

LABOR RELATIONS



March 3, 2020

Mr. Brian J. Wagner
President
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Certified Mail Tracking Number:
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Dear Brian:

As a matter of general interest, the Postal Service plans to revise Handbook F-101, *Field Accounting Procedures*, Sections 20-6, 21-1.1, 24-10.1.1 and 24-10.1.2.

The purpose of the revisions is to increase the retail cash refund maximum from \$25 to \$35 as a result of the Priority Mail Express rate increase. The refund increase will cover any service or fee paid that is eligible for a refund.

Enclosed are copies of Handbook F-101, *Field Accounting Procedures*, Sections 20-6, 21-1.1, 24-10.1.1 and 24-10.1.2, one with and one without changes identified.

Please contact Dion Mealy at extension 6861 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "Rickey R. Dean", written over a horizontal line.

Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosures



20-6 Employee Uniform Cap Reimbursement

The postmaster may authorize a uniform cap reimbursement when an employee is required to wear a uniform cap before becoming eligible for a uniform allowance. The procedure for reimbursing an employee for a uniform cap is as follows:

- a. The postmaster completes PS Form 3236, *Uniform Allowance Cap Disbursements*, ensuring that the employee's information is verified and correctly documented.
- b. The employee signs the invoice.
- c. The RA issues cash (up to \$235.00) or a no-fee money order and enters the amount of the payment in AIC 610 on PS Form 1412. If a no-fee money order is issued, report the fee amount in AIC 586; POS and eMOVES units use Reason Code 29, One-time Local Purchase.
- d. The closeout employee files PS Form 3236, the invoice, and proof of payment as supporting documentation for the AIC 610 entry on PS Form 1412.

21-1.1

Refunds for \$500 or Less

To issue a refund for \$500 or less, the RA does the following:

- a. Ensures Part 1 and Part 2 of PS Form 3533 is completed as detailed in subchapter 21-1, Overview.
- b. If the refund is paid in cash (limited to \$235), instructs the payee to sign and date Part 5, **Disbursements for Refunds**, of PS Form 3533.
- c. If the refund amount is greater than \$235, issues a no-fee money order to the customer and records the money order serial number and date issued in Part 5 of PS Form 3533.
- d. Enters the amount of the refund in the appropriate refund AIC on PS Form 1412, *Daily Financial Report*. (Follow the guidelines on PS Form 3533 in the **Request Disbursement For** section.)
- e. If a no-fee money order is issued, ensures the fee amount is reported in AIC 586. (POS and eMOVES units see Appendix C, [Exhibit C-4](#) for the list of Reason Codes to use for AIC 586.)
- f. Submits the completed PS Form 3533 to the closeout employee as supporting documentation for PS Form 1412.

24-10 Refunds and Exchanges

24-10.1

Refunds

Use PS Form 3533, *Application for Refund of Fees, Products and Withdrawal of Customer Accounts*, to document all refund activities.

24-10.1.1

Refunds Processed by Single Drawer Accountability Office

Refunds are limited at SDA units to cash refunds of \$235. Issuance of no-fee money orders is not permitted. To issue cash refunds of \$235 or less, the RMPO employee does the following:

- a. Have customer complete Part 1, Application, and 5, Disbursements for Refunds, of PS Form 3533.
- b. Enter the amount of the refund in the appropriate refund AIC on the Unit PS Form 1412.
- c. If no witness is available, annotate on appropriate line "NWA."

Exception: PO Box refunds greater than \$235 will require approval from the Administrative Post Office before the SDA unit can process and post on the unit 1412.

24-10.1.2

Refunds Processed by Administrative Post Office

For refund amounts greater than \$235 with the exception of PO Boxes, the RMPO office must send PS Form 3533 to the Administrative Post Office for approval and payment. If applicable, the Administrative Post Office submits the PS Form 3533 to the Scanning and Imaging Center (SIC) for processing the refund payment, following the guidelines in subchapter 21, for various types of refunds. The refund is then recorded in the proper AIC.

- a. Have customer complete Part 1 of PS Form 3533.
- b. The RMPO employee reviews the PS Form 3533 and ensures the form is complete and proper support is provided.
- c. The RMPO employee submits PS Form 3533 to the Administrative Post Office for processing.

Note: RMPO office does not record refund AIC entries on the SDA Unit PS Form 1412 when submitting PS Form 3533 to the Administrative Post Office.