



**DEPARTMENT OF THE AIR FORCE
HEADQUARTERS PACIFIC AIR FORCES**

DODI4525.09_DAFI36-3804_PACAFSUP_PACAFGM2026-01
13 March 2026

MEMORANDUM FOR ALL PACAF POSTAL ACTIVITIES

FROM: PACAF AIRPS/PO
UNIT 5124
APO AP 96328-5124

ACCESSIBILITY: Publications and forms are available on the e-Publishing website at www.e-publishing.af.mil for downloading or ordering.

RELEASABILITY: There are no releasability restrictions on this publication.

SUBJECT: Pacific Air Forces (PACAF) Guidance Memorandum (GM) to Department of Defense Instruction (DODI) 4525.09, Department of the Air Force Instruction (DAFI) 36-3804, Pacific Air Forces Supplement, *Postal Operations and Official Mail*.

By Order of the Commander, Pacific Air Forces, this PACAF GM is the first instance of a to-be published PACAF supplement to DODI 4525.09_DAFI36-3804, *Postal Operations and Official Mail*. Compliance with this memorandum is mandatory. To the extent its directions are inconsistent with other PACAF publications, the information herein prevails, in accordance with (IAW) Department of the Air Force Manual (DAFMAN) 90-161, *Publishing Processes and Procedures*.

This guidance memorandum implements DODI4525.09_DAFI36-3804, *Postal Operations and Official Mail*. This publication is applicable to all PACAF postal units. It is not applicable to Air Force Reserve, Air National Guard or United States Space Force. Ensure all records created as a result of processes prescribed in this publication are maintained in accordance with AFI 33-322, *Records Management and Information Governance Program*, and disposed of in accordance with the Air Force Records Disposition Schedule located in the Air Force Records Management System. OPR for this GM is Mr. Frederick O. Jackson. Refer recommended changes and questions about this publication to the OPR using the DAF Form 847, *Recommendation for Change of Product*; route DAF Forms 847 from the field through the appropriate functional chain of command. Submit requests for waivers through the chain of command to the publication OPR for non-tiered compliance items

This memorandum becomes void after one year has elapsed from the date of this memorandum, or upon publishing of a supplement permanently establishing this guidance, whichever is earlier.

SHERI L. KRAUS., Col, USAF
Director of Manpower, Personnel, and Services

Attachment:
1: Guidance Changes

Attachment
GUIDANCE CHANGES

3.14. OVERVIEW.

a. PACAF AIRPS is responsible for providing theater postal operations guidance and policy for United States Air Force units and activities. PACAF AIRPS has responsibility for ensuring command compliance with required DoD, DAF, and United States Postal Service (USPS) directives and regulations. PACAF AIRPS conducts Postal Effectiveness Inspections (PEIs) of all PACAF postal functions. Each PEI evaluates operations and management of all postal functions to determine the unit's ability to accomplish its assigned mission and comply with USPS directives. Inspections are conducted according to the criteria and scope established in the Military Postal Service Procedures Manual (MPM), USPS Pub 38, Section 8, DoDI 4525.09, *Military Postal Service*, Section 2.2.j, DAFI 90-302, *The Inspection System of the Department of the Air Force*, PACAF Guidance Memorandums, and the Overseas Postal Operations Checklist (OPOC), which is located in the Management Internal Control Toolset (MICT). Each Military Postal Activity (MPA) will receive one overall rating encompassing all functions. However, each PACAF AIRPS Detachment PEI will include operating locations and will affect the overall rating. In the event where an activity is found to be “Ineffective”, the owning organization will provide the funds (e.g. airfare, lodging, per diem, etc.) for PACAF AIRPS/PO personnel to re-inspect the activity within 90 calendar days.

b. Major command (MAJCOM) postal roles and responsibilities reside with PACAF AIRPS as outlined in the Military Postal Service Procedures Manual (MPM), paragraph 2.9.

c. PACAF AIRPS will submit media requests to public affairs (HQ PACAF/PA) for release on matters that affect all PACAF AIRPS postal activities. Releases that only affect local communities do not require higher headquarters review and can be coordinated directly with installation public affairs for release.

d. PACAF AIRPS is the focal point for establishing and disestablishing an MPA or a Mail Address Only (MAO).

e. Squadron Commanders will submit all personnel grade waivers and any exceptions to policy requests to PACAF AIRPS for approval.

f. MPAs will coordinate with PACAF AIRPS for disposition instructions from the appropriate Joint Military Postal Agency (JMPA) to turn-in and clear all postal equipment listed on the activity's PS Form 1590; as well as excess supplies maintained in the activity's Supply Program. Discrepancies should be resolved prior to the closure.

g. MPAs must coordinate with PACAF AIRPS to Coordinate Mobile Routing Instructions (MRI) for all units relocating. Coordinate and publicize closure of MPO and PSC(s) to coincide with drawdown of personnel. Reduce services as mission dictates.

h. MPAs will coordinate with PACAF AIRPS before implementing any USPS forms not already approved for military use.

i. Staff Assistance Visit (SAV). Wing commanders may request SAVs to provide a snapshot of their postal operations and training. These SAVs will be funded by the requesting unit and are not available within six months prior to a scheduled PACAF AIRPS inspection.

3.15. STANDARD OPERATING PROCEDURE (SOP) BINDER.

a. Each postal activity will develop functional SOP binders. Each binder shall contain information that has a significant impact on the operation to include daily operating procedures, guidance and tasks unique to each section. SOPs are required for each section within your postal operations (e.g., Finance, PSC, OPC, Directory, etc.)

3.16. DESIGNATION PROCEDURES.

a. Postal clerks and the Custodian of Postal Effects (COPE) will be designated by the responsible Commander. Commanders may delegate authority only to personnel in the following positions: Detachment Chiefs, Postal Officer, Postal Superintendent, Postmasters and Assistant Postmaster in writing to perform this task for all postal activities. (**Note:** Stock Custodians is the official term for COPE and will be used interchangeably within this document)

b. Postal clerks that handle mail must be designated using the DD Form 285, *Appointment of Military Postal Clerk, Unit Mail Clerk or Mail Orderly*, DD Form 2257, *Designation/Termination MPC-FPC-COPE-PFO* and read/sign a Postal Service (PS) Form 8139, *Your Role in Protecting the U.S. Mail*. Documentation must be kept on file for two years after termination date. The dates on the initial DD Form 285, DD Form 2257 and PS Form 8139 must all be the same date as the date of designation and must be completed prior to commencing postal duties. In the case that an individual is terminated from a position, such as a Military Postal Clerk, and then redesignated for another, such as COPE, the DD Form 2257 will be prepared for termination and designation (respectively). (**Note:** The DD Form 285 and PS Form 8139 will retain the original date and do not need to be recreated). The terminated DD Form 2257 should be moved to the inactive file, and the new designation letter will be maintained with the original DD Form 285 and PS Form 8139.

(1) The responsible authority ensures all information on the DD Form 285 is correct before signing the card.

TABLE 1. INSTRUCTIONS ON COMPLETING THE DD FORM 285.

Block 1	Date effective
Block 2	Date the DD Form 285 is revoked (completed once revoked)
Block 3	Last, first, and middle initial of appointee
Block 4	N/A
Block 5	Rank/Grade
Block 6	DoD ID number

Block 7	Indicate the correct title of the appointee: Military Postal Clerk, Unit Postal Clerk, or Mail Orderly (Note: Only these designations are authorized on the DD Form 285)
Block 8	State the exact activity. (e.g., Squadron, Detachment)
Block 9	MPO or Detachment zip code
Block 10	The appointing official will check box and initial by each type of mail appointee is authorized to receive
Block 11	Validating/appointing official will enter their initials in the lower right-hand corner and include all-purpose date stamp (APDS)
Signature of Appointing Official/Appointee	Self-Explanatory

(2) Termination Procedures. The responsible Commander, Detachment Chief, Postal Officer, Postal Superintendent/Postmaster or Assistant Postmaster signs the termination section of the DD Form 2257 and retains documentation for two years. Store active/inactive DD Forms 2257 separately.

(3) Revoke DD Form 285 and annotate in block 2 the date revoked, draw a red diagonal line across the card with the destruction date, write “REVOKED” over the line on the Unit File Copy, and retain for two years. Destroy DD 285 returned by the individual. (**Note:** Revoked PS Forms 285 and DD Forms 2257 must have the same termination dates.)

c. Commanders may appoint U.S. Citizens and local nationals (LN) as Stock Custodians if they meet all other criteria in the DoDI 4525.09, para 3.2(f). and the contract with the employee requires them to reimburse USPS for shortages discovered during audits of their accounts. Commanders are responsible for reimbursing USPS if LN or civilian stock custodians fail to reimburse USPS for any reason.

3.17. MPA RESPONSIBILITIES.

a. MPAs must report finance closures to USPS finance, MAJCOM and MPSA Finance by e-mail. Installation and Squadron leadership are authorized to allow post office closures for base and Squadron functions. All MPAs must still adhere to mail processing timelines during post office closures, i.e. family days, holidays, etc.

b. Commanders should consider providing postal clerks with basic allowance for subsistence to man postal facilities during peak hours, keeping in mind extended customer service hours (DoD 7000.14 -R, Department of Defense, Financial Management Regulation, Volume 7A, Chapter 25).

c. All activities must submit proposed facility renovation or new construction designs to

PACAF AIRPS/PO prior to submission to local or equivalent base Civil Engineers. A DoD postal subject matter expert must review the DoD Component's plans before finalizing facility layouts and obligating funds. Plans must meet postal requirements for efficient processing, security controls, and force protection directives.

3.18. BASE SUPPORT PLAN (BSP) AND CONTINGENCY OPERATIONS.

a. Postmasters and/or Detachment Chiefs will prepare BSP for postal annexes according to AFI 10-404, Base Support and Expeditionary Site Planning. Submit all BSP postal annexes to PACAF AIRPS/XP for review, prior to obtaining local approval. PACAF AIRPS/XP will ensure the BSP content is in line with theater-wide postal support plans.

b. Review local details and exercise participation to ensure taskings do not inadvertently curtail postal service and create mail delays. Postal personnel should be excluded, when possible, from local details, base exercises, and augmentation duties to prevent delays in mail delivery and curtailment of other services.

3.19. SELF-INSPECTIONS & REQUIRED PUBLICATIONS.

a. All PACAF postal activities will conduct an annual self-inspection using the current OPOC/PACAF AIRPS supplement in MICT.

b. All postal activities will maintain copies of publications and posted visual aids according to the current PACAF Postal Publications Listing.

3.20. REGISTERED MAIL.

a. Safes & Locks.

(1) Each registered mail clerk will be issued their own General Services Administration (GSA)-approved, three-position combination lock.

(2) During duty hours, the primary registry clerk will secure the registered mail section with their personal government issued, GSA approved, three-position dial combination lock.

(3) The use of a GSA-approved, three-position combination lock and intrusion detection system fulfill requirements of DoD 5200.1-R, C6.4.3.2. for storage of registered mail.

(4) All registry cage GSA safe combinations, GSA padlocks, and postal padlock combinations issued to individual clerks will be secured in PS Forms 3977, *Duplicate Key Inventory (Envelope)*. Safe combinations will be changed at least annually or when clerks who have knowledge of the combination no longer work in the facility. GSA padlock and postal padlock combinations will be changed when the lock is issued to another clerk. The PS Forms 3977 will be maintained in a different safe outside of the registry cage.

(5) PS Form 3902, *Log and Lock Examination*, will reflect who/what combination the PS Form 3977 belongs to; original PS Forms 3902/PS Forms 3977 will be maintained by the Postmaster, COPE, Detachment Chief, or AMT Chief in a safe.

(6) Separate PS Forms 3902 will be maintained by each individual that receipts for a PS Form 3977.

3.21. REGISTERED MAIL DOCUMENTATION.

a. Document entry of visitors into the registry cage on PS Form 1625, *Record of Entry into Registry Section*. File all PS Forms 1625 monthly with the last balance sheet of each month. If

there are no visitors during the month, a PS Form 1625 is still required. Alternate registry clerks and witnesses do not need to sign PS Form 1625.

b. Postal personnel will attach daily documentation to the DD Form 2261, *Registered Mail Balance and Inventory*, in the order listed in Section A, Items 2-7 and Section B Items 9 through 12 followed by any other supporting documentation. File PS Form 3849 numerically and annually by the last two digits of the identifying article number. Establish a separate file for registered mail if volume warrants.

(1) If an error is made on any part of the DD Form 2261, including Part III & IV, a new form must be created. Pen and ink changes are not authorized.

(2) The verifying official is responsible for checking all documentation for accuracy and accountability before signing the DD Form 2261 in Part III. The verifying official should be no less than an E-4.

c. Postal personnel must print their name in addition to their signature on all registered mail forms.

d. PS Forms 3806 must be physically signed by the registered mail clerk when accepting personal registered mail.

e. At APOs that are one-deep positions, a “No Witness Available” (NWA) waiver must be in writing from the responsible commander. The waiver should include that a verifying official is not available to sign the DD Form 2261.

f. Registered Mail Irregularities. Registered mail irregularities must be reported in AMPS and clear photos of the discrepancy must be attached.

g. Local National (LN) employees may never accept or handle official registered mail with the exception of LNs working with AAFES or a base banking facility.

h. If Registered Mail is found in ordinary mail, prepare a dummy bill using the PS Form 3854, *Manifold Registry Dispatch Book*, then identify the Registered Mail in Part I, Section A, block 7, *Items Received From Other Sources* on DD Form 2261 and complete a PS 3826, *Registered Mail Irregularity Report*, in AMPS.

3.22. MAIL COLLECTION AND INTER/INTRA-THEATER DELIVERY SERVICE (IDS)

a. Mail Collection Boxes.

(1) The Federal Aviation Administration/DoD Postal Agreement requires postal activities to ensure mail collection boxes are modified to accept only standard letter class mail. Mail collection boxes will be secured to the ground with all bolts welded and the openings should not allow mail more than 6 1/8 inches wide and 1/4 inch thick. Mail collection boxes will be checked daily at the designated times. Use the USPS Notice 3-A Letter Size Mail Dimensional Standards Template as a guide for modifying mail collection boxes.

(2) AMTs will oversee mail collection boxes to include daily mail collection, security, and maintenance if co-located on a base with an APO.

(3) Personnel should ensure all mail is removed from the drop boxes during collection times and inspect drop boxes to ensure they are in good working order including minimal rust or damage.

(4) Label 55, *Deposit Mail for Collection*, must include the following statement “Mail deposited by (cut-off time) will be postmarked the same day. Mail deposited after cut-off time will be postmarked the following day”. Additionally, annotate the last location and time of the final mail collection box.

(5) DDD1-10 OZ, *Mail Collection Policy Decal*, (NSN 5140180) must be placed on all mail collection boxes.

(6) Submit a request to PACAF AIRPS/PO using PS Form 7381, *Requisition for Supplies, Services, or Equipment* requesting a new collection box. PACAF AIRPS will provide disposal instructions.

(7) Removal of any USPS mail collection boxes must be coordinated with PACAF AIRPS/PO after an extensive trend analysis is conducted, documented, and presented for approval.

b. IDS.

(1) Use of IDS for transporting uniforms and personal gear required to perform official duties at the next duty station is authorized. Uniforms and gear cannot be combined with household items.

(2) Prepare direct bundles for five or more letters going to the same APO/FPO ZIP code.

(3) Prepare direct pouches when you have 5 pounds or one-fourth of a large pouch to the same APO/FPO zip code. Any pouches under this capacity will be sent to the low-mass location dictated by the *Pacific Mail Distribution Scheme* (PMDS).

(4) All outgoing mail must have legible cancellation/postmarks.

(5) Overseas postal patrons/customers will not use the Military Postal Service (MPS) to send or receive correspondence for business or commercial purposes.

(6) Only mail bearing postage, IDS correspondence, official postal notices, to include proper packaging and addressing, may be placed in the receptacles (e.g., Flyers, pamphlets, eyeglasses must have appropriate packaging and addressing).

3.23. MAIL CLAIMS.

a. Claims may be filed at the post office of mailing, or at the post office of receipt. Payment for Indemnity claims cannot be paid locally. Customers have 2 options to file claims:

(1) Option 1: Online at <https://www.usps.com/help/claims.htm>

(2) Option 2: Through coordination with local post office. Complete PS Form 1000, *Domestic or International Claim*, and mail along with supporting documents to USPS Domestic Claims, PO Box 80143, St Louis, MO 63180-0143.

b. Priority Mail Express Military Service (PMEMS) refunds for postage can be completed online or locally through the postal finance section using PS Form 3533, *Application and Voucher for Refund of Postage and Fees*, along with the original customer copy of the applicable Label 11 or the mailing receipt. Only the sender may file a claim for PMEMS.

c. Articles having salvageable value and receipted for on PS Form 3831, *Receipt for Article(s) Damaged in Mails*, must be stored in a sealed container or lockable area designated exclusively for claims. Access to the storage area must be limited to the claims section clerks,

Assistant Postmaster, and Postmaster (**Note:** This only occurs when USPS reaches out to the customer).

d. Articles received for on PS Form 3831 must be maintained on-hand until the claim has been adjudicated by USPS. Maintain a claims log if items are accepted and kept on-hand.

e. For initiating inquiries for international insured, registered, or ordinary mail, customers must accomplish online at usps.com/help/claims.htm within the time limits listed in International Mail Manual (IMM) Exhibit 921.2. Responses to inquiries from the International Inquiry Center may take up to 60 days. Customers will be asked to provide information regarding the mailing, including but not limited to the following:

(1) Mailing receipt number or barcode number of the article.

(2) Names and addresses of the mailer and addressee.

(3) Date of mailing.

(4) Description of contents.

(5) Claims for international registered or insured mail require customers to submit online at usps.com/help/claims.htm. Customers will need mailing receipts and will receive a claim and information packet in the mail from USPS once they have coordinated with the foreign postal administration.

3.24. MAIL COVERS.

a. Approval Authority. PACAF/A1 (delegated no lower than GS-15/O-6) is the approval authority for mail covers. PACAF AIRPS/PO is the coordinating authority for mail covers and forwards recommendations to PACAF/A1 for final approval.

b. Mail cover is only for recording data appearing on the outside cover of any mail matter or found in the contents of any mail not sealed against inspection when such mail is open. Any mail that is requested for search or seizure must have a separate search warrant for those parcels.

c. Within the post office, mail cover information must be safeguarded and only shared on a need-to-know basis.

d. All mail cover information shall be collected on PS Form 2009, *Information Concerning Mail Matter*. No other record or file shall be maintained, nor is reproduction of any portion of the file authorized. Provide forms to the investigative agency at least weekly via e-mail.

e. Mail covers must be initiated by an appropriate investigative agency e.g. Security Forces or the Air Force Office of Special Investigations (OSI).

f. Forward mail cover requests to PACAF AIRPS/PO via e-mail at pacaf.do@us.af.mil

g. The initial number of days a mail cover can be requested is 30 days. Prior to the end of 30 days, extension requests must be submitted. Extension requests must be submitted to PACAF AIRPS/PO at least 5 business days prior to expiration date.

h. All requests to disclose postal records or information compiled for law enforcement purposes must be submitted to PACAF AIRPS/PO for approval. (USPS Administrative Support Manual)

3.25. POSTAL PUBLICITY PROGRAM.

a. MPOs should maintain a highly visible publicity program. Information such as type of mail service available, window hours, completing change of address cards upon PCS, and other good mailing practices should be disseminated periodically through various media sources, APO lobby posters, or pamphlets. Examples of publicity campaigns may include but are not limited to: base newcomer orientation and departure briefings, radio and television service, base bulletins and newspapers, and unit commander's calls. Every APO on a main operating base should be listed as a required agency on the installation's in/out-processing checklist.

b. MPOs should use the Interactive Customer Evaluation (ICE) program. Postal personnel should encourage customers to use the ICE system to provide feedback about your postal operation. The Postmaster should provide a response within 10 days of receipt for customers who ask for a response.

3.26. DIRECTORY SERVICE.

a. Ballots, First-Class, Priority mail, and PMEMS, and must be processed and provided directory service within the first 24 hours of receipt.

b. Do not downgrade the mail class. Mail will retain its original classification.

c. AMPS is the only authorized directory system.

d. APOs will forward mail for 6 months and insert the forwarding address in AMPS Directory.

e. Document customer information during in-processing using either the AF 624, *Base Unit Locator and PSC Directory*, or a locally generated in-processing form, such as the example listed in [Figure 1](#).

f. Postal personnel will wrap USPS Label 230, *Loop Mail*, around mail that receives directory service. Do not place balloting material in with loop mail.

g. Military postal activities will not endorse mail as "DECEASED." If elected by next of kin, mail received for personnel who have perished will be endorsed, "UNDELIVERABLE AS ADDRESSED" if returned to sender. If mail is to be forwarded, it will bear no endorsement.

h. Postal personnel will process all directory mail within standards.

i. Mail that is undeliverable as addressed, because of an incomplete or incorrect mailing address, will follow guidance in DODI 4525.09_DAFI 36-3804 and the Military Postal Service Procedures Manual. See Table 2.

j. Black markers or grease pencils do not prevent the USPS mail sorting machines from reading the fluorescent-inked barcodes. As a result, use a Dymo/Avery label or similar label to cover barcodes. Use whiteout if labels are not available. Do not cross out special service bar codes, e.g., Certified, Registered.

k. Directory will create a log to identify mail returned to sender.

(1) The log must include: Tracking number, date(s) contacted, and personnel contacted (including member's leadership if applicable).

TABLE 2. TREATMENT OF UNDELIVERABLE AS ADDRESSED USPS MARKETING MAIL.

Rule	MAILER ENDORSEMENT	MILITARY POSTAL DIRECTORY SERVICED BY THE MPS SHALL:
1	NO ENDORSEMENT	In all cases, military mail directory must dispose of the piece. Restrictions: Standard Mail containing hazardous material must bear a permissible endorsement (see DMM).
2	ADDRESS SERVICE REQUESTED	Forward. Endorse mail with "CHANGE OF ADDRESS DUE TO OFFICIAL ORDERS". If undeliverable, return to sender (RTS) with reason for non-delivery and "POSTAGE DUE." Return the piece to sender with new address or reason for non-delivery and POSTAGE DUE.
3	FORWARDING SERVICE REQUESTED	
4	RETURN SERVICE REQUESTED	
5	CHANGE SERVICE REQUESTED	Do not forward or return. Destroy and dispose of this mail.
6	ELECTRONIC SERVICE REQUESTED	Do not forward or return. Destroy and dispose of this mail.

1. Periodical Address Notification Procedures.

(1) Forward all periodicals for a period of 60 days, notify the publisher using the “Magazine ANK” AMPS module found under the directory tab. Generate a label that provides the publisher’s return mailing address and RTS.

m. PACAF IDS Mail Recovery Center (MRC).

(1) Undeliverable IDS will be sent to the PACAF IDS MRC.

(2) All postal operations in PACAF will send undeliverable IDS to Yokota AMT, APO AP 96328.

(3) The IDS MRC shall open each article to determine an addressee within 48 hours of receipt.

(4) Items such as correspondence, flyers, notices, and other items with no obvious value are disposed of as waste.

(5) Items of value, including cash, shall be retained for 60 days and then turned over to a charitable or welfare organization such as the local Chaplain Fund, Airman and Family Readiness Center, or schools. Obtain receipt from the organization and record information in the MRC log.

(6) The mail recovery center will maintain an MRC log that includes sender and addressee information if available, date received, origin, contents, clerk and witness, and disposition of article. A postal supervisor (E-5 or above) and a witness will sign the log entry

when items are disposed of. Maintain these logs for two years plus the current year.

(7) IAW guidance from the United States Postal Inspection Service (USPIS), parcels arriving to postal activities without Addressee or Sender Information need to route a request, to include pictures, to PACAF AIRPS/PO for coordination with the USPIS to obtain legal authorization to open the parcel. This includes parcels needing to be opened by anyone other than the recipient for any other reason.

(8) All dead mail with postage will be returned to the USPS Mail Recovery Center.

Atlanta Mail Recovery Center
5345 Fulton Industrial Blvd SW
Atlanta, GA 30336-2400

3.27. TRANSPORTATION.

a. Procedures.

(1) Irregularities will be submitted in AMPS.

(2) PS Form 3826, *Registry Irregularity Report*, provide clear legible photos when applicable.

(3) DD Form 2273, *Irregularities in Makeup and Dispatch of Mail*, include a clear photo or copy of the Universal Postal Union (UPU) label 150, Enhanced Distribution label (EDL), and the address element on the mail (cover recipient's name).

(4) PS Form 2759-M, *Report of Irregular Handling of Military Mail*, to report the type or irregularity, the category of mail, the routing label information when appropriate, and other information required to adjudicate the offense.

(5) PS Form 2734-B, *Air Transportation Pay and Routing Adjustment*, must be processed through AMPS when applicable. As an alternate method, clerks have up to 9 days to delete receptacles in AMPS under Transportation>Dispatching>Receptacle Dispatch> Delete Receptacle.

b. Complete and submit Postal Net Alerts (PNA) through AMPS. PNAs will report all matters that affect air, ground, or surface transportation movement and processing of mail, to include natural disasters, evacuations, strikes, airport/runway closures, or any matter resulting in mail delay or non-receipt. PNAs must contain specific relevant information regarding the occurrence and be submitted as soon as practical after a Force Majeure event affecting mail movement is identified.

(1) Send follow-up PNAs until the situation returns to normal. Follow-up PNAs should be specific, include all pertinent information, and be transmitted via AMPS.

c. All IDS will be transported and billed in nesting as deferred mail. However, if IDS mail has postage, it will be nested as preferred mail.

d. DD Forms 1372, *Mail Manifest*, may be processed and accepted in AMPS. Clerks are still required to print a copy of DD Form 1372 to dispatch to the truck driver; however, DD Forms 1372 are filed in AMPS. Hard copies must be kept in transitory files.

(1) When dispatching mail from any activity, vehicles must be secured in a closed-body vehicle with a pad lock and numbered seal. Seal number must be annotated on DD Form 1372.

e. MPAs who dispatch/receive mail through AMC must document facility checks at least three times a week to ensure there is no mail left or frustrated.

f. Mail dispatched through AMC must be manifested on DD Form 1384, *Transportation Control and Movement Document* (TCMD). Separate TCMDs must be accomplished for APO and FPO mail using separate Transportation Accounting Codes (TAC).

(1) Use TAC FAAU for APO mail. If the system does not accept the TAC, then use 0001.

(2) Use TAC 0002 for FPO mail.

g. Detachment/operating location leadership or Postmasters with MCA responsibilities shall discuss, resolve problems and concerns, at least quarterly, with air carrier representatives (AMC and commercial). Meeting minutes will be documented, signed, and kept on file for one year.

h. Carrier Generated Routes (CGR) should be reviewed by MPAs with AMT/MCA functions, one week prior to the implementation of the next block of CGRs. This information can be found in AMPS under Transportation>Dispatching>AV-7 Reference Table>ICAIR/CGR Blocks

(1) Clerks should verify start and stop dates, missing lanes, capacity/reduced capacity, and frequency. Any discrepancies should be communicated to PACAF AIRPS/TR immediately.

i. Warehouse checks will be completed and documented daily.

j. Ramp watches will be conducted for incoming and outgoing registered mail.

3.28. POSTAL SERVICE CENTER (PSC).

a. Receptacles are only issued to sponsors. Do not issue receptacles to dependents, non-appropriated fund (NAF) activities, or private organization activities, etc. NAF and private organization mail should be addressed as official mail through the sponsoring organization.

b. When using an electronic product in lieu of DD Form 2262, *Receptacle Record*, the product must provide the same information as the DD Form 2262 and follow the same disposition instructions.

c. When processing an advance receptacle assignment request, postal personnel will prepare DD Form 2262, DD Form 2258, *Temporary Mail Disposition Instructions*, and DD Form 2263, *Mailing Address/Combination Notice*.

d. Complete only the address portion of DD Form 2263 and provide it to the sponsor. Do not assign receptacles earlier than 90 days prior to the arrival of the incoming patron.

(1) Use AMPS directory program to update newly issued receptacles.

(2) Upon in-processing newly arrived patrons, clerks must ensure AMPS directory program is updated to reflect the patron's dependents (listed on orders). **Note:** Non-command sponsored dependents are not authorized APO privileges.

e. Command sponsored family members who have a different last name from the patron will have both the patron's and family member's names indicated on the box (such as Box 65 SMITH J./JONES V.) and cross referenced in the directory program.

f. Provide priority processing and delivery of balloting material. Mail must be processed and made available within one duty day of receipt in the following order: Balloting material,

PMEMS, Priority (Preferred), Letters or First Class, Retail Ground (Deferred), and then Surface (bulk) mail.

g. Ballots and PMEMS must be processed before all other mail classes. USPS Retail Ground (Space Available Mail) must be processed within 48 hours of receipt.

h. All barcoded mail will be scanned using the Product Tracking and Reporting (PTR) and uploaded into AMPS for receipt and delivery purposes. All PS Forms 3907, *Post Office Box Mail Pickup Notice*, will be completed in AMPS using the AMPS Mobile Device (AMD). Second notices will be accomplished using the automatic e-mail notifications in AMPS (**Note:** E-mail notifications for day 5 must be enabled in AMPS). On day 10, endorse the parcel in red marker when Final Notice (F/N) is accomplished. If the article has not been collected by the 10th day from initial notification, verify the member's status with their unit or make every attempt to determine their status before returning the parcel (e.g., First Sergeant, SEL, or Supervisor).

(1) Do not hold unclaimed mail for longer than 15 days from the time it entered the facility unless there is a DD Form 2258 directing otherwise. Start the return process on day 16.

(2) If mail is not collected, but the addressee's status is able to be determined (leave, TDY, etc.), update the information in AMPS, place the "hold date" on parcel, and complete a DD Form 2258 indicating the members status.

(3) Unclaimed parcels being returned must be coordinated with Directory.

(4) If accountable mail has not been claimed within 10 days of initial notice, prepare another PS Form 3849, *Delivery notice/Reminder/Receipt*, for final notice. On day 16, the RTS procedures start.

(5) Final notices for unclaimed PMEMS are prepared on day 3 and returned by day 8 from the initial notice.

i. Postal clerks will prepare a physical PS Form 3849 for incoming PMEMS, Registered, Insured, and Certified mail and will place the form on the patron's box regardless of whether a PS Form 3849 is generated on the AMD scanners.

(1) PS Form 3849 will indicate the sender's "Last Name" or "Company" in the upper right hand corner, article location, date, place an "X" indicating the type of parcel, place another "X" indicating the accountable service, write the "Article Number," patron's full name and address, and stamp with the APDS to show date prepared (**Note:** If the article is returned, annotate disposition instructions on the back of PS Form 3849 beforehand). (**Note:** Customers must physically sign the PS Forms 3849 regardless of whether it is being electronically signed.)

(2) File PS Form 3849 numerically and annually by the last two digits of the identifying article number. Establish a separate file for Registered mail. Retain all forms for 2 years.

(3) Postal personnel will treat all incoming/inbound "international" registered mail received in ordinary mail as accountable mail and will process through PSC.

j. MPAs do not have the authority to dictate the delivery of personal mail outside of established directives. Customers control the delivery of their mail. (PS Forms 3801, *Standing Delivery Order*, forwarding, holds, etc.).

(1) PS Forms 3801 must not be used for convenience purposes and must have an effective date and expiration date. PS Form 3801 is effective for 30 days and an extension can be

granted if members are unavailable for an extended period due to leave, TDY, deployment, etc. Attach a copy of orders or memorandum stating reason for extended use to the PS Form 3801.

(2) Members unavailable for an extended period (greater than 30 days) are authorized to have their mail on hold for the duration of their absence.

(3) Enlisted aides, executive officers, office assistants, and other staff personnel assigned to support general officers in the performance of their duties are authorized when properly appointed access to personal mail to include mail placed in assigned mail receptacles for general officers they support. Designated personnel must be authorized users of the military postal system. General officers should specify the period of the designation when accomplishing PS Form 3801. If a date is not specified, Postmasters should annotate the form for the time officers are assigned to the installation. If executive officers, enlisted aides, or secretaries rotate, then a new PS Form 3801 must be completed to annotate such changes.

(4) A Power of Attorney (POA) is not normally authorized in lieu of PS Form 3801. If a POA or other legal documents are used as an authority to pick up another individual's mail and is not presented by the box holder, then verify the box holder's status with the unit. Attach POAs and written instructions to the PS Form 3801. Complete the PS Form 3801 as required, except in the receptacle holder's signature block, and write "See POA or letter" as appropriate. Maintain POAs and letters for the same disposition period as the PS Form 3801, as stated in the AFRIMS. Individuals authorized to pick up another individual's mail will initially sign the PS Form 3801 the first time they pick up the mail. The designated agent does not have to be present when the customer initiates the PS Form 3801 at the post office. PS Form 3849, and DD Form 2258 are not used in this command to control the delivery of mail.

k. Receptacles cannot be used to conduct private business under any circumstances.

l. Postal personnel will affix tags, EDL, and UPU labels (if applicable) to mail pouches, sacks, and trays. Remove all old tags, stickers, and UPU labels from pouches after receipt, to prevent personnel from inadvertently misrouting mail.

m. Postal personnel and those assigned postal duties, to include volunteers, will retrieve their mail from the front of their mail receptacle (lobby) in the same manner as other patrons.

n. Postal personnel will not deliver accountable mail to themselves, except at one person MPAs.

o. Activities without PSC access shall create a Unit Mail Room (UMR) for personal mail delivery. Members at one-deep locations shall maintain a running log of personal mail received/removed from the facility at the end of business day.

p. Postal personnel will use [Table 3](#) below to determine whether to handle a parcel as personal or official mail.

TABLE 3. PERSONAL OR OFFICIAL MAIL DETERMINATION.

If the address shows a person's name	Personal box number	Organization	Office symbol or duty title	Then deliver as
Yes	Yes	Yes	Yes	Personal Mail
Yes	Yes	Yes	No	Personal Mail
Yes	Yes	No	No	Personal Mail
Yes	No	No	No	Personal Mail
Yes	No	Yes	No	Official Mail
Yes	No	Yes	Yes	Official Mail
No	No	Yes	Yes	Official Mail

3.29. SECURITY MEASURES.

a. Patrons must verify their eligibility to receive mail using a Common Access Card or military dependent/retired military identification card. For new hires awaiting issue of one of these forms of ID, patrons may use their passports with orders to verify eligibility. Badges, US driver’s licenses, and other forms of identification are not acceptable. Note: Retirees are only authorized APO privileges in South Korea and Australia.

b. Postal supervisors should coordinate with security forces, installation security manager, and base civil engineering when requesting approved alarm systems.

c. All keys will be issued on a PS Form 1628, *Individual Key Record*, and be accounted for on a key control log. MPAs will maintain physical control of excess keys in a locked or secured container.

(1) Key control logs will reflect total number of keys, keys issued to whom, and keys remaining on hand.

(2) All issued keys must be collected from personnel prior to deployment, PCS, or termination.

(3) Each key must have individual identification (e.g., color coding, serial numbers).

d. Combinations, Safes, and Locks.

(1) Common knowledge combinations (registry, cipher, etc.) must be changed annually or, upon PCS, when personnel no longer require access to perform official duties, or when there is a termination of personnel with knowledge of the combination.

(2) PS Form 3902 will reflect who/what combination the PS Form 3977 belongs to.

(3) All safe combinations must be changed annually and documented on AFTO Form 36, *Maintenance Record for Security Type Equipment*, inside each security container.

(4) Use SF Form 702, *Security Container Check Sheet*, to document each opening and closing of safes and lockable containers.

(5) PS Form 3977 will be used to store security container combinations, RSS passwords, security container keys, and/or cash drawer keys.

(6) Stock custodians will maintain a single PS Form 3902 to account for all PS Forms 3977 for finance clerks.

(7) PS Forms 3902/PS Forms 3977 will be maintained by the Postmaster, COPE, Detachment Chief, or AMT Chief in a safe. Stock Custodians cannot maintain their own PS Forms 3977. MPAs will annotate registered mail and Stock Custodian safe combinations on a separate PS Form 3902 by the individual who receipts for PS Form 3977.

e. MPAs must maintain current force and resource protection programs consisting of the following: emergency destruction procedures, anti-robbery, bomb threat, suspicious mail handling, authorized access memo, high value shipment procedures, local physical security, and annual resource protection assessments. Commanders should consider procuring surveillance equipment for added security.

f. Postal activities at commercial airports will also coordinate plans with local airport authorities.

g. Templates for suspicious mail handling, bomb threat and anti-robbery procedures can be found on pages [38](#), [42](#), and [43](#) (respectively).

h. The postal facility supervisor must request, in writing via memorandum or e-mail, anti-robbery and bomb threat exercise/training from installation security forces at least annually. The request must be kept on file until exercise or training is completed and training must be documented with a memorandum.

i. A list of names of all personnel authorized access to the facility must be posted on the interior side of each exterior door for the facility (e.g., Entry Authorization List). Label 33, *Report Mail Theft, Tampering, or Vandalism of this Mailbox*, must be displayed throughout the PSC lobby.

j. Each postal activity will develop a local security plan for its operations/operating locations to identify unique security requirements. The plan will be validated by security personnel responsible for that location. The minimum-security measures of each local security plan include, but are not limited to, the requirements set forth below:

(1) Each facility will have controlled entry by authorized personnel and be equipped with a duress alarm. A closed-circuit television (CCTV) is recommended but not required. Swipe card entry system with proximity card reader(s) may be used for automated controlled entry.

(2) If used, CCTV recording will be spot reviewed weekly by postal leadership and backed up for a minimum of 90 days.

k. Supervisors shall perform a daily walk through of the mail processing area, registered mail section and outside areas to include Government Owned Vehicle (GOV) and dumpsters. Take immediate action on mail security violations and report details of violations to PACAF AIRPS within 24 hours.

l. All mail and postal effects will be staged only in alarmed facilities. Facilities will install alarm systems when they are not operational on a 24-hour basis. Submit a request for waivers to PACAF AIRPS/PO, waivers will be held at the facility.

3.30. POSTAL VOLUNTEER PROGRAM.

a. MPAs will provide initial training orientations to volunteers, and will coordinate the number of volunteers needed, hours, and duties of volunteers. The initial briefing will include safety, mail security, the privileged nature of mail, and mail processing procedures.

b. All augmentees assigned must complete PS Form 8139 in addition to DD Form 2257 and

DD Form 285.

c. Volunteers are only required to fill out PS Form 8139. All PS Forms 8139 for postal volunteers must be kept on file for 2 years.

d. All personnel over the age of 18 may serve as volunteers. Personnel younger than 18 but older than 15 years old may serve as volunteers with parental supervision.

3.31. MANDATORY TRAINING FOR MILITARY AND CIVILIAN POSTAL CLERKS.

a. All postal activities must have a structured, documented, and practical training program. Postal supervisors will conduct formal postal training for military and civilian postal clerks.

b. Prior to performing postal functions without supervision, clerks must be signed off on Postal Air Force Job Qualification Standard (AFJQS).

c. Award postal Special Experience Identifier (SEI) according to the AF Enlisted Classification Directory (AFECD): SEI 984 - Basic, SEI 997 - Intermediate Experience, or SEI 998 - Advanced Postal Experience. An AF Form 2096 must be submitted to the Unit Commander for signature and processed through MilPDS (Military Personnel Data System).

3.32. SUPPLIES AND EQUIPMENT.

a. Contingency kits are no longer required to be maintained. Any contingency kit requirements will be coordinated through PACAF AIRPS/PO.

b. COPEs will receipt for Capital Equipment on PS Form 1590, *Supplies and Equipment Receipt*. Update PS Form 1590 in AMPS each time equipment is received, transferred, or returned. When there is a change of COPE, an inventory must be jointly conducted by the outgoing and incoming COPE; this includes temporary transfer of the COPE account. The COPE information and PS Form 1590 must be updated in AMPS. COPEs must sign for the PS Form 1590 in AMPS within 24 hours of appointment.

c. The COPE must review and update PS Form 1590 information at least annually through AMPS. The COPE can complete this using the following menu options: Operations>Equip/Supplies>Equipment Management.

d. Postal supply clerks must be designated in AMPS.

e. Supply clerks must control supplies using the AMPS supply inventory program and continuously update inventory levels for supplies received or issued. An equivalent computer automated supply program may be used along with the use of AMPS, but AMPS will be the primary system used to track minimum/maximum levels, balance on hand, and quantity issued and received.

f. An inventory of postal supplies is required semi-annually in January and July. MPAs should maintain a three-to-five-month stock level of supplies.

g. Requisitions for equipment, publications, and forms or other supplies will be submitted via AMPS or through the use of a PS Form 7380, *Material Distribution Center (MDC) Supply Requisition* (for MDC items only) or PS Form 7381 (for equipment items). Requests must be submitted to PACAF AIRPS/PO.

h. All GSA items, EDLs, and flight tags will be ordered through AMPS.

i. Self-inking APDS, Directory Service, Registry, Mis-sent to 96XXX, and cancellation

stamps can be ordered on AMPS under Operations>Equip/Supplies>Supplies> PS Form 1567. Item numbers can be found on <http://www.postalproducts.com/>

j. Deposit slips shall be ordered on AMPS (Operations>Supplies> Submit Supply Order) or by submitting a completed PS Form 7381 to PACAF AIRPS/PO.

k. To obtain replacement RSS equipment, call the help desk at 1-800-877-7435 or MN230105@ncrvoyix.com. Once the replacement is received, use the return label provided to return the unserviceable RSS equipment. Update the PS Form 1590 accordingly.

l. For malfunctioning Intermec postage label printer issues or RSS issues, call the RSS Help Desk at 1-800-877-7435 or MN230105@ncrvoyix.com.

m. Contact Technical Support at 1-800-877-7435 or MN230105@ncrvoyix.com to return RSS equipment and Intermec postage label printer. To dispose of unserviceable equipment in AMPS, ensure PS Form 969, *Disposal of Postal Material*, is completed. If the item is returned or transferred, the COPE must provide an address of where the item was sent, including a tracking number.

n. Calibration of floor scales must be performed and documented annually by Precision Measurement Equipment Laboratory (PMEL) or contracted activity to ensure weight accuracy when dispatching mail. RSS scales will be calibrated by finance clerks using the instructions in the RSS Military Procedures Guide in AMPS as needed.

o. Any missing capital equipment will require a Report of Survey (RoS) initiated by the owning Commander. A completed findings and recommendations report must be sent to PACAF AIRPS/PO prior to requesting removal from the official 1590.

p. When returning AMDs for repair, please delete the item instead of preparing a PS Form 4805. The COPE should make a note in the comments section indicating reason for deleting the item as "return for repair".

3.33. COPE RESPONSIBILITIES AND FINANCE OPERATIONS.

a. Folder Requirements.

b. Post offices shall process their Unit 1412 in RSS or in AMPS for meter/scale locations. Unit 1412s must be maintained in finance files for four years and must be physically signed.

c. Stock Custodians are required to set up a separate folder for each account in their possession and each assigned clerk, to include their own account. Stock Custodians will attach a label with the clerk's name and clerk's number on the upper left-hand tab of the folder. The name should be visible without having to open the folder. Stock Custodians are required to maintain all of the following account documentation in their folder:

(1) Original PS Form 17, *Stamp Requisition*, issuing the account. The original requisition is maintained for the life of the account.

(2) PS Form 3368, *Stamp Credit Examination Record*. Annotate audit results on this document.

(3) PS Form 3369, *Consigned Credit Receipt*, with APDS.

(4) PS Form 3902, as a receipt for RSS account passwords and safe combinations. PS Forms 3977 will be used for securing clerk passwords and safe combinations.

(5) PS Form 3294, *Cash and Stock Count and Summary*, with a copy of that day's PS Form 1412 attached. Stock Custodians must maintain the last two quarters counts in the folder; however, all previous counts must be maintained for 2 years.

(6) PS Form 1590.

(7) RSS receipt for money order transfers.

(8) Log of Quarterly and Daily Inspection of Payment Card Terminals.

d. Individual Finance account folders.

(1) Duplicate copies of PS Form 17, PS Form 3369

(2) Original copy of PS Form 3368 and PS Form 3294.

(i) The clerk's finance folder must contain only the most recent count; however, all previous counts must be maintained for 2 years.

(3) If the account is permanently transferred to another clerk or to the Stock Custodian, a new folder and documentation must be created for the new clerk or Stock Custodian. Previous finance clerks' folder and documentation will be maintained in inactive file for two years; four years for Stock Custodians.

e. Counts are conducted according to USPS Handbook F-101 and DoD guidance. See [Table 4](#).

(1) Counts will only be performed by individuals in the following positions: Commander, Postal Officer, Postal Superintendent, Postmaster, or Stock Custodian. Counts cannot be conducted on accounts in their own possession.

(2) In addition to the RSS system generated Cash/Stamp Credit Count Report and Count Sheets, use PS Form 3294 to record clerk and COPE account audits. Document count results on PS Form 3368. Follow account procedures outlined in the RSS User's Manual.

f. All RSS printouts must be physically signed in all appropriate areas.

g. Stock Custodians should closely monitor PS Forms 3533 for damaged printed postage labels due to label printer malfunction. When a label printer is identified as problematic, call the RSS Help Desk at 1-800-877-7435 or MN230105@nervoyix.com to troubleshoot the printer. All unused/damaged printed postage labels should be accounted for under Accounting Information Code (AIC) 509.

TABLE 4. ACCOUNTABILITY CREDIT COUNT REFERENCE

For this accountability credit	Count Frequency	Regular Count Tolerance	Final/Transfer Count Tolerance	Unresolved Issues (Overage/Shortage/Tampering)
Unit Reserve Stock	Once per quarter	+/- \$50.00	+/- \$0.00	Refer to the RSS Procedures Guide
Unit Cash Reserve (UCR)	Once per quarter	+/- \$0.00	+/- \$0.00	Refer to the RSS Procedures Guide
Credit/Debit Terminal Inspection	Daily & Quarterly *	N/A	N/A	Refer to the PACAF AIRPS/PO SharePoint
Finance clerk	Once Every 4 months	+/- \$50.00	+/- \$0.00	Refer to the RSS Procedures Guide

1. Stock custodians who are also issued active finance clerk accounts will be counted in conjunction with their unit reserve account and UCR accounts. The accounts must not comingle funds and will have separate folders for each account.

2. Stock custodians are accountable for ensuring the completion of the daily Payment Terminal Inspection task and logging of inspections on daily financial business days. Stock custodians will need to inspect all payment terminals and pin pads using the USPS daily Payment Terminal Inspection Standard Work Instruction (SWI). Stock custodians must perform the following activities on daily financial business days:

- The inspection should take place at a random time each day and inspect device surfaces to detect tampering (for example, the addition of card skimmers to devices).
- Log daily inspections on Record of Completion worksheet. File the current month’s inspection in the stock custodian folders. File previous logs separately and retain for a minimum of one year.
- *Daily Payment Terminal Inspection SWI – Located in AMPS Documents
- Record of Completion Daily Inspection Log – Located in AMPS Documents

*The quarterly debit/credit terminal PIN pad inspection will be documented using AMPS coupled with the USPS Record of Completion Inspection Log. The inventory sheet will be maintained in the stock custodian’s finance folder for one year.

3. Newly assigned finance clerk accounts will be counted weekly for the first 30 days.

4. Finance clerk accounts are assigned as “Individual Accountability” for which they’re directly accountable. Under no circumstance will finance clerks share their accounts to conduct business.

5. If an account contains a discrepancy of more than \$100.00, stock custodians are required to submit a completed PS Form 571, *Discrepancy of \$100 or More in Financial Responsibility*, to the PACAF AIRPS/PO org box.

6. MPA Supervisors will follow USPS Handbook F-101 to rectify Unresolved Employee Items/overages and shortages during final counts or when the tolerance is exceeded.

3.34. STAMPS AND POSTAGE.

a. Immediately contact the Stamp Fulfillment Services (SFS) via e-mail stampproduction.sfs@usps.gov (Cc: PACAF AIRPS/PO) or phone (+1-800-782-6724) if a stamp stock shortage or overage is identified upon receipt of requisition. For shortages, enter the actual amount of stock received into the main stamp stock inventory. For overages, coordinate with SFS whether or not to absorb an overage into the main stamp stock or return.

b. Sealed saleable stamp stock may be returned to the SFS at any time throughout the year when the COPE determines a need to reduce the level of the main stamp stock account. The COPE must obtain prior approval via email from the SFS at: stampproduction.sfs@usps.gov before returning saleable stock.

c. Return Stock must be sent to the Stamp Fulfillment Services, Finance # 282473- 0000 via priority mail with delivery confirmation. ADDRESS: STAMP FULFILLMENT SERVICES, Destruction Vault, 8300 NE UNDERGROUND DR. PILLAR 225, KANSAS CITY MO 64162-9998. Prepare PS Form 17 in triplicate to return saleable stamp stock. Place the original PS Form 17 and one copy in an envelope affixed to the outside of the registered box or envelope and retain an office copy in COPE folder. The COPE must reduce stamp stock account under AIC 848, *Stock Returned*.

d. Return of Redeemed Stock (non-saleable) is limited to once per quarter; first two weeks of February, May, August and November. Redeemed stock is defined as:

- (1) Damaged, defective, and unserviceable stamps, postal cards, or envelopes.
- (2) Discontinued/obsolete stamps as announced in the Postal Bulletins.

e. Prepare four copies of PS Form 17 when returning redeemed, damaged, or obsolete stock. All copies must have original signatures and APDS. Place the original PS Form 17 in the PS Form 2976-E, *Customs Envelope*, affixed to the outside of the box, and two copies inside the box. Retain an office copy for filing.

f. The COPE must reduce accountability, for non-saleable stock, under AIC 848. Send via priority mail to the Destruction Vault, SFS. ADDRESS: STAMP FULFILLMENT SERVICES, Destruction Vault, 8300 NE UNDERGROUND PILLAR 225, KANSAS CITY MO 64162-9998.

TABLE 5. MAIL STAMP STOCK MAXIMUM REFERENCE.

Unit	Base	Maintain Acct Less Than	Unit	Base	Maintain Acct Less Than
0362	Misawa	\$10,000	0376	Daegu	\$2,000
0363	Yokota	\$15,000			
0365	Kadena	\$20,000	3342	New Sanno	\$1,500
0361	Osan	\$15,000	0366	Christchurch	\$1,500
0360	Kunsan	\$7,000	0374	McMurdo Station	\$1,500
0375	Gimhae	\$1,500	0369	Alice Springs	\$1,500

g. Postmasters and/or Det Chiefs are responsible for completion of PS Form 3369 for COPE accounts. Forms will be completed in duplicate. The COPE will complete PS Form 3369 for issuance of clerk accounts, retain the original in the clerk's account folder, and provide the clerk with the duplicate copy.

h. Newly appointed COPEs and finance clerks must complete RSS and annual Bank Secrecy Act (BSA) training via AMPS before an account is issued. Training is located on AMPS > Knowledge Mgmt > Training.

i. Clerks must affix the printed label/postage in upper right-hand corner of the parcel or letter, or over the upper right-hand corner of an address label if used. Printed postage labels must be affixed while the transaction is in progress and the customer is present.

(1) Used printed postage labels are not transferable to other packages. If a printed postage label cannot be used for any reason, the clerk shall retain the unused label and attach to the RSS PS Form 3533 printout. The PS Form(s) 3533 will be turned in with the clerk's end of day business 1412.

j. APOs are authorized to accept personal checks for the exact amount of postage. The minimum amount of a check must equal the lowest denomination of stamp books available for purchase. Personal checks cannot be accepted for money orders.

3.35. MONEY ORDERS.

a. To order Money Orders (MO) NSN 328800, use the following menus in AMPS: Operations > Equip & Supplies > Submit Supply Orders.

b. If AMPS is down, submit a completed PS Form 7381 to PACAF AIRPS/PO.

c. Stock Custodians must acknowledge the receipt of blank MO sets immediately by signing the PS Form 17 and accepting money orders through the RSS.

d. After issuing and accepting money orders from the Stock Custodian in the RSS, clerks must sign and date the RSS printout.

e. Customers will complete a physical PS Form 8105-A, *Funds Transaction Report* and provide valid identification for transactions of \$3,000 or more. The Stock Custodian will keep a log of the PS Form 8105-As and it will be maintained in the Stock Custodian Binder. Complete PS Form 8105-B (in RSS), *Suspicious Transaction Report*, for all suspicious transactions.

f. Personal checks and credit cards are NOT accepted for MO sales. Cash and debit card transactions are authorized for the purchase of MOs.

g. When a clerk inadvertently sells MOs out of sequence, do not recall them. The issuing clerk will immediately report the incident to the Stock Custodian as soon as the error is noticed and return to correct sequence. The Stock Custodian will document the error in the clerk's account folder.

h. Prior to cashing any MOs, clerks must check MO against the US Missing Money Order Listing in RSS or the USPS Postal Bulletin.

i. Returned money orders cannot be voided. Finance clerks can only void money orders at the time of the transaction, and only if the error was made by the clerk. In all other cases when a money order is returned by the customer, the money order must be cashed, and the customer must

present a valid photo identification.

j. Domestic money orders do not have an expiration date.

3.36. PAYMENT FOR RSS COMMERCIAL & AMPS NESTING/BARCODING INTERNET SERVICE.

a. No-fee money orders will be used for commercial internet payments. Internet fee will be entered in AIC 617 along with the clerk's Employee ID number to complete the transaction.

b. Stock custodians must contact the local banking facility or military finance office to obtain that day's exchange rate (if applicable) to determine the amount of the "No Fee" money order. Attach the banking or finance office exchange conversion receipt, billing invoice, or banking transfer request form to the Daily Financial Report (Unit 1412) for your records or create a commercial internet payment folder to file all the AIC 617 supporting documentation.

c. During the Stock Custodian's count, auditors will match the dollar amount listed on the banking or finance office exchange conversion receipt to the AIC 617 on the Unit 1412 for that day. Verify that the original billing invoice and/or banking transfer receipt with the Unit 1412 and the "No-Fee" money order customer receipt voucher with the Unit 1412. The auditor will examine the account to ensure only AIC 617 is associated with commercial internet payment.

3.37. CUSTOMS FORMS.

a. Customs forms must be electronic due to the Global Trade Compliance requirements. Clerks must ensure forms are properly completed, with detailed and legible listing of contents, and signed by the customer. Additionally, clerks must ensure contents listed on the customs form are authorized to be mailed.

b. Post office copies of customs forms must be kept on file for 6 years. (According to Change in USPS Customs PS Form 2976-R, *USPS Customs Declaration and Dispatch Note*, Retention Policy in AMPS).

c. Prior to accepting parcels for mailing, clerks must verbally ask all customers if contents include lithium batteries, liquids or dangerous goods, and the customer must read the hazardous contents disclaimer from the RSS screen.

d. Customers should be encouraged to utilize Customs Forms Online (CFO) or Click-N-Ship (CNS) in order to create their own electronic customs form. Locations without the RSS will create an electronic customs form using AMPS. AMPS generated customs forms also require customer signatures.

e. IDS mail is required to have electronic customs forms.

f. Process Merchandise Returns that have the zip code 569XX, using the PS Form 2976-R and AMPS generated customs form. Do not use the "sender's address" to create a customs form in the RSS. When typing the zip 569XX into AMPS, the City and State will automatically populate.

g. Nest all items with the customs form barcode. During nesting if a hold message with the code H1 or H6 appears, MPAs will take the following actions.

(1) H1 (Missing Pre-Advice) – Un-nest the item and the parcel will need to have the customs data re-entered through RSS or AMPS then held until the item has been cleared in the

system.

(2) H6 (Duplicate Manifest) – Un-nest the item, take a picture of the customs form with the address and e-mail them to the MPSA transportation division at usarmy.pentagon.hqda-mpsalist.tr@army.mil.

(3) If the mail has not cleared within 24 hours, MPAs will complete a GTC hold memorandum and send to MPSA Transportation Division for a resolution to move the mail.

3.38. METERS IN FINANCE.

a. Postal activities that utilize Pitney Bowes (PB) DM 125 Meter and MP 49 Scale to provide postal finance service in addition to RSS system will maintain meter and scale accounts separately from the RSS accounts.

b. To load funds, initialize, set-up or update PB Meter, connect meter to an analog phone line and follow instructions found in AMPS>Documents>Pitney Bowes Meter. Once Pitney Bowes software, called PC Meter Connect, is downloaded on the computer; connect the PB Meter to the computer to initialize, set-up, and load postage funds. For assistance call PB Support at 888-256-6444.

c. To preclude unauthorized use, secure the postage meter when not utilized. Set/establish a lock code/password per mail clerk to power up the machine and/or wake the machine while in sleep mode.

d. Secure a copy of the meter code inside PS Form 3977. Provide sealed PS Form 3977 to the COPE, Postmaster, or Postal Officer for safekeeping. The individual who receipts for the PS Form 3977 must annotate on PS Form 3902.

e. Use PS 3602-PO, *Postage Collected Through Official Meter*, to record descending and ascending postage meter numbers when opening and closing for business. At the close of business, the clerk will submit a copy with the day's final Unit 1412 to the COPE, keep one copy for their record and a copy will be maintained in the PS 3602-PO booklet or use an electronic form.

f. Window clerks must manually track postage meter, stamps, and money order sales (if applicable) throughout the day and record data on manual 1412. Use AIC 110 for Postage Meter Sales, AIC 007 for Forever Stamps, and AIC 090 for Postage Stock Sales. At the close of business, enter data in online 1412 in AMPS and transmit postal financial transaction report.

3.39. DEPOSITS.

a. If the total deposit is more than \$100 dollars, postal personnel will make a deposit of USPS funds by taking funds to the bank (same day) or the following business day (if an approved deposit waiver is on file with PACAF AIRPS/PO). The dollar amount of daily deposits must match AIC 752 of the Unit 1412 for that business day. A bank deposit slip must be completed for each day of business and do not combine business days on a single deposit slip.

3.40. AMPS.

a. Postal activities must maintain current and updated profiles in AMPS.

b. All postal personnel are required to have an active AMPS account and must log in daily.

c. Postmasters are required to update scheduled closures for down days and PACAF

Readiness Days in their respective AMPS profiles. Use the following menu option in AMPS: Operations>Finance>1412 Online>1412 Online Unit Register>Select Financial Unit.

3.41. AMT AND MCA.

a. The following AMTs are designated as Mail Transportation Equipment depositories for APOs in their respective geographic areas.

- b. Det 1, PACAF AIRPS/AMT – South Korea
- c. Transportation Flight, PACAF AIRPS/AMT – Japan (Mainland)
- d. Det 3, PACAF AIRPS/AMT – Japan (Okinawa)
- e. Det 4, PACAF AIRPS/AMT – Australia/New Zealand

3.42. BALLOTING PROCESS.

a. Place ballots in the front of the letter tray and band for separate processing. Affix a Tag 191, *Absentee Ballots Only*, on the trays.

b. Personnel will follow PACAF AIRPS instructions during election seasons. Affix the Label-11 DoD to ballots ONLY during the General Election, also known as the Presidential Election, which occurs every four years. 11-DoD labels must be secured in a lockable container when not in use, to include in-between election cycles.

c. Postmark the ballots with a Flag Cancellation device on the upper right-hand corner.

3.43. LIMITING POSTAL PRIVILEGES.

a. All actions regarding the intent to limit, suspend, or revoke MPS privileges of organizations or individuals must be routed through PACAF AIRPS/PO for review and coordination. Postmasters must maintain records of abuse or suspected abuse cases.

3.44. POSTAL REPORT.

a. Postal reports will be reported in AMPS within 24 hours. Postal reports are found under the “Operations” Tab; Operations > Postal Reports > New Postal Report. PACAF AIRPS/PO is responsible for “reviewing”, “denying”, and “approving” theater postal reports submitted by APOs, AMTs, and MCAs before it can be reviewed by MPSA and U.S. Postal Inspection Service. Be very specific about the circumstances surrounding the alleged offense and as descriptive as possible. Include “clear” photo(s) of articles (i.e., ripped, cut, torn area), customs declaration, UPU label 150, EDL if available, and upload into the report.

3.45. PERSONNEL EXCHANGE PROGRAM (PEP).

a. PEP members are allotted up to 30 days to pick up mail delivered through an MPO service window. The 30-day limit is established considering most mail items have tracking numbers affixed which allows mailers to see when their mail items are delivered. Mailers may file an indemnity claim with the USPS for items not delivered within service standards. To avoid an administrative burden on the MPA, concerns with the storage of PEP mail awaiting pickup, and to avoid circumventing the requirement for PEP members to pick up their personal mail directly from the post office, PEP personnel who wish to have service must acknowledge their mail responsibilities and sign the PEP Member Mail Responsibilities Memorandum ([Figure 2](#)). Members who choose not to acknowledge their responsibilities will be limited to mailing out services only. PEP members will pick up their own mail and will not be authorized to use a PS

Form 2258 or PS Form 3801 in attempt to appoint and/or delegate agents to circumvent their responsibility to pick up their mail.

b. Contractors based at geographically separated units (GSU) will follow the same guidance for picking up mail as PEP members. Contractors will also sign a Member Mail Responsibilities Memorandum.

FIGURE 1. IN-PROCESSING MEMORANDUM EXAMPLE.

(USE YOUR WING LETTERHEAD)

MEMORANDUM FOR ALL AUTHORIZED POSTAL PATRONS FROM:

(YOUR UNIT)

SUBJECT: Statement of Acknowledgement for Mail Delivery and Receptacle Privileges

1. IAW MPM Section 18.2 G, do not assign a receptacle to more than one person. Consider a sponsor and authorized family members as one person.

SPONSOR'S NAME _____ RANK _____
DATE _____ DEROS _____ BOX# _____
CELL # _____ DOD ID# _____
E-MAIL(s): _____
DSN # _____ UNIT _____ RNTLD _____

(Please annotate all authorized dependents and additional last names used on the back of this form.)

2. I understand that as a mailbox receptacle holder, that I must follow all mail delivery receptacle guidelines, rules and regulations:

- a. I will not insert the name of the country I reside in, in my mailing address (e.g. Japan, South Korea). _____ (Initial)
- b. I will check my mailbox receptacle weekly. _____ (Initial)
- c. I understand that it is my responsibility to fill out and submit a DD Form 2258, *Temporary Mail Disposition Instructions*, to either hold or forward my mail, when I will be away for longer than 15 days and unable to check my mail receptacle. _____ (Initial)
- d. If parcels are unclaimed after 15 days, a return to sender action will be initiated for those parcels. _____ (Initial)
- e. I will not use my mail receptacle to conduct private or commercial business under any circumstance. _____ (Initial)

SIGNATURE OF SPONSOR

FIGURE 2. PEP MEMBER OR GSU CONTRACTOR MAIL RESPONSIBILITY.

(USE YOUR WING LETTERHEAD)

FROM: (PEP or Contractor's Name)

Box Number

APO AP 96XXX-XXXX

TO: (MPA Unit Address)

SUBJECT: PEP Member/GSU Contractor Mail Responsibilities

1. I _____ as a Personnel Exchange Program (PEP) participant (or GSU Contractor), understand it's my personal responsibility to ensure I (or an authorized dependent) pick up mail at least once every 30 days from the post office. I will not initiate or use DD Form 2258, *Temporary Mail Disposition Instructions* or a PS Form 3801, *Standing Delivery Order*, in an attempt to appoint and or delegate agents to circumvent my responsibility to pick up my personal mail at least once every 30 days. If an extenuating circumstance occurs which prevents me from picking up my mail, e.g., hospitalization, medical illness, or TDY, I understand it is my responsibility to notify the post office to make temporary arrangements for the delivery of my personal mail through a third party (at my own expense)* or to place a temporary hold on my mail.
2. I understand that after 30 days, my unclaimed mail will be returned to sender.
3. By signing below, I acknowledge my responsibilities and will abide by the policy stated.

PRINT NAME OF MEMBER

DATE

SIGNATURE OF MEMBER

CONTACT NUMBER

MEMBER'S E-MAIL

SIGNATURE OF POSTAL CLERK

DATE

G.1. ACRONYMS.

AAFES—Army and Air Force Exchange Service
AF—Air Force
AFECD—Air Force Enlisted Classification Directory
AFJQS—Air Force Job Qualification Standard
AIC—Account Identifier Code
AMC—Air Mobility Command
AMD—Automated Military Postal System Mobile Device
AMPS—Automated Military Postal System
AMT—Aerial Mail Terminal
APDS—All Purpose Date Stamp
APO—Air Force Post Office
BSA—Bank Secrecy Act
BSP—Base Support Plan
CCTV—Closed-circuit Television
CGR—Carrier Generated Route
COPE—Custodian of Postal Effects
DET—Detachment
DMM—Domestic Mail Manual
DoD—Department of Defense
EDL—Enhanced Distribution Label
FPO—Fleet Post Office
GOV—Government Owned Vehicle
GSA—General Services Administration
ICE—Interactive Customer Evaluation
IDS—Inter/Intra-Theater Delivery Service
IG—Inspector General
IMM—International Mail Manual
LN—Local National
MAO—Mail Address Only
MCA—Mail Control Activity
MDC—Material Distribution Center
MICT—Management Internal Control Toolset

MilPDS – Military Personnel Data System
MO—Money Order
MPA—Military Postal Activity
MPO—Military Post Office
MPS—Military Postal Service
MPSA—Military Postal Service Agency
MRC—Mail Recovery Center
NAF—Non-appropriated Fund
NWA—No Witness Available
OL—Operating Location
OPC—Official Postal Center
OPM—Official Postal Manager
OPOC—Overseas Postal Operations Checklist
PACAF—Pacific Air Forces
PACAF AIRPS—Pacific Air Forces Air Postal Squadron
PCS—Permanent Change of Station
PEI—Postal Effectiveness Inspection
PEP—Personnel Exchange Program
PMEMS—Priority Mail Express Military Service
PMEL—Precision Measurement Equipment Laboratory
PNA—Postal Net Alert
POM—Postal Operations Manual
PSC—Postal Service Center
PTS—Product Tracking System
QC—Quality Control
RSS—Retail Systems Software
RTS—Return to Sender
SAV—Staff Assistance Visit
SEI—Special Experience Identifier
SEL—Senior Enlisted Leader
SFS—Stamp Fulfillment Services
SOP—Standard Operating Procedure
TAC—Transportation Accounting Codes

TCMD—Transportation Control and Movement Document

TDY—Temporary Duty

UEI—Unit Effectiveness Inspection

UPR—Unit Postal Room

UPU—Universal Postal Union

USPS—United States Postal Service

REFERENCES

DoDI 4525.09, *Military Postal Service*, 10 July 2018

AFPD 33-3, *Information Management*, 23 February 2026

AFI 33-322, *Records Management and Information Governance Program*, 23 March 2020

AFI 10-404, *Base Support and Expeditionary Site Planning*, 24 July 2023

DAFI 90-302, *The Inspection System of the Department of the Air Force*, 15 March 2023

USPS, *Domestic Mail Manual*, current version

USPS, *International Mail Manual*, current version

USPS, *Administrative Support Manual*, current version

USPS, *Handbook F-101, Field Accounting Procedures*, current version

ADOPTED FORMS

AF 624, Base Unit Locator and PSC Directory

AF Form 847, Recommendation for Change of Publication

AFTO Form 36, Maintenance Record for Security Type Equipment

DD Form 285, Appointment of Military Postal Clerk

DD Form 1372, Mail Manifest

DD Form 1384, Transportation Control and Movement Document DD Form 2257, Designation/Termination MPC-FPC-COPE-PFO DD Form 2258, Temporary Mail Disposition Instructions

DD Form 2261, Registered Mail Balance and Inventory

DD Form 2262, Receptacle Record

DD Form 2263, Mailing Address/Combination Notice

DD Form 2273, Irregularities in Makeup and Dispatch of Mail

PS 3602-PO, Postage Collected Through Official Meter

PS Form 17, Stamp Requisition

PS Form 969, Disposal of Postal Material

PS Form 1000, Domestic or International Claim

PS Form 1590, Supplies and Equipment Receipt

PS Form 1625, Record of Entry into Registry Section

PS Form 1628, Individual Key Record

PS Form 17, Stamp Requisition

PS Form 2009, Information Concerning Mail Matter

PS Form 2734-B, Air Transportation Pay and Routine Adjustment PS Form 2759-M, Report of Irregular Handling of Military Mail PS Form 2976-R, USPS Customs Declarations and Dispatch Note PS Form 3294, Cash and Stock Count and Summary

PS Form 3368, Stamp Credit Examination Record

PS Form 3369, Consigned Credit Receipt

PS Forms 3533, Application and Voucher for Refund of Postage and Fees

PS Form 3801, Standing Delivery Order

PS Form 3806, Receipt for Registered Mail

PS Form 3826, Registry Irregularity Report

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 3902, Log and Lock Examination

PS Form 3907, *Post Office Box Mail Pickup Notice* PS Form 3977, *Duplicate Key Inventory (Envelope)* PS Form 7380, *MDC Supply Requisition*

PS Form 7381, *Requisition for Supplies, Services, or Equipment*

PS Form 8105-A, *Funds Transaction Report*

PS Form 8105-B, *Suspicious Transaction Report*

PS Form 8139, *Your Role in Protecting the Security of the United States Mail*

SF Form 702, *Security Container Check Sheet*

Attachment 2**POSTAL EFFECTIVENESS INSPECTION RATING SUMMARY INFORMATION****Table A2.1. POSTAL EFFECTIVENESS INSPECTION RATING SUMMARY INFORMATION.**

The PACAF AIRPS inspection team will evaluate core functions identified in the OPOC and supplements (located in MICT). Ratings are based on compliance with DoD, Air Force, MAJCOM IG, U.S. Postal Service directives, and public laws. Rated areas are based on benchmarks, strengths, areas of improvement, deficiencies and repeat deficiencies that will determine inspection ratings. Inspected activities will be assessed according to DAFI 90-302 Unit Effectiveness Inspection (UEI) rating criteria. However, the inspection team will coordinate and follow HQ PACAF IG tier rating structure.

HIGHLY EFFECTIVE – this rating indicates the activity exceeds the criteria for an EFFECTIVE rating. Mission activities, programs and processes are executed in a highly effective and efficient manner; personnel demonstrate high proficiency. Continuous process improvement efforts are widespread and have improved efficiency. Most programs and processes are measured and repeatable and produce reliable results. Risk-based criteria are habitually applied when allocating resources and making decisions. Management systems are mature, and continuous improvement exists across multiple programs.

EFFECTIVE – this rating indicates requirements are met in all mission areas and personnel are proficient. Resources are managed in an effective and compliant manner. Management Systems are present and continuous improvement occurs.

MARGINALLY EFFECTIVE – this rating indicates the activity does not meet all of the criteria for an EFFECTIVE rating. Requirements are met in some but not all mission areas.

Unit personnel meet minimum performance criteria but with limited proficiency. Resources and programs are not well managed. Management systems have some elements that are not working in a cohesive process.

INEFFECTIVE – this rating indicates the activity does not meet any of the criteria for an EFFECTIVE rating. Unit does not demonstrate ability to meet mission requirements. Evidence exists of systemic non-compliance or widespread disregard for prescribed procedures. The number and severity of deficiencies preclude or seriously limit mission accomplishment.

Resources and programs are grossly mismanaged.

BASIS FOR IDENTIFYING COMPLIANCE AND GRADING:

1. Benchmark – A noteworthy strength or process that stands out above others.
2. Strength – An area of action that exceeds compliance directive or mission.
3. Recommended Improvement Area – A process or capability which could be improved on a suggested course of action.
4. Deficiency – A finding that has been validated against established guidance.
 - a. Significant deficiencies are identified by an alpha numerical number and may include, but are not limited to:
 1. Instance of mail delay

2. Identification of a mail security violation, including facility security
 3. Loss of stamp stock, cash, or cash instruments
 4. Failure to secure stamp stock, cash, cash instruments
 5. Loss of accountability of any type of accountable mail or Registered mail
 6. Unauthorized delivery of accountable mail
 7. Identification of mail compromise
 8. Force Protection or safety violations
 9. Loss of capital equipment or capital equipment accountability
 10. Violations of public law
- b. Minor deficiencies may be corrected in-house but, will still be reported on the PEI
5. Repeat Deficiency – A deficiency that was identified during previous inspection(s).

Attachment 3

SUSPICIOUS MAIL PROCEDURES

Table A3.1. IDENTIFYING SUSPICIOUS MAIL.

1. Package appears uneven/lopsided; rigid, and/or bulky
2. Strange odor emanating from the package
3. Package's wrapper/external appearance is discolored or contains oily stains/crystallization.
4. Does not have a return address or return address does not match postmark.
5. Package may have restrictive markings or misspelled words. Address may be poorly written/typed or addressed to a position or person's title instead of an individual.
6. Excessive packaging tape or multiple types of tape used to seal the package
7. Excessive postage stamps used to mail article
8. Protruding wires
9. Leaking a powdery substance
10. Buzzing or odd noise

Table A3.2. HANDLING SUSPICIOUS MAIL (EXPLOSIVE).

1. Do not shake, drop, or open the parcel. If you can safely do so, isolate the article. Do not place the suspicious package in a confined or enclosed space.
2. Do not use cell phones or two-way radios around the article.
3. If the article displays the characteristics of a suspicious parcel identified above and on USPSPOS 84, *Suspicious Mail*; proceed with the next step.
4. Notify co-workers of the situation and evacuate the facility. Meet at the designated rally point and conduct personnel accountability.
5. If possible, mark the location of the suspicious piece with a traffic cone or something similar. Lock facility doors to prevent theft of mail/postal effects and to prevent personnel without knowledge of the situation from entering the facility.
6. Post guards on the perimeter of the facility to prevent entry to the building (cordon the building if possible). Block traffic to prevent vehicles from passing by the facility. Notify buildings in proximity of the situation so they can initiate evacuation of their facilities as needed.
7. Phone the installation Security Forces at _____ or the local agency at _____ and report the incident. Notify chain of command.
8. Individual who discovered/identified the suspicious mail will meet the first responders and provide description and location of the suspicious item.
9. Do not enter the facility until the first responders have cleared the facility and authorized reentry. Submit a Suspicious Mail Incident Report to PACAF AIRPS/PO within 24 hours of the incident.

Table A3.3. CHARACTERISTICS OF A SUSPICIOUS MAIL ITEM (POWDER).

1. Leave the article where it was found. Do not shake or empty contents of the mail. Do not touch.
2. Cover the article with a mail bag, plastic bag or any material available to prevent substance from spreading contamination.
3. Immediately notify supervisor and co-workers of the situation. Direct a co-worker to shut off the facility's heating, ventilation, and air conditioning (HVAC) system. If the system is centrally controlled, call base civil engineer or appropriate agency to have the HVAC system shut down.
4. If possible, mark the location of the suspicious piece with a traffic cone or something similar. Initiate evacuation procedures. Take personnel accountability once rally point is reached.
5. Phone the installation Security Forces at _____ or the local Law Enforcement agency at _____ to report the incident. Notify chain of command.
6. Lock exterior doors and close all windows of the facility. Post guards on the perimeter of the building to prevent entry to the building (cordon building if possible).
7. Individual(s) who were around/handled the suspicious article and may have been contaminated with the suspicious substance must isolate themselves from others.
8. Immediately wash hands or any body parts that may have been contaminated with soap and water. Wait for the arrival of the first responders in an area away from the suspicious article.
9. Provide first responders with a list of all personnel who came in contact or were within the vicinity of the suspicious item.
10. Follow directions provided by the first responders. Do not enter the facility until after the first responders have cleared the facility and deemed it safe to reenter.
11. Submit a Suspicious Mail Incident Report to PACAF AIRPS/PO within 24 hours of the incident.

Attachment 4

TELEPHONE BOMB THREAT PROCEDURES

Table A4.1. TELEPHONE BOMB THREAT PROCEDURES.

1. AF Form 440, *Bomb Threat Aid*, is required to be posted next to each telephone in the facility for easy reference in case a bomb threat by phone is received.

2. If a telephone bomb threat is received; Do Not Hang Up the Phone!

A. Try to gather as much information as possible; ask the caller the questions outlined on AF Form 440 and write down their responses in the spaces provided. If there is no AF Form 440 nearby; ask the caller the questions below and record their response on a sheet of paper.

- When is the bomb going to explode?
- Where is it right now?
- What does it look like?
- What kind of bomb is it?
- What will cause it to explode?
- Did you place the bomb?
- Why?
- Where are you?
- What is your name?
- Background sounds
- Caller's voice
- Language

B. Write down the exact wording of the threat, length of call, time and date of call.

C. Try to keep the caller on the phone as long as possible. If possible, have a coworker contact Security Forces from another line and let them know about the bomb threat.

D. Once the caller hangs up, do not hang up the phone. If a coworker hasn't already done so, utilize another phone and line in the facility to call installation Security Forces at _____ the local Law Enforcement officers at _____ to report the bomb threat. Notify chain of command.

E. If the caller indicated the bomb is in the vicinity, immediately evacuate the facility. Meet at the rally point and conduct personnel accountability. Post guards around the perimeter of the facility (cordon if possible) to ensure no one enters the facility.

F. Wait for the arrival of the first responders and do not enter the facility until cleared to do so by first responders.

Attachment 5

ANTI-ROBBERY PROCEDURES

Table A5.1. ANTI-ROBBERY PROCEDURES.

DURING THE ROBBERY

- 1.** Comply with all demands of the robber(s). Avoid actions which may increase the danger to yourself and others. Do not offer any resistance or interfere with the robbery. Your first concern is the safety of yourself and others in the vicinity.
- 2.** If your facility is equipped with a duress alarm, activate it discreetly. Do not attempt to activate the alarm if the robber(s) can see/notice your action.
- 3.** Covertly announce your facility's duress word. Members not directly involved in the incident who hear the duress word will notify others of the situation and contact law enforcement officials using other phones inside the facility.
- 4.** Take mental notes of the robber's physical features, voice, accents, mannerisms, attire, type of weapon, and any other characteristics that may aid law enforcement in identifying the robber(s) later.

AFTER THE ROBBERY

- 1.** Once the robber(s) depart, immediately notify co-workers a robbery has occurred. Secure and protect the crime scene. Do not allow anyone to enter the area except law enforcement officials. Protect and do not unnecessarily handle any evidence the robber(s) may have left behind such as notes or anything they may have touched. Identify anything left behind or touched by the robber(s) to law enforcement officials.
- 2.** Co-workers should attempt to determine the robber(s) direction of departure, mode of travel and any other pertinent information that can be gathered by safely watching from a door or window. Do not attempt to follow the robber(s).
- 3.** Notify Security Forces or local law enforcement officials at _____.
- 4.** Advise them a robbery has occurred and provide a description of the suspect and a direction of travel, if available.
- 5.** Lock all exterior doors and windows to prevent the robber(s) from returning. Secure any remaining finance accounts, the registry section, and all other areas. Do not allow anyone to enter/exit the facility with the exception of law enforcement officials.
- 6.** Segregate individuals who witnessed the robbery and have them complete AF IMT 439, *Robbery Checklist*. Do not allow witnesses to discuss the events or description of the perpetrator while completing the forms. Provide completed forms to responding law enforcement officials.
- 7.** Cease all operations until the investigation has been completed and law enforcement officials have cleared the operation to resume business.

BY ORDER OF THE
SECRETARY OF THE AIR FORCE

DODI4525.09_DAFI36-3804

14 MARCH 2025



Personnel

POSTAL OPERATIONS AND OFFICIAL MAIL

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

ACCESSIBILITY: Publications and forms are available on the e-Publishing website at www.e-publishing.af.mil for downloading or ordering.

RELEASABILITY: There are no releasability restrictions on this publication.

OPR: AF/A1X
Supersedes: DODI4525.09_DAFI36-3804, 23 May 2023

Certified by: SAF/MR

Pages: 25

This publication implements Department of the Air Force Policy Directive (DAFPD) 36-38, *Force Support Readiness*. This instruction establishes guidance, assigns responsibilities, and prescribes procedures for Department of the Air Force (DAF) postal activities, and was developed in collaboration with the Deputy Chief of Staff for Manpower, Personnel and Services (AF/A1), the Deputy Chief of Space Operations for Human Capital (SF/S1), the Chief of the Air Force Reserve (AF/RE) and the Director of the Air National Guard (NGB/CF). This publication applies to the entire Department of the Air Force, including the Regular Air Force, the United States Space Force (USSF), the Air Force Reserve, and the Air National Guard. The DoD instruction is printed word-for-word in regular font without editorial review. DAF-added material is printed in bold font and indicated by “(Added)(DAF).” This publication may be supplemented at any level; all major command level supplements must be approved by the Human Resource Management Strategic Board prior to certification and approval. Send all recommended changes or comments about this publication to the office of primary responsibility listed above using the Department of the Air Force Form 847, *Recommendation for Change of Publication*; route DAF Forms 847 from the field through the appropriate chain of command. Ensure all records generated as a result of processes prescribed in this publication adhere to AFI 33-322, *Records Management and Information Governance Program*, and are disposed in accordance with Department of the Air Force Records Disposition Schedule, which is located in Department of the Air Force Records Information Management System. The authorities to waive wing/unit level requirements in this publication are identified with a tier (“T-0, T-1, T-2, T-3”) number following the compliance statement. See Department of the Air Force Manual (DAFMAN) 90-161, *Publishing Processes and Procedures*, for a description of the authorities associated with the tier numbers. Submit requests for waivers through the chain of command to the appropriate tier waiver approval authority or alternately to the requestor’s commander for non-tiered compliance items.



DoD INSTRUCTION 4525.09

MILITARY POSTAL SERVICE

Originating Component: Office of the Under Secretary of Defense for Acquisition and Sustainment

Effective: July 10, 2018

Change 3 Effective: October 23, 2024

Releasability: Cleared for public release. This instruction is available on the Directives Division Website at <https://www.esd.whs.mil/DD/>.

Cancels: DoD Instruction 4525.7, "Military Postal Service and Related Services," April 2, 1981
DoD Instruction 4525.08, "DoD Official Mail Management," August 11, 2006
DoD 4525.6-M, "Department of Defense Postal Manual," August 15, 2002
DoD 4525.8-M, "DoD Official Mail Manual," December 26, 2001

Approved by: Ellen M. Lord, Under Secretary of Defense for Acquisition and Sustainment

Change 3 Approved by: William A. LaPlante, Under Secretary of Defense for Acquisition and Sustainment

Purpose: In accordance with the authority in DoD Directive (DoDD) 5135.02, this issuance establishes policy, assigns responsibilities, and prescribes guidance governing the use of the Military Postal Service (MPS) by the DoD Components pursuant to DoDD 5101.11E.

TABLE OF CONTENTS

SECTION 1: GENERAL ISSUANCE INFORMATION	5
1.1. Applicability	5
1.2. Policy.....	5
1.3. Information Collections.....	5
1.4. Summary of Change 3.....	5
SECTION 2: RESPONSIBILITIES	5
2.1. Under Secretary of Defense for Acquisition and Sustainment (USD(A&S))	6
2.2. DoD Component Heads.....	6
2.3. Secretaries of the Military Departments.....	8
2.4. Chairman of the Joint Chiefs of Staff.....	8
2.5. CCDRs	8
2.6. Executive Director, MPSA.....	9
SECTION 3: MPS.....	10
3.1. General	10
3.2. Personnel	10
3.3. MPS Contracting	12
3.4. Facility Planning and Requirements.....	13
3.5. Security	14
3.6. Patrons, Authorizations, and Limitations	14
3.7. Violations	15
3.8. Firearms, Ammunition, and Explosives	15
3.9. Procedures and Restrictions	16
3.10. Addressing.....	17
3.11. Retail	17
3.12. Free Mail	17
3.13. Transportation	18
GLOSSARY	19
G.1. Acronyms	19
G.2. Definitions	20
REFERENCES	25

SECTION 1: GENERAL ISSUANCE INFORMATION

1.1. APPLICABILITY. This issuance applies to OSD, the Military Departments, the Office of the Chairman of the Joint Chiefs of Staff and the Joint Staff, the Combatant Commands, the Office of Inspector General of the Department of Defense, the Defense Agencies, the DoD Field Activities, and all other organizational entities within the DoD (referred to collectively in this issuance as the “DoD Components”).

1.2. POLICY. It is DoD policy that:

a. The MPS is an extension of the United States Postal Service (USPS) and operates military post offices (MPOs), military mail terminals (MMTs), and official mail centers (OMCs) to provide postal services to authorized users. The intra- and inter-theater delivery service (IDS) is a service established between MPOs outside the United States and is not under USPS control.

b. DoD Components promote cost-effective measures for the movement of postal items to include the use of consolidated mail facilities, as appropriate.

c. DoD Components comply with DoD, USPS, and General Services Administration (GSA) policies and procedures regarding the processing, distribution, and transportation of DoD postal items.

(1) USPS and DoD policies and procedures apply to personal mail, official mail, and correspondence.

(2) GSA policies and procedures apply to official mail only.

(3) Postage for personal and official mail is calculated using domestic pricing. International postal guidelines apply to mail and correspondence transported or distributed through the MPS overseas.

d. DoD Components comply with all pertinent laws to support the unimpeded and timely movement of military postal items.

1.3. INFORMATION COLLECTIONS. The Annual Mail Management Report, referred to in Paragraph 2.2.c. of this issuance, has been assigned report control symbol DD-AT&L(AR) 1833 in accordance with the procedures in Volume 1 of DoD Manual 8910.01. The expiration date of this information collection is listed in the DoD Information Collections System at https://www.esd.whs.mil/Directives/collections_int/.

1.4. SUMMARY OF CHANGE 3. The change to this issuance updates the definition of “patrons” to clarify the individuals and organizations authorized to utilize the MPS in accordance with the March 28, 2024 DoD Military Postal Service Agency Memorandum to the Deputy Assistant Secretary of Defense for Logistics.

SECTION 2: RESPONSIBILITIES

2.1. UNDER SECRETARY OF DEFENSE FOR ACQUISITION AND SUSTAINMENT (USD(A&S)). The USD(A&S) oversees the performance of the MPS through the Assistant Secretary of Defense for Logistics and:

- a. Establishes policy and prescribes guidance governing the use of the MPS by the DoD Components.
- b. Approves requests for the first opening and the last closing of an MPO in a country, excluding contingency MPOs established on a temporary basis, to support military operations or exercises.
- c. Approves individual or organization appeals for limitations, suspensions, or revocations of authorizations to use MPS.
- d. Approves free mail extensions as authorized by the Secretary of Defense pursuant to Section 3401(a)(1)(A) of Title 39, U.S.C.

2.2. DOD COMPONENT HEADS. The DoD Component heads:

- a. Synchronize MPS resources across the DoD Components to maximize the efficiency and effectiveness of the MPS. Coordinate with the Military Postal Service Agency (MPSA) on MPS operations that cross Component areas of responsibility.
- b. Manage the MPS in accordance with this issuance, DoDD 5101.11E and MPSA, USPS, and GSA procedures.
- c. Submit the Annual Mail Management Report for official mail costs through the Automated Military Postal System (AMPS). The report includes official mail costs of any mailable matter and any other mail related costs including those in non-postal contracts.
- d. Comply with private express statutes (PES) requirements for transporting official mail and correspondence in the United States.
- e. Use the United States Transportation Command small package delivery services contract only when the MPS is unable to provide necessary service level or is not cost-effective. Individual contract awards with small package carriers are not authorized.
- f. Establish measures to actively monitor MPS costs and performance to ensure accountability and efficiency of operations in accordance with DoDD 5101.11E and MPSA, USPS, and GSA procedures.
- g. Identify all recurring or one-time large volume mailings sent from mailers to determine cost-effective mailing strategies in accordance with the USPS Domestic Mail Manual.
- h. Use the most cost-efficient transportation consistent with the class of mail and extra services purchased to the maximum extent practicable to meet operational requirements.

- i. Determine the requirements and resource postal security screening measures.
- j. Implement an auditable annual inspection program and provide results of those inspections to MPSA through the AMPS.
- k. Implement an annual training program and document the training of postal personnel. Provide qualified DoD postal personnel to perform inherently governmental functions (IGFs) and to support contingency operations in accordance with MPSA procedures.
- l. Establish and maintain mail facility continuity of operations plans that are practiced quarterly, reviewed annually, and coordinated with local emergency responders.
- m. Coordinate with MPSA before negotiating with USPS representatives to change existing support in the United States.
- n. Designate a single manager for postal operations.
- o. Establish procedures to limit, suspend, or revoke authorization for individuals to use MPS. Affected individuals or organizations will have an option to appeal to the USD(A&S) through the MPSA.

2.3. SECRETARIES OF THE MILITARY DEPARTMENTS. In addition to the responsibilities in Paragraph 2.2., the Secretaries of the Military Departments:

a. **(Added) (DAF) The designated single service manager for the Department of the Air Force is Chief, Air Force Postal Policy and Postal Operations, Force Support Readiness and Career Field Management Division (AF/A1XO).**

b. **(Added) (DAF) The single service manager will coordinate with the 3F5X1 Career Field Management team to establish training, procedural and policy guidance in relation to the military postal manual referenced in Section 2.6, paragraph c.**

c. Determine and coordinate postal operations, transportation, and plans with Combatant Commanders (CCDRs) and MPSA.

d. Fund postal costs and reimburse USPS for losses of funds resulting from the loss of financial instruments, such as money orders, in the mail or resulting from the loss of equipment on loan to DoD from USPS. The Army funds free mail for the DoD until the other Military Services receive funding to pay their individual free mail costs.

e. Direct that contracts affecting postal operations comply with USPS, GSA, and DoD policies and procedures.

f. Verify readiness of postal equipment to adequately support deployed forces.

g. Provide guidance on use of official mail.

h. Provide instructors for the Interservice Postal Training Activity commensurate with Military Services use.

i. Provide postal service to DoD agencies. Collect reimbursements for postal services provided to other DoD Components and non-DoD entities.

j. Comply with USPS Publication 38 requirements regarding the hiring of MPS personnel. The Military Services will coordinate to mitigate personnel suitability concerns for individuals that are applying for MPS positions that could affect hiring actions. The Military Services will also notify USPS and government agencies, through MPSA, regarding postal offenses that may impact a person's hiring at USPS and government agencies.

k. Determine mail routing requirements for deployed units and provide MPSA and USPS information to enable USPS routing system updates.

2.4. CHAIRMAN OF THE JOINT CHIEFS OF STAFF. In addition to the responsibilities in Paragraph 2.2, the Chairman of the Joint Chiefs of Staff:

a. Validates the approval of free mail in designated areas within the Combatant Commands and validates the retention of the authorization of free mail in those areas within the Combatant Commands for which free mail has already been approved.

b. Includes MPS operations in operational plans and coordinates plans with MPSA.

2.5. CCDRS. In addition to the responsibilities in Paragraph 2.2, the CCDRs:

a. Liaise with host-nation government postal administrators and customs officials, in coordination with the Secretaries of the Military Departments, as needed.

b. Obtain formal host nation approval to establish MPOs before establishing MPOs.

c. Establish contingency MPOs on a restricted and temporary basis to support military operations or exercises.

d. Send requests for the first opening and the last closing of an MPO in a country to the USD(A&S) through MPSA, for coordination. This excludes contingency MPOs established on a temporary basis to support military operations or exercises.

e. Perform MMT functions and operations at designated locations to ensure responsive and efficient processing, transportation, and distribution of postal items.

f. Manage free mail requests and terminations of free mail for sites that have not been validated for free mail approval through MPSA to the OSD.

g. Coordinate postal support for allied forces and reimbursement processes for such support.

h. Establish policy to conduct postal recovery operations for undeliverable postal items in theater.

i. In coordination with the Military Services, submit requests for free mail through the Joint Staff and MPSA to the USD(A&S) for Secretary of Defense action.

2.6. EXECUTIVE DIRECTOR, MPSA. Under the authority, direction, and control of the Secretary of the Army as the DoD Executive Agent for the MPS and official mail program in accordance with DoDD 5101.11E, the Executive Director, MPSA:

a. In coordination with the DoD Components, implements USPS and GSA policies and procedures.

b. Establishes measures to actively monitor MPS costs and performance and to maintain accountability and efficiency of operations in accordance with DoDD 5101.11E and MPSA, USPS, and GSA procedures.

c. In coordination with the DoD Components, develops and maintains a military postal manual for the MPS.

d. Coordinates with DoD Components on the management of USPS contracted carriers to include providing USPS with performance information necessary for justifying carrier changes.

e. Enables the establishment and termination of zone improvement plan (ZIP) codes for contingency operations.

f. Maintains and publishes military ZIP codes, in coordination with the Military Services.

g. Develops and maintains the Annual Mail Management Report for submission to GSA and the Office of Management and Budget.

h. Manages the AMPS.

i. Publishes the DoD Strategic Postal Voting Action Plan to ensure appropriate distribution and return of election ballots.

j. Coordinates with Inter-service Postal Training Activity on training for postal personnel.

k. Manages the DoD free mail program in compliance with applicable laws and the guidance in Section 3 of this issuance.

SECTION 3: MPS

3.1. GENERAL.

- a. DoD installations will have no more than one official mail metering site, excluding National Guard statewide operations wherein the State is considered as an “installation.” DoD Component outgoing mail must transit the installation’s metering site, if available.
- b. Postal personnel and patrons will not send or receive mail on behalf of unauthorized persons or organizations.
- c. The number of military retirees, family members, or DoD contractors will not be used as criteria for opening or closing an MPO.
- d. Personal mail is only processed at OMCs within 90 days of an individual’s change in duty station.
- e. Appropriated funds will be used for official mail postage. Except for free mail, appropriated funds will not be used to pay for personal mail postage.
- f. DoD Component-devised forms will not duplicate USPS, DoD, or GSA forms unless coordinated with MPSA before use.
- g. Animals are not permitted in military postal facilities, except military working dogs and animals assisting persons with disabilities.
- h. Compliance with customs laws and requirements is the responsibility of the individual or organization sending mail.
- i. When converting from a combat operation to a sustainment operation, MPS service continuation must be approved by the host nation through a formal host nation agreement.
- j. Post or base locator service is not a function of the MPS.
- k. **(Added) (DAF) MPS facilities will use the Directory Module in AMPS to transmit real-time information to the USPS national change of address online system. The DAF Form 624, Base Unit Locator and PSC Directory can be used until phased out. (T-0)**
- l. **(Added) (DAF) DAF Form 4332, Accountable Communications Receipt Authorization is used by units to delegate authorized mail clerks, document their training, and verify security clearances. (T-1)**
- m. **(Added) (DAF) Official items may be sent to home addresses of teleworking employees. Items must be returned via a Department of the Air Force OMC only. OMCs will track costs incurred and include in the annual expenditure report. (T-2)**

3.2. PERSONNEL. The DoD Component headquarters is the waiver authority for grade requirements in this paragraph.

a. When planning for postal operations, at least one qualified postal clerk will be sourced for every 500 supported personnel.

b. MPS facilities manned by one person due to the size of the facility or personnel serviced must be in the grade of E-5 or GS-7 or above.

c. Personnel performing postal duties will be qualified and formally trained using a common set of basic criteria as coordinated and approved by MPSA and the Military Services.

d. Postal personnel will:

(1) Be licensed to operate a vehicle if transporting mail.

(2) Meet USPS and DoD requirements for the handling of sensitive material.

(3) Be physically able to stand for prolonged periods and lift up to 70 pounds.

(4) **(Added) (DAF) Department of the Air Force Postal Operations overseas and Official Mail/Postal Service Center Operations stateside are core functions of the 3F5X1 Administration career field, as specified in the Air Force Enlisted Classification Directory. All facets of Department of the Air Force Postal and Official Mail Operations, to include all official mail manager (OMM) positions will be performed by military 3F5X1 Administration career field personnel or civilian personnel equivalent. (T-1)**

e. Postal personnel will have at a minimum, a favorable background check completed before appointment as part of the hiring process. Postal personnel opening registered official mail, certified mail, first class mail, or small parcel shipments in the United States will have an interim or fully adjudicated SECRET clearance. Postal personnel opening registered official mail outside the United States, will have an interim or fully adjudicated SECRET clearance. Once the item is identified as SECRET, postal personnel will handle the item in accordance with Volume 3 of DoD Manual 5200.01. At no time are foreign nationals authorized to accept, handle, deliver, or supervise operations for DoD registered official mail.

f. MPS facilities providing USPS retail services must have a custodian of postal effects and postal finance officer appointed. Personnel assigned as custodian of postal effects must be in the grade of E-5 or GS-7 or above, and personnel assigned as postal finance officer must be in the grade of E-6 or GS-9 or above.

g. Only personnel in the grade of E-6 or GS-9 or above will be appointed as official mail managers (OMMs). The OMM function is an IGF and cannot be contracted out. OMMs manage official mail operations including:

(1) Compliance with the PES in the United States.

(2) Inspections, acquisition, use, and disposition of supplies.

- (3) Budgeting and expenditure oversight of appropriated funds.
- (4) Property management.

h. (Added) (DAF) Department of the Air Force installations are not manned based specifically to unit manning document authorizations. The Air Force Personnel Center uses three manning averages: continental United States (CONUS), overseas, and worldwide (WW) manning. CONUS averages are used in the Overseas Returnee/CONUS Mandatory Mover cycle and include only locations in the continental United States. Overseas average includes only the overseas locations. WW averages are used in the overseas cycle and include all locations overseas and those CONUS. The method of calculation is standard; the only difference is the number of locations used.

- (1) (Added) (DAF) As a result, Department of the Air Force Postal Operations may not be able to fill key positions/roles with specified grades.**
- (2) (Added) (DAF) Major Command/Field Command Air Postal Squadrons are authorized to waive these specific grade requirements for key positions when postal locations are not manned appropriately. This allows flexibility for postal operations to prevent mission degradation as well as ensuring supported/contingency requirements are met. (T-2)**

3.3. MPS CONTRACTING.

a. Combatant Command or Military Department postal personnel must review contracts containing requirements for the provision of postal services in coordination with the contracting officer before contract award. Contracting for the performance of services in support of mail center operations is authorized in accordance with Subpart 7.5 of Title 48, Code of Federal Regulations; Section 2461(a) of Title 10, U.S.C.; USPS Publication 542; and Office of Management and Budget Circular No. A-76.

b. Mail transportation contracts will contain provisions for scanning barcodes, to the maximum extent practicable, on all segments and uploading of the data into AMPS and USPS systems.

c. IGFs must be performed by government personnel in accordance with DoD Instruction 3020.41 and DoD Instruction 1100.22, and include:

- (1) Positions that establish policy and procedures for the MPS or the performance of contract administration in support of the MPS.
- (2) Positions obligating the expenditure of government funds by signing dispatch forms or with meter remittances for official postage; acquiring or disposing of postal equipment; establishing and supervising the expenditure of appropriated funds for the payment of postage fees and mailing practices; and ensuring compliance with the PES.
- (3) Positions that have responsibility for all facets of operations within the MPS that are responsible for verifying and approving the payment of claims.

d. An on-site government employee must oversee operations at MPS facilities at which the Component has contracted out for postal services.

e. Contracting out for official mail positions other than the OMM is authorized; however if the position requires access to items that could contain classified materials, the contractor employee must be a U.S. citizen and possess an interim or adjudicated SECRET clearance.

f. Contracted positions in the MPS which are responsible for finance, supplies, or equipment must be bonded with liability for loss or damage and subject to immediate restitution to the government.

g. Independent audit and inspection teams must inspect contracted operations at MPS facilities to prevent conflicts of interest with the contractor inspecting its own operations.

3.4. FACILITY PLANNING AND REQUIREMENTS.

a. MPS facility planning must meet minimum requirements contained in military standard-3007B and MPSA procedures. A DoD postal subject matter expert must review the DoD Component's plans before finalizing facility layouts and obligating funds. Plans must meet postal requirements for efficient processing, security controls, and force protection directives.

b. The following MPS facility plans will be included with local installation plans and training conducted with all personnel and exercised on a regular basis to ensure facility plans are valid.

(1) Continuity of operations plan.

(2) Facility and equipment upgrade plan.

c. MPS postal activities must have the capability to process postal items within one workday of receipt.

d. In accordance with MPSA and USPS procedures, minimum requirements for MPS facilities include:

(1) Protect mail and postal effects.

(2) Meet the global trade compliance requirements and perform product tracking, scanning, and reporting in AMPS.

(3) Provide directory or forwarding service for undeliverable mail. Dispose of undeliverable correspondence.

(4) Receive and dispatch postal items at least 5 days a week for MPOs and OMCs and 7 days a week for MMTs, unless prevented by the operational environment.

(5) Have internet capability and open architecture to optimize available technologies that increase service. Includes MPOs operating over 90 days and excludes MPOs on ships.

3.5. SECURITY.

a. Postal items, vehicles, and facilities will be secured in accordance with MPSA procedures, USPS Domestic Mail Manual, Military Standard-3007B, USPS Postal Operations Manual, Volume 3 of DoD Manual 5200.01, and Part 102-192, Chapter 102, Subchapter G of Federal Management Regulation.

b. In the event postal items are opened (e.g., first-class mail, registered mail) and the interior markings identify the inner package as containing classified material, the item will subsequently be handled, stored, and transported in accordance with Volume 3 of DoD Manual 5200.01.

c. Registered official mail overseas will be secured and segregated from other mail. If stored in an open storage area overseas, a monitored intrusion detection system or 24-hour on-site guard must be used.

d. Postal personnel will protect postal items from loss, theft, tampering, damage, willful delay, and compromise. Postal security and accountability must be provided at all times to prevent theft, damage, and the introduction of contraband and prohibited materials.

e. Postal personnel will visually screen postal items for security issues and the appropriate packaging documentation for the respective location.

3.6. PATRONS, AUTHORIZATIONS, AND LIMITATIONS.

a. Patrons entering an MPS facility to obtain services, whether in uniform or not, must show a DoD ID card, Common Access Card, or a U.S. Government Agency ID Card. Contractors with MPS privileges, including contractors authorized to accompany the force (CAAF), must present a copy of their contract or Synchronized Predeployment Operational Tracker- Enterprise Suite generated letter of authorization (LOA) to the servicing MPS facility.

b. The following are prohibited within the MPS:

(1) Operating a business or conducting activities associated with running a business (e.g., eBay store with MPO address; mail order businesses; shipping supplies, equipment, or merchandise for a physical or home-based store).

(2) Sending or receiving items for sale, resale, distribution, or re-distribution.

(3) Sending household goods associated with temporary or permanent duty relocation via IDS or official mail program. Shipments via the MPS must be coordinated with the Component's transportation office before MPS acceptance.

(4) Duplicating delivery service. When an MPO is located near a diplomatic post office, patrons assigned to an embassy or consulate may only use their assigned diplomatic post office.

(5) (Added) (DAF) Appropriated funds cannot be used for movement of issued and purchased personal gear in a temporary duty (TDY) status. Personnel are required to maintain and carry their equipment with them. (T-0)

c. Patrons assume all liability for lost or damaged correspondence.

d. Military exchanges and commissaries may send postal items from an MPO for direct-to-individual customer merchandise shipments. Military exchanges and commissaries may enter into agreements with the Military Services to identify roles, responsibilities, and cost reimbursement procedures to support postal operations.

e. Non-disciplinary actions resulting in a total loss of MPS privileges to authorized patrons will be coordinated through the chain of command and MPSA to the USD(A&S).

(1) When practical, MPS patrons will be given 90-days advance notice for withdrawal of service except for abuse of privileges, when withdrawn by the host-nation government, or because of other conditions beyond the control of DoD.

(2) Limitations on service to authorized patrons may be made by the Combatant Command, the Services, or the installation commander after review of the impact of continued service on facilities and manpower. Coordination with the affected organizations and individuals, through the chain of command and MPSA, will occur before implementing limitations.

3.7. VIOLATIONS.

a. Misuse or violations of postal policy and procedures by Service members may be subject to Chapter 47 of Title 10, U.S.C., also known and referred to in this issuance as the “Uniform Code of Military Justice,” and appropriate civil prosecution procedures for civilian employees.

b. In addition to any action that might be taken in accordance with the Uniform Code of Military Justice or Federal law, the following penalties may be proposed for misuse of the MPS or for misconduct by non-postal personnel:

(1) Authorized patrons will not have their ability to send or receive personal letter mail or correspondence revoked for any reason. However, conditional patrons will lose all privileges when revoked.

(2) Postal personnel must notify the designated commander and the senior postal representative of any offenses committed, who in turn will notify the Military Services responsible for the MPO of the offense committed and actions taken.

c. Penalties for postal personnel will be imposed for misuse of, or misconduct associated with, the MPS. DoD civilians and contractors may be prosecuted and removed from the foreign country.

3.8. FIREARMS, AMMUNITION, AND EXPLOSIVES.

a. Government-owned weapons should be shipped through logistics channels. However, when mailed, the installation transportation officer must certify in writing that the logistics system is unable to transport the weapons. Mailing must be in accordance with the USPS Domestic Mail Manual (USPS Postal Operations Manual, Title 31, U.S.C.) and Defense Transportation Regulation 4500.9-R, and must not violate any host nation restrictions.

- b. The shipment of government-owned firearms is prohibited through foreign postal systems.
- c. Contractors may not ship company-owned weapons through the MPS.
- d. Privately owned weapons are only mailable through the MPS in accordance with the USPS Domestic Mail Manual, USPS Postal Operations Manual, USPS Publication 52, and host-nation law (unless host-nation law does not apply due to an international agreement). The MPS will not be used when shipment of firearms is authorized as part of household goods movement.
- e. Ammunition, explosives, any replica or inert explosive devices, and military training devices originally designed for combat use are prohibited in the MPS in accordance with the USPS Domestic Mail Manual and International Mail Manual.

3.9. PROCEDURES AND RESTRICTIONS.

- a. Country-specific mail restrictions are documented in the USPS Domestic Mail Manual, USPS Postal Operations Manual, USPS International Mail Manual, USPS Publication 52, AMPS, and host country agreements.
- b. Non-mailable items removed from the mail will be handled in accordance with MPSA procedures.
- c. Mail containing personally identifiable information must be sent through USPS mail to meet the Domestic Mail Manual requirements.
- d. Mail with classified contents must meet the requirements in Volume 3 of DoD Manual 5200.01.
- e. Only doctors or pharmacies may send prescription medications or other controlled substances through the MPS in accordance with the USPS Domestic Mail Manual, USPS Postal Operations Manual, USPS International Mail Manual, and Publication 52. Synthetic drugs that stimulate the central nervous system are non-mailable.
- f. Medical specimens and forensic and urinalysis samples may be sent through the MPS using official postage in accordance with MPSA procedures, USPS Domestic Mail Manual, USPS Postal Operations Manual, and USPS Publication 52.
- g. Non-cremated human remains must be transported through mortuary affairs channels, not through MPS. Cremated remains of DoD civilians, employees, dependents, and retirees in an area outside the United States may be sent through the MPS, subject to host-nation laws, in a sealed container using Priority Mail Express Military Service. All remains, cremated or non-cremated, of Service members who were on active duty must be transported in accordance with DoDD 1300.22. Personal effects of deceased service members may be sent through the MPS by the member's military unit or mortuary affairs section.
- h. Mailers will consider the maximum insurance value of \$50,000 when sending high-value items via registered mail.
- i. An O-6 or civilian equivalent must approve requests for mail covers and notify MPSA.

j. The MPS operates in international locations and may conduct search and seizure procedures in accordance with applicable host nation and DoD requirements to mitigate issues with illegal items that are prohibited by Federal law to be sent through the MPS.

(1) Searches (without opening of a postal item) are permitted in accordance with visual exterior screening, x-raying, use of military working dogs, and chemical or biological sensors to comply with host nation requirements.

(2) Inspections (opening the postal item and looking at interior contents) require a search warrant issued by a Federal court or a search authorization issued by an individual authorized by Supplement to Manual for Courts-Martial United States Military Rule of Evidence 315(d) where probable cause has been established. Search warrants issued and authorized for inspecting postal items within the MPS are outside the jurisdiction of the State courts.

(3) Seizures (confiscating postal items or contents) require written authorizations by either of the authorities in Paragraph 3.9.j.(2) for each item being seized.

(4) Mail covers require the written authorization by the commander in the grade of O-6 or above, in the chain of command at the installation where the investigation is taking place. Mail covers are issued as part of the investigative process and are in force for a limited duration.

3.10. ADDRESSING.

a. DoD addresses will be in accordance with USPS Publication 28.

b. A change of address request takes precedence over a customs form for redirecting mail. Mail will not be redirected to another patron using customs forms.

3.11. RETAIL.

a. Retail operations, including selling stamps and money orders, will be in accordance with MPSA procedures, USPS Domestic Mail Manual, USPS Postal Operations Manual, USPS F101 Handbook, and USPS Postal Bulletin.

b. DoD will not reimburse claims for mail insured by USPS since they collect insurance fees at time of mailing. Insurance claims will be adjudicated and paid by USPS.

c. Personnel assigned the responsibility of managing finance or retail operations will perform audits in accordance with USPS F101 Handbook and DoD procedures. Official mail will be audited using DoD audit procedures.

3.12. FREE MAIL.

a. Free mail privileges are permitted for active-duty Service members who are deployed for a contingency operation as determined by the Secretary of Defense and deployed civilian employees of the DoD supporting those military operations; or are hospitalized as a result of disease or injury incurred as a result of service in the deployed contingency operation.

b. Requests to establish free mail areas must include:

- (1) Recommended location for free mail designation and justification.
- (2) Estimated number of personnel to be served, to include the number of members of the Military Services and DoD civilians, as well as hospitalized Service members as defined by Section 101 of Title 10, U.S.C.
- (3) Estimated date when an MPO will be established.
- (4) Estimated date of the availability of USPS stamps and envelopes in the free mail area.

3.13. TRANSPORTATION.

- a. USPS contracts with commercial carriers to transport DoD postal items. MPSA coordinates with military carriers when commercial carriers are unavailable.
- b. Correspondence will be dispatched separately as deferred air or surface transportation.
- c. Drop shipments are not authorized at postal facilities.
- d. Privately owned vehicles are not authorized to transport mail.

GLOSSARY

G.1. ACRONYMS.

AMPS	Automated Military Postal System
CAAF	contractors authorized to accompany the force
CCDR	Combatant Commander
Added (DAF) CONUS	Continental United States
Added (DAF) DAF	Department of the Air Force
Added(DAF) DAFPD	Department of the Air Force Policy Directive
DoDD	DoD directive
GSA	General Services Administration
IDS	intra- and inter-theater delivery service
IGF	inherently governmental function
LOA	letter of authorization
MMT	military mail terminal
MPO	military post office
MPS	Military Postal Service
MPSA	Military Postal Service Agency
OMC	official mail center
OMM	official mail manager
PES	private express statutes
Added (DAF) TDY	temporary duty
U.S.C.	United States Code

USD(A&S)	Under Secretary of Defense for Acquisition and Sustainment
USPS	United States Postal Service
Added (DAF) USSF	United States Space Force
Added (DAF) WW	worldwide
ZIP	zone improvement plan

G.2. DEFINITIONS. Unless otherwise noted, these terms and their definitions are for the purpose of this issuance.

AMPS. A web-enabled management system that integrates and optimizes business processes across the USPS and the DoD.

CAAF. Contractor personnel and all tiers of subcontractor employees who are authorized to accompany the force in applicable operations outside of the United States and have been afforded CAAF status through the issuance of a LOA. CAAF generally include all U.S. citizen and third country national employees not normally residing within the operational area whose area of performance is in the direct vicinity of U.S. forces and who routinely are co-located with U.S. forces (especially in non-permissive environments). Personnel co-located with U.S. forces will be afforded CAAF status through an LOA. In some cases, CCDR subordinate commanders may designate mission-essential host nation or local national contractor employees (e.g., interpreters) as CAAF.

container. A receptacle used to hold postal items while in transit.

contingency operation. Defined in Section 101(a)(13) of Title 10, U.S.C.

correspondence. Items that may be personal or official including interoffice correspondence, does not have postage or special services applied nor postage paid for by a patron. It would be mail if U.S. postage were applied and has the same protections as postage paid mail. Interoffice correspondence transportation must comply with PES requirements within the United States.

custodian of postal effects. Military Service members, DoD civilian employees, or contractors accountable for administration of the postal effects entrusted to them by USPS. The USPS term is Unit Reserve Stock Custodians.

dispatch. Postal items moved to the next location until final disposition.

drop shipments. Shipment of 20 or more items presented for acceptance by a mailer within 24 hours.

facility and equipment upgrade plan. The plan identifies and allocates resources for the improvements as part of the Planning, Programming, Budgeting, and Execution system.

facility continuity of operations plan. This plan assumes the facility is inoperable for a period of time due to a natural disaster or man-made event and designates alternate locations to ensure continued postal support.

first-class mail. Mail weighing up to 13 ounces.

free mail. A Secretary of Defense-approved privilege for first-class mail sent from a contingency operation that must enter USPS control in accordance with Section 3401 of Title 39, U.S.C. It is postage free to the authorized patron, and DoD pays for postage and transportation costs.

IDS. As a subset of the MPS, IDS is a postage free delivery service for DoD patron's correspondence that is established between MPOs outside of the U.S. and USPS control.

IGFs. Defined in the Office of Federal Procurement Policy Letter 11-01.

international mail. Mail that originates in one country and arrives in another country. Mail to and from MPOs is considered domestic mail, not international mail, unless the mailing or delivery address contains the name of a foreign city and country.

LOA. A document issued by a contracting officer or designee that authorizes contractor personnel to accompany the force to travel to, from, and within an operational area, and outlines

U.S. Government authorized support authorizations within the operational area, as agreed to under the terms and conditions of the contract. For more information see Subpart 225.3 of Title 48, Code of Federal Regulation.

mail. Correspondence that has postage applied and paid for by a USPS mailer, authorized DoD patron, or by the Military Services for free mail.

mail cover. The process by which a non-consensual record of information is made of data appearing on the outside cover of sealed or unsealed class of mail matter, or by which a record is made of the contents of any unsealed class of mail matter as allowed by law, to obtain information to protect national security; locate a fugitive; obtain evidence of commission of a crime; obtain evidence of a violation or attempted violation of a postal statute; or assist in the identification of property or proceeds or assets forfeitable in accordance with law.

mail room. A designated, secure location where postal items are received, sorted, and distributed. Mail rooms do not offer retail services.

MMT. A postal facility also known as mail control activity, fleet mail center, and aerial mail terminal. MMTs sort incoming and outgoing postal and distribute and resolve issues on commercial and military modes of transportation.

MPO. Postal facilities categorized as either Army or Air Force Post Offices or Fleet Post Offices. MPOs provide USPS retail services to authorized DoD patrons and process postal items.

MPS. The DoD postal organizations, personnel, and facilities used to process, transport, and distribute postal items for authorized patrons. The MPS provides service to mail room locations, operates MPOs and MMTs primarily overseas and OMCs worldwide.

MPSA. A jointly staffed agency providing strategic direction, technical and procedural guidance, coordination, and assistance for the MPS to promote compliance with U.S. law and USPS, GSA, and DoD issuances. MPSA is the single DoD point of contact with the USPS.

official correspondence. DoD business items without postage applied.

official mail. DoD business mail with postage and fees paid by appropriated funds.

OMC. MPS facility where DoD business mail and correspondence, and occasionally personal mail, is received, sorted, and distributed. OMCs process and apply postage to official correspondence and process personal and official mail.

OMM. A formally trained and appointed OMM who serves as the official mail program manager for either DoD, a DoD Component, an installation, or multiple installations with oversight and responsibility for postal support to a postage application site(s). This individual advises on all official mail matters.

official mail program. A program to manage the organizations, personnel, and facilities used to process and distribute official postal items for DoD authorized patrons. Official mail is transported through the USPS and MPS systems.

patrons. Individuals and organizations authorized to use MPS within and outside the United States, not prohibited by international agreements, and consistent with laws and Federal, USPS, GSA, and DoD regulations. Refer to the Military Postal Services Procedurals Manual for a list of patrons who are authorized to receive military postal services at overseas locations.

personal mail. Personal correspondence that has postage applied and paid for by the USPS mailer, authorized DoD patron, or DoD-paid postage for free mail.

PES. Civil and criminal Federal laws that restrict carriage of letters over post roads (streets) to USPS. Exceptions allow government agencies to carry their mail with their employees or pay for the carriage by an outside entity by paying 6 times the normal USPS postage rate.

postal. Personal and official mail and correspondence.

postal facility. MPS location that handles personal and official mail and correspondence.

postal finance officer. Postal personnel, trained and designated in writing, responsible for managing postal finance and retail services at MPOs. A postal finance officer is permitted to oversee one or more postal activities.

postal items. Includes official mail, personal mail, and correspondence.

postal offense. Report on acts that violate laws, agreements, USPS and DoD regulations, or jeopardize the security of mail and other USPS property.

postal personnel. Personnel assigned and trained to provide MPS support to authorized patrons.

postal support. Includes all functions performed by DoD personnel and organizations or on behalf of DoD from acceptance through delivery of personal and official mail and correspondence for DoD patrons. Postal support includes administrative, management, training, and quality assurance functions.

Priority Mail Express Military Service. A USPS trademarked mail class offered by MPOs that provides expedited delivery service for authorized items meeting size and weight restrictions.

registered mail. USPS' most secure service that provides a chain of receipts to monitor mail movement from the point of acceptance to delivery.

Synchronized Predeployment Operational Tracker - Enterprise Suite. A common database for Federal agencies to track contracts and contractors for contingency, humanitarian, and peacekeeping missions pursuant to the requirements in Section 862 of Public Law 110-181.

REFERENCES

Code of Federal Regulations, Title 48
Defense Transportation Regulations 4500.9-R, current edition¹
DoD Directive 1300.22, “Mortuary Affairs Policy,” October 30, 2015, as amended
DoD Directive 5101.11E, “DoD Executive Agent for the Military Postal Service and Official Mail Program,” March 18, 2021
DoD Directive 5135.02, “Under Secretary of Defense For Acquisition And Sustainment USD(A&S),” July 15, 2020
DoD Instruction 1100.22, “Policy and Procedures for Determining Workforce Mix,” April 12, 2010, as amended
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¹ Located at <https://www.ustranscom.mil/dtr/>

² Available at <https://jsc.defense.gov>.

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Added (DAF) DAFPD 36-38, *Force Support Readiness*, 22 May 2023
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Added (DAF) *PRESCRIBED FORMS*
Added (DAF) DAF Form 624, *Base Unit Locator and PSC Directory*
Added (DAF) DAF Form 4332, *Accountable Communications Receipt Authorization*
Added (DAF) *ADOPTED FORMS*
Added (DAF) DAF Form 847, *Recommendation for Change of Publication*
Added (DAF) *OFFICE SYMBOLS*
Added (DAF) AF/A1 – Department of the Air Force, Directorate of Manpower, Personnel, and Services
Added (DAF) AF/A1X – Department of the Air Force, Directorate of Plans and Integration
Added (DAF) AF/A1XO – Department of the Air Force, Force Support Readiness and Career Field Management Division
Added (DAF) AF/RE – Chief of Air Force Reserve
Added (DAF) NGB/CF – Two-letter of the National Guard Bureau
Added (DAF) SAF/MR – Assistant Secretary of the Air Force, Manpower and Reserve Affairs
Added (DAF) SF/S1 – Deputy Chief of Space Operations for Human Capital