

STP 12-42L35-SM-TG

SOLDIER'S MANUAL AND TRAINER'S GUIDE

42L

**Administrative Specialist
(includes Tasks for ASI F4
Postal Operations)**

Skill Levels

3/4/5

OCTOBER 2003

HEADQUARTERS, DEPARTMENT OF THE ARMY

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SOLDIER'S MANUAL AND TRAINER'S GUIDE

MOS 42L

Administrative Specialist (Includes Tasks for ASI F4 Postal Operations)

Skill Levels 3, 4 and 5

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PREFACE

This publication is for skill levels (SL) 3/4/5, and ASI soldiers holding Military Occupational Speciality (MOS) 42L to include ASI F4 and their trainers/first-line supervisors. It contains standardized training objectives in the form of task summaries, which can be used to train and evaluate soldiers on critical tasks that support unit missions during wartime. Soldiers holding the MOS/SL 42L3/4/5 and ASI F4 should have access to this publication. It should be made available in the soldier's work area, unit learning center, and unit library. Trainers and first-line supervisors should actively plan for soldiers to have access to this publication. However, it is not intended that an individual copy be available for each soldier holding the MOS/SL/ASI.

Users of this publication are encouraged to recommend changes and submit comments for its improvement. Comments should be keyed to a specific page, must be provided for each comment to ensure understanding and complete evaluation. Comments should be prepared using DA Form 2028 (Recommended Changes to Publications and Blank Forms) and forwarded directly to Commander, U.S. Army Soldier Support Institute, ATTN: ATSG-TD, Fort Jackson, SC 29207-7025.

CHAPTER 1

Introduction

1-1. GENERAL.

a. This Soldier Training Publication (STP) is the Soldier's Manual (SM) and Trainer's Guide (TG) that identifies the military occupational specialty (MOS) training requirement for individual soldiers in MOS 42L3/4/5, Administrative Noncommissioned Officer, and those possessing Additional Skill Identifier (ASI) of F4, Postal Supervisor. It is the primary MOS reference that supports the self-development and training of every soldier possessing MOS 42L and ASI F4. Therefore, commanders, trainers, and soldiers should use this manual to plan, conduct, and evaluate training within their units.

b. To establish effective training plans and programs that integrate soldier's, leader's, and collective tasks, use this manual with the following publications:

(1) Soldier's Manual of Common Tasks (SMCT). STP 21-24-SMCT for SL2 and above soldiers.

(2) Army Training and Evaluation Programs' (ARTEP) Mission Training Plans (MTP).

ARTEP 12-402-MTP, Headquarters and Headquarters Detachment, Command and Group and Staff, Personnel Group
 ARTEP 12-413-30-MTP, Postal Company (Direct Support/General Support)
 ARTEP 12-417-30-MTP, Personnel Detachment
 ARTEP 12-426-MTP, Personnel Service Battalion
 ARTEP 12-602-MTP, Personnel Command
 ARTEP 12-906-MTP, Headquarters and Headquarters Detachment, Replacement Battalion (CRC)

(3) FM 25-101, Battle Focused Training.

1-2. TASK SUMMARIES. Task summaries outline the wartime performance requirements of each critical task in this SMTG. They give both soldiers and trainers the information necessary to prepare, conduct, and evaluate critical task training. As a minimum, task summaries include the information soldiers must know and the skills they must perform/demonstrate to standards. Task summaries contain the format as follows:

a. Task Title. The task title identifies the action that the soldier must perform/demonstrate.

b. Task Number. Task numbers are 11 alphanumeric characters that identify each task. Include this number and its title in any correspondence that relates to this task.

c. Conditions. The condition statement lists all the necessary equipment, tools, references, job aids and supporting personnel, for the soldier to perform the task in wartime.

d. Standards. The task standards describe how well and to what level the soldier must perform a task under wartime conditions. Standards are typically described in terms of accuracy, completeness and speed.

e. Evaluation Preparation. This section shows the necessary modifications to task performance in order to train and evaluate a task that normally cannot be trained to the wartime standard, under wartime conditions. It may also include special training and evaluation preparation instructions to accommodate these modifications, and any instructions to furnish the soldier before evaluation.

f. Performance Measures. Performance measures are evaluation guides that identify the specific actions the soldier are to accomplish, to successfully complete the task. This SMTG lists specific actions in a "GO/NO GO" format.

g. Evaluation Guidance. This section shows the requirements (for example, number of performance measures receiving a "GO" on) for successfully completing the task.

h. References. This section identifies references that provide more detailed and thorough explanations of task performance requirements than that given in the task summary description.

1-3. SOLDIER'S RESPONSIBILITIES. Each soldier is responsible for performing individual tasks, which the first-line supervisor identifies. The soldier must perform the task to the standard listed in this STP. The soldier's first line supervisor can clarify any questions about how to do a task, or which tasks in this STP the soldier must perform. It is the soldier's responsibility to ask the first-line supervisor for clarification. In addition, the first line supervisor knows how to perform each task and can direct the soldier to the appropriate training materials.

1-4. NCO SELF-DEVELOPMENT AND THE SOLDIER'S MANUAL AND DISTANCE LEARNING.

a. Self-development is one of the key components of the leader development program. It is a planned, progressive, and sequential program followed by leaders to enhance and sustain their military competencies. It consists of individual study, research, professional reading, practice, and self-assessment. Under the self-development concept, the NCO, as an Army professional, is responsible for remaining current in all phases of the MOS.

b. The SMTG is the NCO's primary source for maintaining MOS proficiency.

c. Distance Learning (DL). Formal, nonresident training programs for TRADOC service schools and certain DOD/DA schools and agencies are available in several Distance Learning formats. For example, the Army Institute for Professional Development (AIPD) administers the Army Correspondence Course Program (ACCP), another important resource for NCO self-development for professional development DA Pamphlet 350-59, the ACCP Catalog, lists the courses and sub courses available in both the consolidated and the non-consolidated portions of the program. For information about ACCP courses and subcourses, compact disks available in distance learning classrooms, and other distance learning courseware, visit the Army Training Support Center (ATSC) website at: <http://www.atsc.army.mil/helpdesk/TrainingDelivery>.

d. Unit learning centers are valuable resources for planning self-development programs. They can help access enlisted career maps, training support products, and extension training materials

1-5. TRAINING SUPPORT. This STP includes the following appendixes and sections that provide additional training support information.

a. Glossary. The glossary is a comprehensive list of acronyms, abbreviations, and terms.

b. References. This section contains the references that support training for all tasks in this SMTG.

CHAPTER 2

Training Guide

2-1. GENERAL. The MOS Training Plan (MTP) identifies the essential components of a unit training plan for individual training. Units have different training needs and requirements based on differences in environment, location, equipment, dispersion, and similar factors. Therefore, the MTP should be used as a guide for conducting unit training and not a rigid standard. The MTP is designed to assist the commander in preparing a unit training plan which satisfies integration, cross training, training up, and sustainment training requirements for soldiers in this MOS.

2-2. SUBJECT AREA CODES. The MTP shows the relationship of an MOS skill level between duty position and critical tasks. These critical tasks are grouped by task commonality into subject areas. This section lists subject area numbers and titles used throughout the MTP. These subject areas are used to define the training requirements for each duty position within an MOS.

Skill Level 3

- 1 Office Administration
- 2 Correspondence
- 5 Postal Service Center Administration
- 6 Postal Finances
- 7 Domestic and International Mail
- 9 Security Management

Skill Level 4

- 1 Office Administration
- 2 Correspondence
- 9 Security Management

2-3. CRITICAL TASKS LIST. this section of the MTP provides a list, by general subject areas, the critical tasks to be trained in an MOS and the type of training required (resident, integration, or sustainment).

Subject Area column. This column lists the subject area number and title in the same order as Section I, Part One of the MTP.

Task Number column. This column lists the task numbers for all tasks included in the subject area.

Title column. This column lists the task title for each task in the subject area.

Training Location column. This column identifies the training location where the task is first trained to soldier training publications standards. If the task is first trained to standard in the unit, the word "Unit" will be in this column. If the task is first trained to standard in the training base, it will be identified, by brevity code (ANCOC, BNCOC, etc.), the resident course where the task was taught. Figure 2-1 contains a list of training locations and their corresponding brevity codes.

F4 ASI	Postal Supervisor Course
BNCOC	Basic NCO Course
ANCOC	Advanced NCO Course

Figure 2-1. Training Locations

Sustainment Training Frequency column. This column indicates the recommended frequency at which the tasks should be trained to ensure soldiers maintain task proficiency. Figure 2-2 identifies the frequency codes used in this column.

BA - Biannually
AN - Annually
SA - Semiannually
QT - Quarterly
MO - Monthly
BW - Bi-weekly
WK - Weekly

Figure 2-2. Sustainment Training Frequency Codes

Sustainment Training Skill Level column. This column lists the skill levels of the MOS for which soldiers must receive sustainment training to ensure they maintain proficiency to soldier's manual standards.

**MOS TRAINING PLAN
71L3/4/5 (42L3/4/5)**

CRITICAL TASKS

Subject Area	Task Number	Title	Training Location	Sust Tng Freq	Sust Tng SL
Skill Level 3					
1. Office Administration	805C-42L-3044	Maintain Initial Distribution Subscription	BNCOC	AN	3-5
2. Correspondence	805C-42L-3002	Review Correspondence	BNCOC	AN	3-5
5. Postal Service Center Administration	805C-LF4-1358	Identify Military Postal Service Responsibilities	F4 ASI	SA	3-5
	805C-LF4-1360	Operate a Contingency Military Post Office	F4 ASI	SA	3-5
	805C-LF4-3517	Check Mail Directory Operations	F4 ASI	SA	3-5
	805C-LF4-3521	Conduct Unit Mailroom Inspections	F4 ASI	SA	3-5
	805C-LF4-3537	Control Postal Supplies and Capital/Sensitive Equipment	F4 ASI	SA	3-5
	805C-LF4-3539	Administer Postal Management Information System	F4 ASI	SA	3-5
	805C-LF4-3540	Monitor Search/Seizure Operation	F4 ASI	SA	3-5
	805C-LF4-3541	Report Postal Offenses	F4 ASI	SA	3-5
	805C-LF4-3547	Update Postal Operating Plan	F4 ASI	SA	3-5
6. Postal Finances	805C-LF4-3512	Control Stamp Stock	F4 ASI	SA	3-5
	805C-LF4-3513	Spot Check the Sales of Domestic Postal Money Orders	F4 ASI	SA	3-5
	805C-LF4-3514	Spot Check the Cashing of Domestic Postal Money Orders	F4 ASI	SA	3-5

	805C-LF4-3518	Maintain Postage Meter Machine	F4 ASI	SA	3-5
	805C-LF4-3519	Prepare Consolidated Money Order Report	F4 ASI	SA	3-5
	805C-LF4-3532	Assume Custodian of Postal Effects (COPE) Responsibility	F4 ASI	SA	3-5
	805C-LF4-3549	Spot Check the Maintenance of/Program on Integrated Retail Terminal	F4 ASI	SA	3-5
	805C-LF4-3555	Perform Audits at a Military Post Office	F4 ASI	SA	3-5
	805C-LF4-3525	Control Domestic Money Orders	F4 ASI	SA	3-5
7. Domestic and International Mail	805C-LF4-3501	Spot Check the Acceptance of Domestic Mail	F4 ASI	SA	3-5
	805C-LF4-3505	Spot Check the Acceptance of Domestic Mail Requiring Special Services	F4 ASI	SA	3-5
	805C-LF4-3508	Spot Check Acceptance of International Letter Post	F4 ASI	SA	3-5
	805C-LF4-3511	Spot Check Acceptance of International Parcel Post	F4 ASI	SA	3-5
	805C-LF4-3523	Spot Check Processed Mail	F4 ASI	SA	3-5
9. Security Management	805C-42L-3032	Control Classified Information	BNCOC	AN	3-5
Skill Level 4					
1. Office Administration	805C-42L-4022	Plan Meetings, Teleconferencing, and Video Teleconferencing	ANCOC	AN	3-5
	805C-42L-4033	Develop an Office Suspense Control System	ANCO	AN	4-5
	805C-42L-4053	Prepare a Section for Deployment	ANCOC	AN	4-5
2. Correspondence	805C-42L-4021	Prepare Memorandum of Instruction (MOI)	ANCOC	AN	4-5
9. Security Management	805C-71L-4051	Establish a Classified Material Emergency Plan	ANCOC	AN	4-5

Figure 2-3. MOS Training Plan

CHAPTER 3

MOS/Skill Level Tasks

Skill Level 3

Subject Area 1: Office Administration

Maintain Initial Distribution Subscription

805C-42L-3044

Conditions: Given a requirement to maintain Initial Distribution Subscriptions, access to a computer, DA Form 12-R, DA Pam 25-33, and DA Pam 25-30 (Extract and CD ROM).

Standards: Establish an Initial Distribution Subscriptions Account using a computer with DA Pam 25-30 (CD ROM).

Performance Steps

1. Review electronic subscriptions and forms general information.
 - a. Determine major management roles.
 - b. Determine publications accounts authorization.
 - (1) Active Army table of organization and equipment (TOE) units that are battalion size with a personnel administrative center (PAC).
 - (2) Active Army TOE units that are detachment size and larger, and not organized under a PAC.
 - (3) Army table of distribution and allowances (TDA) activities may have accounts established at the commander, director, or chief level.
 - (4) Army schools may establish separate accounts for the reference library, the staff, and student texts.
 - (5) Army Civilian Personnel Offices.
 - (6) US Army Reserve (USAR) units that are company size or larger, and staff sections at division level.
 - (7) The Army National Guard (ARNG) units that are company size or larger, designated by the state adjutant general.
 - (8) Reserve Officers' Training Corps (ROTC), including Senior and Junior ROTC units.
 - (9) Recruiting activities.
 - (10) Test control activities.
 - (11) Other US military services and Department of Defense (DOD) agencies and activities.
2. Establish a publications account.
 - a. Prepare a DA Form 12-R.
 - (1) Leave block 1 blank for an initial request. Enter account number in block 1 if updating account information.
 - (2) Enter the date you are preparing the form in block 2.
 - (3) Enter the type of submission in block 3.
 - (a) Mark block a for an initial account.
 - (b) Mark block b for changes to an existing account.
 - (c) Mark block c to close an account.
 - (4) Enter complete military address in block 4.
 - (5) Enter complete thru address, if applicable, in block 5.
 - (6) Enter complete to address in block 6.
 - (7) Indicate the type of publications service needed in block 7a.

Performance Steps

- (a) Submit a separate DA Form 12-R to receive test control material.
 - (b) Enter a justification to receive blank forms in block 7b if your organization does not meet the criteria in para 2-4, DA PAM 25-33.
 - (8) Enter required unit description information in blocks 8a through 8g.
 - (9) Enter publications officer information in blocks 9a through 9c.
 - (10) Check appropriate item in block 10 to indicate classification level.
 - (11) Complete blocks 11a through 11c if classified service is required.
 - (12) Complete blocks 12a and 12b if change of address is needed.
 - (a) Submit a change of address at least 30 days prior to the effective date of the change.
 - (b) Complete blocks 1, 3, 9, and 12 if the form is being submitted only to change an address.
 - (13) Complete blocks 13a through 13c with the commander's information.
 - (14) Complete blocks 14a through 14c with the Installation Publications Control Officer (PCO) information.
 - b. Determine if the account identification information you provide on the DA Form 12-R is accurate.
 - c. Establish your publications account by submitting DA Form 12-R to the Account Processing Team, United States Army Publications Agency (USAPA). If you would like to include your email address in order to be notified when your DA Form 12-R has been received or of your new account number when assigned, write your valid email address in the top margin of the DA Form 12-R.
3. Establish a classified service publications account.
- a. Complete Section II of DA Form 12-R.
 - b. Submit a DA Form 12-R requesting your account classification level be upgraded.
4. Establish a blank forms account. (Normally, only the following activities are authorized a blank forms account.)
- a. Installation publications stockrooms.
 - b. Overseas publications centers.
 - c. Medical department activities.
 - d. Active Army service schools.
 - e. ARNG state adjutant general.
5. Establish a test material account.
- a. Submit a completed DA Form 12-R through the Commander, US Total Army Personnel Command.
 - b. Include a copy of the test control officer's (TCO) duty appointment orders with the DA Form 12-R.
 - c. Include a memorandum of justification, including a list of units or organizations to be supported by the TCO.
 - d. Ensure the TCO Program Manager forwards the approved DA Form 12-R to the United States Army Publications Agency (USAPA) for the establishment of a publication account or change to a test material account.
 - e. Manage test material accounts separately from other types of accounts.
 - f. Use test material accounts only for test material service.
 - g. Obtain test material through the resupply system.
6. Close a publications account.
- a. Enter the account number on DA Form 12-R.
 - b. Check "C" (Close) in Block 3 (Reason for Submission) of the DA Form 12-R.
 - c. Submit the form to the US Army Publications Distribution Center at least 90 days prior to the effective date of closure.
7. Set up the Initial Distribution System using the World Wide Web.
- a. Go to the United States Army Publications Agency (USAPA) home page.

Performance Steps

- b. Click on the Publications Orders/Subscriptions/Reports system link.
 - c. Click on the Publications Ordering System link.
 - (1) Submit an order using a Publications Identification Number (PIN).
 - (a) Click on the Resupply by PIN link.
 - (b) Complete the subscription form by entering the account number and zip code; entering the sub-account number, if applicable; entering the PIN; entering changes to the publication, if applicable; entering the quantity required; and clicking the "Submit Order" button.
 - (2) Submit an order using a Publications Nomenclature (NOMEN).
 - (a) Click on the Resupply by NOMEN link.
 - (b) Complete the subscription form by entering the account number and zip code; entering the sub-account number, if applicable; entering the NOMEN; entering changes to the publication, if applicable; entering the quantity required; entering the unit of issue (UI); and clicking the "Submit Order" button.
 - (3) Update an existing initial distribution account.
 - (a) Click on the Subscription Add/Change/Delete link.
 - (b) Complete the subscription change sheet by entering the account number and zip code; entering the first two digits of the Initial Distribution Number (IDN) in the first box and the last four digits of the IDN in the second box; entering the quantity required; deleting a subscription by entering the IDN only and clicking on the "Delete this Subscription" block; and clicking the "Submit Order" button.
8. Search and identify publication subscriptions using the Army Electronic CD-ROM (DA Pam 25-30).
- a. Install DA Pam 25-30 CD-ROM software to the hard drive.
 - b. Click the DA Pam icon on the desktop.
 - c. Choose DA Pam 25-30 (Index) from the main menu screen options.
 - d. Press enter.
 - e. Place the cursor in the desired search field and press F5.
 - f. Type search information in the GO TO field.
 - g. Place the cursor on the desired entry and press Enter.
 - h. Enter search parameters in the appropriate fields.
 - i. Press Enter.
 - j. Press F7 to view information.
 - k. Exit the application.
 - (1) Press F10.
 - (2) Choose Exit Application.
 - (3) Choose Quit.

Evaluation Preparation: You can evaluate this task by using the performance measures. This method of evaluation is appropriate if the NCO performs the task on the job. Grade NCO a GO or NO GO.

Performance Measures	<u>GO</u>	<u>NO GO</u>
1. Reviewed electronic subscriptions and forms general information.	—	—
2. Established a publications account.	—	—
3. Established a classified service publications account.	—	—
4. Established a blank forms account.	—	—
5. Established a test material account.	—	—
6. Closed a publications account.	—	—
7. Set up the Initial Distribution System using the World Wide Web.	—	—

Performance Measures

GO **NO GO**

8. Searched and identified publication subscriptions using the Army Electronic CD-ROM (DA Pam 25-30).

— —

Evaluation Guidance: Score a GO if the NCO passes (P) all performance measures. Score a NO GO if the NCO fails (F) any performance measure. Show the NCO what was done wrong on any failed performance measure and how to do it correctly.

References

Required

- AR 25-30
- AR 25-55
- AR 380-5
- DA PAM 25-33

Related

Subject Area 2: Correspondence

Review Correspondence
805C-42L-3002

Conditions: Given final-typed correspondence (classified or unclassified) prior to signature, the required enclosures/attachments, the draft from which the correspondence was prepared, and access to AR 25-50 and AR 310-50.

Standards: Ensure that all correspondence is properly prepared and is acceptable for signature and dispatch.

Performance Steps

1. Identify the various types of memorandum.
 - a. Identify formal memorandums.
 - b. Identify multiple page memorandums.
 - c. Identify informal memorandums.
 - d. Identify memorandums of understanding/agreement.
 - e. Identify memorandums for record.
 - f. Identify classified memorandums.
2. Identify letters.
 - a. Identify the use for letters.
 - b. Identify appropriate responses and replies.
 - c. Identify general rules.
 - d. Identify format.
3. Identify the types of errors to look for when reviewing correspondence.
 - a. Identify format errors.
 - b. Identify capitalization errors.
 - c. Identify spelling errors.
 - d. Identify punctuation errors.

Evaluation Preparation: You can evaluate this task by using the performance measures. This method of evaluation is appropriate if the NCO supervises SL 1/2 soldiers who prepare correspondence. Use the performance measures to grade performance after the NCO reviews the correspondence prepared by SL 1/2 soldiers.

Performance Measures	<u>GO</u>	<u>NO GO</u>
1. Identified the various types of memorandums.	_____	_____
2. Identified letters.	_____	_____
3. Identified the types of errors to look for when reviewing correspondence.	_____	_____

Evaluation Guidance: Score a GO if the NCO passes (P) all applicable performance measures. Score a NO GO if the NCO fails (F) any performance measure. Show the NCO what was done wrong on any failed performance measure and how to do it correctly.

References

Required
 AR 25-50
 AR 310-50

Related

Subject Area 5: Postal Service Center Administration

Check Mail Directory Operations
805C-LF4-3517

Conditions: Given articles being processed through the directory section by the postal clerk and access to Department of Defense (DoD) 4525.6-L-1, DoD 4525.6-L-2, DoD 4525.6-M, and Department of the Army (DA) 3955 Directory File Card.

Standards: Ensure that the postal clerk is processing directory mail and maintaining the directory file following proper procedure.

Performance Steps

1. Ensure that each DA Form 3955 (Change of Address and Directory Card) contains the required information.
 - a. Receptacle holders name, grade and social security number.
 - b. New organization, box number, old mailing address and date departed old organization.
 - c. New mailing address.
2. Ensured the prepared DA Forms 3955 is filed alphabetically by last name regardless of status or rank.
3. Ensure the directory file is screened during the first week of each month to remove and destroy all expired cards.
4. Determine if the articles of undeliverable mail were entitled to directory service.
5. Ensure undeliverable mail returned by the unit mail clerk is screened to ensure that all articles were being properly processed and endorsed.
6. Ensure the proper endorsement and disposition is on each article.
7. Ensure each article of undeliverable mail processed through the directory section is back-stamped to indicate the date received.
8. Make on-the-spot corrections for any errors or incorrect procedures made by the clerk.

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the NCO completes the task, the supervisor will score the NCO PASS (P) or FAIL (F) on each performance measure.

Performance Measures	<u>GO</u>	<u>NO GO</u>
1. Ensured that each DA Form 3955 contained the required information.	—	—
2. Ensured the prepared DA Forms 3955 was filed alphabetically by last name regardless of status or rank.	—	—
3. Ensured the directory file was screened during the first week of each month to removed and destroyed all expired cards.	—	—
4. Determined if the articles of undeliverable mail were entitled to directory service.	—	—
5. Ensured undeliverable mail returned by the unit mail clerk ws screened to ensure that all articles were being properly processed and endorsed.	—	—
6. Ensured the proper endorsement and disposition was on each article.	—	—

Performance Measures

	<u>GO</u>	<u>NO GO</u>
7. Ensured each article of undeliverable mail processed through the directory section was back-stamped to indicate the date received.	—	—
8. Made on-the-spot corrections for any errors or incorrect procedures made by the clerk.	—	—

Evaluation Guidance: Score a GO if the NCO passes (P) all applicable performance measures. Score a NO GO if the NCO fails (F) any performance measure. Show the NCO what was done wrong on any failed performance measure and how to do it correctly.

References

Required	Related
DA FORM 3955	
DOD 4525.6-M	
DOD 4525.6-M-L-2	
DOD REG 4525.6-L-1	

**Conduct Unit Mailroom Inspections
805C-LF4-3521**

Conditions: Given a unit mailroom requiring inspection and access to Department of Defense (DoD) 4525.6-M Standing Operating Procedures (SOP).

Standards: Conduct unit mailroom inspections and briefings.

Performance Steps

1. Make an unannounced inspection of a unit mail room at least quarterly.
2. Conduct the inspection, using the Unit Mail room (UMR) and Postal Service Center (PSC) Inspection Checklist.
3. Assist the unit mail clerk by explaining how to correct all deficiencies noted and by answering questions about the mail room. (Remember your job is to help.)

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the NCO completes the task, the supervisor will score the NCO PASS (P) or FAIL (F) on each performance measure.

Performance Measures	<u>GO</u>	<u>NO GO</u>
1. Made an unannounced inspection of a unit mail room at least quarterly.	—	—
2. Conducted the inspection, using the Unit mail room (UMR) and Postal Service Center (PSC) Inspection Checklist.	—	—
3. Assisted the unit mail clerk by explaining how to correct all deficiencies noted and by answering questions about the mail room.	—	—

Evaluation Guidance: Score a GO if the NCO passes (P) all applicable performance measures. Score a NO GO if the NCO fails (F) any performance measure. Show the NCO what was done wrong on any failed performance measure and how to do it correctly.

References

Required
DOD 4525.6-M

Related

Control Postal Supplies and Capital/Sensitive Equipment
805C-LF4-3537

Conditions: Given a requirement to requisition postal equipment and supplies and access to:

- a. Department of Defense (DoD) 4525.6-C (Postal Supply Catalog).
- b. PS Form 1567 (Requisition for Rubber and Steel Stamps).
- c. PS Form 1578-B (Requisition for Non-Standard Facing Slips or Labels).
- d. PS Form 7380 (Material Distribution Center (MDC) Supply Requisition).
- e. Information regarding the need for future supplies and equipment.
- f. Department of Defense (DoD) 4525.6-M (Postal Manual).

Standards: Ensure that equipment and supplies are properly controlled, maintained, and requisitioned.

Performance Steps

- 1. Verify that PS Form 7380 is complete and accurate.
 - a. Check section I (addresses and financial information) for accuracy.
 - b. Check section II (supply information) for accuracy.
 - c. Check section III (verification) for accuracy.
- 2. Verify that PS Form 1567 is complete and accurate.
 - a. Check administrative information.
 - b. Check supply totals.
- 3. Provide input for annual forecasting.
 - a. Research previous year's PS Form 7380 files.
 - b. Report accurate supply totals to the Postal Officer.

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the NCO completes the task, the supervisor will score the NCO PASS (P) or FAIL (F) on each performance measure.

Performance Measures	<u>GO</u>	<u>NO GO</u>
1. Verified that PS Form 7380 is complete and accurate.	_____	_____
2. Verified that PS Form 1567 is complete and accurate.	_____	_____
3. Provided input for annual forecasting.	_____	_____

Evaluation Guidance: Score a GO if the NCO passes (P) all applicable performance measures. Score a NO GO if the NCO fails (F) any performance measure. Show the NCO what was done wrong on any failed performance measure and how to do it correctly.

References

Required	Related
DOD 4525.6-C	
DOD 4525.6-M	
USPS FORM 1567	
USPS FORM 7380	

**Administer Postal Management Information System
805C-LF4-3539**

Conditions: Given the requirement to report information and access to:

- a. Department of Defense (DoD) 4525.6-M (Postal Manual).
- b. DoD 4525.6-STD (Transit Time Information Standard System for Military Mail).
- c. Population census data.
- d. Financial transaction data.
- e. Request for Transit Time Information System for Military Mail (TTISMM) survey.

Standards: Prepare the Postal Activity Reporting System (PARS) and the Transit Time Information System for Military Mail (TTISMM) report.

Performance Steps

- 1. Complete and submit quarterly Postal Activity Reporting System (PARS) report.
- 2. Complete and submit annual PARS report.
- 3. Submit the PARS report to arrive at the Major Army Command (MACOM) or higher headquarters IAW established suspense date.
- 4. Collect/review all transit time data for accuracy.

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the NCO completes the task, the supervisor will score the NCO PASS (P) or FAIL (F) on each performance measure.

Performance Measures	<u>GO</u>	<u>NO GO</u>
1. Completed and submitted quarterly PARS report.	—	—
2. Completed and submitted annual PARS report.	—	—
3. Submitted the PARS report to arrive at the MACOM or higher headquarters IAW established suspense date.	—	—
4. Collected/reviewed all transit time data for accuracy.	—	—

Evaluation Guidance: Score a GO if the NCO passes (P) all applicable performance measures. Score a NO GO if the NCO fails (F) any performance measure. Show the NCO what was done wrong on any failed performance measure and how to do it correctly.

References

Required

- DOD 4525.6-M
- DOD 4525.6-STD

Related

**Monitor Search/Seizure Operation
805C-LF4-3540**

Conditions: Given a situation which may warrant the search/seizure of a piece of mail and access to:

- a. Department of Defense (DoD) 4525.6-M (Postal Manual).
- b. Local standing operating procedures (SOP).

Standards: Monitor search/seizure operation procedures properly.

Performance Steps

1. Check incoming mail for suspicious characteristics.
 - a. Wires coming from package.
 - b. Oily residue.
 - c. Suspicious odor.
 - d. Foreign return address and addressed with incorrect military unit information.
2. Seize the package and evacuate the area immediately.
3. Notify the local authorities of the situation and give a complete description of the article.
4. Notify your supervisor of the situation.
5. Perform the following procedures in reporting incidents of search/seizure to a higher headquarters.
 - a. Military Post Office (MPO) supervisor must file a report with the Military Postal Service Agency (MPSA) within 72 hours of the incident.
 - b. Submit follow-up report or final report indicating completion of any investigation and the results.
 - c. Answer questions referencing search/seizure.

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the NCO completes the task, the supervisor will score the NCO PASS (P) or FAIL (F) on each performance measure.

Performance Measures	<u>GO</u>	<u>NO GO</u>
1. Check incoming mail for suspicious characteristics. <ul style="list-style-type: none"> a. Wires coming from package. b. Oily residue. c. Suspicious odor. d. Foreign return address and addressed with incorrect military unit information. 	—	—
2. Seize the package and evacuate the area immediately.	—	—
3. Notify the local authorities of the situation and give a complete description of the article.	—	—
4. Notify your supervisor of the situation.	—	—
5. Perform the following procedures in reporting incidents of search/seizure to a higher headquarters. <ul style="list-style-type: none"> a. Military Post Office (MPO) supervisor must file a report with the Military Postal Service Agency (MPSA) within 72 hours of the incident. b. Submit follow-up report or final report indicating completion of any investigation and the results. c. Answer questions referencing search/seizure. 	—	—

Evaluation Guidance: Score a GO if the NCO passes (P) all applicable performance measures. Score a NO GO if the NCO fails (F) any performance measure. Show the NCO what was done wrong on any failed performance measure and how to do it correctly.

References

Required
DOD 4525.6-M

Related

Report Postal Offenses
805C-LF4-3541

Conditions: Given situations identified as postal offenses and access to:

- a. Department of Defense (DoD) 4525.6-M (Postal Manual).
- b. Domestic Mail Manual (DMM).

Standards: Process suspected postal incidents correctly.

Performance Steps

1. Identify the type of postal offense committed.
 - a. Violation of laws.
 - b. Violation of agreements.
 - c. Violation of United States Postal Service (USPS) and Department of Defense (DoD) Regulations.
 - d. Security of the mail or other USPS property.
2. Notify the following personnel if an offense has occurred.
 - a. Immediate commander.
 - b. Local investigative agency.
 - c. Major overseas commander.
 - d. Military Postal Service Agency (MPSA).
3. Complete and submit initial report to the MPSA.
4. Complete and submit follow-up reports (if required).

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the NCO completes the task, the supervisor will score the NCO PASS (P) or FAIL (F) on each performance measure.

Performance Measures	<u>GO</u>	<u>NO GO</u>
1. Identified the type of postal offense committed.	_____	_____
2. Notified immediate commander, local investigative agency, major overseas commander, MPSA.	_____	_____
3. Completed and submitted initial report to the MPSA.	_____	_____
4. Completed and submitted follow-up reports (if required).	_____	_____

Evaluation Guidance: Score a GO if the NCO passes (P) all applicable performance measures. Score a NO GO if the NCO fails (F) any performance measure. Show the NCO what was done wrong on any failed performance measure and how to do it correctly.

References

Required
DMM
DOD 4525.6-M

Related

**Update Postal Operating Plan
805C-LF4-3547**

Conditions: Given a requirement to review the existing postal operating plan and access to Department of Defense (DoD) 4525.6-M.

Standards: Update the postal operating plan correctly.

Performance Steps

1. Identify areas of the Postal Operating Plan requiring correction or revision.
2. Ensure the plan covers the seven sections listed below.
 - a. Table of contents.
 - b. Basic information.
 - c. Basic facility data.
 - d. Mail processing profile.
 - e. Mail processing targets.
 - f. Transportation.
 - g. Special instructions.
3. Ensure the following procedures are combined with the Postal Operating Plan.
 - a. Security.
 - b. Emergency destruction of USPS funds, accountable paper, mail, and postal equipment.

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the NCO completes the task, the supervisor will score the NCO PASS (P) or FAIL (F) on each performance measure.

Performance Measures	<u>GO</u>	<u>NO GO</u>
1. Identified areas of the Postal Operating Plan requiring correction or revision.	—	—
2. Ensured the plan covered the seven sections.	—	—
3. Ensured that security and emergency destruction of items and equipment procedures were identified and combined with the Postal Operating Plan.	—	—

Evaluation Guidance: Score a GO if the NCO passes (P) all applicable performance measures. Score a NO GO if the NCO fails (F) any performance measure. Show the NCO what was done wrong on any failed performance measure and how to do it correctly.

References

Required
DOD 4525.6-M

Related

Identify Military Postal Service Responsibilities

805C-LF4-3558

Conditions: Given access to Department of Defense (DoD) Postal Manual 4525.6-M, Domestic Mail Manual (DMM), and United States Postal Service (USPS) Publication 38 (USPS-DoD Postal Agreement).

Standards: Identify Military Postal Service (MPS) Operations and components by explaining MPS mission and legal mandates to achieve excellence in postal service throughout the DoD.

Performance Steps

1. Identify MPS mission to achieve excellence in postal service throughout the DoD by promoting efficient, economical transportation of mail, effective operation of military post offices (MPOs), and sound management of the official mail program.
 - a. History of the MPS.
 - b. Legal mandates of the MPS.
 - (1) United States Code, Title 39, establishing the Armed Forces Postal Services.
 - (2) DoD directive 5128.1, assigning the Postal Services function to the Deputy Under Secretary of Defense for logistics (DUSDCL).
 - (3) DoD 4525.6, identifying the Army as DoD's single manager, and establishing Military Postal Services Agency (MPSA).
 - (4) USPS Publication 38 (USPS-DoD Postal Agreement) defining mutual responsibilities in providing coordinated and efficient postal services for the Armed forces during maneuvers and in time of peace, war, or national emergency.
 - c. Primary functions of the MPSA.
 - (1) MPSA is the single DoD point of contact with the USPS.
 - (2) MPSA serves as a proponent for DoD cost-control policy on DoD official mail cost.
 - (3) MPSA also serves as functional direction for the military mail and monitors transportation funds dedicated to overseas mail.
 - (4) How to establish a Military Post Office (MPO) IAW para. 106, DoD 4525.6-M.
 2. Identify who can use the MPS.
 - a. Responsibility of the secretaries of the military departments to furnish postal service to DoD agencies and individuals designated as Department of Defense personnel.
 - b. Actions that result in loss of MPS to U.S. Military Personnel and that these actions must be coordinated through Military Postal Service Agency (MPSA) with Assistant Secretary of Defense (Production and Logistics (ASD (P&L))) after mutual agreement among appropriate overseas commanders.
 - c. International agreements made to permit the establishment of military Postal Activities for U. S. Armed Forces and certain supporting civilian agencies within the host country.
- NOTE: MPS activity can only be established if there is no objection by the host country.
- d. Valid U. S. Government identification for use of the MPS.
 - (1) U. S. Armed Forces ID cards.
 - (2) U. S. Government ID cards.
 - (3) Locally produced authorization documents.
3. Report abuse/misuse of MPS.
 - a. Report any MPS customer to Office of Special Investigation (OSI), Criminal Investigation division (CID), etc. that receive mail items intended for resale.
 - (1) Apply prohibition whether resale is beneficial to charitable organizations on non-appropriated welfare fund activities.
 - (2) Do not apply to military exchanges/commissary, but do apply to all concessionaires.
 - b. Identify that exceptions will be evaluated by MPSA and Assistant Secretary of Defense (Production and Logistics (ASD (P&L))) if necessary, and will be approved only if resale would directly benefit the mission of the Department of Defense.

Performance Steps

- (1) Review paragraph B, Appendix A of DoD 4525.6M.
 - (2) Review chapter 14, Postal offenses and losses.
4. Identify channels of communication.
 - a. MPSA is the single DoD point of contact with Headquarters (HQ) USPS for all Postal matters.
 - b. Installation commanders responsibility to communicate with local USPS representatives on operational concerns.
 - (1) Problems that cannot be resolved locally, whether overseas or CONUS (Continental United States) shall be forwarded through command channels to the MPSA.
 - (2) MPSA direct communication with DoD components and major commands to establish and implement uniform worldwide postal practices and procedures.
 - (3) Installation commanders in the U. S., its territories, and possessions will designate a local POC to act as liaison, with local USPS officials.
 - (4) Military investigation agencies may conduct direct liaison with the USPS inspection service on matters affecting the MPS.
 5. Identify military postal service chain of command.
 - a. Responsibilities of the Assistant Secretary of Defense (Production and Logistics) ASD (CP&L).
 - b. Responsibilities of the Secretary of the Army.
 - c. Responsibilities of the Executive Director, Military Postal Service Agency.
 - d. Responsibilities of the secretaries of the military departments.
 6. Identify responsibilities of the Joint Military Postal Activities (JMPA) in postal matters.
 - a. Relationship between JMPA and MPSA.
 - b. Responsibilities of JMPA Atlantic and JMPA Pacific.
 7. Identify postal activity security and safety responsibilities.
 - a. Protection of mail, postal effects, and reporting violations.
 - (1) Postal qualification, selection, and assignment of postal clerks.
 - (2) Complete USPS or locally developed security statement for newly assigned clerks.
 - (3) Complete DD Form 285 (Appointment of Military Postal Clerk, Unit Mail Clerk or Mail Orderly) & DD form 2257 (Designation/Termination MPC-FPC-COPE-PFO) for newly assigned clerks.
 - b. Need for limitations to postal facility access.
 - c. Need for strict compliance to keeping the door to facility locked.
 8. Identify and initiate care and protection of stock funds and money orders.
 - a. Procedures for safe guarding all USPS funds.
 - b. Clerks responsibility to ensure all cash drawers and safes are locked properly when not being used.
 - c. Ensure combinations to cash and money order safes are changed annually or when a clerk is relieved of duty.
 - d. Ensure all issued keys are logged on PS Form 1628 (Individual Key Record).
 - e. Procedures for opening and closing Aerial Mail Terminal (AMT), MPO, or Mail Control Activity (MCA) facility.
 - f. Perform duress alarm deactivation when opening the postal facility.
 - g. Walk through the facility and check for any signs of tampering with windows or doors.
 - h. Importance of securing all doors to ensure proper security.
 - i. Maintain resource protection continuity book.
 - (1) Specific work place safety.
 - (2) Conduct duress/facility alarm checks and maintain log.
 - (3) Comply with anti-robbery instructions.
 - (4) Mail and facility bomb threat procedures.

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the NCO completes the task, the supervisor will score the NCO PASS (P) or FAIL (F) on each performance measure.

Performance Measures	<u>GO</u>	<u>NO GO</u>
1. Identified MPS mission to achieve excellence in postal service throughout the DoD by promoting efficient, economical transportation of mail, effective operation of MPOs, and sound management of the official mail program.	—	—
2. Identified who can use the MPS.	—	—
3. Reported abuse/misuse of MPS.	—	—
4. Identified channels of communication.	—	—
5. Identified MPS chain of command.	—	—
6. Identified responsibilities of the Joint Military Postal Activities (JMPA) in postal matters.	—	—
7. Identified postal activity security and safety responsibilities.	—	—
8. Identified and initiated care and protection of stock funds and money orders.	—	—

Evaluation Guidance: Score a GO if the NCO passes (P) all applicable performance measures. Score a NO GO if the NCO fails (F) any performance measure. Show the NCO what was done wrong on any failed performance measure and how to do it correctly.

References

Required

- DMM
- DOD 4525.6-M
- USPS PUB38

Related

**Operate a Contingency Military Post Office
805C-LF4-3560**

Conditions: Given a Postal Unit, notification that contingency operations are to take place and access to Department of Defense (DoD) 4525.6-M (Postal Manual).

Standards: Develop an Operation Plan (OPLAN) for Contingency Military Post Office Operations correctly.

Performance Steps

1. Act upon notification of a contingent operation as the Commander or supervisor.
2. Identify the level of support that would be provided to each unit.
3. Identify personnel issues.
4. Establish Mail Routing Instructions (MRI) and notify Military Postal Services Agency (MPSA).
5. Develop an emergency evacuation and destruction plan for postal effects that can be followed when sufficient advanced warning is received.
6. Ensure personnel are aware of the procedures for handling Enemy Prisoner of War (EPW) and Detained Personnel (DP) mail.
7. Establish procedures for contingency Directory Service.

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the NCO completes the task, the supervisor will score the NCO PASS (P) or FAIL (F) on each performance measure.

Performance Measures	<u>GO</u>	<u>NO GO</u>
1. Acted upon notification of a contingent operation as the Commander or supervisor.	—	—
2. Identified the level of support that would be provided to each unit.	—	—
3. Identified personnel issues.	—	—
4. Established Mail Routing Instructions (MRI) and notified MPSA.	—	—
5. Developed an emergency evacuation and destruction plan for postal effects that can be followed when sufficient advanced warning is received.	—	—
6. Ensured personnel were aware of the procedures for handling Enemy Prisoner of War (EPW) and Detained Personnel (DP) mail.	—	—
7. Established procedures for contingency Directory Service.	—	—

Evaluation Guidance: Score a GO if the NCO passes (P) all applicable performance measures. Score a NO GO if the NCO fails (F) any performance measure. Show the NCO what was done wrong on any failed performance measure and how to do it correctly.

References

Required
DOD 4525.6-M

Related
DOD 4525.6-M

Subject Area 6: Postal Finances

Control Stamp Stock

805C-LF4-3512

Conditions: Given the task of performing as a custodian of postal effects (COPE) or filler stock clerk/NCO and access to Department of Defense (DoD) 4525.6-M, Postal Service (PS) Form 17 (Stamp Requisition), PS Form 3295, (Daily Record of Stamps, Stamped Paper, and Nonpostal Stamps on Hand), and PS Form 3369 (Consigned Credit Receipt).

Standards: Requisition, issue, and safeguard stamp stock (fixed/flexible credits).

Performance Steps

1. Prepare and submit documentation to the servicing accountable postmaster or postal finance officer for the issue of a fixed/flexible credit.
2. Maintain records of stamp stock on hand using PS Form 3295.
3. Issue fixed credits to designated clerks.
4. Retain the original PS Form 3369 (Consigned Credit Receipt) for fixed credits you issued.
5. Requisition replacement stamp stock from the servicing accountable postmaster or postal finance officer, and notify the source if there are discrepancies.
6. Fill requisitions for replacement stamp stock submitted by clerks.
7. Ensure that security is maintained for all fixed/flexible credits.
 - a. Secure in a USPS approved safe with key or combination lock.
 - b. In transit, secure in a mail bag with a tin band seal (0817-C).
8. Conduct required audits of all fixed credits.
 - a. Monthly.
 - b. Quarterly.
 - c. Special.
9. Maintain records of stamp stock on hand using PS Form 3295.
10. Requisition replacement stamp stock from the Custodian of Postal Effects (COPE).
11. Fill requisitions submitted by clerks for replacement stamp stock.

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the NCO completes the task, the supervisor will score the NCO PASS (P) or FAIL (F) on each performance measure.

Performance Measures	<u>GO</u>	<u>NO GO</u>
1. Prepared and submitted documentation to the servicing accountable postmaster or postal finance officer for the issue of a fixed/flexible credit.	_____	_____
2. Maintained records of stamp stock on hand using PS Form 3295.	_____	_____
3. Issued fixed credits to designated clerks.	_____	_____
4. Retained the original PS Form 3369 for fixed credits you issued.	_____	_____

Performance Measures

	<u>GO</u>	<u>NO GO</u>
5. Requisitioned replacement stamp stock from the servicing accountable postmaster or postal finance officer, and notified the source if there were discrepancies.	—	—
6. Filled requisitions for replacement stamp stock submitted by clerks.	—	—
7. Ensured that security was maintained for all fixed/flexible credits.	—	—
8. Conducted required audits of all fixed credits.	—	—
9. Maintained records of stamp stock on hand, using PS Form 3295.	—	—
10. Requisitioned replacement stamp stock from the COPE.	—	—
11. Filled requisitions submitted by clerks for replacement stamp stock.	—	—

Evaluation Guidance: Score a GO if the NCO passes (P) all applicable performance measures. Score a NO GO if the NCO fails (F) any performance measure. Show the NCO what was done wrong on any failed performance measure and how to do it correctly.

References

Required

- DOD 4525.6-M
- USPS FORM 17
- USPS FORM 3295
- USPS FORM 3369

Related

Spot Check the Sales of Domestic Postal Money Orders
805C-LF4-3513

Conditions: Given a window clerk who is issuing or has issued domestic postal money orders, access to Department of Defense (DoD) 4525.6-M, and Domestic Mail Manual (DMM).

Standards: Spot check the sale of domestic postal money orders to ensure that the window clerk is following proper procedures.

Performance Steps

1. Ensure the clerk verifies the customer's authorization to use the Military Post Office (MPO).
2. Ensure the clerk verifies the dollar amount of the money order desired did not exceed the authorized maximum.
3. Ensure the clerk selects the next blank money order set in numerical sequence.
4. Ensure the clerk processes the money order by:
 - a. Setting the money order imprinter to the correct date.
 - b. Setting the money order imprinter to the dollar amount desired.
 - c. Imprinting the money order.
 - d. Removing the money order from set.
 - e. Checking all parts of the money order set for imprinting faults, such as an incorrect dollar amount, incorrect date, double printing, and smudges.
 - f. Returning the "amount" keys to the zero (0) position.
5. Ensure the clerk performs the required corrective measures if an error was made before issuing the money order to the customer by:
 - a. Stamping or marking "Spoiled" in the "Pay To" or "From" block on the face of the money order.
 - b. Placing the spoiled money order behind the retained money order vouchers.
 - c. Destroying the money order voucher, carbons and customer receipt.
 - d. Preparing a new money order (starting with Performance measure 3).
6. Ensure the clerk retains and places the money order voucher (bottom copy) in numerical sequence.
7. Ensure the clerk collects the correct amount of money for the value of the money order plus the money order fee.
8. Ensure the clerk gives the customer the rest of the form set (customer receipt, money order #, and carbons).
9. Ensure the clerk advises the customer to complete the "Pay To" and "From" blocks immediately.
10. Ensure the clerk advises the customer to avoid writing and/or attaching anything to the top one-third of the money order.
11. Ensure the clerk performs the required corrective measures when an error (made by the clerk or customer) was discovered, and the money order was returned to the issuing clerk on the date of purchase by
 - a. Print or stamping the word "Spoiled" in the "Pay To" or "From" block on the face of the money order.
 - b. Placing the "Spoiled" money order behind the retained money order vouchers.
 - c. Destroying the money order voucher, carbons and customer's receipt.
 - d. Reissuing a new money order charging no fee. (If the customer's receipt is NOT recovered, the clerk must charge the customer a money order fee).
12. Ensure the clerk performs the required corrective measures when an error was discovered, and the money order was returned AFTER the date of purchase by:

Performance Steps

- a. Recovering, if possible, the customer's receipt and annotating it "Replaced by Money Order, Serial No. _____."
 - b. Recovering and cashing the money order (Do not spoil).
 - c. Reissuing a new money order charging no fee. (If the customer's receipt was NOT recovered, the clerk must charge the customer a money order fee.)
13. Ensure the clerk corrects any additional errors, such as money orders issued out of sequence and missing money order forms.
 14. Ensure the clerk places money orders, money order funds, etc., out of reach of customers and other clerks while in use.
 15. Ensure the clerk makes on-the-spot corrections for any errors or incorrect procedures made by the window clerk.
 16. Ensure the clerk advises the customer that no individual postal customer may purchase money orders with a total face value between \$3,000 and \$10,000, unless the following requirements are met.
 - a. The purchaser must provide the issuing clerk with driver's license or military identification card.
 - b. The customers and issuing clerks must complete a PS Form 8105, Money Order Transaction Report.
 - c. If the issuing clerk observed the purchaser buying \$2,000 worth earlier in the day, the clerk cannot allow the purchaser to buy an additional \$2,000 worth without completing PS Form 8105 for the multiple purchases.
 - d. The issuing clerk must refuse to make the requested money order sale if the purchaser does not or cannot provide the information and identification required by this section.

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the NCO completes the task, the supervisor will score the NCO PASS (P) or FAIL (F) on each performance measure.

Performance Measures

	<u>GO</u>	<u>NO GO</u>
1. Verified the clerk checked the customer's authorization to use the MPO.	___	___
2. Verified that the dollar amount of the money order desired did not exceed the authorized maximum.	___	___
3. Selected the next blank money order set in numerical sequence.	___	___
4. Processed the money order.	___	___
5. Performed the required corrective measures if an error was made before issuing the money order to the customer.	___	___
6. Ensured the clerk retained and placed the money order voucher (bottom copy) in numerical sequence.	___	___
7. Ensured the clerk collected the correct amount of money for the value of the money order plus the money order fee.	___	___
8. Ensured the clerk gave the customer the rest of the form set (customer receipt, money order, and carbons).	___	___
9. Ensured the clerk advised the customer to complete the "Pay To" and "From" blocks immediately.	___	___
10. Ensured the clerk advised the customer to avoid writing and/or attaching anything to the top one-third of the money order.	___	___

Performance Measures	<u>GO</u>	<u>NO GO</u>
11. Ensured the clerk performed the required corrective measures when an error (made by the clerk or customer) was discovered, and the money order was returned to the issuing clerk on the date of purchase.	—	—
12. Ensured the clerk performed the required corrective measures when an error was discovered, and the money order was returned after the date of purchase.	—	—
13. Ensured the clerk corrected any additional errors, such as money orders issued out of sequence and missing money order forms.	—	—
14. Ensured the clerk placed money orders, money order funds, etc., out of reach of customers and other clerks while in use. (Kept these items in an authorized, locked receptacle when they were not being used.)	—	—
15. Ensured the clerk made on-the-spot corrections for any errors or incorrect procedures made by the window clerk.	—	—
16. Ensured the clerk advised the customer that no individual postal customer may purchase money orders with a total face value between \$3,000 and \$10,000 unless authorized requirements are met.	—	—

Evaluation Guidance: Score a GO if the NCO passes (P) all applicable performance measures. Score a NO GO if the NCO fails (F) any performance measure. Show the NCO what was done wrong on any failed performance measure and how to do it correctly.

References

Required	Related
DMM	
DOD 4525.6-M	
USPS MONEY ORDER FORM SET	

Spot Check the Cashing of Domestic Postal Money Orders
805C-LF4-3514

Conditions: Given a domestic postal money order that has been cashed or is being cashed by a window clerk and access to Department of Defense (DoD) 4525.6-M, Domestic Mail Manual (DMM), and Current list of missing or stolen money orders from the latest Postal Bulletin.

Standards: Spot check the cashing of domestic postal money orders to ensure that the window clerk is following procedures.

Performance Steps

1. Ensure the clerk has verified the customer's authorization to use the Military Post Office (MPO).
2. Ensure the clerk has sufficient funds on hand to cash the money order. Money order funds or stamp stock funds may be used.
3. Ensure the clerk checked the money order for completeness and acceptability for cashing as presented and:
 - a. Does not exceed \$700.00.
 - b. Does not bear an alteration or erasure.
4. Ensure the clerk checked if the customer is the payee, endorsee (third party), or purchaser.
5. Verify if the clerk checked the current missing or stolen money order list to verify that the money order was NOT lost or stolen.
6. Verify if the clerk had the customer(s) (purchaser or payee) sign (in the presence of the clerk) the money order on the reverse side.
 - a. One signature is required for a single payee.
 - b. One signature (either) is required if the word "or" was used between the names of the payees.
 - c. Both signatures (two) are required if no word or symbol was used between the names of the payees.
 - d. Both signatures (two) are required if the word "and" or the symbol "&" was used between the names of the payees.
7. Ensure the clerk had the customer (third party endorsee) sign (in the presence of the clerk) on the reverse side of the money order below the payee's signature.
8. Ensure the clerk check for a positive identification of the customer by identification card (or US passport) which must bear the ID (or passport) number, photograph, and signature of the customer. (Social security cards are NOT acceptable).
9. Ensure the clerk annotates the reverse side of the money order with the identification card (or US passport) number.
10. Ensure the clerk place the impression of the all-purpose date stamp (APDS) and initials near the bottom on the reverse side of the money order.
11. Ensure the clerk check the amount paid to the customer is the correct amount.
12. Make on-the-spot corrections for any errors or incorrect procedures made by the window clerk.

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the NCO completes the task, the supervisor will score the NCO PASS (P) or FAIL (F) on each performance measure.

Performance Measures	<u>GO</u>	<u>NO GO</u>
1. Ensured the clerk verified the customer's authorization to use the MPO.	—	—
2. Ensured that sufficient funds were on hand to cash the money order. (Money order funds or stamp stock funds may be used.)	—	—
3. Ensured that the money order was properly completed and acceptable for cashing as presented.	—	—
4. Checked if the customer was the payee, endorsee (third party), or purchaser.	—	—
5. Checked the current missing or stolen money order list to verify that the money order was NOT lost or stolen.	—	—
NOTE: Depending upon the circumstances, you will evaluate either Performance Measure 6 or 7. Score a PASS on the performance measure NOT evaluated.		
6. Ensured the clerk had the customer(s) (purchaser or payee) sign (in the presence of the clerk) the money order on the reverse side.	—	—
7. Ensured the clerk had the customer (third party endorsee) sign (in the presence of the clerk) on the reverse side of the money order below the payee's signature.	—	—
8. Ensured the clerk checked for positive identification of the customer by identification card (or US passport) which must bear the ID (or passport) number, photograph, and signature of the customer. (Social security cards were not accepted.)	—	—
9. Ensured the clerk annotated the reverse side of the money order with the identification card (or US passport) number.	—	—
10. Ensured the clerk placed the impression of an APDS and initials near the bottom on the reverse side of the money order.	—	—
11. Ensured the clerk paid the correct amount to the customer.	—	—
12. Made on-the-spot corrections for any errors or incorrect procedures made by the window clerk.	—	—

Evaluation Guidance: Score a GO if the NCO passes (P) all applicable performance measures. Score a NO GO if the NCO fails (F) any performance measure. Show the NCO what was done wrong on any failed performance measure and how to do it correctly.

References

Required	Related
DMM	
DOD 4525.6-M	
USPS POSTAL BULLETIN	

**Maintain Postage Meter Machine
805C-LF4-3518**

Conditions: Given a military post office with postage meter machine(s) and access to:

- a. Department of Defense (DoD) 4525.6-M.
- b. Domestic Mail Manual (DMM).
- c. PS Form 3602-PO (Postage Collected Through Post Office Meter).

Standards: Maintain postage meter machine(s)/funds and properly reset postage meters.

Performance Steps

1. Issue the postage meter head and key to an operating clerk.
 - a. Prepare a PS Form 3602-PO in triplicate. (Enter the date, meter number, and the beginning ascending and descending register readings.)
 - b. Verify entries on the PS Form 3602-PO with the clerk.
 - c. Initial all three copies of the PS Form 3602-PO on the "Supervisor" line.
 - d. Have the clerk initial all three copies of the PS Form 3602-PO on the "Meter Operator" line.
 - e. Maintain the original and duplicate copies of the PS Form 3602-PO during the day.
 - f. Give the triplicate copy of the PS Form 3602-PO to the clerk.
 - g. Change the date of the meter post marking die.
2. Perform the following steps when the PS Form 3602-PO is spoiled:
 - a. Mark all three copies "Void."
 - b. Forward the original copy to the accountable postmaster.
 - c. Retain the duplicate copy in the pad.
 - d. Destroy the triplicate copy.
3. Perform the following steps at the close of the business day:
 - a. Receive the postage meter head, key, funds for postage sold, and any unused meter tapes.
 - b. Record the ending ascending and descending meter readings, subtract both columns, then compare both totals which should be equal.
 - c. Check to see if the total cash plus the unused meter tapes equal the totals of both columns.
 - d. Verify all entries on the PS Form 3602-PO with the clerk.
 - e. Print your name on the "Supervisor" line on all three copies of the PS Form 3602-PO.
 - f. Print the clerk's name (or have the clerk print his/her name) on the "Meter Operator" line on all three copies of the PS Form 3602-PO.
 - g. Sign all three copies of the PS Form 3602-PO on the "Supervisor" line.
 - h. Have the clerk sign all three copies of the PS Form 3602-PO on the "Meter Operator" line.
4. Make distribution of meter funds, unused meter tapes (if any), and the PS Form 3602-PO to the Custodian of Postal Effects(COPE) at the end of the day.
5. Withdraw and replace a malfunctioning postage meter machine from service if it misregisters or otherwise fails to correctly record each transaction in the ascending or descending register.
6. Secure postage meter head and related items.
7. Reset the postage meter head:
 - a. When the "Credit Balance" register becomes less than \$100.
 - b. At least every 6 months.

NOTE: If you are not the COPE, do NOT score Performance Measure 7.

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the NCO completes the task, the supervisor will score the NCO PASS (P) or FAIL (F) on each performance measure.

Performance Measures	<u>GO</u>	<u>NO GO</u>
1. Issued the postage meter head and key to an operating clerk.	—	—
2. Performed steps by regulation when the PS Form 3602-PO was spoiled.	—	—
3. Performed steps by regulation at the close of the business day.	—	—
4. Made distribution of meter funds, unused meter tapes (if any), and the PS Form 3602-PO to the COPE at the end of the day.	—	—
5. Withdrew and replaced a malfunctioning postage meter machine from service if it misregistered or otherwise failed to correctly record each transaction in the ascending or descending register.	—	—
6. Secured postage meter head and related items.	—	—
7. Reset the postage meter head.	—	—

Evaluation Guidance: Score a GO if the NCO passes (P) all applicable performance measures. Score a NO GO if the NCO fails (F) any performance measure. Show the NCO what was done wrong on any failed performance measure and how to do it correctly.

References

Required

- DMM
- DOD 4525.6-M
- USPS FORM 3602-PO

Related

**Prepare Consolidated Money Order Report
805C-LF4-3519**

Conditions: Given a requirement to prepare a consolidated money order report and access to:

- a. Department of Defense (DoD) 4525.6-M.
- b. Postal Service (PS) Form 6019 (Military Post Office (MPO) Report of Money Order Business).
- c. All Purpose Date Stamp (APDS).
- d. PS Item EP 390B (envelope).
- e. Adding machine/calculator with original and duplicate paper tape.
- f. PS Label 200 (Registered Mail Label).

Standards: Prepare a consolidated money order business report IAW proper procedure using the appropriate form.

Performance Steps

1. Check for the completeness and accuracy of each money order report received.
 - a. Check administrative data.
 - b. Check Section I, Money Orders Issued Data.
 - c. Check Section II, Paid Money Orders and Checks Included in Summary data.
 - d. Check Section III, Cash Summary data.
 - e. Check remarks section for Witness name and signature.
 - f. Check signature and verification data and Postmark at bottom of PS Form 6019.
2. Prepare a verification detail tape for each money order report verified.
 - a. Money Orders issued.
 - b. Money Order Fees.
 - c. Paid Money Orders.
 - d. Summary of Money Order transactions.
3. Prepare a recapitulation tape for the consolidated money order report.
 - a. Include information from each verified money order report.
 - b. Separate recapitulation tape by individual clerk.
 - c. Combine all clerk totals in the summary section.
4. Prepare a consolidated money order report using PS Form 6019.
 - a. Extract information from the recapitulation tape.
 - b. Prepare 6019 with consolidated totals.
5. Send all funds to the check issuing agency and obtain a check.
6. Submit the completed report, remittance, and supporting unit reports to the money order division by registered mail, using USPS indicia mail. (Express mail should be used if available.)

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the NCO completes the task, the supervisor will score the NCO PASS (P) or FAIL (F) on each performance measure.

Performance Measures	<u>GO</u>	<u>NO GO</u>
1. Checked and verified the completeness and accuracy of each money order report received.	—	—
2. Prepared a verification detail tape for each money order report verified.	—	—
3. Prepared a recapitulation tape for the consolidated money order report.	—	—

Performance Measures

GO **NO GO**

- | | | |
|---|-------|-------|
| 4. Prepared a consolidated money order report, using PS Form 6019. | _____ | _____ |
| 5. Sent all funds to the check issuing agency and obtained a check. | _____ | _____ |
| 6. Submitted the completed report, remittance, and supporting unit reports to the money order division by registered mail, using USPS indicia mail. (Express mail should be used if available.) | _____ | _____ |

Evaluation Guidance: Score a GO if the NCO passes (P) all applicable performance measures. Score a NO GO if the NCO fails (F) any performance measure. Show the NCO what was done wrong on any failed performance measure and how to do it correctly.

References

Required

- DOD 4525.6-M
- USPS EP390B
- USPS FORM 6019
- USPS LABEL 200

Related

Control Domestic Money Orders
805C-LF4-3525

Conditions: Given domestic money order form sets and access to:

- a. Department of Defense (DoD) 4525.6-M.
- b. DD Form 885 (Money Order Control Record).
- c. United States Postal Service (USPS) Form 17(Stamp Requisition).
- d. Standard USPS supplies and equipment.

Standards: Control domestic money order form sets.

Performance Steps

1. Requisition money order form sets from the servicing accountable postmaster or postal finance officer by:
 - a. Preparing the PS Form 17 in triplicate.
 - b. Submitting original and duplicate copies of the PS Form 17 to source of supply.
 - c. Retaining the triplicate (suspense) PS Form 17.
2. Verify each shipment of money order form sets received with a witness by:
 - a. Verifying entries on the PS Form 17 received with the money order form sets.
 - b. Annotating the PS Form 17 with date received and registry number.
 - c. Signing both copies of the PS Form 17.
 - d. Having the witness sign both copies of the PS Form 17.
 - e. Returning the original copy of the PS Form 17 to the source of supply.
 - f. Keeping the duplicate copy of the PS Form 17 in the Military Post Office (MPO) files and destroying the triplicate (suspense) copy.
3. Ensure that missent shipments of blank money order form sets received were promptly dispatched to the correct addressee.
4. Record all blank money order form sets received on a master DD Form 885.
5. Record all blank money order form sets issued to clerks and those previously issued on the master DD Form 885.
6. Distribute money order form sets to units by registered USPS indicia mail.
 - a. Prepare the PS Form 17 in triplicate.
 - b. Have a witness verify and sign all copies of the PS Form 17.
 - c. Submit two copies of the PS Form 17 with the blank money order forms.
 - d. Retain the third (suspense) copy of the PS Form 17 to be attached to the MPO copy of DD Form 885.
 - e. Destroy the suspense copy of the PS Form 17 and replace it with the signed copy of PS Form 17 received from the unit.
7. Safeguard the blank money order forms and related items in a safe.
8. Ensure proper disposition of unused money order forms if your MPO is disestablished or reverted to a Mailing Address Only (MAO) status.

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the NCO completes the task, the supervisor will score the NCO PASS (P) or FAIL (F) on each performance measure.

Performance Measures	<u>GO</u>	<u>NO GO</u>
1. Requisitioned money order form sets from the servicing accountable postmaster or postal finance officer.	—	—
2. Verified each shipment of money order form sets received with a witness.	—	—
3. Ensured that missent shipments of blank money order form sets received were promptly dispatched to the correct addressee.	—	—
4. Recorded all blank money order form sets received on a master DD Form 885.	—	—
5. Recorded all blank money order form sets issued to clerks and those previously issued on the master DD Form 885.	—	—
6. Distributed money order form sets to units by registered USPS indicia mail.	—	—
7. Safeguarded the blank money order forms and related items in a safe.	—	—
8. Ensured proper disposition of unused money order forms if MPO was disestablished or reverted to a Mailing Address Only (MAO) status.	—	—

Evaluation Guidance: Score a GO if the NCO passes (P) all applicable performance measures. Score a NO GO if the NCO fails (F) any performance measure. Show the NCO what was done wrong on any failed performance measure and how to do it correctly.

References

Required

- DD FORM 885
- DOD 4525.6-M
- USPS FORM 17

Related

Assume Custodian of Postal Effects (COPE) Responsibility
805C-LF4-3532

Conditions: You are working in a Military Post Office and have access to:

- a. Department of Defense (DoD) 4525.6-M.
- b. Postal Service (PS) Form 3294 (Cash and Stamp Stock Count and Summary).
- c. DD Form 885 (Money Order Control Record).
- d. DD Form 2257 (Designation/Termination MPC-FPC-COPE-PFO).
- e. PS Form 17 (Stamp Requisition).
- f. PS Form 1590 (Supplies and Equipment Receipt).
- g. PS Form 3368 (Stamp Credit Examination Record).
- h. PS Form 3369 (Consigned Credit Receipt).
- i. PS Form 3977 (Duplicate Key Inventory (envelope)).
- j. Capital/Sensitive equipment and serial numbers of the Capital/Sensitive equipment assigned to the post office
- k. Stamps, stamped paper, and cash of a Fixed Credit Account.
- l. Blank money orders on hand in the post office.

Standards: Assume COPE responsibilities by preparing and recording the proper forms, auditing the Fixed Credit Account and blank money order forms.

Performance Steps

1. Audit the Fixed Credit Account of the departing COPE using PS Form 3294.
2. Prepare and record PS Form 3368 with the results of the audit.
 - a. Enter the month and day of the audit.
 - b. Enter the auditors first initial and last name.
 - c. Enter the issued value of the Fixed Credit Account.
 - d. Enter the stamp total.
 - e. Enter the cash total.
 - f. Enter the difference of the stamp/cash total (should be zero).
 - g. Enter the reason for the audit (should be change of COPE).
 - h. Enter the month and year of the next audit.
3. Prepare PS Form 3369 to receipt for the Fixed Credit Account.
 - a. Enter the receiving COPE's full name.
 - b. Enter the location of the Fixed Credit Account.
 - c. Check the block for type of account.
 - (1) Stamp Credit.
 - (2) Cash Credit.
 - d. Enter the name of person issuing the account.
 - e. Enter the issue date.
 - f. Enter the value of the account.
 - g. Enter the maximum cash portion of the account (25% of the account value).
 - h. Date stamp the middle of the PS Form 3369.
 - i. The receiving COPE signs and dates the bottom of the form.
4. Inventory all accountable postal equipment in the postal unit and prepare PS Form 1590 to receipt for the accountable equipment.
 - a. Enter the current date.
 - b. Enter COPE and the Army Post Office (APO) information.
 - c. Enter the work order number.
 - d. Enter the "TO" address information.

Performance Steps

- e. Enter information in the Quantity, Item Number, Property Code Number, Description and Recorded Cost blocks.
 - f. Enter the date signed.
 - g. Check "yes" or "no" in the received in good condition block.
 - h. Sign the received by block.
5. Prepare DD Form 2257 for the signature of the Postal Officer/Commander appointing you as the COPE.
 - a. Check the block labeled COPE in the designation block.
 - b. Enter the full name of the person being designated as the COPE.
 - c. Enter the rank.
 - d. Enter branch of service.
 - e. Enter the Activity for which designated.
 - f. Designee signs and dates the form.
 - g. Enter the designating officials full name.
 - h. Enter the designating officials pay grade.
 - i. Enter the designating official's title.
 6. Prepare PS Form 3977 to record and safeguard the duplicate keys and combinations to the COPE's safes.
 - a. Enter employee's (COPE) name.
 - b. Enter the operation unit.
 - c. Enter information in the Receptacle, No., No. Keys and Serial No. blocks.
 - d. All purpose date stamp (APDS) all intersecting seams on back of PS Form 3977.
 - e. Sign half of the intersecting seams on back of PS Form 3977.
 - f. Postal Officer signs remaining intersecting seams on back of PS Form 3977.
 7. Audit blank money order forms in the COPE's custody and receipt for them on DD Form 885.
 8. Distribute completed forms.

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the NCO completes the task, the supervisor will score the NCO PASS (P) or FAIL (F) on each performance measure.

Performance Measures	<u>GO</u>	<u>NO GO</u>
1. Audited the Fixed Credit Account of the departing COPE and used PS Form 3294..	—	—
2. Prepared and recorded PS Form 3368 with the results of the Audit.	—	—
3. Prepared PS Form 3369 to receipt for the Fixed Credit Account.	—	—
4. Inventoried all accountable postal equipment in the postal unit and prepared PS Form 1590 to receipt for the accountable equipment.	—	—
5. Prepared DD Form 2257 for the signature of the Postal Officer/Commander appointing you as the COPE.	—	—
6. Prepared PS Form 3977 to record and safeguard the duplicate keys and combinations to the COPE's safes.	—	—
7. Audited blank money order forms in the COPE's custody and receipted for them on DD Form 885.	—	—
8. Distributed completed forms.	—	—

Evaluation Guidance: Score a GO if the NCO passes (P) all applicable performance measures. Score a NO GO if the NCO fails (F) any performance measure. Show the NCO what was done wrong on any failed performance measure and how to do it correctly.

References**Required**

DD FORM 2257
DD FORM 885
DOD 4525.6-M
USPS FORM 1590
USPS FORM 3294
USPS FORM 3368
USPS FORM 3369
USPS FORM 3977
USPS MONEY ORDER FORM SET

Related

**Spot Check the Maintenance of/Program on Integrated Retail Terminal
805C-LF4-3549**

Conditions: Given an unprogrammed Integrated Retail Terminal (IRT) and customers mailing articles or requesting other postal services and access to:

- a. Domestic Mail Manual (DMM).
- b. International Mail Manual (IMM).
- c. Department of Defense (DoD) 4525.6-M (Postal Manual).
- d. UNISYS S-2000 Integrated Retail Terminal Users Guide.
- e. Postal Service (PS) Form 3977 (Duplicate Key Inventory).
- f. Standard USPS supplies and equipment.

Standards: Operates the IRT properly.

Performance Steps

1. Ensure the clerk labels and write-protect all master diskettes.
2. Ensure the clerk runs a diagnostics check.
3. Ensure the clerk formats and configures all diskettes (supervisor and clerk).
4. Ensure the clerk duplicates and verifies all diskettes.
5. Ensure the clerk performs an initial unit configuration for your supervisor disk (working) by
 - a. Inputting the type of stock.
 - b. Entering Post Office name, Zip, and Office Identification Number (OID).
 - c. Entering clerks names.
 - d. Changing money order fees and amounts to coincide with MPO fees and amounts.
 - e. Updating the express mail chart.
 - f. Setting the system date and time.
 - g. Initializing the clerk disks.
6. Ensure the clerk sets up stamp stock records.
7. Ensure the clerk consolidates all clerk disks at the end of the day.
8. Ensure the clerk prints a unit money order list.
9. Ensure the clerk updates stamp stock records by:
 - a. Entering PS Form 17s (Stamp Requisitions) received from clerks or your source of supply.
 - b. Printing PS Form 3958 and verifying all transactions.
10. Ensure the clerk prints a New Day 1412 C when required.
11. Ensure the clerk corrects any errors you have detected.
12. Ensure the clerk provides the COPE a clerk identification number on a PS Form 3977 (Duplicate Key Inventory).
13. Ensure the clerk enters all transactions for stamps received from or returned to the COPE or filler stock custodian.
14. Ensure the clerk processes each customer's request.
15. Ensure the clerk credits the correct account indicator code (AIC) for each transaction.
16. Ensure the clerk inputs information for sold and spoiled money orders.

Performance Steps

- 17. Ensure the clerk prints and verifies the check and money order list and made corrections as required.
- 18. Ensure the clerk prints a final PS Form 1412.
- 19. Ensure the clerk secures clerk diskettes when not in use.

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the NCO completes the task, the supervisor will score the NCO PASS (P) or FAIL (F) on each performance measure.

Performance Measures	<u>GO</u>	<u>NO GO</u>
1. Ensured the clerk labeled and write-protected all master diskettes.	—	—
2. Ensured the clerk ran a diagnostics check.	—	—
3. Ensured the clerk formatted and configured all diskettes (supervisor and clerk).	—	—
4. Ensured the clerk duplicated and verified all diskettes.	—	—
5. Ensured the clerk performed initial unit configuration for your supervisor disk (working).	—	—
6. Ensured the clerk set up stamp stock records.	—	—
7. Ensured the clerk consolidated all clerk disks at the end of the day.	—	—
8. Ensured the clerk printed a unit money order list.	—	—
9. Ensured the clerk updated stamp stock records.	—	—
10. Ensured the clerk printed a New Day 1412 C when required.	—	—
11. Ensured the clerk corrected any errors you detected.	—	—
12. Ensured the clerk provided the COPE a clerk identification number on a PS Form 3977 (Duplicate Key Inventory).	—	—
13. Ensured the clerk entered all transactions for stamps received from or returned to the COPE or filler stock custodian.	—	—
14. Ensured the clerk processed each customer's request.	—	—
15. Ensured the clerk credited the correct account indicator code (AIC) for each transaction.	—	—
16. Ensured the clerk inputted information for sold and spoiled money orders.	—	—
17. Ensured the clerk printed and verified the check and money order list and made corrections as required.	—	—
18. Ensured the clerk printed a final PS Form 1412.	—	—
19. Ensured the clerk secured clerk diskettes when not in use.	—	—

Evaluation Guidance: Score a GO if the NCO passes (P) all applicable performance measures. Score a NO GO if the NCO fails (F) any performance measure. Show the NCO what was done wrong on any failed performance measure and how to do it correctly.

References

Required

DMM

DOD 4525.6-M

IMM

USERS GUIDE-IRT

USPS FORM 3977

Related

**Perform Audits at a Military Post Office
805C-LF4-3555**

Conditions: Given a situation requiring an audit and access to:

- a. Department of Defense (DoD) 4525.6-M.
- b. Department of Defense (DD) Form 3294 (Cash and Stamp Stock Count and Summary).
- c. Fixed credits.
- d. Postage Meter funds.
- e. Money Order funds.
- f. Standard USPS supplies and equipment.

Standards: Conduct and record the audit of fixed credits, postage meter funds, and money order funds.

Performance Steps

1. Conduct audits at the required intervals, (monthly, quarterly and special).

2. Conduct audits at unscheduled and unannounced times.

NOTE: Do not allow exchange of funds or stock between accounts or conduct business of any sort during the audit.

3. Audit the fixed credits/flexible credits, postage meter funds, and money order funds.

4. Record the results of the audit.

5. Carry forward any overages and shortages within tolerance.

- a. For a fixed credit of \$100.00 - \$300.00 - the tolerance is \$5.00
- b. For a fixed credit of \$300.01 - \$1,000.00 - the tolerance is \$10.00
- c. For a fixed credit of \$1,000.01 - \$5,000.00 - the tolerance is \$20.00

6. Collect overages and shortages in excess of tolerance limits.

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the NCO completes the task, the supervisor will score the NCO PASS (P) or FAIL (F) on each performance measure.

Performance Measures	<u>GO</u>	<u>NO GO</u>
1. Conducted audits at the required intervals.	_____	_____
2. Conducted audits at unscheduled and unannounced times.	_____	_____
NOTE: Did not allow exchange of funds or stock between accounts or conduct business of any sort during the audit.		
3. Audited the fixed credits/flexible credits, postage meter funds, and money order funds.	_____	_____
4. Recorded the results of the audit.	_____	_____
5. Carried forward any overages and shortages within tolerance limits.	_____	_____
6. Collected overages and shortages in excess of tolerance limits.	_____	_____

Evaluation Guidance: Score a GO if the NCO passes (P) all applicable performance measures. Score a NO GO if the NCO fails (F) any performance measure. Show the NCO what was done wrong on any failed performance measure and how to do it correctly.

References

Required

DOD 4525.6-M

USPS FORM 3294

Related

Subject Area 7: Domestic and International Mail

Spot Check the Acceptance of Domestic Mail
805C-LF4-3501

Conditions: Given a window clerk who has access to:

- a. Several articles of mail.
- b. Domestic Mail Manual (DMM).
- c. United States Postal Service (USPS) Official Zone chart.
- d. NOTICE 123, RATEFOLD.
- e. Department of Defense (DoD) 4525.6-M Postal Manual.
- f. USPS Label 107 (Priority Mail Sticker).
- g. USPS Label 11-B (Express Mail Post Office to Addressee).
- h. USPS Form 2976 or 2976-A (Customs Declarations Forms).
- i. USPS Envelope 2976-E (Customs Form Envelope).
- j. USPS Label 86 (Express Mail Military Service).

Standards: Check a clerk accepting domestic mail to ensure that the clerk verifies the customer is authorized to use the Military Post Office (MPO), uses the correct forms, assesses the correct amount of fees, ensures article is mailable, and uses the correct stamps and labels.

Performance Steps

1. Ensure the window clerk verifies the customer is an authorized user of the Military Post Office (MPO).
 - a. Check customer's military identification card.
 - b. Check customer's military dependent identification card.
 - c. Check customer's DoD civilian contractor identification card.
 - d. Check customer's military retiree identification card.
2. Ensure the window clerk determines if the letter or parcel received from customer is mailable according to its:
 - a. Contents.
 - (1) Customer used the correct custom form.
 - (a) Mail addressed to any military post office weighing over 16 oz must bear USPS Form 2976 (Customs-CN22).
 - (b) Mail addressed to certain military post offices overseas requires that USPS Form 2976-A (Customs Declaration and Dispatch Note) be completed.
 - (2) Ensure the window clerk reviews the customer's custom form for the list of contents and check those contents, with the required reference for mailability.
 - (a) Ensure the window clerk verifies that the customer has signed and dated the customs form.
 - (b) Ensure the window clerk verifies that the customer has checked one of the following blocks: gift, merchandise, or fragile.
 - (c) Ensure the window clerk detaches and retains white portion of USPS Form 2976 in post office records for 30 days after mailing.
 - (d) Ensure the window clerk detaches and retains the fourth copy of USPS Form 2976-A in post office records for 30 days after mailing.
 - (e) Ensure the window clerk encloses the three remaining pages of the USPS Form 2976-A into USPS Envelope 2976-E (Customs Declaration and Dispatch Envelope) and attaches on the outside of the article.
 - b. Size and weight.
 - (1) Express Mail.
 - (a) Maximum weight of 70 pounds.

Performance Steps

- (b) Maximum length and girth of 108 inches.
 - (2) Ensure the window clerk reviews the customer's custom form for the list of contents and check those contents with the required reference for mailability.
 - (a) Weighs 13 ozs or less.
 - (b) Minimum of 3 1/2 inches by 5 inches and a maximum of 6 1/8 inches by 11 1/2 inches.
 - (3) Priority Mail.
 - (a) Articles weighing over 13 ounces and a maximum of 70 pounds.
 - (b) Minimum of 3 1/2 inches by 5 and a maximum length and girth combined of 108 inches.
 - (4) Parcel Post Mail.
 - (a) Maximum weight of 70 pounds.
 - (b) Minimum of 3 1/2 inches by 5 and a maximum length and girth combined of 130 inches.
 - (c) Articles with a length and girth combined greater than 108 inches are considered oversized.
 - (5) Media Mail.
 - (a) Maximum weight of 70 pounds.
 - (b) Minimum of 3 1/2 inches by 5 and a maximum length and girth combined of 108 inches.
 - c. Wrapping and packing. Acceptable containers are as follows:
 - (1) Paperboard boxes may be used for easy and average loads up 10 pounds.
 - (2) Metal-stayed paperboard boxes may be used for easy and average loads up to 20 pounds.
 - (3) Solid and corrugated fiberboard boxes may be used according to the limits as specified to the chart in C010.3.3 of the Domestic Mail Manual, unless otherwise specified.
 - (4) Wood, metal, or plastic boxes may be used for all types of loads, assuming adequate construction.
 - (5) The size of the box must be adequate to contain the items and provide enough space for cushioning material.
 - (6) Good, rigid, used boxes with all flaps intact are acceptable. Any and all shipping labels must be removed from the box.
 - d. Proper addressing.
 - (1) Envelopes must have a return address and a to address in order for the item to be accepted for mailing. Return address must be in the upper left hand corner of the envelope and must contain the mailers grade; full name, including first name and middle name or initial; unit number; and APO AA, APO AE, or APO AP (depending on the location of the unit).
 - (2) To address must be centered on the lower right hand side of the article. It must include the persons name, post office box number or street address, and the city, state, and zip code.
3. Ensure the clerk processes an accepted article of mail (letter or parcel) using manual methods.
- a. Ensure the window clerk measures and weighs the accepted article of mail to ensure that it meets size and weight standards for domestic mail.
 - b. Ensure the window clerk identifies the appropriate zone for article of mail using the USPS Zone chart.
 - c. Ensure the window clerk computes the correct postage for the accepted article of mail using USPS Notice 123.
 - (1) For articles being sent Priority Mail and Parcel Post Mail, weighing less than 15 pounds and having a length and girth combined over 84 inches, must be charged the 15 pound rate of postage.
 - (2) For articles being sent Parcel Post Mail and exceeding one of the following: a length of 34 inches; a height of 17 inches; or a width of 17; the mailing box is made of wood; books weighing more than 25 pounds; or a tube, must be charged non machinable mailing rates.

Performance Steps

- (3) All articles, regardless of weight and customer's instructions, that have a length and girth combined greater than 108 inches, but not exceeding a length and girth combined of 130 inches, must be sent Parcel Post Mail and charged the oversized rate of postage.
 - d. Ensure the window clerk cancels the postage stamps on the package using the appropriate canceling device.
4. Ensure the window clerk processes an accepted article of mail (letter or parcel) using an Integrated Retail Terminal (IRT).
- a. Ensure the window clerk measures and weighs package to ensure that package meets size and weight standards for domestic mail.
 - b. Ensure the clerk presses the class of mail key that corresponds to the customer's mailing instructions.
 - (1) Express Mail.
 - (2) First Class Mail.
 - (3) Priority Mail.
 - (4) Parcel Post Mail.
 - (5) Media Mail.
 - c. Ensure the window clerk inputs the destination zip code for the article after selecting the appropriate class of mail key, the IRT will select the correct zone.
 - d. After entering the destination zip code, the IRT will automatically calculate the postage.
 - (1) For articles being sent Priority Mail and Parcel Post Mail, weighing less than 15 pounds and having a length and girth combined over 84 inches, must be charged the 15 pound rate of postage. Ensure the window clerk charges the 15 pound rate by pressing the oversize surcharge key and selecting option number 2.
 - (2) For articles being sent Parcel Post Mail and exceeding one of the following a length of 34 inches, a height of 17 inches, or a width of 17 inches; the mailing box is made of wood; books weighing more than 25 pounds; or a tube, is liable for an additional non machinable mailing surcharge. Ensure the window clerk charges the non machinable surcharge by pressing the oversize surcharge key and selecting option number 4.
 - (3) All articles, regardless of weight and customer's instructions, that have a length and girth combined greater than 108 inches, but not exceeding a length and girth combined of 130 inches, must be sent Parcel Post Mail and charged the oversized rate of postage. Ensure the window clerk charges the oversize rate of postage by pressing the oversize surcharge key and selecting option number 3.
 - e. Ensure the window clerk affixes the correct postage on the article for mailing.
 - (1) Postage Stamps.
 - (a) Customer's can purchase individual postage stamps for the mailing fee.
 - (b) Ensure the window clerk affixes the postage stamps in the upper right hand corner of the address side of the article and cancels them with the hand canceling rubber stamp.
 - (2) Postage Validation Imprinter (PVI) Postage Meter Tape.
 - (a) Ensure the window clerk prints a PVI postage meter tape by pressing the PO/METER key. The imprinter will automatically print the correct postage meter tape for you.
 - (b) Ensure the window clerk affixes the PVI postage meter tape in the upper right hand corner of the address side of the article.
 - (c) PVI postage meter tapes are not required to be canceled.
 - (3) Postage Meter Machine Postage Meter Tape.
 - (a) Ensure the window clerk prints a Postage Meter Machine postage meter tape by adjusting the dollar amount levers on the postage meter head to the correct postage, and then by pressing the print lever on the postage meter base.
 - (b) Ensure the window clerk affixes the Postage Meter Machine postage meter tape in the upper right hand corner of the address side of the article.
 - (c) Postage Meter Machine postage meter tapes are not required to be canceled.

Performance Steps

5. Ensure the window clerk endorses the accepted article of mail using the correct class rubber stamp(s) or label(s).
 - a. Express Mail.
 - (1) Customer must fill out a PO to Addressee Express mail label, Label 11-B. Ensure the window clerk then enters the amount of postage required in the postage and total blocks of the label. Ensure the window clerk then places the label on the article and gives the customer the second copy of the 11-B and forwards the third copy to the appropriate Express Mail Data Collection Office.
 - (2) Ensure the window clerk also places Label 86 - Military Express Mail Service on the article.
 - b. First Class Mail. Endorsement must be centered to the right of the return address and above the mailing address.
 - c. Priority Mail.
 - (1) Endorsement must be centered to the right of the return address and above the mailing address.
 - (2) Ensure the window clerk stamps the endorsement for Priority Mail using the hand stamp or he or she can use the Label 107- Priority Mail sticker.
 - d. Parcel Post Mail. Endorsement must be centered to the right of the return address and above the mailing address.
 - e. Media Mail. Endorsement must be centered to the right of the return address and above the mailing address.
6. Ensure the window clerk collects the correct amount of money required for postage from the customer.
 - a. If necessary, ensure the window clerk gives the customer correct amount of change due back.
 - b. Ensure the window clerk gives the customer a receipt for the transaction.
7. Make on-the-spot corrections for any errors or incorrect procedures made by the window clerk.

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the NCO completes the task, the supervisor will score the NCO PASS (P) or FAIL (F) on each performance measure.

Performance Measures	<u>GO</u>	<u>NO GO</u>
1. Ensured the window clerk verified the customer was an authorized user of the MPO.	—	—
2. Ensured the window clerk determined if the letter or parcel received from customer was mailable.	—	—
3. Ensured the clerk processed an accepted article of mail (letter or parcel) using manual methods.	—	—
4. Ensured the window clerk processed an accepted article of mail (letter or parcel) using an IRT.	—	—
5. Ensured the window clerk endorsed the accepted article of mail using the correct class rubber stamp(s) or label(s).	—	—
6. Ensured the window clerk collected the correct amount of money required for postage from the customer.	—	—
7. Made on-the-spot corrections for any errors or incorrect procedures made by the window clerk.	—	—

Evaluation Guidance: Score a GO if the NCO passes (P) all applicable performance measures. Score a NO GO if the NCO fails (F) any performance measure. Show the NCO what was done wrong on any failed performance measure and how to do it correctly.

References**Required**

DMM
DOD 4525.6-M
USPS ENVELOPE 2976-E
USPS FORM 2976
USPS FORM 2976-A
USPS LAB107
USPS LAB11B
USPS LAB86
USPS NOT123
USPS OFFICIAL ZONE CHART
USPS POS103

Related

Spot Check the Acceptance of Domestic Mail Requiring Special Services
805C-LF4-3505

Conditions: Given a window clerk who is accepting or has accepted an article for mailing which has been given or may require special services and access to:

- a. Department of Defense (DoD) 4525.6-M Postal Manual.
- b. Domestic Mail Manual (DMM).
- c. United States Postal Service (USPS) Official Zone Chart.
- d. USPS Label 11B (Express Mail Post Office to Addressee Service).
- e. USPS Label 86 (Express Mail Military Service).
- f. USPS Label 107 (Priority Mail Sticker).
- g. USPS Form 3817 (Certificate of mailing).
- h. USPS Form 3811 (Domestic Return Receipt).
- i. USPS Form 3800 (Receipt for Certified Mail).
- j. USPS Form 3813 (Receipt for Domestic Insured Parcel).
- k. USPS Form 3813-P (Receipt for Domestic/International Insured Parcel).
- l. USPS Notice 123 (Rate Fold).

Standards: Check a clerk accepting domestic mail requiring special services to be sure that the clerk verifies the customer is authorized to use the Military Post Office (MPO), uses the correct forms, access the correct amount of fees, ensures article is mailable, uses the correct stamps and labels and informs the customer if the requested services are available.

Performance Steps

1. Ensure the window clerk verifies that customer is an authorized user of the Military Post Office (MPO).
 - a. Ensure the window clerk checks customer's military identification card.
 - b. Ensure the window clerk checks customer's military dependent identification card.
 - c. Ensure the window clerk checks customer's DoD civilian contractor identification card.
 - d. Ensure the window clerk checks customer's military retiree identification card.
2. Ensure the window clerk determines if letter or parcel received from customer is mailable according to its:
 - a. Contents.
 - (1) Ensure the window clerk verifies that the customer uses the correct custom form.
 - (a) Mail addressed to any military post office weighing over 16 ounces must bear USPS Form 2976 (Customs-CN22).
 - (b) Mail addressed to certain military post offices overseas requires that USPS Form 2976-A (Customs Declaration and Dispatch Note) be completed.
 - (2) Ensure the window clerk reviews the customer's custom form for the list of contents and check those contents against the Domestic Mail Manual, DoD Postal Manual 4525.6M, and USPS Publication 52 for mailability.
 - (a) Ensure the window clerk verifies that the customer has signed and dated the customs form.
 - (b) Ensure the window clerk verifies that the customer has checked one of the following blocks: gift, merchandise, or fragile.
 - (c) Ensure the window clerk detaches and retains white portion of USPS Form 2976 in post records for 30 days after mailing.
 - (d) Ensure the window clerk detaches and retains the fourth copy of USPS Form 2976-A in post office records for 30 days after mailing.
 - (e) Ensure the window clerk encloses the three remaining pages of the USPS Form 2976-A into USPS Envelope 2976-E (Customs Declaration and Dispatch Envelope), and attaches on the outside of the article.
 - b. Size and weight.

Performance Steps

- (1) Express Mail.
 - (a) Maximum weight of 70 pounds.
 - (b) Maximum length and girth of 108 inches.
 - (2) First Class Mail.
 - (a) Weighs 13 ounces or less.
 - (b) Minimum of 3 1/2 inches by 5 inches and a maximum of 6 1/8 inches by 11 1/2 inches.
 - (3) Priority Mail.
 - (a) Articles weighing over 13 ounces and a maximum of 70 pounds.
 - (b) Minimum of 3 1/2 inches by 5 inches and a maximum length and girth combined of 108 inches.
 - (4) Parcel Post Mail.
 - (a) Maximum weight of 70 pounds.
 - (b) Minimum of 3 1/2 inches by 5 inches and a maximum length and girth combined of 130 inches.
 - (c) Articles with a length and girth combined greater than 108 inches are considered oversized.
 - (5) Media Mail and Library Mail.
 - (a) Maximum weight of 70 pounds.
 - (b) Minimum of 3 1/2 inches by 5 inches and a maximum length and girth combined of 108 inches.
 - (6) Parcel Air Lift (PAL) Mail.
 - (a) Maximum weight of 30 pounds.
 - (b) Minimum length and girth combined 3 1/2 inches by 5 inches, and a maximum length and girth of 60 inches.
- c. Acceptable containers for wrapping and packing.
- (1) Paperboard boxes may be used for easy and average loads up to 10 pounds.
 - (2) Metal-stayed paperboard boxes may be used for easy and average loads up to 20 pounds.
 - (3) Solid and corrugated fiberboard boxes may be used according to the limits as specified to the chart in C010.3.3 of the Domestic Mail Manual, unless otherwise specified.
 - (4) Wood, metal, or plastic boxes may be used for all types of loads, assuming adequate construction.
 - (5) The size of the box must be adequate to contain the items and provide enough space for cushioning material.
 - (6) Good, rigid, used boxes with all flaps intact are acceptable. Any and all shipping labels must be removed from the box.
- d. Proper addressing.
- (1) Envelopes must have a return address and a to address in order for the item to be accepted for mailing. Return address must be in the upper left hand corner of the envelope and must contain the mailers grade, full name; including first name and middle name or initial; unit number; and APO AA, APO AE, or APO AP (depending on the location of the unit).
 - (2) To address must be centered on the lower right hand side of the article. It must include the persons name, post office box number or street address, and the city, state, and zip code.
3. Ensure the window clerk determines the special service available for the customer's letter or parcel.
- a. Certified Mail.
- (1) Only available for First Class and Priority Mail.
 - (2) Ensure the window clerk completes the customer receipt portion of PS Form 3800, Receipt for Certified Main and inserts the following information:
 - (a) City, State, and Zip Code where article is being mailed to.
 - (b) The amount of postage that it will cost to mail the article.
 - (c) The Certified mailing fee.

Performance Steps

- (d) Restricted delivery fee, only if option is chosen by the customer, and the article qualifies for the service.
- (e) Return Receipt for Domestic Mail fee, only if option is chosen by the customer.
- (f) Total amount for postage and fees paid by the customer.
- (g) Date the Receipt for Certified Mail with the All Purpose Date Stamp (APDS).
- (3) Ensure the window clerk places the article number portion of the Receipt for Certified mail centered to the right of the return address, and above the mailing address.
- b. Registered Mail.
 - (1) Only available for First Class and Priority Mail.
 - (2) Customer will complete the To and From sections on PS Form 3806, Receipt for Registered Mail.
 - (3) Ensure the window clerk completes the top portion of PS Form 3806, Receipt for Registered Mail, and inserts the following information:
 - (a) The amount of postage that it will cost to mail the article.
 - (b) The Registered mail fee; fee is based on whether the article is being sent with or without insurance. If it is being sent with insurance, then the fee is also based on the declared value of the article.
 - (c) Restricted delivery fee, only if option is chosen by the customer, and the article qualifies for the service.
 - (d) Return Receipt for Domestic Mail fee, only if option is chosen by the customer.
 - (e) Special Handling fee, only if the article requires this service.
 - (f) The article number that is on the USPS Label 200 the clerk uses.
 - (g) The article's value.
 - (h) Ensure the window clerk checks the "without insurance" block for articles that have no dollar value.
 - (i) Date the form using the APDS on the original and duplicate copies.
 - (4) Ensure the clerk places the USPS Label 200 centered to the right of the return address and above the mailing address.
- c. Numbered Insured Mail.
 - (1) Available for First Class, Priority, Parcel Post, PAL, Media, and Library Mail.
 - (2) Ensure the window clerk completes PS Form 3813-P, Receipt for Insured Domestic and International Mail, for articles that have a declared value of \$50.01 up \$5,000.00, and inserts the following information:
 - (a) City, State, and Zip code where the article is being mailed.
 - (b) The amount of postage that it will cost to mail the article.
 - (c) The insurance fee for numbered insured mail; fee is based on the declared value of the article.
 - (d) The return receipt fee, if this service is chosen by the customer.
 - (e) The declared value of the article.
 - (f) The restricted delivery fee, if this service is chosen by the customer.
 - (g) The total amount of money that the customer owes for postage and fees for the article.
 - (h) Date the form using the APDS.
 - (3) Ensure the window clerk places the article number portion of the Receipt for Insured Domestic and International Mail centered to the right of the return address, and above the mailing address.
- d. Unnumbered Insured Mail.
 - (1) Available for First Class, Priority, Parcel Post, PAL, Media, and Library Mail.
 - (2) Ensure the window clerk completes PS Form 3813, Receipt for Insured Mail, for articles that have a declared value of \$00.01 up \$50.00, and inserts the following information:
 - (a) City, State, and Zip code where the article is being mailed on the front of the form.
 - (b) Name and complete address of where the article is being mailed to on the reverse side of the form.
 - (c) The amount of postage that it will cost to mail the article.
 - (d) The insurance fee for unnumbered insured mail.

Performance Steps

- (e) The declared value of the article.
 - (f) The total amount of money that the customer owes for postage and fees for the article.
 - (g) Date the form using the APDS.
 - (h) Check the box that corresponds to the contents of the package: Fragile, Gift, or Merchandise.
- (3) Return Receipts for Domestic Mail, Special Handling, and Restricted delivery are not available for unnumbered insured mail.
- (4) Ensure the window clerk places the elliptical stamp endorsement centered to the right of the return address and above the mailing address.
- e. Return Receipt for Merchandise.
- (1) Available for First Class, Priority, Parcel Post, and PAL.
 - (2) Ensure the window clerk completes PS Form 3804, Return Receipt for Merchandise and inserts the following information:
 - (a) City, State, and Zip Code where article was mailed to.
 - (b) The amount of postage that it will cost to mail the article.
 - (c) The return receipt for merchandise fee.
 - (d) Special handling fee, only if this option is chosen by the customer.
 - (e) The total amount of money required for postage and fees to mail the article.
 - (f) Ensure the window clerk checks either yes or no for waiver of signature when the article is delivered.
 - (g) Date the form using the APDS.
 - (3) The customer must complete the section of the form that requires the name and address where article is being mailed.
 - (4) Ensure the window clerk writes the article number on the Return Receipt.
 - (5) The customer will complete the rest of the Return Receipt.
 - (6) Return Receipt for Merchandise articles may be insured for a maximum of \$50.00.
 - (7) Ensure the window clerk places the article number portion of the Return Receipt for Merchandise centered to the right of the return address, and above the mailing address.
- f. Return Receipt for Domestic Mail.
- (1) PS Form 3811, Return Receipt for Domestic Mail is available for Express Mail, and when used in conjunction with Certified, Numbered Insured, and Registered Mail special services.
 - (2) The customer must complete the from address on the reverse side of the form, and the to address on the front of the form.
 - (3) Ensure the window clerk inserts the article number on the return receipt and then checks the block that corresponds to the special service that is being used.
 - (4) Ensure the window clerk attaches the return receipt to the article on either the front or reverse of the article, depending on the space available for attachment.
 - (5) Ensure the window clerk endorses the article Return Receipt Requested centered to the right of the return address and above the mailing address.
- g. Return Receipt After Mailing.
- (1) PS Form 3811-A, (Return Receipt for Domestic Mail After Mailing), is available for Express Mail, and when used in conjunction with Certified, Numbered Insured, and Registered Mail special services.
 - (2) Customers have 90 days after mailing Express Mail to request a delivery record.
 - (3) Customers have 2 years to request a delivery record for Certified, Numbered Insured, and Registered Mail.
 - (4) For articles that were mailed to Army Post Office/Fleet Post Office (APO/FPO), Puerto Rico, Virgin Islands, or any other U.S. Territories or possessions, PS Form 3811-A should be forwarded to the office of delivery.
 - (5) For articles that were addressed to any continental U.S. domestic address, PS Form 3811-A can be sent to any post office.
- h. Certificate of Mailing.
- (1) Available for First Class, Priority, Parcel Post, PAL, Media, and Library Mail.

Performance Steps

- (2) Customer must complete the to and from section of PS Form 3817, Certificate of Mailing.
 - (3) Ensure the window clerk attaches the appropriate postage stamps or postage meter tape to cover the cost of the certificate of mailing fee.
 - i. Special Handling.
 - (1) Available for First Class and Priority Mail.
 - (2) Articles that are being mailed at the Parcel Post class of mail, with a request to be sent special handling, must be sent as Parcel Airlift Mail (PAL).
 - (3) Special Handling provides special treatment of mail when it is being transported to its address of delivery, but does provide special delivery treatment.
 - j. Restricted Delivery.
 - (1) Available only in conjunction with one of the following special services: Certified, Numbered Insured, or Registered Mail.
 - (2) Article must be addressed to a person by name, and not to an organization.
4. Ensure the window clerk processes an accepted article of mail (letter or parcel) using manual methods.
- a. Ensure the window clerk measures and weighs the accepted article of mail to ensure that it meets size and weight standards for domestic mail.
 - b. Ensure the window clerk identifies the appropriate zone for article of mail using the USPS Zone chart.
 - c. Ensure the window clerk computes the correct postage for the accepted article of mail using USPS Notice 123.
 - (1) Articles being sent Priority Mail and Parcel Post Mail, weighing less than 15 pounds and having a length and girth combined over 84 inches, must be charged the 15 pound rate of postage.
 - (2) Articles being sent Parcel Post Mail and exceeding one of the following a length of 34 inches, a height of 17 inches , or a width of 17; the mailing box is made of wood; books weighing more than 25 pounds; or a tube, is liable for an additional mailing surcharge.
 - (3) All articles, regardless of weight and customer's instructions, that have a length and girth combined greater than 108 inches, but not exceeding a length and girth combined of 130 inches, must be sent Parcel Post Mail and charged the oversized rate of postage.
 - d. Ensure the window clerk verifies that the requested special service is available to the class of mail.
 - (1) Ensure the window clerk completes the appropriate form for the selected special service.
 - (2) Ensure the window clerk places the special service article label or endorsement on the letter or parcel.
 - (3) Ensure the window clerk adds the special service fee to the postage and computes the total owed for both the postage and fee(s).
 - e. Ensure the window clerk cancels the postage stamps on the package using the appropriate canceling device.
5. Ensure the window clerk processes an accepted article of mail (letter or parcel) using an Integrated Retail Terminal (IRT).
- a. Ensure the window clerk measures and weighs package to ensure that package meets size and weight standards for domestic mail.
 - b. Ensure the window clerk presses the class of mail key that corresponds to the customer's mailing instructions.
 - (1) Express Mail.
 - (2) First Class Mail.
 - (3) Priority Mail.
 - (4) Parcel Post Mail.
 - (5) Media Mail.
 - (6) Library Mail.
 - c. After selecting the appropriate class of mail key, ensure the window clerk inputs the destination zip code for the article. The IRT will select the correct zone.

Performance Steps

- d. After entering the destination zip code, the IRT will automatically calculate the postage.
 - (1) Articles being sent Priority Mail and Parcel Post Mail, weighing less than 15 pounds and having a length and girth combined over 84 inches, must be charged the 15 pound rate of postage. Ensure the window clerk charges the 15 pound rate by pressing the oversize surcharge key and selecting option number 2.
 - (2) Articles being sent Parcel Post Mail and exceeding one of the following: a length of 34 inches, a height of 17 inches, or a width of 17 inches; the mailing box is made of wood; books weighing more than 25 pounds; or a tube, are liable for an additional non machinable mailing surcharge. Ensure the window clerk charges the non machinable surcharge by pressing the oversize surcharge key and selecting option number 4.
 - (3) All articles, regardless of weight and customer's instructions, that have a length and girth combined greater than 108 inches, but not exceeding a length and girth combined of 130 inches, must be sent Parcel Post Mail and charged the oversized rate of postage. Ensure the window clerk charges the oversize rate of postage by pressing the oversize surcharge key and selecting option number 3.
 - e. Ensure the window clerk verifies that the requested special service is available for the class of mail.
 - (1) Ensure the window clerk completes the appropriate form for the selected special service.
 - (2) To add the special service fee to the postage, ensure the window clerk selects the corresponding key on the IRT keyboard.
 - (a) When certified mail is selected, the IRT will automatically add the correct fee to the postage.
 - (b) When Insured mail is selected, the IRT will display the insured mail screen and ask for the actual value of the article.
 - (c) When registered mail is selected, the IRT will display the insured mail screen and ask for the actual value of the article.
 - (3) Ensure the window clerk places the special service article label or endorsement on the letter or parcel.
 - f. Ensure the window clerk affixes the correct postage on the article for mailing.
 - (1) Postage Stamps.
 - (a) Customers can purchase individual postage stamps for the mailing fee.
 - (b) Ensure the window clerk affixes the postage stamps in the upper right hand corner of the address side of the article and cancels them with the hand canceling rubber stamp.
 - (2) Postage Validation Imprinter (PVI) Postage Meter Tape.
 - (a) Ensure the window clerk prints a PVI postage meter tape by pressing the PO/METER key. The imprinter will automatically print the correct postage meter tape.
 - (b) Ensure the window clerk affixes the PVI postage meter tape in the upper right hand corner of the address side of the article.
 - (c) PVI postage meter tapes are not required to be canceled.
 - (3) Postage Meter Machine Postage Meter Tape.
 - (a) Ensure the window clerk prints a Postage Meter Machine postage meter tape by adjusting the dollar amount levers on the postage meter head to the correct postage, and then by pressing the print lever on the postage meter base.
 - (b) Ensure the window clerk affixes the Postage Meter Machine postage meter tape in the upper right hand corner of the address side of the article.
 - (c) Postage Meter Machine postage meter tapes are not required to be canceled.
6. Ensure the window clerk endorses the accepted article of mail using the correct class rubber stamp(s) or label(s).
- a. Express Mail.

Performance Steps

- (1) Customer must fill out a PO to Addressee Express mail label, Label 11-B. Ensure the window clerk then enters the amount of postage required in the postage and total blocks of the label. Ensure the window clerk then places the label on the article and gives the customer the second copy of the 11-B and forwards the third copy to the appropriate Express Mail Data Collection Office.
- (2) Ensure the window clerk also places Label 86 - Military Express Mail Service on the article.
- b. First Class Mail. Endorsement must be centered to the right of the return address and above the mailing address.
- c. Priority Mail.
 - (1) Endorsement must be centered to the right of the return address and above the mailing address.
 - (2) Ensure the window clerk stamps the endorsement for Priority Mail using the hand stamp or the Label 107, Priority Mail sticker.
- d. Parcel Post Mail, Media Mail, and Library Mail. Endorsement must be centered to the right of the return address and above the mailing address.
- 7. Ensure the window clerk collects the correct amount of money owed for postage by the customer.
 - a. If necessary, ensure the window clerk gives the customer correct amount of change due back.
 - b. Ensure the window clerk gives the customer a receipt for the transaction.
- 8. Make on-the-spot corrections for any errors or incorrect procedures made by the window clerk.

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the NCO completes the task, the supervisor will score the NCO PASS (P) or FAIL (F) on each performance measure.

Performance Measures	<u>GO</u>	<u>NO GO</u>
1. Ensured the window clerk verified that customer was an authorized user of the MPO.	—	—
2. Ensured the window clerk determined if letter or parcel received from customer was mailable.	—	—
3. Ensured the window clerk determined the special service available for the customer's letter or parcel.	—	—
4. Ensured the window clerk processed an accepted article of mail (letter or parcel) using manual methods.	—	—
5. Ensured the window clerk processed an accepted article of mail (letter or parcel) using an IRT.	—	—
6. Ensured the window clerk endorsed the accepted article of mail using the correct class rubber stamp(s) or label(s).	—	—
7. Ensured the window clerk collected the correct amount of money required for postage from the customer.	—	—
8. Made on-the-spot corrections for any errors or incorrect procedures made by the window clerk.	—	—

Evaluation Guidance: Score a GO if the NCO passes (P) all applicable performance measures. Score a NO GO if the NCO fails (F) any performance measure. Show the NCO what was done wrong on any failed performance measure and how to do it correctly.

References

Required

DMM
DOD 4525.6-M
USPS FORM 3800
USPS FORM 3811
USPS FORM 3813
USPS FORM 3813-P
USPS FORM 3817
USPS LAB107
USPS LAB11B
USPS LAB86
USPS NOT123
USPS OFFICIAL ZONE CHART

Related

Spot Check Acceptance of International Letter Post
805C-LF4-3508

Conditions: You are a Postal Supervisor in a post office and have a window clerk who is accepting or has accepted International Letter Post Mail. You have access to Department of Defense (DoD) 4525.6-M and International Mail Manual (IMM).

Standards: Check the clerk accepting International Letter Post Mail to be sure that the customer is authorized to use the facility, the mail is acceptable according to the respective country's mailing conditions, the clerk calculated and affixed the postage and forms correctly without error and the clerk gave the correct change, (if any), to the customer.

Performance Steps

1. Verify that the clerk checked to see that customer is an authorized user of the Military Post Office (MPO).
 - a. Check the customer's military Identification Card.
 - b. Check the customer's military dependent Identification Card.
 - c. Check the customer's DoD civilian employee Identification Card.
 - d. Check the customer's US Passport.
 - e. Check the customer's retired military Identification Card.
2. Verify that the clerk determines if the letter or parcel received from the customer is mailable according to its:
 - a. Contents. Verify the customer uses the correct custom form.
 - (1) For articles that weigh less than 16 ounces and have a value less than \$400, use PS Form 2976 (Customs-CN22).
 - (2) For articles that weigh over 16 ounces and have a value over \$400, use PS Form 2976-A (Customs Declaration and Dispatch Note) with USPS Envelope 2976-E (Customs Declaration and Dispatch Envelope).
 - b. Size and Weight.
 - (1) Maximum weight of 4 pounds.
 - (2) Minimum length and height is 3 1/2 inches by 5 1/2 inches.
 - (3) Minimum depth is .007 inch.
 - (4) Maximum length is 24 inches.
 - (5) Maximum length, height, depth combined is 36 inches.
 - c. Wrapping and packing.
 - (1) Mail matter is admissible in envelopes, sleeves, or wrappers of varying sizes and thickness, so long as they meet the size and weight requirements.
 - (2) Bulkier items are admissible in boxes, cartons, tubes, or other types of containers that are commonly used to transmit shipments that are in package form, so long as they meet the size and weight requirements.
 - d. Proper Addressing.
 - (1) Return address is in the upper left hand corner of the envelope and must contain the mailers grade; full name, including first name and middle name or initial; unit number; and APO AA, APO AE, or APO AP (depending on the location of the unit).
 - (2) The to address is centered to the right of the return address and to the left of the edge of the article. The return address is in ink or typewritten using Roman letters and Arabic numbers for addresses in Russian, Greek, Arabic, Chinese, and Hebrew.
 - e. Determine if the special service requested by the customer is available for the selected class of international mail.
 - (1) Registered Mail.
 - (a) Only available for articles that are being mailed at the Letter Post Air, Letter Post Economy rate of postage.
 - (b) Customer completes the to and from portion of PS Form 3806 (Receipt for Registered Mail).

Performance Steps

- (c) Window clerk annotates the article number from the Label 200, the amount of postage due for the article, the registered fee, and the restricted delivery and return receipt fees (if options are selected by the customer).
 - (d) Window clerk stamps all intersecting seams of the wrapping paper with the APDS, so that rifling of mail can easily be detected.
 - (e) Window clerk places Label 200 in the bottom left corner of the address side of the article.
- (2) Return Receipt for International Mail.
- (a) Return Receipts are available only for those packages that are being sent registered mail.
 - (b) The customer completes the mailed to and from sections of PS Form 2865 (Return Receipt for International Mail).
 - (c) The window clerk completes the office of mailing section, class of mail section, the article number, date of mailing, and the declared value section of the PS Form 2865.
 - (d) The window clerk completes the necessary sections of the return receipt placed it on either the address side of the article or on the reverse side of the package, depending on which side has the most room for the return receipt.
 - (e) After the return receipt has been placed on the article, the clerk endorses the article with "Avis de Reception" or "A.R."
- (3) Restricted Delivery.
- (a) Only available at the time of mailing and for articles that are being sent as registered mail with a return receipt.
 - (b) Once the article has been determined that it qualifies for restricted delivery, the window clerk endorses the article with "A Remettre en Main Propre."
3. Verify that the clerk processes an accepted article of mail (letter post) using manual methods.
- a. Measures and weighs the accepted article of mail and ensures it meets the size and weight standards for International letter post mail.
 - b. Locates the country of destination in the International Mail Manual/Individual Country Listings (IMM/ICL) and reviews the prohibitions, restrictions, and observations to see if the contents of the article are mailable to that country, or if they have to be sent a particular way to that country.
 - c. Determines how the package is going to be sent (letter post air and letter post economy), and finds the correct postage chart on that country's individual listing.
 - d. For articles that are receiving a special service, fills out the necessary postal forms and date stamped all intersecting seams, and makes the appropriate endorsements on the article wrapping.
 - e. Affixes the postage on the article using postage stamps or postage meter tapes.
 - f. Cancels the postage stamps using the appropriate canceling stamp. For registered mail, use the All Purpose Date Stamp (APDS).
4. Verify that the clerk processed an accepted article of mail (letter post) using the Integrated Retail Terminal (IRT).
- a. Measures and weighs the accepted article of mail to ensure it meets the size and weight standards for International letter post mail.
 - b. Locates the country of destination in the IMM/ICL and reviews the prohibitions, restrictions, and observations to see if the contents of the article are mailable to that country.

Performance Steps

- c. Places article on the IRT and selects the International key that corresponds to the way that the article is being sent (letter post air or letter post economy). When the clerk selects one of these keys, a country code screen appears, the clerk enters the three digit country code. Finds the country code using the first letter of that country's name (Ex. C for Canada). Selects the first letter of the country's name, looks on the IRT keyboard above the first row of keys and below the third row of keys to see the letters of the alphabet above and below those keys. Selects the appropriate key to see a listing of all of the countries that start with the selected letter. Scrolls through the list of countries on the screen by pressing the + or - key on the numerical keys on the bottom right of the keyboard. After finding the three digit country code for the desired country, keys it in. (Ex. the three digit code for Japan is 201; key in 201 on the country code screen.)
 - d. After keying in the country code, the IRT will weigh the article of mail and compute the postage.
 - (1) Depending on the class of mail selected, a red light will begin blinking on the keys for registered mail and miscellaneous postage. Select these keys if the customer has requested the particular special service and if the package and contents qualify for the special service. Select the miscellaneous postage key if the customer has placed postage stamps on the article, and those stamps do not cover the entire cost of the mailing. Give the customer credit for those stamps by selecting the miscellaneous postage key and selecting the error correct key, and enter the amount of the stamps that are on the article. The IRT will subtract this amount and show the difference that the customer owes for the mailing.
 - (2) After selecting registered mail, a red light will begin blinking on the return receipt key. Select this key if the customer has requested a return receipt for their article of mail and return receipts are available for the country of destination.
 - e. For articles that are receiving a special service, filled out the necessary postal forms and date stamped all intersecting seams, and made the appropriate endorsements on the article wrapping.
 - f. Affixed the postage on the article either using postage stamps or postage meter tapes.
 - g. Canceled the postage stamps using the appropriate canceling stamp. NOTE: For registered mail, used the All Purpose Dating Stamp (APDS).
5. Verify that the clerk endorses the accepted article of mail using the correct rubber stamp(s) or label(s).
- a. Letter Post.
 - (1) For articles that are being sent at the air rate of postage, places USPS Label 19-A or !9-B in the bottom left corner of the address side of the article.
 - (2) For articles that contain a letter and merchandise combined, endorses the article Letter Post centered to the right of the return address and above the mailing address.
 - b. Post Cards - Placed USPS Label 19-A in the bottom left corner of the address side of the article.
6. Verify that the clerk collects the correct amount of money required for postage and special services (if applicable) from the customer.
- a. If, necessary, gives the customer the correct amount of change due back.
 - b. Gives the customer a receipt for the transaction.

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the NCO completes the task, the supervisor will score the NCO PASS (P) or FAIL (F) on each performance measure.

Performance Measures

	<u>GO</u>	<u>NO GO</u>
1. Verified that the clerk checked to see that customer was an authorized user of the MPO.	—	—

Performance Measures	<u>GO</u>	<u>NO GO</u>
2. Verified that the clerk determined if the letter or parcel received from the customer was mailable.	—	—
3. Verified that the clerk processed an accepted article of mail (letter post) using manual methods.	—	—
4. Verified that the clerk processed an accepted article of mail (letter post) using the IRT.	—	—
5. Verified that the clerk endorsed the accepted article of mail using the correct rubber stamp(s) or label(s).	—	—
6. Verified that the clerk collected the correct amount of money required for postage and special services (if applicable) from the customer.	—	—

Evaluation Guidance: Score a GO if the NCO passes (P) all applicable performance measures. Score a NO GO if the NCO fails (F) any performance measure. Show the NCO what was done wrong on any failed performance measure and how to do it correctly.

References

Required
 DOD 4525.6-M
 IMM

Related

Spot Check Acceptance of International Parcel Post
805C-LF4-3511

Conditions: You are a Postal Supervisor in a post office and have a window clerk who is accepting or has accepted International Parcel Post. You have access to Department of Defense (DoD) 4525.6-M, International Mail Manual (IMM) and United States Postal Service (USPS) Poster 51.

Standards: Check the clerk accepting International Parcel Post Mail to be sure that the customer is authorized to use the facility, the mail is acceptable according to the respective country's mailing conditions, the clerk calculated and affixed the postage and forms correctly without error and the clerk gave the correct change, (if any), to the customer.

Performance Steps

1. Verify that the clerk checked to see that customer is an authorized user of the Military Post Office (MPO).
 - a. Checked the customer's military Identification Card.
 - b. Checked the customer's military dependent Identification Card.
 - c. Checked the customer's DoD civilian employee Identification Card.
 - d. Checked the customer's US Passport.
 - e. Checked the customer's retired military Identification Card.
2. Verify that the clerk determined if the parcel received from the customer is mailable according to its:
 - a. Contents. Customer used the correct customs form.
 - (1) For articles that weigh over 16 ounces and have a value over \$400, used PS Form 2976-A (Customs Declaration and Dispatch Note) with USPS Envelope 2976-E (Customs Declaration and Dispatch Envelope).
 - (2) For articles that weigh less than 16 ounces and have a value less than \$400, used PS Form 2976 (Customs-CN22).
 - b. Size and weight.
 - (1) Refer to the International Mail Manual/Individual Country Listing (IMM/ICL) for maximum weight.
 - (2) Maximum length plus twice the diameter combined of 79 inches.
 - c. Wrapping and packing. Parcel Post Air/Economy.
 - (1) Bulkier items are admissible in boxes, cartons, tubes, or other types of containers that are commonly used to transmit shipments that are in package form and are within the size and weight requirements.
 - (2) Mail matter is admissible in envelopes, sleeves, or wrappers of varying sizes and thickness that are within the size and weight requirements.
 - d. Proper addressing.
 - (1) Envelopes and parcels have a return address and a to address in order for the article to be received for mailing.
 - (2) The to address is centered to the right of the return address and to the left of the edge of the article. The return address is in ink or typewritten using Roman Letters and Arabic Numbers for addresses in Russian, Greek, Arabic, Chinese, Hebrew.
 - (3) Return address is in the upper left hand corner of the envelope and must contain the mailers grade; full name, including first name and middle name or initial; unit number; and APO AA, APO AE, or APO AP (depending on the location of the unit).
 - e. Determine if the special service requested by the customer is available for the selected class of international mail.
 - (1) Numbered Insured Mail.
 - (a) Numbered Insured Mail is available only for Parcel Post.
 - (b) The customer completes the mailed to and from sections of PS Form 3813-P (Receipt for Insured Mail, Domestic-International).
 - (c) The window clerk completes the office of mailing section of the PS Form 3813-P.
 - (d) The window clerk places the insured sticker on the address side of the article.

Performance Steps

- (e) After the insured sticker has been placed on the article, the clerk endorses the article with the "Insured Value stamp."
- (2) Return Receipt for International Mail.
 - (a) Return Receipts are available only for those packages that are being sent numbered insured mail.
 - (b) The customer completes the mailed to and from sections of PS Form 2865 (Return Receipt for International Mail).
 - (c) The window clerk completes the office of mailing section, class of mail section, the article number, date of mailing, and the declared value section of the PS Form 2865.
 - (d) The window clerk completes the necessary sections of the return receipt place it on either the address side of the article or on the reverse side of the package, depending on which side has the most room for the return receipt.
 - (e) After the return receipt has been placed on the article, the clerk endorses the article with "Avis de Reception" or "A.R."
- 3. Verify that the clerk processed an accepted article of mail (Parcel post) using manual methods.
 - a. Measured and weighed the accepted article of mail and ensured it met the size and weight standards for International Parcel post mail.
 - b. Located the country of destination in the IMM/ICL and reviewed the prohibitions, restrictions, and observations to see if the contents of the article are mailable and if a special service is required to mail the article to that country.
 - c. Determined how the package was going to be sent (Parcel post air and Parcel post economy), found the correct postage chart on that country's individual listing.
 - d. For articles that are receiving a special service, filled out the necessary postal forms and date stamped all intersecting seams, and made the appropriate endorsements on the article wrapping.
 - e. Affixed the postage on the article used postage stamps or postage meter tapes.
 - f. Canceled the postage stamps using the appropriate canceling stamp.
 - g. For insured mail, used the hand canceling stamp.
- 4. Verify that the clerk processed an accepted article of mail (Parcel post) using the Integrated Retail Terminal (IRT).
 - a. Measured and weighed the accepted article of mail to ensure it meets the size and weight standards for International Parcel Post mail.
 - b. Located the country of destination in the IMM/ICL and reviewed the prohibitions, restrictions, and observations to see if the contents of the article are mailable and if a special service is required to mail the article to that country.
 - c. Placed article on the IRT and selected the International key that corresponds to the way that the article is being sent (Parcel post air or Parcel post economy). When the clerk selected one of these keys, a country code screen appeared, the clerk entered the three digit country code. Found the country code using the first letter of that country's name (Ex. C for Canada). Selected the first letter of the country's name, located on the IRT keyboard above the first row of keys and below the third row of keys. Selected the appropriate key. A listing of all of the countries that start with the letter selected appeared. Scrolled through the list of countries on the screen, by pressing the + or - key on the numerical keys on the bottom right of the keyboard. After finding the three digit country code for the desired country, keyed it in. (Ex. the three digit code for Japan is 201, you would key in 201 on the country code screen.)
 - d. After keying in the country code, the IRT will weigh the article of mail and compute the postage.

Performance Steps

- (1) Depending on the class of mail selected, red lights will blink on the keys for insured mail and misc postage. Select these keys if the customer requested the particular special service and if the package and contents qualify for the special service. Select the misc postage key if the customer placed postage stamps on the article and those stamps do not cover the entire cost of the mailing. Give the customer credit for those stamps by selecting misc postage key and selecting the error correct key. Enter the amount of the stamps that are on the article. The IRT will subtract this amount, and show the difference that the customer owes for the mailing.
 - (2) After selecting insured mail, a red light will begin blinking on the return receipt key. Select this key only if the customer requested a return receipt for their article of mail and if this service is available for the country of destination.
 - e. For articles that are receiving a special service, filled out the necessary postal forms and date stamped all intersecting seams, and made the appropriate endorsements on the article wrapping.
 - f. Affixed the postage on the article either using postage stamps or postage meter tapes.
 - g. Canceled the postage stamps using the appropriate canceling stamp.
 - h. For insured mail, used the hand canceling stamp.
5. Verify that the clerk endorsed the accepted article of mail using the correct rubber stamp(s) or label(s).
- a. Parcel Post.
 - (1) For articles that are being sent at the air rate of postage, placed USPS Label 19-A or !9-B in the bottom left corner of the address side of the article.
 - (2) For articles that contain a Parcel and merchandise combined, endorsed the article Parcel Post centered to the right of the return address and above the mailing address.
6. Verify that the clerk collected the correct amount of money required for postage and special services (if applicable) from the customer.
- a. If, necessary, gave the customer the correct amount of change.
 - b. Gave the customer a receipt for the transaction.

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the NCO completes the task, the supervisor will score the NCO PASS (P) or FAIL (F) on each performance measure.

Performance Measures	<u>GO</u>	<u>NO GO</u>
1. Verified that the clerk checked to see that customer was an authorized user of the MPO.	—	—
2. Verified that the clerk determined if the parcel received from the customer was mailable.	—	—
3. Verified that the clerk processed an accepted article of mail (Parcel post) using manual methods.	—	—
4. Verified that the clerk processed an accepted article of mail (Parcel post) using the IRT.	—	—
5. Verified that the clerk endorsed the accepted article of mail using the correct rubber stamp(s) or label(s).	—	—
6. Verified that the clerk collected the correct amount of money required for postage and special services (if applicable) from the customer.	—	—

Evaluation Guidance: Score a GO if the NCO passes (P) all applicable performance measures. Score a NO GO if the NCO fails (F) any performance measure. Show the NCO what was done wrong on any failed performance measure and how to do it correctly.

References

Required
DOD 4525.6-M
IMM
USPS POS51

Related

Spot Check Processed Mail
805C-LF4-3523

Conditions: Given postal clerks dispatching mail and access to:

- a. Domestic Mail Manual (DMM).
- b. Department of Defense (DoD) 4525.6-M Postal Manual.
- c. DoD 4525.6-H, Mail Distribution Instructions and Labeling Handbook.

Standards: 1. Ensure that while processing mail for dispatch, the clerks have followed the proper procedures. 2. Ensure that adequate supplies and equipment for dispatching mail are maintained. 3. Ensure that transportation is available and that receipt/dispatch schedules are met.

Performance Steps

1. Verify that the clerk checked the number on the truck seal before removing the seal.
NOTE: Use a seal on a closed-bodied vehicle when transporting Registered mail. If an open-bodied vehicle is used to transport mail (except Registered) a mail guard must maintain visual contact with the mail and no seal is required.
2. Verify that the clerk signed all documents properly to receipt for the mail.
3. Verify that the clerk took action after identifying contaminated mail (i.e., mail exposed to toxic agents).
 - a. Contact the local Nuclear, Biological, and Chemical (NBC) authorities.
 - b. Segregated and secured from non-contaminated mail.
 - c. Destroy mail with guidance set forth by NBC authorities.
 - d. Report mail that has been destroyed due to contamination.
4. Verify that the clerk unloaded all express and registered mail and moved it to the accountable mail section.
5. Verify that the clerk unloaded all other mail.
6. Verify that the clerk sorted all ordinary mail for delivery to units.
7. Verify that the clerk separated insured and certified mail and moved it to the accountable mail section.
8. Verify that the clerk delivered registered, certified and insured mail to the unit mail clerks, restricted delivery mail to the addressee or designated official.
9. Verify that the clerk sorted/faced and checked letters and flats for proper postage.
10. Verify that the clerk processed scheme mail that does not contain a complete address or Army Post Office (APO) number.
11. Verify that the clerk canceled and sorted letters and flats to destination(s).
12. Verify that the clerk prepared tray/pouch mail for dispatch.
13. Verify that the clerk labeled pouches, sacks, trays, and outside mail (OSM) for their destination.
14. Verify that the clerk provided the supervisor with information for the preparation of dispatch documents and load all outgoing mail.

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the NCO completes the task, the supervisor will score the NCO PASS (P) or FAIL (F) on each performance measure.

Performance Measures	<u>GO</u>	<u>NO GO</u>
1. Verified that the clerk checked the truck seal number, if a seal was used, before removing.	—	—
2. Verified that the clerk signed all documents properly to receipt for the mail.	—	—
3. Verified that the clerk took action after identifying contaminated mail (i.e., mail exposed to toxic agents).	—	—
4. Verified that the clerk unloaded all express and registered mail and moved it to the accountable mail section.	—	—
5. Verified that the clerk unloaded all other mail.	—	—
6. Verified that the clerk sorted all ordinary mail for delivery to units.	—	—
7. Verified that the clerk separated insured and certified mail and move it to the accountable mail section.	—	—
8. Verified that the clerk delivered registered, certified and insured mail to the unit mail clerks, restricted delivery mail to the addressee or designated official.	—	—
9. Verified that the clerk sorted/faced and checked letters and flats for proper postage.	—	—
10. Verified that the clerk processed scheme mail which does not contain a complete address or Army Post Office (APO) number.	—	—
11. Verified that the clerk canceled and sorted letters and flats to destination(s).	—	—
12. Verified that the clerk prepared tray/pouch mail for dispatch.	—	—
13. Verified that the clerk labeled pouches, sacks, trays, and outside mail (OSM) for their destination.	—	—
14. Verified that the clerk provided the supervisor with information for the preparation of dispatch documents and loaded all outgoing mail.	—	—

Evaluation Guidance: Score a GO if the NCO passes (P) all applicable performance measures. Score a NO GO if the NCO fails (F) any performance measure. Show the NCO what was done wrong on any failed performance measure and how to do it correctly.

References

Required	Related
DMM	
DOD 4525.6-H	
DOD 4525.6-M	

Subject Area 9: Security Management

Control Classified Information

805C-42L-3032

Conditions: Given AR 380-5, you are to identify procedures to control classified information.

Standards: Identify documents requiring control. Outline responsibilities for safeguarding information. Verify entry and placement of all required security markings on documents.

Performance Steps

1. Define classified information.
2. Outline responsibilities of safeguarding classified information.
 - a. Verify that subordinate personnel who require access to classified information are properly cleared.
 - b. Verify that subordinate personnel who require access to classified information are given access only to that information for which they have a need-to-know.
 - c. Verify that subordinate personnel are trained in, understand, and follow the requirements of AR 380-5, and local command policy and procedures, concerning the information security program.
 - d. Assess subordinate personnel's eligibility for access to classified and sensitive information.
 - e. Report any information that may have a bearing on the eligibility to access classified and sensitive information by subordinate personnel to the Command Security Manager (CSM).
 - f. Ensure personnel are supervised in the execution of procedures necessary to allow the continuous safeguarding and control of classified and sensitive information.
 - g. Verify that the management of classified and sensitive information is included as a critical item in personnel performance evaluations, when appropriate.
 - h. Follow the command and Army policy and procedures to protect classified and sensitive information to include classifying and declassifying information.
3. Classify information that requires protection against unauthorized disclosure into one of the following three categories:
 - a. TOP SECRET - Applied to information in which the unauthorized disclosure could reasonably be expected to cause exceptionally grave damage to the national security.
 - b. SECRET - Applied to information in which the unauthorized disclosure could reasonably be expected to cause serious damage to the national security.
 - c. CONFIDENTIAL - Applied to information in which the unauthorized disclosure could reasonably be expected to cause damage to the national security.
4. Ensure access to classified information is authorized only to the following personnel:
 - a. Persons with the appropriate need-to-know for the information in order to perform a lawful and authorized governmental function.
 - b. Persons who have been granted a security clearance and access authorization at the appropriate level of clearance.
 - c. Persons who have executed an appropriate nondisclosure agreement.
5. Identify the purpose of marking classified documents.
6. Determine what markings are placed on classified and sensitive material. (General requirements for marking classified material is found in chapter 4 of AR 380-5.)
7. Identify the special types of classified documents that require specific guidelines concerning marking.

Performance Steps

8. Identify the marking procedures for classified and/or sensitive information that is contained in special types of material, such as AIS equipment, hardware, AIS media, or on film, tape, or other audio/visual media, or in another form not commonly thought of as a document.
9. Identify the procedures for gaining access to classified information.
 - a. Identify responsibilities for safeguarding classified information for which you have access.
 - b. Determine the use of Standard Form 312 (Nondisclosure Agreement).
 - c. Ensure personnel who are retiring, resigning, being discharged, or will no longer have access to classified information, are properly debriefed and terminated of classified access.
10. Identify control measures.
 - a. Identify control measures used during working hours.
 - b. Identify control measures used for end-of-day security checks.
 - c. Identify control measures used for emergency planning.
11. Identify procedures for accounting for classified information.
 - a. Identify procedures for accounting for TOP SECRET information.
 - b. Identify procedures for accounting for SECRET and CONFIDENTIAL information.
 - c. Identify procedures for accounting for working papers.
12. Identify procedures for destroying classified information.
 - a. Determine the methods and standards of destruction to be used.
 - b. Determine what type of record of destruction should be used.
13. Identify procedures for storing classified information.
 - a. Identify types of storage equipment.
 - b. Identify equipment designations and combinations.

Evaluation Preparation: You can evaluate this task by using the evaluation guide. This method of evaluation is appropriate if the NCO supervises SL 1/2 soldiers who control classified correspondence. Use the evaluation guide to grade performance after the NCO reviews the correspondence controlled by SL 1/2 soldiers.

Performance Measures	<u>GO</u>	<u>NO GO</u>
1. Defined classified information.	—	—
2. Outlined responsibilities for safeguarding classified information.	—	—
3. Classified information that required protection against unauthorized disclosure.	—	—
4. Ensured access to classified information was authorized only to certain personnel.	—	—
5. Identified the purpose of marking classified documents.	—	—
6. Determined what markings are placed on classified and sensitive material.	—	—
7. Identified the special types of classified documents that require specific guidelines concerning marking.	—	—
8. Identified the marking procedures for classified and/or sensitive information that is contained in special types of material, such as AIS equipment, hardware, AIS media, or on film, tape, or other audio/visual media, or in another form not commonly thought of as a document.	—	—
9. Identified the procedures for gaining access to classified information.	—	—
10. Identified control measures.	—	—

Performance Measures

GO **NO GO**

- | | | |
|--|-------|-------|
| 11. Identified procedures for accounting for classified information. | _____ | _____ |
| 12. Identified procedures for destroying classified information. | _____ | _____ |
| 13. Identified procedures for storing classified information. | _____ | _____ |

Evaluation Guidance: Score a GO if the NCO passes (P) all performance measures. Score a NO GO if the NCO fails (F) any performance measure. Show the NCO what was done wrong on any failed performance measure and how to do it correctly.

References

Required

AR 380-5

Related

AG 0622

SF 700

SF 702

SF 703

SF 704

SF 705

Skill Level 4

Subject Area 1: Office Administration

Plan Meetings, Teleconferencing, and Video Teleconferencing**805C-42L-4022**

Conditions: Given a requirement to plan meetings, teleconferencing, and video teleconferencing and the local SOP.

Standards: Plan meetings, teleconferencing, and video teleconferencing to include, at a minimum, arrange for site usage, develop agenda, arrange meeting times, coordinate with participants, and verify site functions.

Performance Steps

1. Determine meeting requirements.
 - a. Identify purpose.
 - b. Determine locations of targeted participants.
 - c. Select dates and time.
2. Select appropriate meeting form.
 - a. Evaluate in-person meeting.
 - b. Evaluate teleconferencing.
 - c. Evaluate video teleconferencing.
3. Plan in-person meeting.
 - a. Coordinate meeting time and date with participants.
 - b. Set meeting time and date.
 - c. Select site.
 - d. Reserve site.
 - e. Notify participants of scheduled date, time, and location.
 - f. Coordinate for support personnel if required.
 - g. Consult with conference leader for issuance of conference materials.
 - (1) Send out advance materials.
 - (2) Gather handouts for on-site issue.
 - h. Distribute conference material, if required.
 - i. Schedule time to evaluate site for seating and equipment.
 - j. Set up site.
 - k. Evaluate support equipment.
4. Plan teleconferencing.
 - a. Verify system compatibility with participants.
 - b. Develop agenda.
 - c. Coordinate teleconference time.
 - (1) Determine availability of participants.
 - (2) Coordinate with System Administrators at all stations.
 - d. Reserve time with local System Administrator.
 - e. Coordinate with System Administrator for site assistance.
 - f. Notify participants of scheduled time.
 - g. Consult with Conference leader on distribution of materials.
 - (1) Determine delivery means.
 - (2) Gather handouts for conference.
 - h. Distribute materials if required.
 - i. Verify equipment functioning prior to conference.
5. Plan video teleconferencing.

Performance Steps

- a. Verify system compatibility with participants.
- b. Develop agenda.
- c. Coordinate conference time.
 - (1) Verify availability of participants.
 - (2) Coordinate with all site System Administrator's and NET Control.
- d. Reserve time with local System Administrator and NET Control.
- e. Coordinate site assistance.
- f. Notify participants of scheduled time.
- g. Consult with conference leader for distribution of materials.
 - (1) Distribute advance materials.
 - (2) Gather handouts for issue at conference.
- h. Distribute materials if required.
- i. Verify equipment functioning prior to conference.

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the NCO completes the task, the supervisor will score the NCO PASS (P) or FAIL (F) on each performance measure.

Performance Measures	<u>GO</u>	<u>NO GO</u>
1. Determined meeting requirements.	—	—
2. Selected appropriate meeting form.	—	—
3. Planned in-person meeting.	—	—
4. Planned teleconferencing.	—	—
5. Planned video teleconferencing.	—	—

Evaluation Guidance: Score a GO if the NCO passes (P) all applicable performance measures. Score a NO GO if the NCO fails (F) any performance measure. Show the NCO what was done wrong on any failed performance measure and how to do it correctly.

References

Required

Related

AR 25-1

Develop an Office Suspense Control System
805C-42L-4033

Conditions: Given a requirement to develop an office suspense control system, DA Form 209 (Delay, Referral or Follow-Up Notice), access to AR 25-50 and local SOP.

Standards: Develop an Office Suspense Control System that identifies the section's internal and external information flow, providing a mechanism to identify, control, and track suspense items.

Performance Steps

1. Develop an office information flow diagram.
 - a. Establish the flow for incoming correspondence.
 - (1) Ensure all incoming correspondence is reviewed at a single point where all suspense dates are recorded or closed out.
 - (2) Develop the procedures for suspending correspondence.
 - (a) Forward material fulfilling internal unit suspenses to requesting unit personnel.
 - (b) Assign external suspenses for the unit to unit personnel for action.
 - (c) Utilize appropriate internal documents for transmission of materials.
 - (d) Develop a tracking system that ensures the assigned section completes the suspense by the internal suspense date.
 - (3) Establish a plan for forwarding materials to the appropriate individual or agency for arrival by final suspense date.
 - b. Establish the flow for outgoing correspondence.
 - (1) Establish a single outgoing correspondence area where suspense dates and completions are recorded.
 - (2) Develop a tracking system that ensures the assigned section completes the materials by the suspense date.
 - (3) Establish a plan for transmitting materials to external agencies using an appropriate transmission process.
 - (a) Distribution.
 - (b) Overnight mail.
 - (c) E-mail.
 - (d) Telephone.
 - (e) Message.
 - (f) Other.
 - (4) Establish a follow-up system that ensures the external agency received the correspondence.
2. Establish an internal tracking system for incoming suspenses.
 - a. Establish a paper- or computer-based suspense log using appropriate media.
 - (1) Use paper-based log book.
 - (2) Use computer-based spreadsheet.
 - (3) Use computer-based word processor.
 - (4) Use computer-based database.
 - b. Record final suspense for each piece of incoming correspondence.
 - (1) Record listed suspense date.
 - (2) Establish a suspense date of 15 days, or the time limit specified by the agency or command, whichever is sooner, for non suspense correspondence.
 - (3) Submit DA Form 209 (Delay, Referral or Follow-up Notice) when a reply to non suspense correspondence cannot be met within the required time or follow applicable installation/unit specific processes.
 - c. Establish internal suspense dates.
 - (1) Ensure internal suspense dates allow for transmittal time within the unit.
 - (2) Ensure internal suspense dates allow enough days to accomplish the task.
 - (3) Ensure internal suspense dates allow enough days for transmittal of the reply.

Performance Steps

- d. Record internal suspense dates in the suspense log.
 - e. Ensure product is returned from unit personnel by internal suspense date.
 - f. Protect classified materials against unauthorized disclosure.
3. Establish a tracking system for suspenses requested of other units.
- a. Establish suspense dates.
 - (1) Ensure internal suspense dates allow for transmittal time within the unit.
 - (2) Ensure internal suspense dates allow enough days to accomplish the task.
 - (3) Ensure internal suspense dates allow enough days for transmittal of the reply.
 - b. Record suspense dates.
 - c. Transmit suspended correspondence to units.
 - d. Ensure suspended unit received suspense.
 - e. Record receipt of material.

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the NCO completes the task, the supervisor will score the NCO PASS (P) or FAIL (F) on each performance measure.

Performance Measures	<u>GO</u>	<u>NO GO</u>
1. Developed an office information flow diagram.	_____	_____
2. Established an internal tracking system for incoming suspenses.	_____	_____
3. Established a tracking system for suspenses requested of other units.	_____	_____

Evaluation Guidance: Score a GO if the NCO passes (P) all applicable performance measures. Score a NO GO if the NCO fails (F) any performance measure. Show the NCO what was done wrong on any failed performance measure and how to do it correctly.

References

- Required**
 AR 25-50
 DA FORM 209
 SOP

Related

Prepare a Section for Deployment
805C-42L-4053

Conditions: Given a requirement to prepare a section for deployment, assigned personnel, assigned transportation, access to FM 55-65, AR 530-1, AR 600-8-104, and local SOP.

Standards: Prepare a Section for Deployment by performing initial deployment activities, to include; reviewing soldier readiness processing packets, section recall procedures, special clothing needs are met, by ensuring equipment is operational and on hand, and maintaining current load plans.

Performance Steps

1. Perform initial deployment activities.
 - a. Review Soldier Readiness Processing (SRP) packets to identify deployable and non-deployable soldiers.
 - b. Review section's recall procedures.
 - c. Identify any special items of clothing or equipment the section needs, based upon climate, location, or local SOP.
 - d. Brief soldiers on:
 - (1) Mission.
 - (2) Unit movement plans.
 - (3) Determine requirements for advance party, personnel.
 - (4) Individual/unit equipment layout.
 - (5) Determine security guidance to include Operation Security (OPSEC) and Subversion and Espionage Directed against the Army (SAEDA).
 - (6) Requirements to retrieve equipment in maintenance.
 - (7) Requirement to retrieve loaned equipment.
 - (8) Availability of family support activities.

2. Prepare Equipment for Deployment.
 - a. Maintain inventory data
 - (1) Report equipment serviceability.
 - (2) Report equipment shortages
 - (3) Recall equipment.
 - b. Perform preventive maintenance checks and services.
 - c. Maintain current load plans. Ensure that these plans are based on real-world contingencies and include both programmed and immediate considerations.
 - (1) Ensure load plans include current Modified Table of Organization and Equipment (MTOE) equipment.
 - (2) Adjust load plans as MTOE equipment changes. Maintain accurate and current Unit Mail Directory (UMD).
 - (3) Adjust load plans for borrowed/assigned equipment.
 - (4) Adjust load plans for the type of transportation utilized. Remember that more than one mode can be used for a deployment.
 - (5) Adjust load plans for mission requirements and location considerations.
 - (6) Secure the load plans properly.

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the NCO completes the task, the supervisor will score the NCO PASS (P) or FAIL (F) on each performance measure.

Performance Measures	<u>GO</u>	<u>NO GO</u>
1. Performed initial deployment activities.	—	—
2. Prepared Equipment for Deployment.	—	—

Evaluation Guidance: Score a GO if the NCO passes (P) all applicable performance measures. Score a NO GO if the NCO fails (F) any performance measure. Show the NCO what was done wrong on any failed performance measure and how to do it correctly.

References

Required
AR 530-1
AR 600-8-104

Related

Subject Area 2: Correspondence

Prepare Memorandum of Instruction (MOI)

805C-42L-4021

Conditions: Given a requirement to develop a Memorandum of Instruction, a computer, monitor, printer, local SOP, FM 101-5, and AR 25-50.

Standards: Develop a Memorandum of Instruction (MOI) in accordance with the prescribed format to include, the MOI's purpose, references, general information, concept, responsibilities, coordinating instruction, and Point of Contact.

Performance Steps

1. Identify the purpose for the MOI.
2. Select process requiring an MOI.
 - a. Tasks involving two or more personnel.
 - b. Infrequent tasks.
 - c. Tasks involving new personnel.
 - d. Tasks performed on a rotating basis.
 - e. Formal events.
 - f. Recurring tasks.
 - g. Training events.
3. Draft an MOI for the selected procedure.
 - a. Ensure the MOI is in "Memorandum" format.
 - b. Ensure the MOI contains the "Purpose".
 - c. Ensure the MOI contains "References".
 - d. Ensure the MOI contains "General" information.
 - e. Ensure the MOI contains the "Concept".
 - f. Ensure the MOI contains the "Responsibilities".
 - (1) Identify each task contained in the procedure.
 - (2) Analyze each task using appropriate tools.
 - (3) Identify what level or position accomplishes each step of the task.
 - (4) Align each step under the level or position responsible for accomplishing the step.
 - g. Ensure the MOI contains "Coordinating Instructions."
 - h. Ensure the MOI contains a Point of Contact.
4. Coordinate MOI draft.
5. Prepare final MOI.
6. Obtain signature authority.

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the NCO completes the task, the supervisor will score the NCO PASS (P) or FAIL (F) on each performance measure.

Performance Measures

	<u>GO</u>	<u>NO GO</u>
1. Identified the purpose for the MOI.	_____	_____
2. Selected procedure needing an MOI.	_____	_____
3. Drafted an MOI for the selected procedure.	_____	_____
4. Coordinated MOI draft.	_____	_____

Performance Measures

GO **NO GO**

5. Prepared final MOI.

— —

6. Obtained signature authority.

— —

Evaluation Guidance: Score a GO if the NCO passes (P) all applicable performance measures. Score a NO GO if the NCO fails (F) any performance measure. Show the NCO what was done wrong on any failed performance measure and how to do it correctly.

References

Required
AR 25-50
FM 101-5

Related
SOFTWARE-OFFICE

Subject Area 9: Security Management

Establish a Classified Material Emergency Plan
805C-42L-4051

Conditions: Given a requirement to establish a classified material emergency plan, classified material and containers (as described in AR 380-5), assigned personnel, vehicle or assigned transportation, local directive, and access to AR 380-5, AR 25-50, SF 700 (Security Container Information), SF 701 (Activity Security Checklist), SF 702 (Security Container Check Sheet), and local SOP.

Standards: Develop a classified material emergency plan that identifies destruction and evacuation authority, and priorities and procedures for safeguarding classified material and security procedures.

Performance Steps

1. Review classified material policy.
 - a. Review Army policy.
 - b. Review local policy.
2. Evaluate possible types of emergencies that would require evacuation or destruction of classified material.
 - a. Determine fire considerations.
 - b. Identify possible natural emergencies for local area.
 - c. Determine possibility of civil disturbance.
 - d. Determine possible actions of hostile forces.
 - e. Determine possible terrorists action for local area.
3. Determine resources available to conduct evacuation or destruction of classified material.
 - a. Identify personnel.
 - b. Verify vehicle assignments.
 - c. Identify destruction facilities/devices.
4. Evaluate risks for personnel in evacuation or destruction of classified materials.
 - a. Determine risks in moving materials.
 - b. Determine risks in destroying materials.
 - c. Determine risks in providing protection.
5. Determine measures to eliminate or lessen risk to personnel during evacuation or destruction.
 - a. Establish plans that will provide for the protection of classified material in a manner that will minimize the risk of injury or loss of life to personnel.
 - b. Place authorized personnel around the affected area, pre-instructed and trained to prevent the removal of classified material by unauthorized personnel, is an acceptable means of protecting classified material and reducing casualty risk.
6. Identify individuals authorized to implement evacuation or destruction.
 - a. Identify the individual who is authorized to make the final determination when emergency destruction is to begin and the means by which this determination is to be made.
 - b. Confirm the authorization for the senior individual present in an assigned space containing classified material to deviate from established plans when circumstances warrant.
7. Establish priorities for evacuation or destruction.
 - a. Determine priorities based upon document classification.
 - b. Identify DA/local policy.
8. Determine procedures to reduce the amount of classified material on hand.
9. Select destruction methods appropriate for the classes of materials stored.

Performance Steps

- a. Destroy classified documents and material by burning or, with the approval of the Department of Defense (DoD) Component head or designee, by melting, chemical decomposition, pulping, pulverizing, crosscut shredding, or mutilation sufficient to preclude recognition or reconstruction of the classified information.
 - b. Institute procedures that ensure all classified information intended for destruction actually is destroyed.
 - c. Comply with destruction considerations for differing types of classified materials.
 - d. Submit suggested procedures outside of the regulatory guidance to the DoD Component's senior official for approval.
10. Determine the location of destruction facilities or devices.
11. Establish emergency, no notice, destruction, or evacuation procedures.
- a. Provide for emergency destruction to preclude capture of classified material when determined to be required.
 - b. Destroy any other than Priority One material using any method specified for routine destruction or any other means that will ensure positive destruction of the material.
12. Determine if materials are properly secured.
- a. Determine the level of protection afforded differing levels of classified materials.
 - (1) Assess the threat to the information or material to be protected.
 - (2) Institute appropriate physical security measures based on the threat.
 - (3) Enforce storage area marking requirements of no external markings of the level of information stored within and identification symbols or numbers for containers or vaults.
 - (4) Conduct inventories using the regulatory guidelines.
 - b. Determine whether the storage container meets the general and specific guidelines established for each level of classified material.
 - c. Confirm the use of SF 700 to maintain for each vault, secure room, or container used for storing classified information.
 - d. Conduct inventories using the regulatory guidelines.
13. Setup procedures for security inspections.
- a. Establish Daily inspections.
 - (1) Use SF 701 to record such checks.
 - (2) Ensure that SF 701 and SF 702 are an integral part of the security check system to annotate the securing of all vaults, secure rooms, and containers used for the storage of classified material.
 - b. Establish unannounced inspections.
 - (1) Perform inspections on a periodic and irregular interval.
 - (2) Perform at a sufficient frequency to provide a credible deterrent.
 - (3) Accomplish inspections at one or more-designated entry/exit points.
 - (4) Limit inspections at a particular entry/exit point(s) as appropriate to various periods of time, for example, one week, one day, or one hour.
 - (5) Conduct inspections at all entry/exit points after normal duty hours, including weekends and holidays, on a continuous basis, if practical.
 - c. Maintain inspection Records of date and time of inspections and problems encountered.
14. Designate personnel to be involved safeguarding, evacuation, or destruction of classified materials.
- a. Assign responsibilities.
 - b. Establish control measures.
15. Determine personnel training required.
- a. Reduce risks.
 - b. Ensure security of material.
 - c. Conduct evacuation drills/exercises.
 - d. Conduct destruction drills/exercise.
 - e. Provide security to classified materials.

Performance Steps

16. Establish procedures for periodic review of plan.

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the NCO completes the task, the supervisor will score the NCO PASS (P) or FAIL (F) on each performance measure.

Performance Measures	<u>GO</u>	<u>NO GO</u>
1. Reviewed classified material policy.	—	—
2. Evaluated possible types of emergencies that would require evacuation or destruction of classified material.	—	—
3. Determined resources available to conduct evacuation or destruction of classified material.	—	—
4. Evaluated risks for personnel in evacuation or destruction of classified materials.	—	—
5. Determined measures to eliminate or lessen risk to personnel during evacuation or destruction.	—	—
6. Identified individuals authorized to implement evacuation or destruction.	—	—
7. Established priorities for evacuation or destruction.	—	—
8. Determined procedures to reduce the amount of classified material on hand.	—	—
9. Selected destruction methods appropriate for the classes of materials stored.	—	—
10. Determined the location of destruction facilities or devices.	—	—
11. Established emergency, no notice, destruction, or evacuation procedures.	—	—
12. Determined if materials were properly secured.	—	—
13. Setup procedures for security inspections.	—	—
14. Designated personnel to be involved safeguarding, evacuation or destruction of classified materials.	—	—
15. Determined personnel training required.	—	—
16. Established procedures for periodic review of plan.	—	—

Evaluation Guidance: Score a GO if the NCO passes (P) all applicable performance measures. Score a NO GO if the NCO fails (F) any performance measure. Show the NCO what was done wrong on any failed performance measure and how to do it correctly.

References

- Required**
 AR 380-5
 SF 700
 SF 702
 SOP

Related

GLOSSARY**Section I****Acronyms & Abbreviations**

AC	active component; assistant commandant
ACCP	Army Correspondence Course Program
ADP	automated data processing
AIT	advanced individual training
AN	annually
ANCOC	Advanced Noncommissioned Officer Course
APDS	all-purpose date(ing) stamp
APFT	Army physical fitness test
APO	Army Post Office
AR	Army Regulation; Army Reserve
ARNG	Army National Guard
ARTEP	Army Training and Evaluation Program
AS	as stated; associate of the sciences degree
ASI	additional skill identifier
AWOL	absent without leave
BMC	bulk mail center
BNCOC	Basic Noncommissioned Officer Course
BTMS	battalion training management system
CF	copy furnished
CFA	current files area
CID	Criminal Investigation Division
COD	collect on delivery
CONUS	the continental United States
COPE	custodian of postal effects
CTT	common task training; common task test; constructed travel time

CY	calendar year
DA	Department of the Army
DMM	Domestic Mail Manual
DoD	Department of Defense
DSN	defense switchboard network
DTG	date-time group
FM	field manual; frequency modulation
FOUO	for official use only
FRC	Federal Records Center
FY	fiscal year
GPO	Government Printing Office
HHC	headquarters and headquarters company
HQ	headquarters
HQDA	Headquarters, Department of the Army
IAW	in accordance with
ID	identification; Infantry Division
IMM	International Mail Manual
IRT	integrated retail terminal
ISSO	Information Services Support Office
ITED	Individual Training Evaluation Directorate
ITEP	individual training evaluation program
LMF	language media format
MACOM	Major Army Command
MAO	mailing address only
MARKS	modern Army recordkeeping system
MDILAH	mail distribution instructions and labeling handbook
MDS-MPOLL	mail distribution scheme - military post office location list
MEPS	Military Entrance Processing Station

METL	mission essential task list
MFR	memorandum for record
MO	money order; monthly; month
MOA	memorandum of agreement
MOB	mobilization training
MOPP	mission oriented protective posture
MOS	military occupational specialty
MOSC	military occupational specialty code
MOU	memorandum of understanding
MPO	military post office; military payment order
MPOLL	military post office location list
MPOMDS	military post office mail distribution scheme
MPSA	Military Postal Service Agency
MTDA	modification table of distribution and allowances
MTOE	modified table of organization and equipment
MTP	mission training plan; MOS training plan
NBC	nuclear, biological, and chemical
NCO	noncommissioned officer
NCO-ER	noncommissioned officer evaluation report
NCOIC	noncommissioned officer in charge
NGB	National Guard Bureau
OCRE	optical character recognition equipment
OMCCP	official mail cost control program
OMCO	official mail control officer
OMDC	official mail and distribution center
OMM	official mail manager
ORIG/MSG	originator message identification
OSM	outside mail

OSP	outside pieces
PAC	Personnel and Administration Center
PAL	parcel airlift
PARS	postal activity reporting system
PCO	publications control officer
PIF	place in inactive file
PM	program manager
POC	point of contact; privately owned conveyance
PS	prior service; postal service
PSC	personnel service company
PSM	publications stockroom manager
PUBS OFF	publications officer
RC	reserve component
RDD	resource distribution document; required delivery date
RHA	records holding area
RMO	records management official
ROTC	Reserve Officer Training Corps
SA	staging area; semi-annually
SF	standard form
SL	skill level
SM	soldier's manual
SMCT	Soldier's Manual of Common Tasks
SOP	standing operating procedure
SPECAT	special category
STP	Soldier Training Publication
TCC	telecommunications center
TDY	temporary duty
TEC	training extension course

TG	training guide; trainer's guide; task group
TOE	table of organization and equipment
TR	TRADOC regulation; transportation request
TRADOC	Training and Doctrine Command
TSCO	top secret control office(r)
TTISMM	transit time information system for military mail
UI	unit of issue
UIC	unit identification code
UMR	unit manning report
Unit training	Training (individual, collective, and joint or combined) conducted in a unit.
USAPDC	U.S. Army Publications Distribution Center
USAR	U.S. Army Reserve
USPS	United States Postal Service
via	by way of
WD	withdrawn
WNRC	Washington National Records Center
WO	warrant officer
XMT	exempt

Section II

Terms

Army Training and Evaluation Program (ARTEP)

The cornerstone of unit training. It is the umbrella program used by the trainer and training manager in the training evaluation of units. The ARTEP is a complete program enabling commanders to evaluate and develop collective training based on unit weaknesses, train the unit to overcome those weaknesses, and reevaluate. Success on the battlefield depends on the coordinated performance of collective and individual skills that are taught through the ARTEP MTP.

BLK
block

Bn
battalion

Cir
circular

class
classification; classified

DA PAM
Department of the Army Pamphlet

DD Form
Department of the Defense Form

e.g.
for example

end
endorsement

i.e.
that is

INFO
information addressee; information

ltr
letter

mech
mechanized

Memo
memorandum; mission essential maintenance only

nc
no change

No
number

ret
retire; retirement

REFERENCES

Required Publications

Required publications are sources that users must read in order to understand or to comply with this publication.

Army Regulations

AR 25-30	The Army Publishing Program 15 July 2002
AR 25-400-2	The Modern Army Recordkeeping System (MARKS) 18 March 2003
AR 25-50	Preparing and Managing Correspondence 3 June 2002
AR 25-51	Official Mail and Distribution Management 30 November 1992
AR 25-55	The Department of the Army Freedom of Information Act Program 1 November 1997
AR 310-50	Authorized Abbreviations, Brevity Codes and Acronyms 15 November 1985
AR 380-5	Department of the Army Information Security Program 29 September 2000
AR 530-1	Operations Security (OPSEC) 3 March 1995
AR 600-8-104	Military Personnel Information Management/Records 27 April 1992
AR 623-205	Noncommissioned Officer Evaluation Reporting System 15 May 2002

Department of Army Forms

DA FORM 12-99-R	DA Form 12-Series Subscription Change Sheet 1 April 1996
DA FORM 12-R	Request for Establishment of a Publications Account 1 April 1996
DA FORM 209	Delay, Referral, or Follow-up Notice 1 January 1970
DA FORM 2445	Correspondence Control Record 1 January 1984
DA FORM 3955	Change of Address and Directory Card 1 February 1979
DA FORM 3964	Classified Document Accountability Record 1 July 1979
DA FORM 455	Mail and Document Register 1 July 1962
DA FORM 4569	USAPC Requisition Code Sheet 1 July 1996
DA FORM 5165-R	Field Expedient Squad Book 1 September 1985
DA FORM 638	Recommendation for Award 1 November 1994
DA FORM 642	Forms Information Record 1 August 1954
DA FORM 969	Top Secret Document Record 1 October 1978

Department of Army Pamphlets

DA PAM 25-33	User's Guide for Army Publications and Forms 15 September 1996
DA PAM 350-59	Army Correspondence Course Program Catalog 1 October 2002
DA PAM 600-67	Effective Writing for Army Leaders 20 June 1986
DA PAM 600-8	Management and Administrative Procedures 1 August 1986
DA PAM 623-205	The Noncommissioned Officer Evaluation Reporting System "In Brief" 29 January 1988

Department of Defense Publications

DOD 4525.6-C	DoD Postal Supply Catalog 1 April 1990
DOD 4525.6-H	Mail Distribution Instructions and Labeling Handbook
DOD 4525.6-M	DoD Postal Manual 15 August 2002
DOD 4525.6-M-L-2	Military Post Office Mail Distribution Scheme 1 May 1984

DOD REG 4525.6-L-1

Military Post Office Location List (MPOLL) 1 February 1990

Field Manuals

FM 101-5

Staff Organization and Operations 31 May 1997

FM 25-100

Training the Force 15 November 1988

FM 25-101

Battle Focused Training Management at Battalion Level and Lower 30 September 1990

FM 25-4

How to Conduct Training Exercises 10 September 1984

FM 25-5

Training for Mobilization and War 25 January 1985

Other Product Types

DA LABEL 87

For Official Use Only Cover Sheet 1 April 1982

DD FORM 2257

Designation/Termination MPC-FPC-COPE-PFO 1 January 1982

DD FORM 2259

Report of Audit of Postal Accounts 1 January 1982

DD FORM 2261

Registered Mail - Balance and Inventory 1 January 1982

DD FORM 2273

Irregularities in Makeup and Dispatch of Mail 1 January 1982

DD FORM 285

Appointment of Military Postal Clerk, Unit Mail Clerk or Mail Orderly 1 June 1967

DD FORM 885

Money Order Control Record 1 December 1955

DMM

Domestic Mail Manual

DOD 4525.6-STD

Transit Time Information Standard System for Military Mail

IMM

International Mail Manual

OF 41

Routing and Transmittal Slip 1 July 1976

SF 700

Security Container Information 1 August 1985

SF 702

Security Container Check Sheet 1 August 1985

SF 703

Top Secret Cover Sheet 1 August 1985

SF 704

Secret Cover Sheet 1 August 1985

SF 705

Confidential Cover Sheet 1 August 1985

SF 706

TOP SECRET Label for ADP Media 1 January 1987

SF 707

SECRET Label for ADP Media 1 January 1987

SF 708

CONFIDENTIAL Label for ADP Media 1 January 1987

SOP

Standing Operating Procedures (SOP), Local

USERS GUIDE-IRT

Integrated Retail Terminal Users Guide

USPS ENVELOPE 2976-E

Customs Envelope

USPS EP390B

Envelope, printed, preaddressed to Military Money Order Section

USPS EP9

Envelope, registry jackets, printed 4 x 6", registry pouch bill envelope

USPS FORM 1000

Domestic Claim or Registered Mail Inquiry

USPS FORM 1096

Cash Receipt

USPS FORM 1412-A

Daily Financial Report

USPS FORM 1412-B

Daily Financial Report

USPS FORM 1510

Mail Loss/Rifling Report

USPS FORM 1567

Requisition for Rubber and Steel Stamps Only

USPS FORM 1590

Supplies and Equipment Receipt

USPS FORM 17

Stamp Requisition

USPS FORM 2262

Receptacle Record Card

USPS FORM 2759

Report of Irregular Handling of Mail

USPS FORM 2865

Return Receipt for International Mail

USPS FORM 2966-A

Parcel Post Customs Declaration

USPS FORM 2966-B

Parcel Post Customs Declaration and Dispatch Note

USPS FORM 2976	Customs--CN 22 (Old C1) Sender's Declaration
USPS FORM 2976-A	Customs Declarations and Dispatch Note
USPS FORM 3294	Cash and Stamp Stock Count and Summary
USPS FORM 3295	Daily Record of Stamps, Stamped Paper, and Non-Postal Stamps on Hand
USPS FORM 3368	Stamp Credit Examination Record
USPS FORM 3369	Consigned Credit Receipt
USPS FORM 3533	Application and Voucher for Refund of Postage and Fees
USPS FORM 3579	Undeliverable Standard Mail (A) & (B) and Special Standard Mail (B)
USPS FORM 3602-PO	Postage Collected through Post Office Meter
USPS FORM 3800	Receipt for Certified Mail
USPS FORM 3801	Standing Delivery Order
USPS FORM 3811	Domestic Return Receipt
USPS FORM 3813	Receipt for Domestic Insured Parcel
USPS FORM 3813-P	Receipt for Insured Mail Domestic International
USPS FORM 3817	Certificate of Mailing
USPS FORM 3831	Receipt for Article(s) Damaged in Mails
USPS FORM 3849	Delivery Notice/Reminder/Receipt
USPS FORM 3854	Manifold Registry Dispatch Book
USPS FORM 3877	Firm Mailing Book for Registered, Insured, COD, Certified Mail, and Express Mail
USPS FORM 3883	Firm Mailing Book Registered, Certified, and Numbered Insured Mail or Firm Delivery Book Registered, Certified, and Numbered Insured Mail
USPS FORM 3907	Post Office Box Mail Pickup Notice
USPS FORM 3977	Duplicate Key Inventory
USPS FORM 565	Registered Mail Application For Indemnity/Inquiry
USPS FORM 6019	Military Post Office (MPO) Report of Money Order Business
USPS FORM 6401	Domestic Money Order Inquiry
USPS FORM 6990	Invoice-Money Order Forms
USPS FORM 7380	Supply Center Requisition
USPS FORM 7381	Requisition for Supplies, Services, or Equipment
USPS LAB107	Priority Mail Sticker
USPS LAB11B	Express Mail Post Office to Addressee Service
USPS LAB19-A	Par Avion Air Mail
USPS LAB86	Express Mail--Military Service
USPS LAB87	Registered Outside
USPS LABEL 200	Registered Mail Label
USPS MONEY ORDER FORM SET	Domestic Postal Money Order Form Set
USPS NOT123	Ratefold
USPS O817C	Seal, Tin Band, Numbered for Registered Mail and Airmail
USPS OFFICIAL ZONE CHART	USPS Official Zone Chart
USPS POS103	Postage Rates, Fees and Information
USPS POS51	International Postage Rates and Fees
USPS POSTAL BULLETIN	United States Postal Service Postal Bulletin (Periodically published)
USPS PUB38	United States Postal Service/Department of Defense Postal Agreement
USPS TAG176-B	Express Mail--Military Service
USPS TAG18	PAL

Soldier Training Publications

STP 21-24-SMCT Soldier's Manual of Common Tasks (SMCT), Skill Levels 2/3/4

Related Publications

Related publications are sources of additional information. They are not required in order to understand this publication.

Army Correspondence Course Program Subcourses

AG 0101 Classified Documents Procedures 1 June 1990
AG 0104 Administering the Forms Management Program 1 September 1993
AG 0404 The Modern Army Record Keeping System (MARKS) 2 January 1994
AG 0622 Handling Classified Documents 1 June 1992
IS 1400 Effective Writing

Army Regulations

AR 25-1 Army Information Management 31 May 2002
AR 25-30 The Army Publishing Program 15 July 2002

Department of Army Forms

DA FORM 2028 Recommended Changes to Publications and Blank Forms 1 February 1974

Department of Defense Publications

DOD 4525.6-M DoD Postal Manual 15 August 2002

Other Product Types

MISC PUB 38-1 U.S. Government Printing Office (GPO) Style Manual
SF 700 Security Container Information 1 August 1985
SF 702 Security Container Check Sheet 1 August 1985
SF 703 Top Secret Cover Sheet 1 August 1985
SF 704 Secret Cover Sheet 1 August 1985
SF 705 Confidential Cover Sheet 1 August 1985
SOFTWARE-OFFICE Microsoft Office Professional 97/2000/XP (Word, Excel, Powerpoint, Access)

Soldier Training Publications

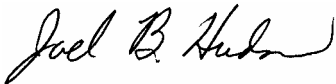
STP 12-71L12-SM SOLDIER'S MANUAL, SKILL LEVELS 1/2, MOS 42L (formerly 71L), ADMINISTRATIVE SPECIALIST, (INCLUDES TASKS FOR ASI E3, EXECUTIVE ADMINISTRATIVE ASSISTANT AND ASI F5, POSTAL OPERATIONS) 1 October 2003
STP 21-1-SMCT Soldier's Manual of Common Tasks Skill Level 1

STP 12-42L35-SM-TG
30 OCTOBER 2003

By Order of the Secretary of the Army

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