUMPS pouches and ensure the pouches are only for their APO or for an APO they service.
- (2) Process JUMPS Army material immediately on receipt for delivery at the next unit mailcall.
- (3) Ensure DA Form 3686 (JUMPS—Army Leave and Earnings Statement) (LEs) are made available to servicing finance offices immediately on receipt.
- (4) Ensure JUMPS Army material received by the wrong APO is dispatched to the correct APO on the next available truck dispatch. Individual missent checks will be endorsed “Missent to APO XXXXX” and dispatched to the correct APO.

(5) Notify OPSD and area finance officers when JUMPS Army material is not received 2 to 3 days before a normally scheduled payday. The postal officer or supervisor will repeat this notification every day the material does not arrive, through close of business (COB) on payday. This procedure gives finance officers time to implement their contingency plan for nonreceipt of checks or LESSs. If the finance officer implements the contingency plan and then the checks are delivered, the postal officer or supervisor will deliver the material to the appropriate area finance officer. This action will prevent duplicate payments. The postal officer or supervisor should be aware that the finance officer may return checks for normal delivery to persons who may not have received partial payments. If required, the appropriate area finance officer will return all JUMPS checks to the APO for return to DFAS.

(6) Prepare DD Form 2273 each time JUMPS checks are incorrectly massed and routed. Postal officers or postal supervisors will attach a pouch slide label and forward the pouch to the 1st PERSCOM (AEUPE-POD-OPSD-TR), Unit 29058, APO AE 09081-9058.

(7) Ensure JUMPS Army material returned with a forwarding address is sent to the correct APO on the next available dispatch.

(8) Screen JUMPS checks marked “Attempted Not Known” against APO locator files before returning the checks to the sender.

(9) Safeguard JUMPS checks for APO personnel until the appropriate payday. All other checks will be delivered to the unit mailclerks immediately after processing.

e. The unit postal officer will—

(1) Determine whether or not checks for personnel leaving for extended TDY, leave, emergency leave, or permanent change of station (PCS) can be delivered by mailclerks before payday.

(2) Ensure endorsements placed on undeliverable JUMPS Army checks by mailclerks are correct according to DOD 4525.6-M, volume II.

(3) Ensure mailclerks send JUMPS Army checks to personnel who have forwarding addresses and follow mailer’s instructions printed on JUMPS Army check envelopes.

140. JUMPS POUCHES

a. JUMPS Army material is dispatched in airmail pouches marked with distinctive black blocks at the top and bottom, widely spaced lateral black stripes, and the words “JUMPS Army” in bold black letters on two sides. The United States Army Finance and Accounting Center is the only organization authorized to use these pouches.

b. Empty JUMPS Army pouches will be turned over to the local finance office for return to the Commander, DFAS, as regular mail.

141. RECEIVING, HANDLING, AND DISPATCHING JUMPS ARMY RETIREE PAYCHECKS

a. The Commander, DFAS, is responsible for printing and mailing monthly JUMPS Army retiree paychecks. Paychecks for retirees residing in Germany are slide-labeled to the FRAT, APO AE 09060, or to the IEO, APO AE 09165.

b. The IEO supervisor will ensure JUMPS Army retiree paychecks with economy addresses are sent to the *Bundespost* without delay.

c. The FRAT will dispatch JUMPS Army retiree paychecks in the appropriate APO pouch with the next scheduled dispatch.

d. The postal officer or postal supervisor will—

(1) Process and deliver JUMPS Army retiree paychecks on receipt.

(2) Notify OPSD, 1st PERSCOM (DSN 379-6291), if JUMPS Army retiree paychecks are not properly received or are not received.

(3) Endorse missent JUMPS Army retiree checks “Missent to APO XXXXX” and dispatch them in a direct pouch to the correct APO in the next scheduled dispatch.

142. RECEIVING, HANDLING, AND DISPATCHING DA CIVILIAN EMPLOYEE PAYCHECKS

a. The Commander, 266th Theater Finance Command (266th TFC), ensures DA civilian employee paychecks are—

(1) Separated by APO numbers and bundled before delivery to APO 09102 every other Tuesday morning.

(2) Delivered to the postal supervisor at APO 09102. The 266th TFC will coordinate with the postal operations officer or supervisor at APO 09102 regarding the ETA.

b. The postal operations officer or supervisor at APO AE 09102 will—

(1) Screen checks to ensure each bundle is separated and placed in the correct pouch for dispatch according to the instructions provided on POD Poster 600-3.

(2) Ensure checks received are dispatched the same evening on the mailtruck run to the FRAT or the IEO.

(3) Ensure individual DA civilian employee paychecks received from 266th TFC after regular mailings are processed and dispatched with ordinary APO mail.

(4) Ensure pouches containing civilian paychecks are identified by a bright orange slide label reading “Checks, sensitive mail” on the contents line.

c. The receiving APO will handle incoming paychecks as follows. APO personnel will—

(1) Verify that each pouch received is for their APO or for an APO that they serve.

(2) Ensure pouches for serviced APOs are dispatched on the correct truck the same day they are received.

d. APOs that receive missent DA civilian employee paychecks immediately will—

(1) Notify the end destination postal facility of the—

(a) Number and location (APO) of the missent checks.

(b) Expected time of dispatch and routing of checks.

(2) Notify OPSD, 1st PERSCOM, of the—

(a) Number and location (APO) of the missent checks.

(b) APO from which the checks were missent.

(c) Name of persons at the destination postal facility contacted about missing checks.

(3) Endorse the missent DA civilian employee paychecks “Missent to APO XXXXX” and dispatch the checks to the correct APO in the next scheduled dispatch.

e. Postal activity personnel will—

(1) Process and deliver DA civilian employee paychecks the day the checks are received.

(2) Contact OPSD, 1st PERSCOM (DSN 379-6291), if paychecks do not arrive by payday.

143. RECEIVING, HANDLING, AND DISPATCHING NAF PAYCHECKS

a. The NAF Accounting Center, Texarkana, TX, prints and sends out NAF paychecks twice a month. The paychecks are sent to the appropriate base support battalions by Federal Express for distribution to NAF employees. (The 266th TFC no longer prints NAF paychecks or enters them in the APO system at APO AE 09102.)

b. Base support battalions enter the NAF paychecks into the MPS for local delivery to NAF employees. APOs receiving the NAF paychecks will process them as indicated in paragraphs 142c and d.

SECTION XXI
REQUIRED POSTERS AND PUBLICATIONS FOR APOs

144. MAINTENANCE

Posters and publications will be maintained or made available in APO sections as described below. Paragraph 150 provides procedures for ordering postal posters and publications.

145. LOBBY

The following publications will be available in APO lobbies. Handmade signs will not be displayed in APO lobbies.

a. USPS Publication 65A, Zip Code Directory.*

b. USAREUR Posters:

(1) USAREUR Poster 600-12, Your Local Postal Officer.**

(2) USAREUR Poster 600-13, Postal Forms Completion.

(3) USAREUR Poster 600-14, Customs Forms.*

(4) USAREUR Poster 600-15, Proper APO Address.

c. DA Form 3955.***

d. USPS Forms:

(1) PS Form 2966-A.

(2) PS Form 2966-B.

(3) PS Form 2966-E.

(4) PS Form 2976.

(5) PS Form 2976-A.

(6) PS Form 3800.

(7) PS Form 3804).

(8) PS Form 3806.

(9) PS Form 3811.

(10) PS Form 3813-P.

e. PS Label 11-B.

f. USPS Envelopes:

(1) EP-13A.

(2) EP-13C.

(3) EP-13F.

(4) EP-14.

(5) EP-14F.

g. Customer Handouts:

(1) USPS Publication 122-A, Customer Guide to Filing Domestic Claims or Registered Inquiries.

(2) USPS Publication 225, Introduction to Stamp Collecting.

(3) USPS Publication 227, How to Prepare and Wrap Packages.

h. USAREUR-Approved Customer Standards.

146. POSTAL FINANCE AREA

The following publications will be available in postal finance areas:

a. DOD 4525.6-M, volume I.*****

b. DMM.*****

c. IMM.*****

d. USPS Publication 2, Packaging for Mailing.*

e. USPS Publication 4, Importing Animal and Plant Products Through Overseas MPOs.

f. USPS Publication 52, Acceptance of Hazardous, Restricted, or Perishable Matter.

g. USPS Postal Bulletins.*****

h. USPS Handbook PO-514, Express Mail Military Service.

i. USPS Official Zone Chart (modified by POD, 1st PERSCOM).*****

j. POD Poster 600-31, Listing of IEO Countries.*****

k. POD Postal Claims Instruction Handbook, A Guide to Processing Indemnity Claims.

l. EMMS Pamphlet, Network Directory.

m. Missing U.S. Money Order Listing.

n. Missing Canadian Money Order Listing.

o. Canadian Currency Conversion Chart.

p. AE Regulation 600-8-3. USAREUR Postal Operations Manual.

147. COPE OFFICE

The following guidance will be available in the COPE office:

a. DOD 4525.6-C.****

b. DOD 4525.6-M, volumes I and II.****

c. DMM.*****

- d. IMM.*****
- e. USPS Postal Bulletins.*****
- f. USPS Publication 223, Directives and Forms Catalog.
- g. USPS Publication 247, USPS Material Management Equipment and Supply Catalog.
- h. USAREUR Regulation 600-700, Individual Logistics Support.**
- i. POD Postal Claims Instruction Handbook, A Guide to Processing Indemnity Claims.
- j. AE Regulation 600-8-3.

148. OPERATIONS SECTION

The following publications will be available in the APO operation section:

- a. DOD 4525.6-M, volumes I and II.****
- b. DMM.*****
- c. IMM.*****
- d. AR 600-8-3, Unit Postal Operations.****
- e. USEUCOM Directive 10-4, Postal and Courier Services, Intra-Theater Delivery Services (IDS).
- f. USPS POM.*****
- g. USPS Publication 65A.*
- h. USPS Postal Bulletins.*****
- i. USPS Poster 26, Mail Bomb Indicators.
- j. USPS Poster 51, International Postage Rates and Fees.*
- k. USPS Poster 103, Domestic Postal Rates and Fees.*
- l. USPS Official Zone Chart (modified by POD).*****
- m. POD Posters 600-1 through 600-4, Massing APO-to-APO Mail.*****
- n. POD Posters 600-21 through 600-24, Massing APO-to-APO Registered Mail.*****
- o. POD Poster 600-31.*****
- p. AE Regulation 550-175, Border Crossings and Customs Control in Germany.**
- q. AE Regulation 600-8-3.

149. DIRECTORY SECTION

The following publications will be available in the APO directory section:

- a. USPS Publication 65A.*
- b. DOD 4525.6-M, volume II.****
- c. USAREUR Unit Number Listing and Mail Distribution Scheme.
- d. POD General Officers Roster.
- e. POD Automated Postal Directory Instruction Handbook.

150. ORDERING KEY

* - Order on PS Form 7380 and send to Material Distribution Center, 152 Hwy 206 S., Somerville, NJ 08877-9998.

** - Subscribe to using DA form 12-99 and completing form column with "88". Block numbers are found in USAREUR Pamphlet 25-30.

*** - Order on automatic digital network (AUTODIN) or DA Form 4569 (USAPC Requisition Code Sheet).

**** - Subscribe to using DA Form 12-99. Look at DA Pamphlet 25-30 for ordering information.

***** - Order on PS Form 7380 (Supply Center Requisition) with memorandum of justification and mail to the Postal Finance and Supply Branch, POD, 1st PERSCOM, Unit 29301, APO AE 09186-9998.

***** - Order from Postal Finance and Supply Branch, POD, 1st PERSCOM, Unit 29301, APO AE 09186-9998.

SECTION XXII USAREUR POSTAL INSPECTION GUIDE

151. GENERAL

This section provides guidance for the USAREUR Postal Inspection and Audit Team (PIAT) during APO inspections.

152. FUNCTION OF USAREUR PIAT

The USAREUR PIAT observes the operations of USAREUR APOs and advises unit postal officers; the Director, POD, 1st PERSCOM; and the Commander, 1st PERSCOM, of postal operation effectiveness. Team members provide assistance, clarification, and guidance to postal workers during their inspections and give a thorough report to postal officers when inspections are complete.

153. USAREUR POSTAL INSPECTION GUIDE

The USAREUR PIAT uses the USAREUR Postal Inspection Guide (app C) to conduct postal inspections. The guide is based on directives under which Army postal units operate. Postal officers must be familiar with the regulations referenced in appendix C.

154. METHODS OF INSPECTION

The inspection team will collect information by—

- a. Auditing postal records.
- b. Examining facilities.
- c. Interviewing postal employees.
- d. Observing operations.

155. JUDGING UNIT EFFECTIVENESS

PIATs will judge a unit effectiveness by the following standards:

- a. Providing timely, efficient, and proper mail service to customers for incoming and outgoing mail.
- b. Safeguarding and accounting for mail, postal funds, postal instruments, and accountable postal property.
- c. Complying with DOD, DA, and USPS directives and procedures.
- d. Maintaining the appearance of facilities.

156. OVERALL EVALUATION

The evaluation will cover all aspects of the postal mission, including performance since the last inspection. The chief inspector will inform the postal officer of the recommended rating during the outbriefing, as supported by information obtained during the inspection. The USAREUR PIAT will prepare a written evaluation for the Director, POD, 1st PERSCOM. Affected APOs will correct deficiencies within 30 days. These deficiencies will be reviewed in future inspections or audits.

157. INSPECTION FAILURES

System deficiencies, negative trends, and major errors may cause the unit to fail the inspection. Major errors include mailguards not signing for mail, an increasing failure to perform monthly audits, and not dispatching mail from the APO. An isolated instance of a deficiency will not be cause for failing an inspection.

SECTION XXIII

POSTAL PHYSICAL AND OPERATIONAL SECURITY

158. ID CARD VERIFICATION

a. APO customers in uniform do not need to show their ID cards to purchase stamps or money orders with cash.

b. APO customers, including those in uniform, who want to mail a package over 16 ounces or pay by personal check must present a valid military or Government ID card to obtain service. A U.S. Passport may be used for non-DOD personnel who are authorized to use the MPS, but who do not have an ID card.

159. DOD AND FEDERAL AVIATION ADMINISTRATION PARCEL SECURITY STATEMENT

a. APO customers must complete PS Form 2976-A (or a modified PS Form 2976) when sending parcels (including IDS parcels) weighing over 16 ounces accepted for mailing at an APO to the United States, its possessions and territories, and most FPOs. The accepting postal finance clerk will review the PS Form 2976-A and put copies 1, 2, and 3 in PS Form 2976-E on the address side of the package in the lower-left corner. Copy 4 of the PS Form 2976-A will be kept by the accepting APO for 21 days and then destroyed.

b. Postal patrons may use a modified PS Form 2976 Customs CN 22 if the parcel contains three or fewer items that are not prohibited by USPS. The modified PS Form 2976 shows the sender's and addressee's name and address. The accepting postal finance clerk will review the modified PS Form 2976 and place the green part on the address side of the package in the lower-left corner. The white part of the modified form will be kept by the accepting APO for 21 days and then destroyed.

c. Postal patrons are authorized to use PS Form 2976 with PS Form 2976-A if—

(1) The parcel is too small to allow PS Form 2976-A to be affixed to the outside of the package. Copies 1, 2, and 3 of PS Form 2976-A must be placed in the parcel by the postal patron before the parcel is sealed. Copy 4 of the PS Form 2976-A will be kept by the accepting APO for 21 days and then destroyed.

(2) They do not want to list the contents on the outside of their parcel (for example, birthday or Christmas gifts), regardless of the package size. Copies 1, 2, and 3 of PS Form 2976-A must be placed in the parcel by the postal patron before the parcel is sealed. Copy 4 of the PS Form 2976-A will be kept by the accepting APO for 21 days and then destroyed.

(3) The parcel weighs 16 ounces or less. The PS Form 2976 will be placed in the lower-left corner of the address side of the package or flat. The APO is not required to keep a copy of the PS Form 2976 for any package that weighs 16 ounces or less.

d. USAREUR Poster 600-14 will be placed in each APO lobby. This poster provides postal patrons a visual aid for the use and preparation of the new PS Form 2976 and PS Form 2976-A.

160. MAIL SECURITY STATEMENT

a. Postal officers or postal supervisors will brief assigned or attached personnel and have them complete AE Form AE Form 600-8-3D before assuming postal or unit mailclerk duties. Assigned or attached personnel include military or civilian postal clerks (including Christmas augmentees, volunteers, and on-the-job training (OJT) personnel) and unit mailclerks and orderlies. The briefing will include mail security, treatment of mail matter, safeguarding mail and postal effects, and offenses against the mail.

b. Every 6 months after assuming postal or unit mailclerk duties, assigned or attached military or civilian postal clerks and all unit mailclerks and orderlies will receive a mandatory mail security refresher briefing and will resign their AE Form 600-8-3D.

161. THREAT CONDITIONS

a. APO personnel will follow instructions provided by the military community during heightened threat conditions (THREATCONs).

b. THREATCONs are defined below. APO personnel will follow the procedures listed below and the procedures in paragraphs 158 and 159:

(1) THREATCON ALPHA. This condition is issued as a general warning of possible terrorist activity, the nature and extent of which is unpredictable, when the circumstances do not justify the full implementation of the measures of a higher THREATCON. APO personnel should know the general physical security aspects applicable to local APO conditions (including being alert for suspected mailings) and the actions to take when a mailing is suspect. The postal officer will periodically review plans, orders, personnel details, and logistics requirements related to implementing higher THREATCONs.

(2) THREATCON BRAVO. This condition is declared when there is an increased, more-predictable threat of terrorist activity, although targeting may not be specific. The postal officer immediately will—

- (a) Review mail security procedures.
- (b) Increase emphasis on mail security and examination of individual mail pieces.
- (c) Contact each CMR and UMR supervisor to suggest he or she review mail security procedures.

(3) THREATCON CHARLIE. This condition is declared when an incident occurs or intelligence indicates terrorist action is probable. Army postal finance clerks will perform identification verification of all APO customers. The postal officer will—

- (a) Ensure individual mail pieces are examined. Suspect mailings should be identified and handled according to existing guidelines.
- (b) Suggest CMR and UMR supervisors use compatible procedures.

(4) THREATCON DELTA. This condition is declared in the immediate area where a terrorist attack has occurred or when intelligence indicates that terrorist action against a specific location is likely. APO personnel will take steps necessary to provide the highest level of mail security. The postal officer will increase—

- (a) Emphasis on security by asking postal customers “Did you pack and wrap this mail piece and has it been in your possession the entire time?” If the answer to any part of this question is “no”, the clerk will ask the customer to open the package and verify the contents.
- (b) Coordination with CMR and UMR supervisors to ensure mail security procedures are used.

162. INTERIOR ALARM DEVICES

a. The Joint-Service Interior Intrusion Detection System (J-SIIDS) should be employed in APO facilities that store mail, funds, and other postal effects overnight. This requirement may be waived if the facility operates 24 hours.

b. If J-SIIDS or other approved alarm systems are not available for installation, postal officers should have funds, accountable equipment, and mail moved to the parent APO each day. Accountable equipment includes postage meter-heads and money order imprinters.

c. Postal officers should coordinate with the local provost marshal, physical security division, and director of engineering and housing when requesting the J-SIIDS or other approved alarm systems.

**SECTION XXIV
POSTAL VOLUNTEER PROGRAM**

163. GENERAL

Using volunteers to work in APOs and UMRs and CMRs is authorized.

a. The following general conditions prescribe duties postal volunteers can perform:

(1) Volunteers may be used only to augment postal services in fully staffed facilities. Recruitment actions must have been initiated for vacant positions.

(2) Volunteers may help perform the duties of paid employees, with no intent of displacing paid employees.

(3) Authorized positions will not be abolished with the intent of replacing the paid positions with volunteers.

(4) Volunteers should work less than an 8-hour day and 40-hour week to avoid the perception that the volunteer has replaced a paid employee.

b. APO, UMR, or CMR volunteers will not be used to perform accountable mail functions or postal financial services.

164. GETTING VOLUNTEERS FOR THE APO, CMR, OR UMR

a. The APO, UMR, or CMR supervisor will contact either the American Red Cross or ACS to coordinate the number, hours, and duties of prospective volunteers. Issues concerning personal injury and civil liability require that volunteers are obtained through officially sanctioned volunteer organizations.

b. APOs, UMRs, or CMRs will—

(1) Not use a volunteer who has not processed through either the American Red Cross or ACS.

(2) Refer prospective volunteers to the American Red Cross or ACS for their action.

165. SCREENING POTENTIAL VOLUNTEERS

a. The APO, UMR, or CMR supervisor will give the American Red Cross or ACS a copy of the position job qualifications (fig 23) and job description (fig 24). The organization providing the volunteer will ensure the volunteer meets the criteria.

b. The APO, UMR, or CMR supervisor will—

(1) Interview each prospective volunteer.

(2) Arrange appropriate training for volunteers.

Postal Volunteers Qualifications

1. Volunteers must have no record of—

a. A felony or court-martial conviction.

b. Conviction or punishment for a postal-related offense.

c. A civil conviction other than minor traffic violations.

d. Derogatory information or unfavorable conduct casting doubt on the individual's trustworthiness and integrity.

e. Alcohol or drug abuse or psychiatric conditions.

2. No special skills, education, or certification are necessary.

Figure 23. Qualifications for Postal Volunteers

Postal Volunteer Job Description

- 1. Postal Operations.** Unload mailtrucks and empty mailbags. Sort mail by unit or consolidated/community mailroom. Postmark outgoing mail. Prepare outgoing letters and parcels for dispatch. Prepare paperwork for dispatching mailtrucks. Load outgoing mail on trucks. Screen mail to add missing address information (such as APO numbers, unit numbers, or correct addresses of units whose mail is misaddressed or missent).
 - 2. Postal Directory.** Use the automated postal directory to locate personnel who have undeliverable mail and forward the mail to them. Update the postal directory with incoming personnel information and departing personnel forwarding address information. Date stamp directory mail. Process general officer and casualty mail. Prepare and mail change of address notices to publishers.
 - 3. Customer Service.** Help customers prepare postal or customs forms needed for specific postal services. Help customers wrap and prepare packages for mailing. Keep APO lobby clean and stocked with required forms.
-

Figure 24. Job Description for Postal Volunteers

(3) Issue DA Form 87 when the required training is completed.

(4) Issue a letter of recommendation for employment, if the volunteer's work performance warrants it, when the volunteer completes his or her duties (fig 25).

DEPARTMENT OF THE ARMY
XXth POSTAL COMPANY
UNIT XXXXX
APO AE 09XXX-XXXX

Date

To Whom it May Concern:

Mrs. Jane Smith worked as a (postal/unit) mailclerk at the Hanau (Army post office/community mailroom/unit mailroom) in Germany from March 10, 1994, through January 10, 1995. Mrs. Smith accrued over 300 hours of volunteer work in our (Army post office/community mailroom/unit mailroom).

Mrs. Smith is postal-qualified in almost every section of the (postal/mail) facility. Her skills include operating the general delivery and postal locator section, sorting mail, processing in- and outbound mail, and processing parcels for mailing. Mrs. Smith is familiar with postal directives and regulations and is qualified to use automated data processing equipment.

Mrs. Smith's work has been energetic, competent, and dependable. Even though she worked as a volunteer, she always showed up on schedule and worked hard to help us accomplish our postal mission. My postal staff and I will sorely miss Mrs. Smith.

I feel Mrs. Smith would be a valuable asset to any organization. As the postal officer for the Hanau Military Community, I can recommend her without hesitation or qualification. Please contact me at the address above if you would like more specific information.

Sincerely,

John B. Barnett
Captain, U.S. Army
Commanding

Figure 25. Sample Letter of Recommendation

c. The APO, UMR, or CMR supervisor and the volunteer will agree on workhours. The supervisor will ensure the volunteer understands that this is a commitment and they are expected to be at work at the agreed-on times.

166. TRAINING VOLUNTEERS

a. If possible, the APO, UMR, or CMR supervisor will group volunteers together for their initial orientation at a time when the supervisor will not be interrupted.

b. The initial briefing will cover mail security and protection of mail and postal effects. Volunteers must be appointed on DD Form 285 and must sign AE Form 600-8-3D and the Gratuitous Service Agreement (fig 26).

GRATUITOUS SERVICE AGREEMENT

I, (name) , volunteer my services to the Army post office (APO), consolidated community mailroom (CMR), or unit mailroom (UMR) at (location) from (start time) to (end time) . My services are being performed gratuitously. I am not, based solely on these services, an employee of the United States Government or a Government instrumentality. I neither expect nor will I demand a present or future salary, wages, or related benefits as payment for my volunteer services. I agree to be trained to perform the work for which I am volunteering.

I understand I will be helping paid employees perform their duties. I will not perform the duties of paid employees. I will not be entitled to compensation, nor will I receive individual logistic support or increased logistic support based on my volunteer service to the APO, CMR, or UMR.

Signature of Volunteer

Date

Typed or Printed Name of Volunteer

Signature of Accepting Official

Date

Typed or Printed Name of Accepting Official

Title of Accepting Official

Figure 26. Example of a Gratuitous Service Agreement

c. A specific training program must be initiated and followed. Volunteers will receive training in all areas where they will work. When the training is completed, the APO, UMR, or CMR supervisor should work with the volunteer to determine the best use of the volunteer’s time to accomplish the mission.

167. DOCUMENTING VOLUNTEER SERVICE

The American Red Cross and ACS—

- a. Both require documentation of hours worked by each volunteer.
- b. Must be notified if the volunteer does not show up or is not performing in a satisfactory manner.

168. RECOGNITION

APO, UMC, or CMR supervisors will—

- a. Nominate deserving volunteers for individual recognition awards (such as certificates of achievement, volunteer awards).
- b. Nominate deserving volunteers for local volunteer of the month or quarter competitions.
- c. Sponsor their own volunteer of the month program to recognize volunteer contributions.
- d. Include volunteers in unit Christmas parties and other social gatherings to foster a “one team” attitude.

SECTION XXV POSTAL TRAINING

169. MANDATORY TRAINING FOR MILITARY AND CIVILIAN POSTAL CLERKS

- a. Mandatory postal training classes will be developed and presented each year by OPSD, 1st PERSCOM, for military and civilian postal personnel.
- b. Postal training classes will cover—
 - (1) Postal finance procedures for finance clerks and COPEs.
 - (2) Mail processing and dispatch procedures for operations personnel.
 - (3) Postal claims processing.
 - (4) Technical postal inspections.
 - (5) Postal supervisor training for commanders, platoon leaders, and postal supervisors.
- c. PFSB personnel will conduct monthly (or as required) training for newly appointed COPEs.

170. TRAINING TO AWARD ADDITIONAL SKILL IDENTIFIER OR CERTIFICATE OF TRAINING

- a. Commanders will conduct formal postal training for nonschool-trained military and civilian postal clerks according to AR 600-200, paragraph 2-34a.
 - (1) The formal on-the-job training (OJT) program provides military and civilian personnel a knowledge of postal procedures and operations to effectively perform postal clerk duties.
 - (2) The commander or postal officer will screen personnel records of assigned Soldiers and civilian employees to determine who has not been awarded the additional skill identifier (ASI) F5 or a DA Form 87, as appropriate.
 - (3) The commander or postal officer will initiate, as necessary, a program to train military and civilian personnel who need formal OJT postal training.
- b. When military and civilian employees satisfactorily complete the formal OJT program, commanders will submit the necessary documentation identified in (1) and (2) below to award the ASI F5 and the DA Form 87 to the 1st PERSCOM (AEUPE-POD-OPSD), Unit 29058, APO AE 09081-9058.

(1) Military Personnel.

- (a) Memorandum of completion of the OJT program.
- (b) DA Form 2 or DA Form 2-1.
- (c) DA Form 87.

(2) Civilian Personnel.

- (a) Memorandum of completion of the OJT Program.
- (b) DD Form 1556.
- (c) DA Form 87.

171. TRANSITION POSTAL TRAINING FOR MILITARY PERSONNEL

- a. Postal companies and platoons will offer an 80-hour OJT postal training program to individual Soldiers who are within 30 to 90 days before their expiration term of service, PCS, or retirement.
- b. Soldiers must obtain their unit or organization's approval to attend postal training given by the APO. This training may enhance the Soldiers' score on USPS employment tests.
- c. The APO will give transition postal training in all areas of postal operations conducted at that APO. Individuals will be appointed as a postal clerk for the period of the training in the same manner as an assigned military postal clerk. Although transition postal personnel cannot conduct postal finance or accountable mail operations, they can observe and learn about these postal services.
- d. After Soldiers complete the training program, the postal commander or platoon leader will award them DA Form 87 showing successful completion of the postal training and orientation course.

**SECTION XXVI
USAREUR POSTAL STANDARDS**

172. USAREUR POSTAL STANDARDS

Figure 27 lists postal standards for USAREUR.

**SECTION XXVII
POSTAL ACTIVITY AUGMENTATION FOR CHRISTMAS MAILING PERIOD**

173. GENERAL

- a. Increased mailing during the holiday season causes the volume of mail processed to increase between 1 November and 15 January each year. Early planning is essential to ensure delivery before Christmas.
- b. Mail patrons ordering from the AAFES-Eur Mail-A-Gift service should allow an additional 20 days for processing and shipping of gifts.

174. PROCEDURES

- a. The Director, POD, will coordinate with Air Force and Navy postal personnel in Europe to establish Christmas mailing dates for each class of mail originating in Europe. This information will be provided to postal commanders and the Office of the Chief, Public Affairs, HQ USAREUR/7A, for distribution to the media and commanders.
- b. Area support group (ASG) and base support battalion (BSB) commanders will ensure their communities are informed of the Christmas mailing periods. Commanders may emphasize SAM and PAL, because they offer the fastest service at the lowest rates.
- c. UMR and CMR mailclerks will make more trips to the servicing APO during the peak Christmas mailing period. Commanders who are responsible for operating a UMR or CMR will appoint additional alternate unit mailclerks and orderlies. If required, additional transportation funds will be provided to ensure timely movement of mail between the servicing APO and the UMR and CMR.

USAREUR Postal Standards

- a. Five-day inbound/outbound theater mail. (Mail is processed and delivered 5 days each week.)
- b. Full-service postal facilities are provided for each area support team and higher location.
 - (1) The driving time to the postal facility is not more than 15 minutes from the sponsor's duty station or Army family housing area.
 - (2) The barracks, Army family housing areas, and duty locations are supported with stamp-vending machines and mail dropboxes.
- c. There is one customer window for each 2,000 people served.
- d. Hours of operation are tailored to location needs.
 - (1) (200-2,000 population) 2-day facilities will be open 12 hours per week.
 - (2) (2,001-3,500 population) 3-day facilities will be open 18 hours per week.
 - (3) (3,500-plus population) 5-day facilities will be open 30 hours per week.
- e. Ten minutes is the average in-line waiting time.
- f. Facilities are located to provide maximum customer access.
- g. Mini-service windows are available in facilities with three or more customer windows.
- h. Mail-by-appointment is available year-round at all facilities.
- i. AAFES-Eur outlets sell stamps.
- j. Mail dropboxes are located in all mailrooms.
- k. Postal lobby supplies (wrapping paper, tape) are available.
- l. Postal clerks are courteous, efficient, and knowledgeable.
- m. Customer comment cards are available.
- n. Packaging and addressing samples are available.

Figure 27. USAREUR Postal Standards

d. Figure 28 provides the format for submitting Christmas augmentee requests. APO officers and platoon leaders will submit their requests by 1 August each year. Requests for Christmas augmentees will include additional personnel, transportation, and workspace needed to support the Christmas mailing period.

- (1) Soldier augmentees must be in the grade of specialist or below.
- (2) Civilian personnel in the equivalent grade of specialist or below may be substituted for Soldier augmentees.
- (3) Temporary civilian overhires may be substituted for Soldier or civilian augmentees if funding is available.

e. BSB and area support team (AST) commanders will ensure augmentee support is provided from 1 November through 15 January.

f. Postal officers and platoon leaders will—

(1) Screen the nominated augmentee's records to ensure they include no derogatory information that could prevent the individual from performing postal duties as outlined in DOD 4525.6-M, volume I, chapter 4.

DEPARTMENT OF THE ARMY
XXX PLATOON, XXX POSTAL COMPANY
UNIT XXXXX
APO AE XXXXX-XXXX

AEUPE-XX

Date

MEMORANDUM THRU

Commander, ___ Postal Company, Unit _____, APO AE

Commander, ___ Personnel Services Battalion, Unit _____, APO AE

Commander, 1st Personnel Command (AEUPE-POD-OPSD), Unit 29058, APO AE 09081-9058

FOR Commander, ___ Area Support Group, Unit ___, APO AE

SUBJECT: Christmas Augmentees

1. Reference AE Regulation 600-8-3, Army in Europe Postal Operations Manual.
2. Request the ___ Platoon, ___ Postal Company, be augmented with _____ military or civilian personnel, listed below, during the period 1 November ___ to 15 January ___. Personnel will be utilized to support the large volume of mail processed in your communities during the Christmas mailing period.

UNIT	LOCATION	NUMBER OF AUGMENTEES
PLAT	Stuttgart	8
PLAT	Augsburg	4
PLAT	Garmisch	1

3. Personnel selected should meet the following criteria:

- a. Be in grade of E-4, GS-4, or below and have enough time remaining on their overseas tour to complete the entire augmentation period.
- b. Have no record of conviction by court-martial.
- c. Have no punishment under Article 15 for a postal-related incident during the past 3 years.
- d. Have no civilian conviction other than minor traffic violations.
- e. Have not been previously relieved for cause or criminal convictions from military postal or mail duties.
- f. Have no record of derogatory information or unfavorable conduct that would cause doubt as to the individual's trustworthiness or honesty.
- g. Have no history of psychiatric disorder, alcoholism, or drug abuse, unless medical authority has determined the condition no longer exists.
- h. Be financially responsible.
- i. Be eligible for a Secret clearance or have a favorable entrance national agency check or a national agency check on file.
- j. Have no physical restrictions or profile prohibiting duty involving prolonged standing, walking, or lifting of weights up to 70 pounds.

Figure 28. Format for Request for Christmas Augmentees

- k. Have a valid military drivers license.
- 4. Detailed individuals should report to the local postal officer, 2LT _____, Bldg. _____ between ____ to ____ October ____ with the following documents:
 - a. 201 file (military only).
 - b. Attachment orders.
- 5. Soldiers should be attached to the ____ Platoon, _____ Postal Company, for the period 1 November _____ to 15 January _____.
- 6. The POC is 2LT _____ at DSN _____.

JOHN R. SMITH
2LT, AG
Platoon Leader

Figure 28. Format for Request for Christmas Augmentees (continued)

- (2) Appoint augmentees using DD Form 2257.
- (3) Ensure that augmentees receive supervised on-the-job training in their postal duties.
- g. Augmentees who perform APO duties will—
 - (1) Be attached to the postal company or platoon for rations from 1 November until 15 January.
 - (2) Be exempt from extra duties from 1 November through 15 January. Unit commanders will ensure that an augmentee's duty is noted on the duty roster during this period.
 - (3) Be briefed on postal offenses and complete AE Form 600-8-3D as prescribed in paragraph 160.
 - (4) Not be rotated.
 - (5) Not be used as postal finance clerks or in accountable mail sections except as a witness.
- h. Postal officers and platoon leaders may provide temporary postal finance service if postal finance personnel are available and service to other areas will not be decreased.
 - (1) BSB and AST commanders who desire temporary postal finance service during the Christmas mailing period will coordinate with their servicing postal officer or platoon leader to determine the feasibility of establishing such service.
 - (2) BSB and AST commanders will provide a facility or secure vehicle (2½-ton shop van) with a driver in areas where the temporary postal finance service will be provided.

APPENDIX A REFERENCES

A-1. PUBLICATIONS

DOD 4525.6-C, DOD Postal Supply and Equipment Catalog

DOD 4525.6-M, Volume I, DOD Postal Manual

DOD 4525.6-M, Volume II, DOD Postal Manual

DOD 4525.8-M, DOD Official Mail Manual

AR 25-51, Official Mail and Distribution Management

AR 25-55, The Department of the Army Freedom of Information Act Program

AR 25-400-2, The Army Records Information Management System (ARIMS)

AR 27-20, Claims

AR 335-15, Management Information Control System

AR 340-21, The Army Privacy Program

AR 380-5, Department of the Army Information Security Program

AR 600-8-2, Suspension of Favorable Personnel Actions (FLAGS)

AR 600-8-3, Unit Postal Operations

AR 600-200, Enlisted Personnel Management System

USEUCOM Directive 10-4, Postal and Courier Services, Intra-Theater Delivery Services

AE Regulation 10-5, HQ USAREUR/7A Responsibilities and Functions

AE Regulation 550-175, Border Crossings and Customs Control in Germany

USAREUR Regulation 220-2, Peacetime Support of United States Army Postal Group, Europe

USAREUR Regulation 600-700, Identification Card and Individual Logistic Support

Army Postal Battalion, Europe, Memorandum 65-2, Postal Finance and Supply Procedures

Domestic Mail Manual

International Mail Manual

Military Post Office Mail Distribution Scheme

Missing U.S. Money Order Listing

USPS Administrative Support Manual

USPS Handbook PO 514, Express Mail Military Service

USPS Official Zone Chart

USPS Postal Bulletins

USPS Postal Operations Manual

USPS Publication 2, Packaging for Mailing

USPS Publication 4, Importing Animal and Plant Products Through Overseas Military Postal Offices

USPS Publication 38A, Postal Agreement With the Department of Defense

USPS Publication 52, Acceptance of Hazardous, Restricted, or Perishable Matter

USPS Publication 65A, Zip Code Directory

USPS Publication 122A, Customer Guide to Filing Domestic Claims or Registered Inquiries

USPS Publication 225, Introduction to Stamp Collecting

USPS Publication 227, How to Prepare and Wrap Packages

USPS Publication 223, Directives and Forms Catalog

USPS Publication 247, USPS Material Management Equipment and Supply Catalog

Postal Operations Directorate (POD) Automated Postal Directory Instruction Handbook

POD General Officers Roster

POD Postal Claims Instruction Handbook

USAREUR Unit Number Listing and Mail Distribution Scheme

A-2. POSTAL FORMS

DD Form 285, Appointment of Military Postal Clerk, Unit Mail Clerk, or Mail Orderly

DD Form 885, Money Order Control Record

DD Form 1372, Mail Manifest

DD Form 1384-2, Transportation Control and Movement Document

DD Form 1556, Request, Authorization, Agreement, Certification of Training and Reimbursement

DD Form 2257, Designation/Termination MPC-FPC-COPE-PFO

DD Form 2258, Temporary Mail Disposition Instructions

DD Form 2259, Report of Audit of Postal Accounts

DD Form 2261, Registered Mail—Balance and Inventory

DD Form 2262, Receptacle Record

DD Form 2273, Irregularities in Makeup and Dispatch of Mail

DA Form 2, Personnel Qualification Record—Part I

DA Form 2-1, Personnel Qualification Record—Part II

DA Form 87, Certificate of Training

DA Form 3686, JUMPS—Army Leave and Earnings Statement

DA Form 3955, Change of Address and Directory Card

DA Form 4569, USAPC Requisition Code Sheet

DA Form 4856, General Counseling Form

SF 700, Security Container Information

SF 702, Security Container Check Sheet

PS Form 17, Stamp Requisition

PS Form 135, Airport Code Tags

PS Form 542, Inquiry About a Registered Article or an Insured Parcel or an Ordinary Parcel

PS Form 673, Report of Rifled Parcel

PS Form 1000, Domestic Claim or Registered Mail Inquiry

PS Form 1096, Cash Receipt

PS Form 1510, Mail Loss/Rifling Report

PS Form 1567, Requisition for Rubber and Steel Stamps Only

PS Form 1586, Supply Record

PS Form 1590, Supplies and Equipment Receipt

PS Form 1625, Record of Entry—Registry Section

PS Form 1957-C, Request for Military Tags

PS Form 1957-D, Request for Military Labels

PS Form 2759, Report of Irregular Handling of Mail

PS Form 2855, Claim for Indemnity—International Registered, Insured, and Express Mail

PS Form 2865, Return Receipt for International, Insured, or Registered Mail

PS Form 2900, U.S. Military Mail by U.S. Commercial Air Carriers Dispatch Record

PS Form 2942-A, Military Mail—AV-7 Delivery List

PS Form 2966-A, Parcel Post Customs Declaration—United States of America

PS Form 2966-B, Parcel Post Customs Declaration and Dispatch Note

PS Form 2966-E, Parcel Post Customs Declaration

PS Form 2976, Customs—Douane

PS Form 2976-A, Customs Declaration

PS Form 3295, Daily Record of Stamps, Stamped Paper, and Nonpostal Stamps on Hand

PS Form 3368, Stamp Credit Examination Record

PS Form 3369, Consigned Credit Receipt

PS Form 3533, Application and Voucher for Refund of Postage and Fees

PS Form 3579, Undeliverable 2nd, 3rd, 4th Class Matter

PS Form 3602-PO, Postage Collected Through Post Office Meter

PS Form 3800, Receipt for Certified Mail

PS Form 3801, Standing Delivery Order

PS Form 3804, Return Receipt for Merchandise

PS Form 3806, Receipt for Registered Mail

PS Form 3811, Domestic Return Receipt

PS Form 3811-A, Domestic Return Receipt

PS Form 3813-P, Receipt for Insured Mail—Domestic-International

PS Form 3826, Registry Irregularity Record

PS Form 3831, Receipt for Article(s) Damaged in Mails

PS Form 3849, Delivery Notice/Reminder/Receipt

PS Form 3854, Manifold Registry Dispatch Book

PS Form 3861-A, COD Loss Claim Filed by Sender

PS Form 3862, Damage Claim Filed by Mailer

PS Form 3863, Damage Claim Filed by Addressee

PS Form 3877, Firm Mailing Book for Accountable Mail

PS Form 3883, Firm Delivery Book for Accountable Mail

PS Form 3899, Registered Matter—Damaged, Unsealed or Without Cover

PS Form 3907, Post Office Box Mail Pickup Notice

PS Form 3977, Duplicate Key Inventory

PS Form 4314-C, Consumer Service Cards

PS Form 5049, Mail Found in Supposedly Empty Equipment

PS Form 6019, Military Post Office (MPO) Report of Money Order Business

PS Form 6401, Domestic Money Order Inquiry

PS Form 7380, MDC Supply Requisition

PS Form 7381, Requisition for Supplies, Services, or Equipment

PS Form 8099, Receipt for Recorded Delivery

AE Form 600-8-3B, Certification, Disposition of Damaged Items

AE Form 600-8-3C, Application for Box-R General Delivery Service

AE Form 600-8-3D, Mail Security

AE Form 600-8-3F, EURMAIL TTISMM Daily Worksheet

A-3. POSTAL ITEMS

PS Item 0-817C, Seal, Tin Band, Numbered, 6 x 1/32" Long

PS Item 0-9330, Adhesive-Backed Label Holder

PS Item 27A, Case, Strip Labels

PS Item 1257-T, Multi-Purpose Four-Sided Plastic Flat Tray and Two-Tone Lid Green/White

PS Item D1175, Hours of Collection

A-4. POSTAL LABELS

PS Label D, 5-Digit ZIP Code

PS Label 5A, U.S. Mail Eagle

PS Label 11-B, Express Mail Next Day Service—Post Office to Addressee

PS Label 19A, Airmail Par Avion

PS Label 19B, Airmail Par Avion

PS Label 21, Officially Sealed (For First-Class Letter Mail)

PS Label 55A, U.S. Mail Emblem

PS Label 55B, Collection Schedule

PS Label 86, Express Mail—Military Service

PS Label 106, Priority Mail Sticker

PS Label 106A, Priority Mail Tape

PS Label 107, Priority Mail

PS Label 136, Airport Code Sticker

PS Label 136-B, U.S. Mail—Destination (Blank)

PS Label 136-C, U.S. Mail Destination

PS Label 136-E, U.S. Mail Destination/Weight

PS Label 200A, Registered Mail

PS Label 200B, Registered Mail

AE Label 600-8-3A, Mail Dispatch Tag – Amsterdam Int. Mail Center NLAMSA, TPG Post

AE Label 600-8-3B, Mail Dispatch Tag – Copenhagen DKCPHA Post Danmark A/S

AE Label 600-8-3C, Mail Dispatch Tag – Frankfurt IPZ DEFRAA Deutsche Post WN

AE Label 600-8-3D, Mail Dispatch Tag – Frankfurt IPZ Transit DEFRAA

AE Label 600-8-3E, Mail Dispatch Tag – Frankfurt IPZ

AE Label 600-8-3F, Mail Dispatch Tag – Frankfurt IPZ

AE Label 600-8-3G, Mail Dispatch Tag – Liege X BELGGA LA Poste-Depost Belgium

AE Label 600-8-3H, Mail Dispatch Tag – London GBLHRA Royal Mail

AE Label 600-8-3J, Mail Dispatch Tag – Milano C.M.P. Roserio ITMAIL Poste Inaliane, S.P.A.

AE Label 600-8-3K, Mail Dispatch Tag -

A-5. POSTAL POSTERS

USPS Poster 26, Mail Bomb Indicators

USPS Poster 31-B, Mail Problem? (Counter easel with pocket for cards)

USPS Poster 51, International Postage Rates and Fees

USPS Poster 74, Packaging Pointers

USPS Poster 76, Hazardous Materials

USPS Poster 103, Domestic Postal Rates and Fees

USPS Poster 527, Money Order Poster

*USAREUR Poster 600-12, Your Local Postal Officer

*USAREUR Poster 600-13, Postal Forms Completion

*USAREUR Poster 600-14, Customs Forms

*USAREUR Poster 600-15, Proper APO Addresses

POD Poster 600-1, Scheme for Massing and Labeling Mail

POD Poster 600-2, Scheme for Massing and Labeling Mail

POD Poster 600-3, Scheme for Massing and Labeling Mail

POD Poster 600-4, Scheme for Massing and Labeling Mail

POD Poster 600-5, Scheme for Massing and Labeling Mail

POD Poster 600-21, Scheme for Massing and Labeling Registered Mail

POD Poster 600-22, Scheme for Massing and Labeling Registered Mail

POD Poster 600-23, Scheme for Massing and Labeling Registered Mail

POD Poster 600-24, Scheme for Massing and Labeling Registered Mail

POD Poster 600-31, Listing of IEO Countries

A-6. ENVELOPES

EP-13A, Express Mail Envelope

EP-13B, Envelope, Express Mail

EP-13C, Express Mail Envelope

EP-13F, Express Mail Envelope, Flat Rate

EP-14, Priority Mail Envelope

EP-14F, Priority Mail Envelope, Flat Rate

*Formerly the 65-series posters. These posters are available from the 1st PERSCOM (AEUPE-PO-POSD), Unit 29058, APO AE 09081-9058.

**APPENDIX B
MANAGED MAIL PROGRAM (TRAYED LETTER MAIL)**

B-1. LETTER TRAYS

Army post office (APO) personnel will prepare letter trays for dispatch to the continental United States (CONUS) as follows:

- a. Large-volume APOs served by an aerial mail terminal or fleet mail center with multiple gateway capability (for example, the Frankfurt Aerial Terminal) will sort mail according to separate instructions published periodically by Operations and Postal Services Division, Postal Operations Directorate (POD), 1st Personnel Command (1st PERSCOM).
- b. Trays will be folded and assembled for use in a tapered-sided tray that can accommodate an average of 600 letters (an average tray weighs 8 kilograms (17.5 pounds)). Small trays hold an average of 300 letters and weigh 4 kilograms (8.75 pounds). When trays are less than three-fourths full and APO personnel have tried to prepare a full tray, postal personnel will bundle letters, secure them with rubber bands, and place them in an orange pouch labeled AMC/ JFK, Kennedy, NY 003, FCM.
- c. Postal personnel will not separate short and long envelopes, but will keep mail mixed when placed in trays.
- d. Certified mail may be mixed with ordinary letters.
- e. Postal personnel will separate special delivery envelopes and place them in front of the letter tray.
- f. Tray label-holders will hold the large label used to dispatch orange mailpouches. Depending on zip code contents, the first line on the label will show the appropriate gateway; the second line will say “FCM-OGP” (excluding New York, which only shows “FCM”); and the third line will show the APO office of origin (fig B-1 shows sample labels).
- g. Postal Service-wide (PS) Item 0-9330 will be attached only to the top left corner of the tray at the end that reads “US Mail.” The opening of the slide label holder for use of standard United States Postal Service slide labels will be toward the center finger hole. Figure B-2 shows label placement.
- h. After the tray has been inserted in the sleeve, it will be secured by one strip of banding material positioned slightly to the right of the finger hole (fig B-2). Filament tape may be used only in emergencies, if approved by the 1st PERSCOM (AEUPE-POD-OPSD), Unit 29058, APO AE 09081-9058.

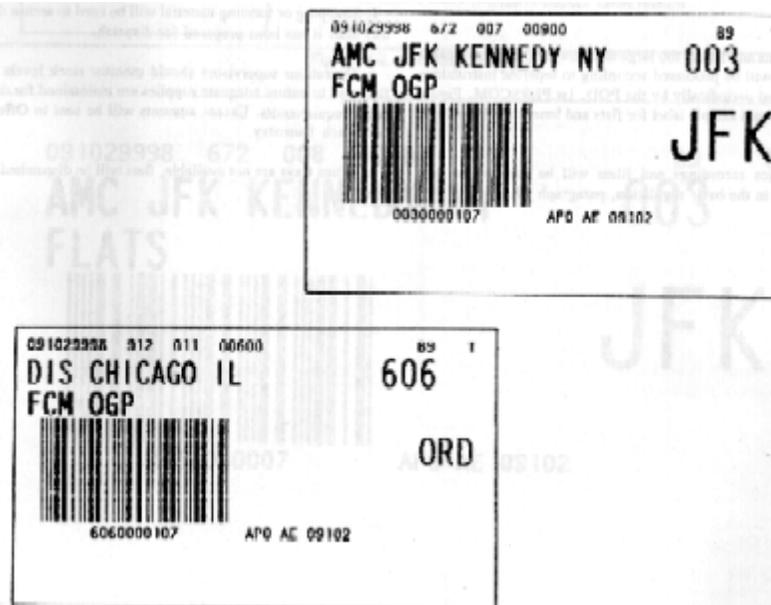


Figure B-1. Sample Labels Used to Dispatch Orange Mail Pouches

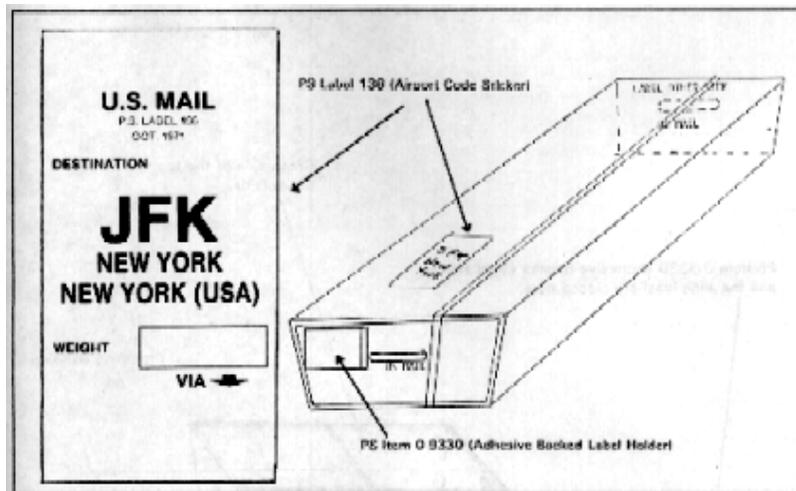


Figure B-2. Labeling Trays

i. The appropriate PS Label 136 will be placed on the top of the sleeve (fig B-2).

j. When trays are not available, machinable letters will be pouched (orange pouch #1). Postal personnel will maintain traying separation and labeling operations for this pouched mail and ensure the proper PS Label 136 is attached to the pouch.

k. Flats and letters too large to be trayed (nonmachineable letters) will be processed according to separate instructions published periodically by the POD, 1st PERSCOM. Figure B-3 shows a sample label for flats and letters too large to be trayed.

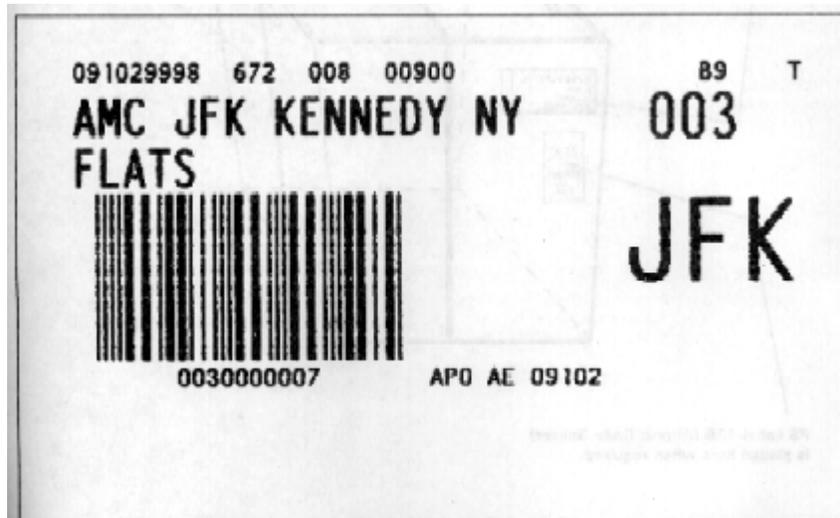


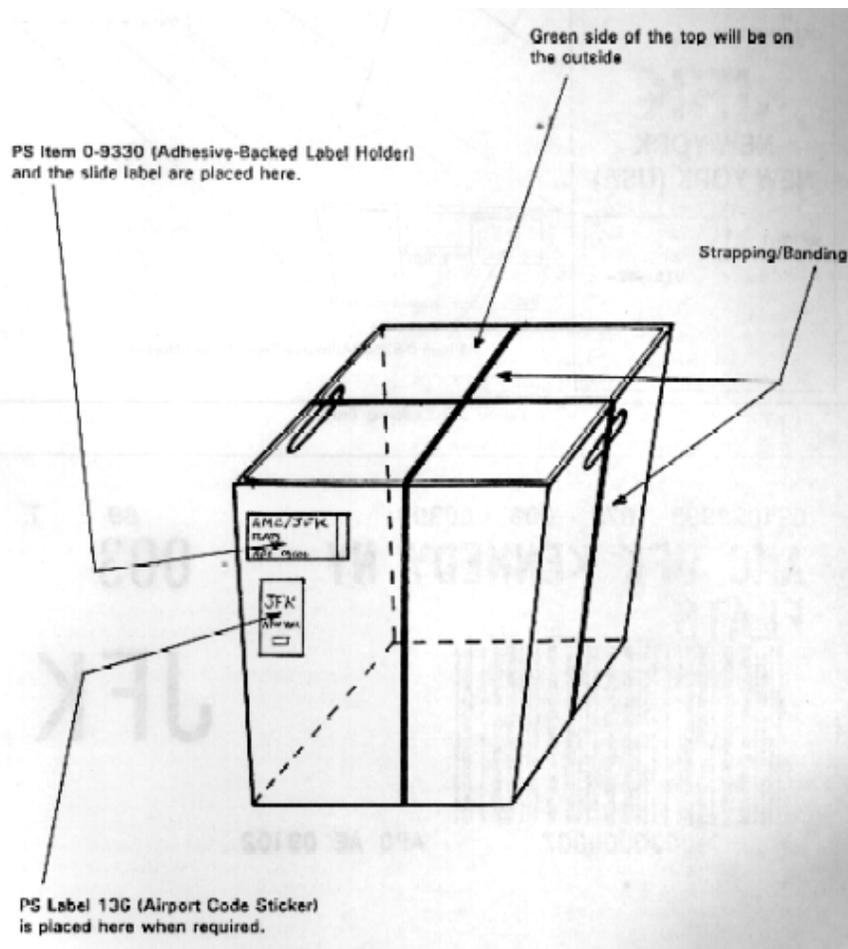
Figure B-3. Sample Label for Flats and Letters Too Large to be Trayed

l. Voice recordings and films will be handled as prescribed in the basic regulation, paragraph 27.

B-2. FLAT TRAYS FOR FIRST CLASS AND PRIORITY FLATS

Units will use PS Item 1257-T to dispatch first class and priority (personal and official flats) to CONUS.

- a. Flats will be faced so that addresses face the front, but will not be tied before they are placed in the tray.
- b. The number of inland gateway sortings will depend on the volume received at each location.
- c. The green side of the top will be on the outside, indicating the tray contains first class or priority mail (fig B-4).
- d. PS Item 0-9330 and slide label will be affixed in the upper left corner on a side of the tray that does not have a grip handle (fig B-4).
- e. PS Label 136 will be attached below the PS Item 0-9330 on the left corner of the tray (fig B-4).
- f. Strapping or banding material will be used to secure the tray after it has been prepared for dispatch.
- g. Operations supervisors should monitor stock levels of flat trays to ensure adequate supplies are maintained for dispatch requirements. Excess amounts will be sent to Offenbach each Thursday.
- h. When trays are not available, flats will be dispatched in pouches.



APPENDIX C

USAREUR POSTAL INSPECTION GUIDE

C-1. ADMINISTRATION AND SPECIAL ITEMS OF INTEREST

This paragraph covers administrative procedures for appointments, postal offenses, records management, search and seizures, and termination of mail services. The USAREUR Postal Inspection and Audit Team (PIAT), Postal Inspection and Audit Division (PIAD), 1st PERSCOM, will review the following functions:

- a. Postal administrative files and records are prepared and neatly maintained (AR 25-400-2). The organization postal standing operating procedures are updated each year or when changes occur (DOD 4525.6-M, vol I, app B).
- b. DD Form 2257 is properly prepared and distributed (DOD 4525.6-M, vol I, chap 4).
- c. When personnel change from one designation to another (for example, from military postal clerk to custodian of postal effects (COPE)), they are redesignated on DD Form 2257 (DOD 4525.6-M, vol I, chap 4).
- d. The postal officer signs DD Forms 2257 (applicable letter of instruction (LOI)).
- e. Postal clerks (including DOD civilians) are designated before assuming postal duties (DOD 4525.6-M, vol I, chap 4).
- f. The postal officer reviews the Consolidated Quarterly Report for correctness before submitting it.
- g. Postal offenses are reported to the Military Postal Service Agency within 72 hours of discovery (DOD 4525.6-M, vol I, chap 14).
- h. The Army post office (APO) maintains a separate case file for pertinent information, from the original reporting message to the close of the case (basic reg, sec X).
- i. Separate updated status reports for each active case are submitted by memorandum or message by the 10th day of each month until the case is closed (basic reg, sec X).
- j. APO supervisors understand procedures for preparing reports of mail interruption or delays (basic reg, sec XVII).
- k. APO personnel understand the safeguards against inspection of mail, either sealed or unsealed, and the exceptions to authorizing the search of mail under certain conditions (DOD 4525.6-M, vol I, chap 9).
- l. APO personnel understand the provisions for detaining mail (DOD 4525.6-M, vol I, chap 9).
- m. APO personnel understand the prerequisites for military authorities to seizure mail (DOD 4525.6-M, vol I, chap 9).
- n. Postal supervisors understand the procedures to be followed if mail is seized by host country officials (DOD 4525.6-M, vol I, chap 9).
- o. Incoming and outgoing mail leave the facility at least 5 days a week.
- p. There is a full-service postal facility at each area support team.
- q. Stamp vending machines and mail dropboxes are located near barracks, Army family housing areas, and duty stations.
- r. There is one postal service customer window for each population of 2,000. Hours of operation are tailored to individual location needs and the population served.
- s. The average waiting time at postal finance windows is no longer than 10 minutes.
- t. Mini-service windows are located at facilities with 3 or more postal service customer windows.
- u. Mail by appointment is available year round at all facilities.

v. Army and Air Force Exchange Service, Europe, outlets sell stamp, and stamp sales transactions are conducted properly between outlet representative and postal personnel.

w. Postal net alert messages are prepared, when necessary (DOD 4525.6-M, vol I, chap 11).

x. Required publications and applicable posters are maintained in each section of the postal facility (basic reg, sec XXI).

y. Military and civilian postal clerks are briefed on mail security before assuming postal duties and each 6 months thereafter using AE Form 600-8-3D (basic reg, secs X and XXIII).

C-2. OPERATIONS AND MAIL MOVEMENT

This paragraph covers procedures for collecting mail, following general mail processing procedures, handling APO mail, handling sensitive mail, processing and delivering incoming mail, processing and dispatching mail, processing international mail, and using correct aerial mail terminal (AMT) procedures. The USAREUR PIAT will review the following functions:

a. Keys to postal facilities and dropboxes are safeguarded (basic reg, sec II).

b. Dropboxes show the hours of mail collection and the location of a dropbox for later pickup, if a dropbox is available (basic reg, sec II).

c. Dropboxes are labeled and numbered correctly (basic reg, sec II).

d. Dropboxes are collected after the last collection time posted (basic reg, sec II).

e. Only authorized personnel are allowed to open mail dropboxes and collect mail (basic reg, sec II).

f. Collection times coincide with dispatch schedules to prevent unnecessary mail delays (basic reg, sec II).

g. The postal officer has established a system to ensure each dropbox is opened and the contents are collected each day (basic reg, sec II).

h. The mail processing section maintains a location map of letter dropboxes (basic reg, sec II).

i. The dropbox location map shows the route to be followed by the postal clerk during mail collection (basic reg, sec II).

j. The mail processing section has published and posted a delivery and pickup schedule for unit mailclerks (basic reg, sec II).

k. Outgoing letters and flats are legibly postmarked to show the date of receipt (basic reg, sec III).

l. The continental United States (CONUS) dispatch section uses appropriate preprinted slide labels for pouches and sacks (app B).

m. The information below is noted on the slide label, as appropriate:

(1) APO number of the postal activity making the dispatch.

(2) Date stamp (date of dispatch) on the back of the slide label (DOD 4525.6-H).

n. Bundles or trays are checked for missent mail before dispatch (basic reg, sec III).

o. Letter mail is pouched or trayed and is properly routed separately from other mail (app B).

p. The operations supervisor or shift leader checks the CONUS processing section before dispatch to ensure mail is dispatched (basic reg, sec III).

q. Mail trays are placed in sleeves and sealed with strapping material (app B).

- r. Letter mail is bundled and secured with rubber bands and placed in an orange pouch labeled to the appropriate gateway when less than three-fourth of a small tray is filled (app B).
- s. The slide labels on orange pouches or trays containing letter mail reads “FCM-OGP” on the second line, and the weight is given in kilograms (if required by the AMT of dispatch) (app B).
- t. Trays have appropriate flight labels attached to sleeves before dispatch (app B).
- u. Flats are trayed properly, and a green lid is used to indicate first-class mail is enclosed (app B)
- v. Appropriated slide labels and flight labels are attached to letters trays (app B).
- w. Films and cassettes are pouched separately. The slide label reads “Films and Tapes” on the second line (basic reg, sec III).
- x. Retrograde transit timetest envelopes are sent when required (DOD 4525.6-STD, chap 5).
- y. The APO operations section displays current Postal Operations Directorate (POD) Posters 600-1 through 600-4 with changes (basic reg, sec III).
- z. The operations section has established an APO letter and flat sorting case with at least the minimum amount of sorting slots for European mail (EURMAIL) APOs and directory and rework slots (basic reg and POD Posters 600-1 thru 600-4).
- aa. Letter or flat mail sent to a APO for which no sorting slot has been established is schemed against POD Posters 600-1 through 600-4 for proper sorting and massing.
- ab. APO letter or flat mail is pulled from the final sorting slots for APOs that have five or more pieces, and is affixed with PS (CPS) Label “D” on top of the bundle (basic reg, sec III).
- ac. The dispatching activity makes EURMAIL dispatches each workday (basic reg, sec III).
- ad. Mail address only (MAO) units serviced by direct support (DS) or general support (GS) units arrange letters and flats in numerical order and send them in green pouches to the servicing DS or GS unit (basic reg, sec III).
- ae. Intracommand code tags are affixed to EURMAIL pouches and outside pieces, when appropriate (basic reg, sec III).
- af. Mail for a fleet post office (FPO) sent to the servicing GS unit to be processed according to the embarked mobile units list (basic reg, sec III).
- ag. Mail accepted into the Military Postal Service (MPS) meets the weight requirements Domestic Mail Manual (DMM).
- ah. Consolidated mailings are given priority handling during every operation (basic reg, sec III).
- ai. The servicing postal activity ensures consolidated mailings are made up properly (basic reg, sec III).
- aj. Preprinted slide labels are used (basic reg, app B).
- ak. Mail for APOs and FPO San Francisco is routed properly (POD Poster 600-5).
- al. International mail is routed according to POD Poster 600-31.
- am. International mail parcels routed through the International Exchange Office (IEO) have PS Form 2966-B attached (POD Poster 600-31).
- an. APO mail is properly dispatched when it is destined for delivery through the *Bundespost* (basic reg, sec III).
- ao. The designated person breaks the seal on the van and verifies the seal number against the seal number on DD Form 1372 and 1384-2 (basic reg, sec XVIII).

ap. The receiving APO registry clerk or accompanying mailguard ensures registered mail is removed and properly accounted for (basic reg, sec XVIII).

aq. The operations supervisor ensures vehicles transporting mail are clean and free of dunnage and trash (basic reg, sec XVIII).

ar. Mail is protected from loss, theft, tampering, damage, and compromise during all phases of processing and transmission (DOD 4525.6-M, vol I, chap 9).

as. Operations personnel carefully look into (to daylight) pouches and sacks to ensure all mail has been removed and to determine if the equipment can be used again (basic reg, sec VI).

at. Proper security requirements are followed when mail is transported in open-body vehicles (basic reg, sec II).

au. Mail received in damaged condition is properly rewrapped, endorsed, and delivered on the day of receipt (basic reg, sec III).

av. When appropriate, mail is opened one pouch at a time, in proper sequence (basic reg, sec VI).

aw. Missent mail is postmarked with the canceling machine and stamped with the unit flag stamp or the all-purpose date stamp (APDS). Letters and flats should be canceled or stamped on the back, publications and parcels on the front, and slide labels on the back (when the entire pouch or sack is missent) (basic reg, sec VI).

ax. Express mail is properly received for and delivered to the addressee.

C-3. FINANCE

This paragraph provides information on APO financial operations to be reviewed by the USAREUR PIAT, PIAD, 1st PERSCOM.

a. When postage meters are issued to clerks, PS Form 3602-PO is properly noted (DOD 4525.6-M, vol I, chap 6).

b. Proper procedures are followed when meters are transferred between clerks (DOD 4525.6-M, vol I, chap 6).

c. PS Forms 3602-PO are signed by the COPE or designated individual and the clerk at the end of each business day (DOD 4525.6-M, vol I, chap 6).

d. If a PS Form 3602-PO is spoiled, copies are marked "VOID", the original copy is sent to the accountable postmaster, the second copy is filed at the APO, and the third copy is destroyed (DOD 4525.6-M, vol I, chap 6).

e. Unused meter tapes are returned to the COPE each day (DOD 4525.6-M, vol I, chap 6).

f. PS Forms 3977 are properly completed and safeguarded (DOD 4525.6-M, vol I, chap 9).

g. Safe combinations and keys are changed, as required (DOD 4525.6-M, vol I, chap 9).

h. SF 700 and SF 702 are properly maintained on the fixed-credit container (AR 380-5).

i. Clerks use fixed-credit containers to store personal property (DOD 4525.6-M, vol I, chap 9).

j. Safes used as storage containers to safeguard mail and postal effects are secured to a fixed object (DOD 4525.6-M, vol I, chap 9).

k. The unit maintains adequate internal security measures, including Joint-Service Interior Intrusion Detection Systems (DOD 4525.6-M, vol I, chap 13).

l. The APO supervisor has requested, in writing, an annual physical security inspection (DOD 4525.6-M, vol I, chap 13).

m. Sealed blocks of money orders are verified when opened by the clerk for issue (DOD 4525.6-M, vol I, chap 7).

- n. Money order clerks are aware of procedures to follow when a money order is lost or issued out of sequence, or when a voucher is given to a patron by mistake (DOD 4525.6-M, vol I, chap 7).
- o. Money order clerks are aware of the procedures to follow when a patron wants to purchase an international money order (DOD 4525.6-M, vol I, chap 7).
- p. Clerks are familiar with procedures for cashing money orders and travelers checks (DOD 4525.6-M, vol I, chap 7).
- q. Unit money order reports are noted on PS Form 6019 to indicate consecutive dates in the “No Business Was Conducted From ____ To ____” block (DOD 4525.6-M, vol I, chap 7).
- r. Postal clerks require patrons dressed in civilian clothes to present valid identification (ID) cards before selling them money orders or stamps, accepting a parcel for mailing, or purchasing of other postal items. Postal clerks require patrons paying by personal check to present a valid ID card (basic reg, sec XXIII).
- s. Clerks ensure patrons affix postage stamps to mail (DOD 4525.6-M, vol I, chap 5).
- t. Clerks cancel stamps on parcel post immediately on acceptance and in full view of the patron (DOD 4525.6-M, vol I, chap 5).
- u. Clerks affix postage meter tapes at the time of acceptance and in the patron’s presence (DOD 4525.6-M, vol I, chap 6).
- v. Postal finance clerks ensure articles presented for mailing have an address on only one side. If additional addresses appear, they are crossed out (DMM, module A).
- w. Canceling devices and APDS bear the APO and MAO number (DOD 4525.6-M, vol I, chap 9).
- x. Parcels with an address label have the postage stamps or meter tapes affixed so that the stamps or tapes overlap the upper right corner of the address label (DOD 4525.6-M, vol I, chap 5).
- y. Postage rates and fees collected are consistent with the services rendered (for example, intra-bulk mail center discount, nonmachineable surcharge, priority mail, parcel airlift mail, return receipt requested) (DMM, International Mail Manual (IMM)).
- z. Clerks present a neat and clean appearance (POD, 1st PERSCOM).
- aa. Window clerks are friendly and courteous and advise patrons correctly of current postal information (applicable LOIs and policy statements).
- ab. Letters and parcels that require customs declarations bear a properly completed PS Form 2966-A or PS Form 2976-A (DOD 4525.6-M, vol I, chap 9).
- ac. Parcels for countries for which mail is dispatched through the IEO have PS Form 2966-B attached (POD Poster 600-31).
- ad. Dates are correctly entered on PS Label 11-B (basic reg, sec III).
- ae. The latest express mail zone chart is used to accept express mail (United States Postal Service (USPS) APO-FPO New York EMMS Network Directory).
- af. Personal checks are made payable to “Postmaster New York” and required information (including clerk’s APDS and initials) is listed on checks.
- ag. A current Army and Air Force Exchange Service Suspended Check-Cashing Privileges Listing is available and clerks are familiar with its use.
- ah. At least 50 percent of the face value of accepted travelers checks is for Postal services.

ai. Accepting clerks endorse the back of travelers checks accepted for postal money orders “For Deposit to Disbursing Officer, U.S. Postal Service” and, for postal services other than money orders, “For Deposit to Postmaster, New York”.

aj. Clerks place their APDS and initials on the back of travelers checks.

ak. Clerks submit travelers checks accepted for postal money orders with PS Form 6019 and, for other services, with PS Form 17.

al. Finance clerks complete PS Form 3806 when accepting registered mail (DOD 4525.6-M, vol I, chap 8).

am. Finance clerks maintain a duplicate of the PS Form 3369 for their fixed credit extended from the COPE (DOD 4525.6-M, vol I, chap 5).

C-4. ACCOUNTABLE MAIL

This paragraph provides information on processing and dispatching registered mail and processing insured or certified mail. The USAREUR PIAT, PIAD, will check the following functions:

a. Only authorized personnel are allowed entry to registry work areas (DOD 4525.6-M, vol I, chap 8).

b. Openings and closings of registered safes are properly documented (DOD 4525.6-M, vol I, chap 8).

c. Registry records are completed and maintained to ensure a continuous chain of receipt through delivery (DOD 4525.6-M, vol I, chap 8).

d. Registered mail that is retained overnight is listed on the reverse of DD Form 2261 and the standing operating procedure on balancing registered mail is on hand (DOD 4525.6-M, vol I, chap 8 and basic reg, sec V).

e. Procedures have been established to ensure a witness signs DD Form 2261 at stations located separate from the parent postal facility. If no witness is available and the phrase “no witness available” is used, the commander or postal officer approved DD Form 2261 in writing (DOD 4525.6-M, vol I, chap 8).

f. Corrections are not made in the heading and parts III and IV of DD Form 2261 (DOD 4525.6-M, vol I, chap 8).

g. If official and personal CONUS-destined registered mail is dispatched in separate pouches to AMF/JFK Kennedy, NY 003, the slide labels are marked “official” or “personal” as appropriate, and a JFK flight tag is affixed (DOD 4525.6-M, vol I, chap 8).

h. APO-destined registered mail is dispatched in gray nylon equipment, and the slide label is date-stamped on the back (basic reg, sec V). An airport code tag is required if registered mail is transported by air to the end destination.

i. Registered pouches and sacks are sealed with PS Item 0-817C (USPS Publication 247).

j. The seal number of the pouch is entered on the outside bill. The letter “S” will be entered before the seal number (DOD 4525.6-M, vol I, chap 8).

k. The original copy of the inside bill is placed in the registered pouch (DOD 4525.6-M, vol I, chap 8).

l. PS Label 136-C or PS Label 136-E is affixed to the address side of registered articles sent as outside pieces (OSP) (DOD 4525.6-M, vol I, chap 8).

m. Registered OSP is marked on the outside bill with a prefix “O”, followed by the registry number (DOD 4525.6-M, vol I, chap 8).

n. International mail is properly routed for countries with a routing of IEO, APO AE 09165 (POD Poster 600-31 and basic reg, sec III).

o. International mail for countries showing a routing of JFK (POD Poster 600-31) is properly dispatched to AMC/ JFK Kennedy, NY 003 (basic reg).

- p. PS Forms 3806 are filed in numerical sequence (DOD 4525.6-M, vol I, chap 8).
- q. PS Form 3854 is used to make transfers to the registry section when the acceptance window is a separate operation (DOD 4525.6-M, vol I, chap 8).
- r. Irregularities are properly reported for registered mail received (DOD 4525.6-M, vol I, chap 8).
- s. Proper procedures are followed when registered mail is discovered in ordinary mail (DOD 4525.6-M, vol I, chap 8).
- t. The remarks section on DD Form 2261 is noted when significant actions occur. The names of all personnel working in the registry section during a shift are entered in the remarks section (DOD 4525.6-M, vol I, chap 8).
- u. Registered mail labels are maintained at operating finance windows (not with individual clerks) (applicable LOI and policy statements).
- v. The signatures of addresses or authorized agents obtained on PS Forms 3811 before delivery of restricted delivery mail (USPS DMM, module S).
- w. Restricted delivery mail is delivered only to addressees or authorized agents designated on PS Form 3801, PS Form 3849, or by letter. The forms are completed properly (USPS DMM, module S).
- x. If PS Forms 3849 are used to designate agents to receipt for restricted delivery mail, the forms are maintained and filed by the last two digits of the accountable mail numbers (DOD 4525.6-M, vol II, chap 4).
- y. PS Forms 3806 and PS Form 3877 are examined for proper completion before mail is accepted from firm mailers. A monetary value will not be noted on items presented by banking facilities and finance organizations (DOD 4525.6-M, vol I, chap 8 and basic reg, sec V).
- z. POD Posters 600-21 through 600-24 and POD Poster 600-31 are maintained in the registry section (basic reg, sec V).
- aa. Only official registered mail is delivered to mail orderlies (unit general delivery) (basic reg, sec VIII).
- ab. Registered mail is postmarked with the APDS at the time of acceptance into the MPS, or when received from another APO (basic reg, sec V).
- ac. PS Labels 200-A and 200-B are properly affixed to articles and the corners of the label are postmarked with the APDS when registered mail items are accepted (basic reg, sec V).
- ad. When unit mailclerks return mail, the unit mailclerk will prepare PS Form 3877 in triplicate for registered mail and in 2 copies for insured and certified mail (basic reg, sec V).
- ae. Proper procedures are followed for delivering insured or certified mail to authorized agents or addressees (DOD 4525.6-M, vol I, chap 8).
- af. The clerk has DD Forms 285 and PS Forms 3801 on file or has access to these forms to verify authorized agents who pick up certified and insured mail (basic reg, sec VIII).
- ag. PS Forms 3849 for registered, insured, and certified mail are filed numerically by the last two digits of the number identifying the article (DOD 4525.6-M, vol II, chap 4).
- ah. Unit mailclerks or mail orderlies sack accountable mail that needs sacking (basic reg, sec VI).
- ai. Only official accountable mail is delivered to unit mail orderlies (unit general delivery) (basic reg, sec VIII).
- aj. PS Forms 3883 are used to deliver insured mail marked in the right column with the first initial and last name of the addressee (basic reg, sec VI).

C-5. CUSTODIAN OF POSTAL EFFECTS

This paragraph provides information on financial operations of the COPE office and is to be reviewed by the USAREUR PIAD.

- a. Changes of COPE are performed according to the latest guidance from the Postal Finance and Supply Branch (PFSB), POD, 1st PERSCOM.
- b. The incoming and outgoing COPE perform a joint audit of postal stocks and funds the outgoing COPE possesses and record the results on 2 copies of DD Form 2259 (DOD 4525.6-M, vol I, chap 11).
- c. Shortages or overages existing at the time of the joint audit are recorded on PS Form 3368.
- d. PS Form 3369 is prepared in 3 copies by the incoming COPE and the original and duplicate copies are sent to the PFSB, POD, 1st PERSCOM, for validation.
- e. A joint audit is conducted on the money order account of the outgoing COPE. The incoming COPE signs for blank money order forms the outgoing COPE possesses on DD Form 885.
- f. A joint audit of the capital equipment in the possession of the outgoing COPE is conducted. The incoming COPE issues sub-handreceipts on PS Form 1590 for capital equipment to military postal clerks, finance postal clerks, and other authorized personnel.
- g. The incoming COPE prepares a new PS Form 1590 for capital equipment and sends a copy to the PFSB, POD, 1st PERSCOM, for validation.
- h. The incoming COPE checks keys kept in PS Forms 3977 to determine whether or not those keys are duplicates of keys used by the clerks.
- i. Each clerk places the keys in PS Form 3977, seals the envelope, and signs across the envelope flap.
- j. The incoming COPE receipts for each envelope using a PS Form 1096 that was modified accordingly and prepared in duplicate. The incoming COPE gives the original copy to the clerk and keeps the duplicate.
- k. Responsible clerks change combinations, seal the third copy of SF 700 in PS Forms 3977, and sign across the envelope flap.
- l. The incoming COPE changes the combination on the safe or safes and seals the combination in PS Form 3977. The incoming COPE gives PS Form 3977 to the postal commander or postal officer. A modified PS Form 1096 is used to obtain a receipt for the PS Form 3977 and the original copy is given to the incoming COPE.
- m. The original copy of DD Form 2257 is kept in APO files and the duplicate is sent to the PFSB, POD, 1st PERSCOM.
- n. The COPE maintains the duplicate PS Form 3369 for the total fixed credit in his possession (DOD 4525.6-M, vol I, chap 5).
- o. When fixed credits are issued to clerks, PS Forms 3369 are properly prepared (DOD 4525.6-M, vol I, chap 5).
- p. The COPE maintains the original PS Form 3369 for fixed credits extended to clerks (DOD 4525.6-M, vol I, chap 5).
- q. An account folder is established for each fixed credit (DOD 4525.6-M, vol I, chap 5).
- r. When fixed credits must be increased or decreased, the COPE returns the original fixed credit receipt (DOD 4525.6-M, vol I, chap 5).
- s. Damaged stock is returned to the source from which stock is received (DOD 4525.6-M, vol I, chap 5).
- t. The COPE audits the fixed credit of clerks and assumes custody of fixed-credit stock when absences are for more than 5 consecutive workdays (DOD 4525.7-M, vol I, chap 5).

- u. The COPE and clerks with fixed credits are audited at least once each month (DOD 4525.6-M, vol I, chap 12).
- v. A record of audits is shown on PS Form 3368 (DOD 4525.6-M, vol I, chap 12).
- w. PS Forms 3368 indicate a trend of excessive overages and shortages in clerk or COPE accounts (DOD 4525.6-M, vol I chap 12).
- x. Overages over tolerance are properly collected and remitted to the PFSB, POD, 1st PERSCOM, immediately after the audit.
- y. Fixed credit shortages in excess of tolerance are collected from the responsible clerks (DOD 4525.6-M, vol I, chap 12).
- z. Stamp requisitions are properly prepared.
- aa. Stamp requisitions received by mail are opened in the presence of a witness (DOD 4525.6-M, vol I chap 5).
- ab. The COPE and clerks requisition and maintain ample supplies of commemorative stamps (DOD 4525.6-M, vol I chap 5).
- ac. PS Forms 3295 or similar computer records are maintained and kept up-to-date (DOD 4525.6-M, vol I, chap 5).
- ad. Proper reporting procedures are followed if there is a shortage in a stamp requisition shipment (DOD 4525.6-M, vol I, chap 5).
- ae. If the postage meter and the COPE are not in the same location, the responsible commander or postal officer has given written authorization for another person to act as custodian of the meter (DOD 4525.6-M, vol I, chap 5).
- af. Postage meters are issued to one-person units.
- ag. The postage meterheads and operating lever keys are properly issued and returned to the custodian each day (DOD 4525.6-M, vol I, chap 5).
- ah. When the meter is assigned for use, the original and second copy of PS Form 3602-PO are held by the COPE or designated person and the third copy held by the responsible clerk (DOD 4525.6-M, vol I, chap 5).
- ai. A separate PS Form 3602-PO book is used for each meter at the postal activity (DOD 45.6-M, vol I, chap 5).
- aj. The COPE or designated custodian remits postage meter funds each day (DOD 4525.6-M, vol I, chap 5).
- ak. PS Form 3533 is prepared for unused meter tapes (DOD 4525.6-M, vol I, chap 5).
- al. Defective postage meters are immediately withdrawn from service (DOD 4525.6-M, vol I, chap 5).
- am. Ascending and descending readings for defective meters are recorded on PS Form 3602-PO (DOD 4525.6-M, vol I, chap 5).
- an. Defective meters or bases that cannot be repaired locally are returned to the accountable postmaster by registered mail and accompanied by a memorandum of explanation (DOD 4525.6-M, vol I, chap 5).
- ao. A message is sent to the Joint Military Postal Activity-Atlantic (CDR JT MIL POSTAL ACTY ATL NEW YORK //MPSA-NY//) before a meter is returned for repair or replacement. The PFSB, POD, 1st PERSCOM (AEUPE-POD-OPSD-PFSB), Unit 29301, APO AE 09186-9301, also will be notified (DOD 4525.6-M, vol I, chap 5).
- ap. The APO supervisor has requested an annual physical security inspection in writing (DOD 4525.6-M, vol I, chap 13).
- aq. The COPE submits PS Form 17 based on guidance from the postal finance officer (DOD 4525.6-M, vol I, chap 7).
- ar. The duplicate PS Form 17 kept for records after money orders are received (DOD 4525.6-M, vol I, chap 7).

- as. The COPE properly prepares and maintains PS Form 17 when mailing money orders to clerks (DOD 4525.6-M, vol I, chap 7).
- at. Money orders are transferred properly and recorded on DD Form 885 (DOD 4525.6-M vol I, chap 7).
- au. The COPE receipts for each hand-carried money order report at the close of the business day (DOD 4525.6-M, vol I, chap 7).
- av. Clerks properly prepare money order business envelopes mailed to the COPE by adding the registry number on the outer envelope and the endorsement "OPEN IN THE PRESENCE OF A WITNESS" on the inner envelope (DOD 4525.6-M, vol I, chap 7).
- aw. The COPE prepares PS Form 6019 each day and sends it with checks, vouchers, paid money orders, and spoiled money orders to the money order division (DOD 4525.6-M, vol I, chap 7).
- ax. The signed original PS Form 17 is returned promptly to the COPE (DOD 4525.6-M, vol I, chap 7).
- ay. Money order clerks verify sealed blocks of money orders on receipt.
- az. Money order clerks are aware of procedures to be followed when a money order is issued out of sequence or lost or when a voucher is given to a patron by mistake (DOD 4525.6-M vol I, chap 7).
- ba. The COPE verifies that the serial number of the first money order sold on the report day numerically follows the number of the last money order issued the preceding business day (DOD 4525.6-M, vol I chap 7).
- bb. The COPE produces a tape of checks submitted, dates checks with the APDS, and places tape around the checks.

C-6. DIRECTORY AND BOX-R SERVICES

This paragraph covers maintenance of the directory computer file and handling of box-R (retiree) mail. The USAREUR PIAT will review this information.

- a. DA Forms 3955 are arranged alphabetically in one file. This does not apply if the APO has the United States Army Postal Battalion, Europe, or other automated directory (DOD 4525.6-M, vol II, chap 6).
- b. DA Forms 3955 or automated directory files are properly completed (DOD 4525.6-M, vol II, chap 6).
- c. An effective purge system has been established (DOD 4525.6-M, vol II, chap 6).
- d. DA Form 3955 or an automated directory file has been prepared for persons who have had a name change or have a different last name from their sponsor's. The cards or automated files are cross-referenced (DOD 4525.6-M, vol II, chap 6).
- e. Required directory information (DA Form 3955 or automated directory file) is on file in the APO directory section for persons who receive general delivery or box-R service through the APO (basic reg, sec VII).
- f. The remarks block of DA Form 3955 or the automated directory file is noted to show the names of the sponsor's family members or "no family members" (basic reg, sec XVII).
- g. DA Form 3955 or an automated directory file is maintained for the Commander in Chief, USAREUR, and other general officers served by the APO (applicable LOIs and basic reg, sec XVII).
- h. Mail that requires directory service is properly processed in a timely manner (DOD 4525.6-M, vol II, chap 6).
- i. Mail that unit mailclerks returned to the directory section is monitored to ensure proper and legible endorsements are used (DOD 4525.6-M, vol II, chap 6).
- j. Endorsements are neat and legible, and omitted elements of the name are added, if known (DOD 4525.6-M, vol II, chap 6).
- k. A single diagonal line is drawn through the incorrect lines of the address (DOD 4525.6-M, vol II, chap 6).

- l. "Undeliverable as addressed" mail is properly processed (DOD 4525.6-M, vol II, chap 6).
- m. PS Forms 3579 are sent to the publishers (DOD 4525.6-M, vol II, chap 6).
- n. The APO keeps a record of PS Forms 3579 (DOD 4525.6-M, vol II, chap 6).
- o. Undeliverable catalogs and second- and third-class mail are properly processed through the APO directory section (DOD 4525.6-M, vol II, chap 6).
- p. Up-to-date copies of the USAREUR Unit Number Listing and Mail Distribution Scheme are on hand at each operational APO. Operations or directory personnel know how to use these directives (basic reg, sec XVI).
- q. The APO promptly submits changes (additions, deletions, corrections) to the USAREUR Unit Number Listing and Mail Distribution Scheme to the Operations and Postal Services Division, 1st PERSCOM (basic reg, sec XVI).
- r. Mail for units not listed in the USAREUR Unit Number Listing and Mail Distribution Scheme or the Military Post Office Mail Distribution Scheme is processed properly (DOD 4525.6-M, vol II, and basic reg, sec XVI).
- s. A current copy of the microfiche directory is maintained (applicable LOIs).
- t. Mail addressed to deceased personnel is returned to the APO by the unit and addressed to the USAREUR Casualty Mail Section, 1st PERSCOM (AEUPE-POD-OPSD), Unit 29067, APO AE 09081-9067 (basic reg, sec XVII).
- u. Undeliverable mail for general officers is processed properly (basic reg, sec XVII).
- v. Undeliverable Intra-Theater Delivery Service items are processed properly (basic reg, sec XVII).
- w. Directory clerks are familiar with processing casualty mail during wartime (basic reg, sec XVII).
- x. Retired personnel who request box-R service are required to show their ID cards (basic reg, sec VIII).
- y. A properly completed AE Form 600-8-3C is on file for box-R and general delivery service patrons (basic reg, sec VIII).
- z. The expiration date on AE Form 600-8-3C is 2 years from the end of the month in which the application was signed (basic reg, sec VIII).
- aa. Box-R applicants are required to complete DA Form 3955 for the APO directory file (basic reg, sec VIII).
- ab. Copies of customs forms are sent to the nearest 560th Military Police Company customs field office for parcels addressed to retired personnel and their family members (basic reg, sec VIII).
- ac. The correct procedures are followed when parcels weighing more than 1 pound are received for box-R patrons (basic reg, sec VIII).
- ad. Box-R personnel are notified in writing at least 90 days before the expiration date on their applications (basic reg, sec VIII).
- ae. A copy of the POD Automated Postal Directory Instruction Book is on hand and in use at each directory.

C-7. POSTAL CLAIMS

This paragraph provides information on processing claims to be used by the USAREUR PIAT.

- a. Claims are initiated according to procedures in DMM, parts S00 through S010; Postal Operations Manual, part 149; and IMM, part 194 (DOD 4525.6-M, vol I, chap 9; basic reg, sec IX; and the POD Postal Claims Handbook).
- b. APO personnel check total loss claims against delivery records before initiating a claim (DOD 4525.6-M, vol I, chap 9, and basic reg, sec IX).

- c. Claims are processed and sent to the appropriate postmaster or postal data center within 5 days of receipt (basic reg, sec IX).
- d. A record of claims is maintained (basic reg, sec IX).
- e. The claims clerk is familiar with procedures for submitting duplicate claims (DMM, parts S00 thru S010 and POD Postal Claims Instruction Handbook).
- f. Express, insured, and registered claims for loss are filed only by the mailer (DMM, parts S00 thru S010 and basic reg, sec IX).
- g. The disposition of damaged articles is properly noted on AE Form 600-8-3B and verified by the APO supervisor (basic reg, sec IX).
- h. Damaged registered articles received with a claim submitted on PS Form 1000 are maintained at the APO until released by the USPS (DMM, parts S00 thru S010).
- i. The claims clerk requires proof of value (paid bills, estimates of repair, appraisals, or a statement of value) before accepting a claim for partial damage (DMM, parts S00 thru S010).
- j. Clerks complete two PS Forms 3831 when a claim for damage is filed (DOD 4525.6-M, vol I, chap 9).

C-8. POSTAL SUPPLY

This paragraph provides postal supply information to be used by the USAREUR PIAT.

- a. The commander or postal officer has appointed one person to act as postal supply clerk (DOD 4525.6-C, chap 1).
- b. The COPE is the only person trusted with the custody, control, maintenance, repair, replacement, and disposition of USPS capital equipment (DOD 4525.6-C, chap 1).
- c. APO maintain no more than a 5-month supply of postal items (DOD 4525.6-C, chap 1).
- d. The supply clerk performs required inventories (DOD 4525.6-C, chap 1).
- e. Correct procedures are followed when returning equipment to USPS (DOD 4525.6-C).
- f. PS Forms 1586 are up to date (basic reg, sec III).
- g. Empty containers are kept for canceling machines, money order imprinters, meter bases and heads, 70-pound scales, and integrated retail terminal scales (DOD 4525.6-C, chap 1).
- h. The postal supply clerk is familiar with maximum and minimum levels of supplies, and the levels are correct on PS Form 1586.
- i. Slide labels are properly requisitioned (USPS Handbook, PO 423).
- j. The supply area is secure, neat, and organized (DOD 4525.6-C).
- k. PS Form 7380 is properly completed and requisitions are routed through the PFSB, POD, 1st PERSCOM (DOD 4525.6-C).
- l. PS Form 1567 is addressed to the PFSB.
- m. Requisitions are numbered consecutively (beginning with number 1) on 1 October each year (DOD 4525.6-C, chap 1).
- n. All pages of PS Form 1957-C and PS Form 1957-D are sent to the PFSB, POD, 1st PERSCOM, and at least 1,000 labels or tags are ordered. Examples are attached to the forms.

o. A memorandum of justification is submitted with each PS Form 7381 and only one item is ordered for each PS Form 7381 (DOD 4525.6-C, chap 1).

C-9. UNIT MAILROOM AND TECHNICAL INSPECTIONS

This paragraph provides information on appointing postal clerks, providing unit mail service, maintaining postal service centers, inspecting unit mailrooms, and conducting technical inspections. The USAREUR PIAT will use items in this paragraph as guidelines for conducting inspections.

- a. Technical inspections are conducted every quarter at stations covering the areas in this appendix (basic reg, sec XI).
- b. Findings noted during inspections are put in a report, in the proper format, for company commander or platoon leader review (basic reg, sec XII).
- c. The postal company commander reviews the findings in the technical inspection reports and ensures deficiencies are corrected as soon as possible (basic reg, sec XI).
- d. Technical inspection reports are maintained on file for the correct amount of time (basic reg, sec XI).
- e. DD Forms 285 are properly prepared and maintained (DOD 4525.6-M, vol II, chap 3).
- f. On termination of appointment of the unit mailclerk, the servicing APO is notified, in writing, by the appointing authority and revocation procedures are properly completed (DOD 4525.6-M, vol II, chap 3).
- g. The number of designated mailclerks is held to the minimum needed to handle the mail efficiently (DOD 4525.6-M, vol II, chap 3).
- h. The APO keeps DD Forms 285 for 2 years after mailclerks are terminated (DOD 4525.6-M, vol II, chap 3).
- i. Unit mailclerks pick up mail with a lockable, closed-body vehicle. If such a vehicle is not available, the mail guard (mailclerk) rides in the compartment that holds the mail (DOD 4525.6-M, vol II, chap 3).
- j. Unit mailclerks are required to present a valid DD Form 285 before receiving unit mail (DOD 4525.6-M, vol II, chap 3).
- k. Unit mailclerks endorse mail that is returned to the APO within 1 workday (DOD 4525.6-M, vol II, chap 3).
- l. Undeliverable mail or mail endorsed with a forwarding address is tied out separately and returned to the APO with other outgoing mail (DOD 4525.6-M, vol II, chap 6).
- m. A person or persons has been appointed to ensure mail returned by unit mailclerks is properly prepared (basic reg, sec II).
- n. Consolidated/community mailroom (CMR) supervisory personnel conduct daily inspections to ensure mail is handled correctly and promptly (basic reg, sec II).
- o. Undeliverable mail that is kept overnight is dated on the back to show the date of receipt (DOD 4525.6-M, vol II, chap 6).
- p. DD Form 2262 is properly completed and maintained for every receptacle (DOD 4525.6-M, vol II, chap 5).
- q. Each receptacle is marked on the rear side with the holders's name and box number (DOD 4525.6-M, vol II, chap 5).
- r. Receptacles are numbered sequentially, vertically, and either left to right or right to left (DOD 4525.6-M, vol II, chap 5).
- s. Requirements are filled when CMRs issue receptacles in advance (DOD 4525.6-M, vol II, chap 5).
- t. CMR mailclerks check receptacles at least once each month for excessive mail accumulation (DOD 4525.6-M, vol II, chap 5).

- u. DD Form 2258 is used for personnel on temporary duty or leave (DOD 4525.6-M, vol II, chap 5).
- v. The postal activity inspects unit mailrooms (UMRs) and CMRs each quarter (DOD 4525.6-M, vol II, chap 3).
- w. The postal officer or designated APO representative reinspects UMRs and CMRs that are rated unsatisfactory within 21 days of the initial inspection (basic reg, sec XI).
- x. Units that receive a second unsatisfactory rating are reinspected within 30 calendar days of the previous unsatisfactory rating (basic reg, sec XI).
- y. If a unit receives a third unsatisfactory rating, the inspection report is sent to the 1st Personnel Command (AEUPE-POD-OPSD), Unit 29058, APO AE 09081-9058, for action and a copy is sent to the appropriate USAREUR major commander (basic reg, sec XI).
- z. The required information is included in the remarks section of the CMR and UMR inspection checklist (basic reg, sec XI).
 - aa. The postal officer maintains a chart showing dates of CMR and UMR inspections and ratings (basic reg, sec XI).
 - ab. The postal officer maintains file copies of CMR and UMR inspections (basic reg, sec XI).
 - ac. The postal officer has appointed, in writing, one primary and at least one alternate CMR and UMR inspector (basic reg, sec XI).
 - ad. The correct inspection criteria are used to rate CMRs and UMRs as satisfactory or unsatisfactory (basic reg, sec XI).
 - ae. CMR and UMR inspection reports are typed and prepared in sufficient copies and are distributed properly within 10 workdays (basic reg, sec XI).
 - af. The remarks section of the CMR and UMR inspection checklist is noted when the unit mailclerk is in- or outbriefed (basic reg, sec XI).
 - ag. Unit mailclerks and mail orderlies are briefed on mail security by unit postal officers before assuming duties and each 6 months thereafter and complete an AE Form 600-8-3D (basic reg, secs X and XXIII).

APPENDIX D

COMMUNITY MAILROOM (CMR) AND UNIT MAILROOM (UMR) INSPECTION CHECKLIST

CMR AND UMR INSPECTION CHECKLIST				
1. Paragraph references in this checklist refer to applicable paragraphs in DOD 4525.6-M unless otherwise indicated.				
2. Items that are not applicable should be marked <i>NA</i> . Explain items marked <i>No</i> in the <i>Remarks</i> section.				
3. If three or more items identified with an asterisk (*) are marked <i>No</i> , or if seven or more items are marked <i>No</i> , the mailroom will receive an unsatisfactory rating.				
Unit Inspected (Complete designation):		Installation:		Date Inspected:
Name and Grade of Inspected Unit's Commander:				
Name and Grade of Inspected Unit's Postal Officer:				
Name and Grade of Unit Mailclerk Present During Inspection:				
	ITEM	NA	Yes	No
*1.	A separate and secure room or facility with enough space and equipment is provided to operate the CMR or UMR (C15.10; USAREUR Space and Planning Criteria Manual, para 730-73-03).			
2.	Current copies of DOD 4525.6-M, AR 600-8-3, USEUCOM Directive 10-4, and AE Regulation 600-8-3 are on hand (C1.1).			
3.	The unit postal officer or CMR supervisor has developed an SOP to cover mail security, the emergency destruction of mail, the delivery of mail during field exercises, and other critical topics (C1.2.2.6.2, C10.2; AE Reg 600-8-3, sec XIV).			
*4.	Daily, weekly, and monthly inspections of the mailroom, including verification of accountable mail, are being conducted and recorded by the unit postal officer or designated representative (C12.5; AR 600-8-3, para 2-10).			
5.	Unit postal files and records are properly maintained according to military services requirements (AR 25-400-2).			
6.	Mailclerks and unit mail orderlies are briefed on mail security before assuming duties and every 6 months after their initial briefing using AE Form 600-8-3D (AE Reg 600-8-3, sec XXIII).			
*7.	All unit mail personnel, including mailclerks, unit mail orderlies, augmentees, and volunteers, are designated on DD Form 285. Each designated individual has a copy of DD Form 285 in his or her possession, and copies are kept on file with unit records and, if required, with the servicing APO or RPO (C15.4, C15.6).			
*8.	The unit postal officer and alternate postal officer are appointed in writing. In cases where the unit postal officer and alternate postal officer are directly involved in mail-handling duties, they are also designated on DD Form 285 after being trained and tested (C15.4.2).			
*9.	Designated mailclerks have received adequate postal training, including 30 days of OJT, and unit mailclerks have taken and passed the mailclerk test at the servicing APO or RPO (C15.5).			
*10.	The DD Form 285 of former mailroom personnel is revoked, filed, and kept for 2 years with the revocation memorandum (C15.7).			
11.	Mailclerks and unit mail orderlies are familiar with the procedures for maintaining the security of mail and understand the privileged nature of postal records (C10.7, C15.10).			
12.	Mailclerks and unit mail orderlies are familiar with handling procedures for confined, AWOL, and casualty mail (C3.2.9, C3.3.7.5, C3.4.6.3, C3.4.9; AE Reg 600-8-3).			
13.	Postal officers, postal supervisors, mailclerks, and unit mail orderlies are familiar with the reporting procedures for known or suspected postal offenses (C14.1.3; AE Reg 600-8-3, sec X).			
*14.	Mail-handling areas and all receptacles for accountable mail are locked when the responsible individuals are not physically present (C15.10.1, C15.10.6.1).			
*15.	Mail is given proper protection at all times when transported to and from the mailroom. Mail is not left in unsecured vehicles (C15.10.7; AE Reg 600-8-3, sec II).			
16.	Mail is transported in a Government-owned or -leased vehicle (C15.10.7.2; AE Reg 600-8-3, sec II, para 15a (exceptions: AE Reg 600-8-3, sec II, para 15d)).			
17.	USPS equipment (pouches, sacks, and trays) is used only to transport mail. Equipment is emptied promptly and returned to the servicing APO the following duty day (C3.1.4.5).			
18.	Personal property of mailroom personnel (for example, backpacks, paper sacks, and other containers) is not permitted in the facility (C15.10.5.1).			
19.	Unauthorized personnel are denied access to the CMR or UMR (C15.10.5).			
*20.	Accountability is strictly maintained for duplicate keys and locks or combinations. A properly completed PS Form 3977 is prepared and controlled by use of a key log (C15.10.6).			
21.	Mailclerks and unit mail orderlies are familiar with instructions governing mail delivery (C3.2).			
a.	Damaged articles and items received unsealed are properly rewrapped, sealed, and endorsed before being delivered (C3.2.3.2).			

ITEM		NA	Yes	No
*b.	Personal mail is delivered to the addressee or authorized agent only (C3.2.5).			
c.	Mail addressed to <i>Commander of</i> is delivered as official mail (C3.2.4).			
d.	Personal mail for unit mailclerks and unit mail orderlies is handled in the same way as mail for other customers and is not opened, stored, or disposed of in the CMR or UMR (C3.2.3.7).			
e.	Absentee balloting material is given priority when processing for delivery and directory service (C3.2.3.5, C3.5).			
22.	If delivery is through mail delivery receptacles, then—			
a.	Receptacles are assigned to only one person (C3.3.3.3).			
b.	Unit receptacles are assigned to authorized agencies or organizations only; no personal mail is delivered to these receptacles (USEUCOM Dir 10-4, paras 7 and 8). An approved list of agencies served is on hand.			
c.	The receptacle that has been unused the longest is reissued first (C3.3.3.6).			
d.	The rear of each assigned receptacle is labeled to identify the holder. The names of family members who have different last names are also on the label (C3.3.3.8).			
e.	Receptacle record cards (DD Form 2262) are properly completed and filed (C3.3.3.7, C3.3.4.8 through C3.3.4.8.3).			
f.	Mail from withdrawn receptacles is removed and routed to directory, and the receptacle is properly blocked (C3.3.8).			
g.	Key lock cylinders or combinations are changed within 5 workdays after mail receptacles are closed (DD Form 2262 instructions on form) (C3.3.8.4).			
h.	PS Form 3907 is used to notify customers of articles too large to place in receptacle or of an excessive accumulation of mail. The storage area, receptacle number, date, and last name of addressee are on the form (C3.3.7.3).			
i.	DD Form 2258 is prepared and used to mark receptacles for customers who are temporarily absent (C3.3.7.4, C3.3.5.2).			
*j.	Mail-handling areas, including individual mail lock boxes, are free of aged mail, and all aged mail is checked against directory files (C3.3.5.1).			
*k.	All mail in receptacles match the name labels on the receptacles. If the names do not match, the mail is routed to the directory section for processing (C3.3.7.2).			
23.	Unit mailclerks are familiar with the processing and delivery of personal accountable mail.			
a.	Accountable mail is stored separately from nonaccountable articles and registered mail is stored in a secured room or container (C3.2.7.1.2, C3.2.7.1.6).			
*b.	Accountable articles are properly delivered only to the addressee or authorized agent. Delivery is being controlled by proper completion of PS Form 3849 and, when required, PS Form 3801, DD Form 2258, or written instructions (C3.2.5.7, C3.2.7).			
c.	Copies of PS Form 3849 are filed properly and retained for the appropriate length of time (C3.2.7.1.9).			
d.	The processing and disposition of accountable mail are annotated on PS Form 3849, including the article number, customer name and address, delivery clerk signature, date of delivery, and forwarding address if applicable (C3.2.7).			
e.	PS Form 3883 is used to transfer accountable mail between mailclerks (C3.2.7.2 through C3.2.7.4).			
f.	PS Form 3877 or 3883 is used to return official accountable mail to the servicing APO or RPO (C3.2.7.3).			
24.	Mail for individuals due to arrive is held for the appropriate length of time (C3.4.6.5).			
25.	Postal Directory System:			
*a.	A postal directory is properly established and maintained, and includes a directory file of all personnel receiving mail through the facility (C3.4.2.1, C3.4.3). (The Theater Postal Directory System is recommended for systems compatibility.)			
*b.	Undeliverable First Class and Priority directory mail is properly endorsed and returned to the source from which it was received within 24 hours (C3.4.5.2.3, C3.4.5.2.9).			
*c.	The back of each piece of mail receiving directory service is date-stamped to indicate the date of receipt. If directory mail is not processed on the date of receipt, the date the mail is forwarded or returned to the sender is annotated (C3.4.5.2.9).			
d.	Undeliverable periodicals (newspapers and magazines) and Standard Mail are processed and endorsed properly and returned to the sender in a timely manner (C3.4.6).			

ITEM		NA	Yes	No
e.	PS Form 3579 is prepared and affixed to the cover of undeliverable magazines above the mailing label, and magazines are being returned to publishers 60 days after the recipient's departure (C3.4.6.2.2.1, C3.4.6.2.2.2).			
f.	The name of the publication and date of the PS Form 3579 that is sent to the publisher is recorded in a manual or computerized system (C3.4.6.2.2.3).			
26.	Mail in letter dropboxes serviced by the CMR or UMR is picked up daily in sufficient time for delivery to the servicing APO or RPO by mail call (AE Reg 600-8-3, sec II).			
27.	Irregularities noted on the previous inspection have been corrected. (Explain in the remarks section if <i>No</i> has been annotated.)			
Remarks:				
Person Inbriefed:		Person Outbriefed:		
Inspection Rating:		Satisfactory Unsatisfactory		
Inspector's Name and Grade:		Signature:		

GLOSSARY

1st PERSCOM	1st Personnel Command
1st TMCA	1st Theater Movement Control Agency
266th TFC	266th Theater Finance Command
560th MP Co	560th Military Police Company
AAFES-Eur	Army and Air Force Exchange Service, Europe
ACS	Army Community Service
AMC	air mail center
AMT	aerial mail terminal
APC	Army postal clerk
APDS	all-purpose date stamp
APO	Army post office
ASC	accounting service center
ASG	area support group
ASI	additional skill identifier
AST	area support team
ATMCT	air terminal movement control team
AUTODIN	automatic digital network
BSB	base support battalion
CMR	consolidated/community mailroom
COB	close of business
COM	commercial
CONUS	continental United States
COPE	custodian of postal effects
DA	Department of the Army
DFAS	Defense Finance and Accounting Service
DIO	directorate of industrial operations
DMM	Domestic Mail Manual
DOD	Department of Defense
DODDS	Department of Defense Dependents School
DS	direct support
EE	empty equipment
EMMS	Express Mail Military Service
ETA	estimated time of arrival
EURMAIL	European mail
FAM	financial adjustment memorandum
FCLM	first-class letter mail
FPO	fleet post office
FRAT	Frankfurt Aerial Terminal
GE	Germany
GS	general support
ID	identification
IDS	intratheater delivery service
IEO	International Exchange Office
IMM	International Mail Manual
JFK	John F. Kennedy Airport
J-SIIDS	Joint-Service Interior Intrusion Detection System
JUMPS	Joint Uniform Military Pay System
lbs	pounds
LES	leave and earning statement
LN	local national
LOI	letter of instruction
MAO	mail address only
MCT	movement control team
MFR	memorandum for record
MIA	missing in action
MODIS	Military Origin—Destination Information System
MOM	military official mail

MP	military police
MPS	Military Postal Service
MPSA	Military Postal Service Agency
NAF	nonappropriated fund
NCOIC	noncommissioned officer in charge
NOK	next of kin
OJT	on-the-job training
OMCO	official mail control officer
OPSD	Operations and Postal Services Division
OSP	outside piece
PAL	Parcel Airlift
PCS	permanent change of station
PFBSB	Postal Finance and Supply Branch
PIAD	Postal Inspection and Audit Division
PIAT	Postal Inspection and Audit Team
PO	private organization
POD	Postal Operations Directorate, 1st Personnel Command
POM	Postal Operations Manual
POV	privately owned vehicle
POW	prisoner of war
PS	Postal Service-wide
RBE	reply by endorsement
RPO	regional post office
SAM	Space Available Mail
SEAVAN	commercial- or Government-owned or -leased shipping container
SIDPERS	Standard Installation/Division Personnel System
SOP	standing operating procedure
SSN	social security number
STMTR	standing transportation movement release
S-Van	secure van
TCMD	Transportation Control and Movement Document (DD Form 1384-2)
TDY	temporary duty
THREATCON	threat condition
TMP	transportation motor pool
TMR	transportation movement release
TTISMM	Transit Time Information System for Military Mail
UCAS	USAREUR Community Automated System
UMR	unit mailroom
USAREUR	United States Army, Europe
USEUCOM	United States European Command
USPS	United States Postal Service