LABOR RELATIONS

UNITED STATES
POSTAL SERVICE

December 13, 2021

Mr. Ivan Butts
President
National Association of Postal
 Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Certified Mail Tracking Number:
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Dear Mr. Butts:

The Postal Service plans to revise multiple chapters in Handbook F-101, *Field Accounting Procedures.*

The purpose of the revisions is to remove and/or update obsolete terminology, procedures, and reporting technologies.

Enclosed on compact disc (CD) are the following:

- A final draft copy of the following chapters of Handbook F-101, *Field Accounting Procedures*, one with and one without changes identified:
   o Chapter 11, *Accountable Paper-Postal Retail Units*
   o Chapter 12, *Accountable Paper-SFS*
   o Chapter 13, *Stamp Stock and Cash Credits*
   o Chapter 15, *Employee Items*
   o Chapter 16, *Customer Business Mail Activity*
   o Chapter 17, *Non-Trust Account Customer-BRM and Postage Due Activity*
   o Chapter 20, *Payment Types*
   o Chapter 21, *Refunds and Exchanges*
   o Chapter 23, *Payroll*
   o Chapter 24, *Single Drawer Accountability*

Please contact Dion Mealy at 202-507-0193 if you have any questions concerning this matter or would like to meet to discuss the proposed changes.

Sincerely,

Shannon Richardson
Director
Contract Administration (APWU)

Enclosure

475 L'ENFANT PLAZA SW
WASHINGTON DC 20260-4101
WWW.USPS.COM

(CA2021- 401)

11 Accountable Paper — Postal Retail Units

This chapter describes the responsibilities and procedures for receiving, securing, issuing, and controlling accountable paper at postal retail units (PRUs). This chapter also contains the procedures for preparing and returning saleable and nonsaleable stock. This chapter includes the following subchapters:

Note: There are account identifier codes (AICs) used throughout this chapter. For the titles and descriptions of AICs that are currently in use, refer to Appendix A.

11-1 Types of Accountable Paper

Accountable paper includes the following items:

a. Postage stock, which includes the following items:

   1. Postage stamps.

   2. Semi-postal stamps.

b. Stamped papers, which include the following items:

   1. Stamped envelopes and postal cards, including regular, special, commemorative, and penalty mail issues.

   2. International reply coupons (IRCs). *Note:* The Postal Service no longer sells IRCs but only exchanges them.

c. Nonpostal stamps, which are migratory bird hunting and conservation stamps sold for the Department of the Interior.

d.   Philatelic products, which include the following items:

   1.   Mint sets.

   2.   Stamp collecting kits.

   3.   Gift packs.

   4.   Other products developed by Stamp Services.

e.   Money order stock, which refers to postal money orders. (See chapter 10.)

11-2 Accountable Paper Terms

The following accountable paper terms will help Postal Service employees understand the accountable paper procedures in this handbook:

a.   Unit reserve: In a Postal Retail Unit (PRU), the unit reserve consists of all stamps, stamped paper, and philatelic products that have not been consigned to other accountabilities within the unit.

b.   Stamp Fulfillment Services (SFS) has the following tasks:

   1.   Receive and disburse stamps, stamped paper, and philatelic products.

   2.   Provide accountable paper for PRUs and contract postal units (CPUs).

   3.   Provide USA Philatelic catalog items to stamp collectors and to PRUs for promotions or presentations.

c.   Stamp Distribution Offices (SDOs): With locations in Honolulu, HI and San Juan, PR, each SDO receives and disburses emergency orders for stamps, stamped paper, and philatelic products for PRUs and CPUs within its service area.

d.   SFS Web: SFS Web is a web application that PRUs use to submit and manage stamp orders.

11-3 Responsibilities

11-3.1   Postmaster or Unit Manager

The postmaster or unit manager is responsible for ensuring that controls are in place for maintaining an accurate inventory for all accountable paper within the PRU. This responsibility includes but is not limited to the following tasks:

a.   Provide adequate security for all accountable items.

b.   Monitor inventory levels.

c.   Establish and control segments within the PRU.

d.   Ensure the proper entry of all financial transactions.

e.   Ensure that all required counts are performed.

11-3.2   Employee

All employees who are assigned responsibility for accountable paper have the following responsibilities:

a.   Account for all accountable paper issued to them as a stamp credit.

b.   Account for all funds received from accountable paper sales until they deposit the funds as postal funds.

c. Ensure that they record all financial transactions accurately and timely.

All employees who are assigned responsibility for accountable paper are liable for losses in their accountability.

11-3.3   Contractor

A contractor is accountable for all accountable paper assigned to the CPU.

11-3.4   Stamp Stock Limits

11-3.4.1   General Information

The total stamp stock limit for a PRU is based on whether the PRU is an RSS office, a standard e1412 office, or a CPU, as follows:

a. RSS office: For Postal Quarters 1, 2, 3, and 4 (October 1–September 30), the stamp stock limit is calculated by dividing the prior fiscal year (FY) sales (for Quarters 1–4) reported in AIC 852 by four. Excluded from the stock on-hand calculation are Christmas stock, Philatelic stock, Unsalable stock, and Redeemed stock.

    Note: In order to correctly calculate the stamp stock limit, the RSS office must accurately enter all stamp stock into the system by using the correct item number.

b. Standard e1412 office: For Postal Quarters 1, 2, 3, and 4 (October 1–September 30), the stamp stock limit is calculated by dividing the prior FY sales (for Quarters 1–4) reported in AIC 852 by four, with no items excluded.

c. CPU: For Postal Quarters 1, 2, 3, and 4 (October 1–September 30), the stamp stock limit is calculated by dividing the prior FY sales (for Quarters 1–4) reported in AIC 852 by four, with no items excluded. A CPU must not at any time exceed the maximum stock limit even if its authorized bond amount is higher. For example, if a CPU's calculated stamp stock limit is $10,000, but the CPU's authorized bond amount is $12,000, then the CPU's maximum stamp stock limit is $10,000. And in such a case, if the CPU also has an unused balance in a Post Office meter of $1,000, then the maximum amount of stamp stock on hand for the CPU is reduced to $9,000, because its maximum stock limit is only $10,000.

11-3.4.2   Exemptions

A PRU whose daily stamp stock total does not exceed $5,000 is exempt from the total stamp stock limit rule as described in 11-3.4.1. This exemption allows the PRU to maintain up to $5,000 in total stamp stock before it applies the calculation for excess stamp stock.

This exemption also applies to CPUs as long as the stamp accountability and unused balance on a remote-set postage meter (if applicable) does not exceed the CPU's bond authorization limit (see 6-4.2).

11-3.4.3   Stamp Stock Total

A unit's stamp stock total is the amount reported in AIC 853 in the unit's PS Form 1412, *Daily Financial Report,* and is comprised of the following:

    a. The unit reserve.

    b. Stamp stock credits assigned from the unit reserve (e.g., philatelic, mobile units, and special events).

    c. The retail floor stock when the unit operates under Segmented Inventory Accountability.

A PRU may temporarily exceed the maximum accountability limit for the unit based on the calculations as stated above, but only if it is due to a customer need or special circumstances, and the unit returns to being at or below its stamp stock limit within 7 business days after receipt of the stock in the office.

Example: A customer requests to purchase $50,000 of stamps, but the order would bring the site over its limit. Nevertheless, this stock scenario is acceptable, as long as the unit returns to being at or below its stamp stock limit within 7 business days after receipt of the stock in the office. It is the responsibility of the postmaster, manager, or supervisor to monitor the stamp stock limits for excess and make the necessary adjustments to bring the unit within its maximum limits.

Note: When there are no same-period-last-year (SPLY) sales during a time period to accurately calculate the stamp stock limit, a PRU or CPU can request that the DFM establish the stamp stock limit for that time period. The DFM provides the unit with a written authorization identifying the amount established as the stamp stock limit, the effective date, and the expiration date.

11-4 Obtaining Stamp Stock From SFS

11-4.1 Automatic Shipments of Stamp Stock

Some PRUs automatically receive shipments of select commemorative, special issue, and holiday stamps from SFS.

11-4.2 Ordering Stamp Stock

A PRU orders accountable paper — excluding money order stock — using the SFS Web system, and SFS ships the ordered stock to the PRU. A PRU must order money orders from the MDC via eBuy+.

All PRU employees must adhere to the following procedures when ordering stamp stock:

a. Order postage stamps and stamped paper from SFS to meet customer demand, but do not exceed stamp stock limits (see section 11-3.4).

b. Follow the stamp stock ordering procedures established for that unit's district.

c. Submit orders through the SFS Web system, the official USPS tool for ordering stamp products.

11-4.3 Emergency Orders

As per established procedures, submit emergency orders for stamp stock to SFS only when absolutely necessary to meet customer demand. To submit an emergency order, call SFS at 1-844-737-7826.

Note: The Honolulu and San Juan SDOs fill emergency orders only for PRUs within their service area.

The PRU must limit emergency orders to stock that is needed to meet customer demand and that could not have been foreseen when previously placing regular orders.

There is no limit to the number of times that a PRU can make an emergency stock order to fulfill customer demands, nor to the quantity of items that a PRU can include in an emergency stock order.

11-5 Receiving Stock Shipments From SFS

11-5.1 Examining and Verifying the Shipment

PRU personnel must examine and verify stock shipments as follows:

a. Examine each shipping carton to ascertain that the address is correct, the seal is unbroken, and the contents are not damaged.

b. Report tampering to the U.S. Postal Inspection Service (USPIS) and the Office of Inspector General (OIG) immediately.

c. Count the stock and verify with a witness the count on the computer-generated PS Form 17, *Stamp Requisition/Stamp Return.*

d. Sign and date the computer-generated PS Form 17. In an office that has multiple employees working concurrently, the PS Form 17 should have a witness signature. In an office that has just one employee, enter "NWA" on the witness signature line indicating no witness available.

e. Enter the total value of the physical stock received into the reporting technology.

Exhibit 11-5.1 provides specific verification procedures by item.

Exhibit 11-5.1

Shipment Verification Procedures

Item	Verification
Panes in sealed packages	Follow the instructions on the package for verifying the contents before removing the sealed film wrapper on the individual packages.
Stamp booklets	Before breaking the package seal, count the number of booklets in the denomination and type described on the unit package.
Coils	Before breaking the seal, count the stamp coils to verify the shipment contains the quantity of coils, type, and denomination of stock ordered.
Stamped envelopes and postal cards	Count the number of boxes or packages and the denominations of the envelopes or cards, and verify the count with the carton labels and PS Form 17.
Philatelic products	Count the number of items in open cartons. The total must agree with the quantity printed on the outside of the carton.

11-5.2 Stock Defects

Defective stock and stamped paper are not saleable and remain the property of the Postal Service. No employee or contractor may purchase, sell, or transfer defective stamps or stamped paper from an official supply.

Defective stock includes obvious printing and production errors such as the following:

a. Bad color registration.

b. Missing color.

   c.   Missing printing.

   d.   Upside-down printing.

   e.   Missing perforations.

   f.   Perforated stamp design.

Any USPS employee or contractor who discovers defective stamps or stamped paper must immediately return the defective products to the unit reserve stock.

The stamp stock custodian must do the following:

   a.   Send an email to *SFS_Returns@usps.gov* — and include *SFS_StampProd@usps.gov* in the "CC" line — to request a return authorization number and to report the defective stock.

   b.   Immediately return defective stock to SFS using PS Form 17, *Stamp Requisition/Stamp Return.*

   c.   Mark PS Form 17 and the outside of the shipping package with the word "defective."

11-5.3   Accounting for Stock Shipments

Accounting Services monitors all stamp stock shipments.

When SFS or another PRU ships stamp stock to a PRU, that action creates an in-transit item for the PRU that is the intended recipient. To clear the in-transit item, the stamp stock custodian at the intended receiving PRU does the following:

     a.   Receive the stock into the unit reserve by item number.

     b.   Enter the shipment number and location ID of the sending PRU or SFS.

     c.   Print the system-generated PS Form 3958, Unit Reserve Stamp Stock Transaction Record, or PS Form 3959, Stamp Stock Transactions and Daily Recap, for e1412.

If the intended receiving recipient PRU does not clear an in-transit stock shipment within 15 days, Accounting Services clears the in-transit stock shipment by issuing an expense to the intended receiving PRU. (See 8-4.)

11-5.4   Lost/Stolen Stock Shipment

For any complete lost/stolen stock shipments, the PRU must contact the OIG by email at *hotline@uspsoig.gov* — note that this requirement is for a complete lost/stolen shipment (not a shipment discrepancy — for shipment discrepancies, see 11-5.5.2 and 11-5.5.3). The email must include the unit finance number, the shipment number, and the item number for each lost item, along with the total dollar amount of the lost shipment.

The PRU must also contact SFS via the *SFS Discrepancy Online Tool* located on the SFS Toolkit.

The PRU receives an expense in AIC 647, Financial Differences Shortage, from Accounting Services.

If all efforts fail to locate a missing stock shipment, the PRU must follow the claim for loss process. (See 8-7.)

11-5.5   Reporting Stamp Stock Discrepancies

11-5.5.1   Discrepancies in Sealed Packages (Manufacturer's Defect)

The PRU must visually examine sealed packages of stamp stock to verify the quantity. (See Examining and Verifying the Shipment.)

Upon identifying discrepancies, the PRU must contact SFS via the *SFS Discrepancy Online Tool* located in the SFS Toolkit.

<table>
<tr><td>11-5.5.2</td><td style="text-align:center">Stock Discrepancies Less Than $250</td></tr>
</table>

For stamp shortage discrepancies less than $250, the PRU must enter the quantity and value of the physical stamp stock received. AIC 841, Stamp Stock Received, on the unit's PS Form 1412 reflects the value of the actual stock received. The PRU receives an expense in AIC 647, Financial Differences Shortage, from Accounting Services (FPR Net Financial Differences (AIC 247/647) – Line Detail). To offset the expense, the PRU must follow the claim for loss process. (See 8-7.)

<table>
<tr><td>11-5.5.3</td><td style="text-align:center">Stock Discrepancies of at Least $250</td></tr>
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For a discrepancy of at least $250 when the package has no visible evidence of damage, SFS resolves the discrepancy with the PRU through coordinated dialogue.

Note: The procedures in this section apply to cases in which there is an error with the contents, not an issue with a damaged shipping container.

The PRU must enter the quantity and value of the physical stamp stock received. AIC 841, Stamp Stock Received, on the unit's PS Form 1412 reflects the value of the actual stock received.

To document a discrepancy, contact SFS in one of the following ways:

a. Through the *SFS Discrepancy Online Tool* located in the SFS Toolkit.

b. By email at *SFS_Discrepancy@usps.gov.* The email must include the unit finance number, the shipment number, then item number for each discrepancy, and the positive or negative dollar amount for each discrepancy. Also, indicate whether or not the package was broken/opened/re-taped, and attach a copy of the applicable PS Form 17. Retain the email as the supporting documentation for the claim for loss.

SFS coordinates with the PRU regarding the discrepancy and any additional instructions, and handles shortages and overages as follows:

a. Shortages: SFS ships the missing item(s) to the PRU.

b. Overages: The PRU may request to return the item(s) to SFS.

<table>
<tr><td>11-5.5.4</td><td style="text-align:center">Receipt of Damaged Package</td></tr>
</table>

For a discrepancy in which the package received from SFS has visible evidence of damage and the contents are fully or partially missing, the PRU must do the following:

a. Enter the total quantity and value of the physical stamp stock received. AIC 841, Stamp Stock Received, on the unit's PS Form 1412 reflects the value of the actual stock received.

b. Receive an expense in AIC 647, Financial Differences Shortage, from Accounting Services (FPR Net Financial Differences (AIC 247/647) – Line Detail).

c. Contact SFS through the *SFS Discrepancy Online Tool* located in the SFS Toolkit.

d. To offset the expense, the PRU must follow the claim for loss process. (See 8-7.)

11-5.6   Accounting for Stamp Stock Shipment Discrepancies

11-5.6.1   **Accounting for Shortages Less Than $250**

The unit receives an expense in AIC 647, Financial Differences Shortages, from Accounting Services. To account for shortages in stamp stock shipments, the PRU or CPU does the following:

   a.   Submit the completed PS Form 2130, *Claim for Loss/Recovered Claims for Loss,* and support documentation to the DFM for approval.
   b.   Upon approval, make the following entries on the unit's PS Form 1412 to offset the AIC 647 expense:

AIC	Reason Code
247, Financial Differences Overages	05, Stock Differences
633, Claim for Loss	14, Lost or Stolen Shipment

11-5.6.2   **Accounting for Overages Less Than $250**

The unit receives an expense in AIC 247, Financial Differences Shortages, from Accounting Services. To account for overages in stamp stock shipments, the PRU or CPU does the following:

a.   Submit the completed PS Form 2130 and support documentation to the DFM for approval.

b.   Upon approval, make the following entries on the unit's PS Form 1412 to offset the AIC 247 expense:

AIC	Reason Code
647, Financial Differences Shortages	05, Stock Differences
180, Claim for Loss Recovered	14, Lost or Stolen Shipment

11-6 Returning Stock to SFS

11-6.1   **Returning Saleable Stock**

11-6.1.1   **General Information**

Saleable stock that a stamp stock custodian may return to SFS includes stamps, stamped envelopes, postal cards, and philatelic products currently on sale.

SFS must authorize the return of saleable stock before the stamp stock custodian may return it.

SFS considers accepting saleable stock only in the following situations:

a.   Attempts to ship the saleable stock to another PRU have been unsuccessful.
b.   All coils (of 100 stamps) must be in the original box of 50 coils.
c.   All single pane stamps must be in full decks.
d.   SFS has provided a return authorization number.

Note: To request authorization from SFS before returning saleable stamp stock, the stamp stock custodian must contact SFS using the SFS Return Authorization Online Tool *On-Sale Return Request*.

Also, the stamp stock custodian must write the return authorization number provided by SFS on the PS Forms 17 and on the outside of the box.

11-6.1.2 Saleable Stock Returned From the Retail Associate or Retail Floor Stock to the Unit Reserve

When returning any saleable stock to the unit reserve, the retail associate (RA) must do the following:

a. Enter the stock being returned through the respective reporting technology workflow.

b. Submit a signed copy of the system-generated PS Form 17 as supporting documentation for the AIC 848 entry on the RA's PS Form 1412.

The stamp stock custodian must do the following:

a. Verify the stock returned by the RA.

b. Accept the amount of stamp stock returned from the RA or the retail floor stock into the unit reserve stock on the same business day.

c. Sign and retain PS Form 17 as supporting documentation.

11-6.1.3 Saleable Stock Returned From the Unit Reserve to SFS

When returning any saleable stock to SFS, the stamp stock custodian must do the following:

a. Request authorization from SFS before returning saleable stamp stock.

b. After receiving authorization from SFS, enter the stock being returned into respective reporting technology and mark the forms as "Returned Stock — Saleable."

c. PS Form 17 is automatically generated and assigns a system generated 10-digit numeric shipment number.

d. Prepare a separate PS Form 17 for each carton. The PS Form 17 must equal the exact contents of each carton of stock submitted.

e. With a witness, independently count the stock and verifies totals for each item, by item number, on PS Form 17.

f. Sign the PS Form 17, along with the witness.

g. Package saleable stock for return as follows:

   1. Place the signed original PS Form 17 in a sealed envelope, and tape it to the outside of the carton.

   2. Write the return authorization number provided by SFS on the outside of the carton.

   3. Place two copies of the signed PS Form 17 inside the carton and file the third copy locally.

   4. Send the carton to SFS based on the value of the shipment, as follows:

      (a) If the value of the shipment is less than $10,000, use Priority Mail service with Signature Confirmation service.

      (b) If the value of the shipment is at least $10,000, use Registered Mail service.

      Notes:

      - Do not commingle returned saleable stock with IRCs or stock returned for destruction.

      - When using the Priority Mail network to return stamp stock, do not use an original manufacturer's carton/box.

11-6.1.4 Returning Loose Stamp Stock Found in the Mailstream

When stamp stock shipments have been damaged and broken open, loose stamp stock may appear in mail processing units, mail transportation equipment, or the mailstream. Any employee who finds loose stamp stock must notify his or her immediate supervisor about it, and the supervisor must do the following:

a.   Collect the loose stock into one or more cartons for shipment to SFS.

b.   For each carton of loose stamp stock to be shipped, prepare an original PS Form 17 as follows:

1.   With a witness, independently count the stock and enter the totals for each item, by item number, on PS Form 17.

Note: The information on PS Form 17 must exactly match the contents of each carton.

2.   Write "Found Loose in the Mail" on the top of PS Form 17.

c.   Make a copy of the original PS Form 17 and place the original in the carton with the loose stamp stock and file the copy locally.

d.   Use Priority Mail with Signature Confirmation service to send the carton to SFS at the following address:
STAMP FULFILLMENT SERVICES
LIM STOCK
8300 NE UNDERGROUND DRIVE PILLAR 225
KANSAS CITY MO   64162-9998

11-6.2   Returning Nonsaleable Stock for Destruction

11-6.2.1   General Information

A stamp stock custodian may return the following nonsaleable stock to SFS for destruction:

a.   Obsolete stock that is removed from sale at all locations.

b.   Defective stock that includes the following:

1.   Partial packages of stamps.

2.   Stamped envelopes.

3.   Postal cards.

4.   Damaged stock accepted from customers as described in DMM 604.9.0.

A stamp stock custodian must prepare nonsaleable stock to be returned to SFS for destruction as follows:

a.   Ensure that the value is clearly marked on each item.

b.   Sort loose stamps by denomination and paste them on letter-size paper.

A stamp stock custodian must retain nonsaleable stock until the value of the stock is at least $25, and then must return it to SFS during the designated destruction cycle (as posted on the Accounting web page and publicized to offices through multiple communications).

The stamp stock custodian must check the *Postal Bulletin* to know when to withdraw specific stamps and stamped paper items from sale.

SFS provides the schedule for returning nonsaleable stock.

Note: A list of off-sale items is available on the Enterprise Data Distribution website at https://edd.usps.gov/pls/posweb/ProdItem.Intro.

11-6.2.2   Nonsaleable Stock Returned From the Unit Reserve to SFS

When returning any nonsaleable stock to SFS, the stamp stock custodian must do the following:

a. Follow the return schedule provided by SFS.

b. Verify and resolve any differences in stock returned from the RA's or the retail floor stock, and enter the total into the unit reserve stock identified as "redeemed stock".

c. Remove all redeemed stock from the unit reserve.

d. Enter stock being returned through respective reporting technology. PS Form 17 is automatically generated and assigns a system generated 10-digit numeric shipment number.

e. Prepare a separate PS Form 17 for each carton. The PS Form 17 must equal the exact contents of each carton of stock submitted for destruction.

f. With a witness, independently count the stock and verifies the total for each item, by item number, on PS Form 17.

g. Ensure that the redemption rates are clearly marked for each item listed.

h. Sign the PS Form 17 with the witness.

i. Package nonsaleable stock for return as follows:

    1. Place the signed original PS Form 17 in a sealed envelope, and tape it to the outside of the carton.

    2. Place two copies of the signed PS Form 17 inside the carton and file the third copy locally.

    3. Send the carton to SFS based on the value of the shipment, as follows

        (a) If the value of the shipment is less than $10,000, use Priority Mail service with Signature Confirmation service. Do not commingle redeemed stock returned for destruction with saleable stock or IRCs.

        (b) If the value of the shipment is at least $10,000, use Registered Mail service.

        Notes:

        •   Do not commingle redeemed stock returned for destruction with IRCs or saleable stock.

        •   When using the Priority Mail network to return stamp stock, do not use an original manufacturer's carton/box

11-6.2.3 Exception for Large Quantity Destruction for Items With Postage Stamps

11-6.2.3.1 Overview

A PRU that exchanges at least 10,000 items with postage affixed — i.e., stamped envelopes and postcards — may verify and recycle them locally if it receives an exception authorized by the DFM.

11-6.2.3.2 Request Procedures

The authorization request procedures are as follows:

a. The customer must do the following:

    1. Submit a written request with an explanation of why the mailpieces were not mailed. The request must be on business letterhead and include the signature of the authorized user or the commercial entity that prepared the mailing. The letter must include a listing of the different values and quantity for each denomination.

    2. Submit envelopes grouped by identical size and weight for each denomination of envelopes.

b. The PRU must do the following:

1. Complete PS Form 3210, *Receipt for Stamp Stock Submitted for Redemption.* Maintain the top portion with the envelopes to be redeemed, and provide the bottom portion to the customer as documentation that the unit accepted the envelopes.

2. Prepare an original and two copies of PS Form 17. Enter the quantities provided by the customer — however, do *not* exchange the envelopes for postage until the district marketing manager has verified the quantities. Instead, enter only 90 percent of the face value in the Redemption Rate (Destruction) column. (See DMM section 604.9.1.6.) For example, if the customer wants to exchange 10,000 envelopes with a face value of $0.10, then the redemption rate is $0.09 and the dollar value is $900.

3. Place the envelopes to be redeemed in Postal Service–approved mail transport equipment and seal the equipment with a numbered tin seal following Registered Mail procedures.

4. Contact the district marketing manager via email to request authorization to verify and destroy the envelopes locally. In the email notification, include the customer name, customer address, name of the retail unit, quantity, and amount.

    Note: Do *not* proceed with destruction until the district marketing manager has provided authorization.

11-6.2.3.3   **Review and Either Approve or Deny**

The district marketing manager must review the request and take one of the following actions:

a. Approval: If approving the request, the district marketing manager must do the following:

1. Coordinate the date and time for verification at the closest BMEU, and arrange transportation of verified envelopes for recycling to a facility (plant) with a recycling contract, if required. ***Note:*** A BMEU in a plant with a recycling contract can recycle the verified envelopes at its facility.

2. At least 5 days before the BMEU is to verify the envelopes, notify the USPIS Inspection Service Crime Prevention unit/office at the email address HDQ Security and Crime Prevention Mailbox, and also include the local USPIS office on the email's "CC" line. (See Appendix B-3 for the email address of the local USPIS office.) In the email subject line, enter "Stamped Envelope Destruction Exception — Forward to Security Team Leader," and in the email, include the following information:

    (a) The name and address of the BMEU verifying the envelopes.

    (b) The date of verification.

    (c) The mode of destruction — shredding or recycling.

    (d) The retail unit qualifying the exception.

    (e) The customer name and address.

3. Reply to the PRU via email that the request is approved, and also provide instruction and the date that the PRU may proceed with envelope destruction.

b. Denial: If denying the request, the district marketing manager must provide the reason for the denial so that the PRU can take corrective action in order for the request to receive approval.

11-6.2.3.4   **After Approval**

After approval, the appropriate entities perform the following tasks:

a. The PRU must ship envelopes to be redeemed along with the original PS Form 17 and one copy of it directly to the BMEU via Registered Mail according to the instructions and date provided by the district marketing manager. The PRU maintains the second copy of PS Form 17.

b. The BMEU manager/supervisor must do the following:

1. Ensure that the envelopes do not accidentally enter the mailstream (treat it as Registered Mail).

2. Along with a witness, verify quantities reported on PS Form 17 using the same process for verifying permit imprint mailings.

3. If there is a discrepancy of greater than 1 percent, contact the PRU to notify the customer. Upon the customer's consent, the PRU contacts the BMEU manager to make corrections to the PS Form 17 (in the "Quantity" or "Redemption Rate Destruction" column) and to adjust the value accordingly.

4. Once verification is finished, complete (with all members of the Destruction Committee) the top half of the final section of both the original PS Form 17 and the copy — i.e., the top half of "Section to Be Completed by Stamp Destruction Committee," under the line "We certify that the stock value (in words) was verified." Be sure to include a postmark.

5. Release the verified envelopes with postage affixed and the PS Forms 17 to the destruction or recycling operation following instructions provided by the district marketing manager.

c. The destruction/recycling supervisor must do the following:

1. Destroy or recycle the verified envelopes in the presence of all members of the Destruction Committee as witnesses.

2. Once destruction is finished, complete (with all members of the Destruction Committee) the bottom half of the final section of both the original PS Form 17 and the copy — i.e., the bottom half of "Section to Be Completed by Stamp Destruction Committee," under the line "Each member witnessed the disposal of the stock by the method specified above." Be sure to include a postmark.

3. Forward the signed PS Forms 17 to the district marketing manager.

11-6.2.3.5 **After Destruction**

After destruction, the appropriate entities perform the following tasks:

a. The district marketing manager must do the following:

1. Review the completed PS Form 17 for accuracy and forward the signed original to the PRU along with a letter (signed by the district marketing manager) authorizing the exception.

2. Maintain a copy of PS Form 17 and the authorization letter for office records.

b. The PRU, upon receipt of the completed PS Form 17 and the authorization letter from the district marketing manager, must do the following:

1. Contact the customer.

2. Determine the type of stamps required for the exchange.

3. Coordinate with an RA to ensure that stamps are available for the verified amount.

c. The RA must perform an exchange for the amount certified on PS Form 17, as follows:

1. At an RSS unit:

    (a) Use the stamp exchange workflow in RSS to issue stamps to the customer.

    (b) Ship the redeemed dollar amount of stock from retail floor stock to unit reserve.

    (c) Submit to the unit reserve the completed PS Form 17 and the authorization letter as supporting documentation for the exchange and the transfer of the redeemed stock.

2. At a non-RSS unit:

    (a) Issue the stamps exchanged to the customer.

    (b) Ship the redeemed dollar amount of stock from the RA's stamp stock credit to the unit reserve with the completed PS Form 17.

d. The stock custodian must do the following:

1. Receive from the RA the redeemed amount into unit reserve.

2. Ship to SFS the redeemed amount as stock returned from the unit reserve.

3. Enter the system-generated shipment number on PS Form 17.

4. Submit to SFS a completed original PS Form 17, the signed authorization letter from the district marketing manager, and any additional supporting documentation for entry into SEAM using one of the following methods:

    (a) Email: Send an email to *SFS_Returns@usps.gov*. In the subject line of the email, enter "Destruction - Local Exception."

    (b) FAX: Send a fax to 816-545-1018.

    (c) Mail: Send the information to the following address:

         SFS; ACCOUNTABLE PAPER DESTRUCTION SUPERVISOR
         8300 NE UNDERGROUND DRIVE, PILLAR 225
         KANSAS CITY MO   64162-9998

5. Maintain copies of all documents (i.e., customer request letter, PS Form 17, emails, etc.) for local office records.

11-6.3   International Reply Coupons

11-6.3.1   United States Issued

The Postal Service no longer sells U.S.-issued International Reply Coupons (IRCs).

11-6.3.2   Foreign Issued

Foreign-issued IRCs, regardless of the country of issue, are exchangeable at U.S. Post Office facilities toward the purchase of postage stamps and embossed stamped envelopes at the current maximum First-Class Mail International 1-ounce, letter-size price, per coupon.

At the time of exchange, the RA must round date the IRC on the right-hand side of the coupon.

Exchanged IRCs remain in the RA's accountability or retail floor stock until the RA receives instructions to return them to the unit reserve using PS Form 17.

When rates change, the Postal Service publishes special instructions in the *Postal Bulletin.*

11-6.3.3   Postal Retail Unit Annual Submission to SFS

An annual *Postal Bulletin* article contains a reminder for unit reserves to submit exchanged and redeemed IRCs to SFS. The article indicates the current IRCs that unit reserves are to return to SFS, including current acceptable versions.

Redemption rates for foreign-issued IRCs are based on the round date stamp (on the right-hand side of the coupon).

The stamp stock custodian must ship redeemed IRCs to SFS following the steps below:

a. Bind foreign-issued IRCs in packages of 100.

b. Prepare PS Form 17 in triplicate and write "Exchanged/Redeemed IRCs" on the top of each PS Form 17.

c. Submit copies 1 and 2 with the stock. File copy 3 with supporting documentation locally.

d. Use only one PS Form 17 for all the IRCs. It is not necessary to attach PS Form 17 on the outside of the return package but write "IRC" on the outside of the return package.

For IRCs that are not published in the *Postal Bulletin* as eligible to be returned to SFS, the stamp stock custodian must follow the procedures below:

a. Check the expiration date, which is printed on the back of the IRC.

b. For an IRC that is no longer eligible to be returned to SFS, destroy it locally. Such an IRC has no value — post it as a shortage to the unit reserve stock inventory using AIC 767, Employee Stamp Credit Shortage.

c. If applicable, submit a claim for loss to the DFM following procedures in 8-7.

d. Upon receipt of an approved claim for loss, clear the stamp credit shortage in AIC 367, Stamp Credit Shortage Cleared, and offset it to AIC 633, Claim for Loss. Use Reason Code 10, Uncollectible Employee Items.

11-6.4 Migratory Bird Hunting and Conservation Stamps

11-6.4.1 General Information

Federal law requires persons who hunt migratory birds to obtain a migratory bird hunting and conservation stamp. The Postal Service sells migratory bird hunting and conservation stamps and refers to these stamps as *bird stamps.*

Stamp stock custodians hold prior year (unsold) bird stamps in their inventory to be included with nonsaleable stock returned during their next scheduled destruction.

11-6.4.2 Postal Retail Unit Procedures

The stamp stock custodian must do the following:

a. Each year, order a 1-year supply of that year's bird stamp from SFS before July 1.

b. Ensure that RAs report every bird stamp sale in AIC 091 on the unit's PS Form 1412 at the time of the sale.

c. Follow the instructions provided in the *Postal Bulletin*.

11-6.4.3 Returning Unsold Bird Stamps to the Unit Reserve

RAs must submit unsold bird stamps to the unit reserve before April 30. The stamp stock custodian must include the prior year's unsold bird stamps when returning nonsaleable stamp stock for destruction to SFS. For additional information for returning nonsaleable stock, see **Error! Reference source not found.**.

11-6.5 Accounting for Stock Returned to SFS

Accounting Services monitors all stamp stock shipments. A PRU or CPU creates an in-transit item when it ships stock to SFS or other location and reports the stock in AIC 848 on the unit's PS Form 1412.

At the time of mailing saleable or nonsaleable stock for return to SFS, the stamp stock custodian does the following:

a. Ensure that the unit's PS Form 1412 reflects an entry to AIC 848 for the total amount of the returned stock.

b. Keep a copy of PS Form(s) 17 to support the AIC 848 entry on the unit's PS Form 1412.

11-7 Applying Stock Discounts

11-7.1 Overview

The Postal Service records plain stamped envelopes — including window envelopes and nonprofit envelopes — at their full face value in the stamp inventory.

The Postal Service sells full boxes of envelopes at the discounted rate specified in DMM 604.2.0.

11-7.2 Recording Sales of Full Boxes of Envelopes

To report on the unit's PS Form 1412 the sale of full boxes of envelopes at the discounted amount as postage sales, the RA does the following:

a. Sell full boxes of envelopes at the discounted rate as specified in DMM 604.2.0.

b. Complete PS Form 3220, *Claim for Stamped Envelope Discount.* Make entries in ink.

c. Enter the purchaser's name (firm name, if applicable). If a cash purchaser is unwilling to provide the name, indicate this on the form and notify the postmaster or manager, who must initial the entry on PS Form 3220.

To apply the discounted amount to the stamp accountability, the RA does the following:

a. Use the proper technology workflow to record the discounted amount in AIC 846 on the unit's PS Form 1412.

b. On the day of the transaction, submit PS Form 3220 as supporting documentation for the AIC 846 entry on the unit's PS Form 1412.

Note: The postmaster, manager, or designated employee verifies the computations on PS Form 3220. Management verification determines if the claim is reasonable by ensuring that a sufficient amount of stamped envelopes were in the RA's stamp credit or, for RSS units, in the retail floor stock.

11-8 Conducting a Stock Revaluation

Stock revaluation is necessary when there is a price change. Each Post Office must revalue stamp stock item(s) on hand. On the business day of the price change, each Post Office must increase/decrease the value of the stock item(s) in its inventories.

11-8.1 e1412 Units

The method of the stamp stock revaluation depends on the type of e1412 unit:

a. At a standard office, revaluation is automatically generated for the unit reserve.

b. At an SDA office, the unit must count and manually enter amounts.

An SDA office performs a stamp stock revaluation as follows:

a. Complete all pending stock transfers before initiating the revaluation procedures.

b. Complete the revaluation procedures before creating the individual stamp credit (ISC) on the unit's PS Form 1412.

   Note: If the owner of the ISC is not available, complete the revaluation procedures upon the owner's return.

c.   Complete the revaluation procedures in e1412, even if there are no items to be revalued.

AIC 844, Stock Increase – Revaluation, or AIC 850, Stock Decrease – Revaluation, automatically posts on the unit's PS Form 1412 when the office personnel enters a quantity for the revalued item(s).

11-8.4   **RSS Units**

When there is a price change, RSS automatically performs a revaluation of accountable stock.

RSS uses the Inventory by Segment report to determine the quantity on hand in the Unit Reserve and segments (Retail Floor Stock, Mobile, Philatelic, and Stamps by Mail), and it performs the automatic revaluation based on the quantity on hand.

To ensure that revaluations are reported accurately, ensure that all inventory is recorded in the proper item numbers.

11-9 Stock for Internal Purposes

11-9.1   **Local Mailing Tests**

It is not necessary to conduct mail tests of local service standards using postage stamps. The Postal Service conducts national testing to measure service standards under a contract administered by the Consumer Advocate at Headquarters.

11-9.2   **United States Postal Inspection Service or Office of Inspector General Stamp Stock Requisitions**

PRUs do not fulfill stamp requisitions for the USPIS or the OIG.

The USPIS and OIG each must submit an eBuy+ order for stamps. Once approved, the USPIS and OIG each order stamps through the Postal Store website using its purchasing card.

11-9.3   **Promotions or Presentations**

A field unit may obtain stock either locally or through SFS by submitting an eBuy+ requisition for funding approval, as follows:

a.   The procedure for obtaining stock locally is as follows:

   1.   The postmaster submits the approved eBuy+ requisition to an RA who services the same finance number.

   2.   The RA fulfills the items as requested.

   3.   The RA enters the amount into the appropriate postage sales AIC.

   4.   The RA offsets the entry to AIC 596 on the unit's PS Form 1412.

   5.   The RA submits the approved eBuy+ requisition as supporting documentation for the unit's PS Form 1412.

b.   To obtain stock from SFS, a field unit employee does the following:

   1.   Complete the order form found in the *USA Philatelic* catalog. Stock that is not available locally may be available through SFS.

   2.   Request an eBuy+ requisition for funding approval.

3. Include postage and handling as described in the *USA Philatelic* catalog.

4. Attach the approved eBuy+ requisition to the order form in lieu of payment and mail to the following address:

    STAMP FULFILLMENT SERVICES
    8300 NE UNDERGROUND DR PILLAR 210
    KANSAS CITY MO 64144-9998

11-10 Accounting for Unit Reserve Stock

11-10.1   **Maintaining Accountability**

The system-generated reports maintain a record of the unit reserve stock accountability.

All transactions that affect the unit reserve stock must appear on the system-generated PS Form 3959, *Stamp Stock Transactions and Daily Recap.* Examples of transactions include the following:

a. Stock received from SFS, RAs, other units, and retail floor stock.

b. Stock returned to SFS.

c. Stock shipped to other units.

d. Requisitions filled.

e. Count results.

Note: Keep the original PS Form 3959 as supporting documentation for the unit's PS Form 1412.

11-10.2   **Transferring Accountability**

11-10.2.1   **When to Transfer Accountability**

When the stamp stock custodian is leaving the Postal Service, is transferring to a different position, or is scheduled to be absent for an extended period of time, the outgoing stamp stock custodian must transfer the accountability to the incoming stamp stock custodian.

11-10.2.2   **How to Transfer Accountability**

The outgoing stamp stock custodian (or the designated witness) and the incoming stamp stock custodian must each perform an independent count of the unit reserve stock in order to transfer the accountability. Each individual must use a separate PS Form 3294, *Cash and Stamp Stock Count and Summary,* to document the count.

To finalize the count and document any differences, the incoming stamp stock custodian enters the count in the retail reporting technology.

The outgoing stamp stock custodian must then reassign the stamp stock custodian role to the incoming stamp stock custodian, who accepts responsibility for the stock by completing and signing PS Form 3369, *Consigned Credit Receipt.*

The incoming stamp stock custodian submits the completed PS Form 3294 to the supervisor or designee to be retained in the PRU, and also changes the vault combination to restrict access by the outgoing stamp stock custodian.

11-10.3   **Transferring Stock Between Postal Retail Units**

11-10.3.1   **Prohibition on Transferring Blank Money Order Stock**

A PRU must not transfer blank money order stock to another PRU.

11-10.3.2   **Shipping Procedures**

To ship stamp stock to another PRU, the stamp stock custodian must do the following:

a.   With a witness, count and prepare the stamp stock to be shipped.

b.   Immediately record the stamp stock shipped in AIC 848 using retail reporting technology workflows. This will decrease AIC 853 on the unit's PS Form 1412.

   Note: The retail reporting technology automatically generates PS Form 17 and assigns a system-generated 10-digit numeric shipment number. Both the stamp stock custodian and the witness must sign PS Form 17. In an office where multiple employees work concurrently, the PS Form 17 must have a witness signature. In an office where there is just one employee, the employee must enter "NWA" on the witness signature line to indicate that no witness is available.

c.   Send the original PS Form 17 to the receiving PRU based on the value of the shipment:

   1.   If the value of the shipment is less than $10,000, use Priority Mail service with Signature Confirmation service.

   2.   If the value of the shipment is at least $10,000, use Registered Mail service.

d.   File the duplicate PS Form 17 locally as supporting documentation for the AIC 848 entry on the unit's PS Form 1412.

11-10.3.3   **Receiving Procedures**

To receive stamp stock from another PRU, the stamp stock custodian must do the following:

a.   Verify the stamp stock received with a witness.

b.   Sign PS Form 17. In an office where multiple employees work concurrently, the PS Form 17 must have a witness signature. In an office where there is just one employee, the employee enters "NWA" on the witness signature line to indicate that no witness is available.

c.   Immediately record the stamp stock received in AIC 841 using the retail reporting technology workflows. Use the shipment number and the location ID of the unit that shipped the stamp stock. This will increase AIC 853 on the unit's PS Form 1412.

d.   File PS Form 17 locally as supporting documentation for the AIC 853 entry on the unit's PS Form 1412.

11-11 Verifying Total Unit Accountability

11-11.1   **e1412 Units**

The unit manager verifies total stock accountability as follows:

a.   Verify the ending accountability for each category of stamp stock in the unit reserve.

b.   Ensure that the **Total Unit Accountability** on PS Form 3959 matches the unit's PS Form 1412 AIC 853 total.

c.   Resolve any differences, if applicable.

d.   Print PS Form 3959 and file it with the unit's PS Form 1412.

11-11.2 RSS Units

The unit manager or closeout employee verifies total stock accountability as follows:

a.   Verify that the unit reserve inventory report total matches the unit reserve total on the Clerk Balance List.

b.   Verify that the Clerk Balance List matches the AIC 853 entry on the unit's PS Form 1412.

c.   Resolve any differences.

11-12   Money Orders

11-12.1 Overview

PRUs order money order stock from the MDC.

11-12.2 Responsibilities

The MDC has the following responsibilities:

a.   Receives domestic, international, and bait money orders from the vendor.

b.   Provides domestic, international, and bait money orders to PRUs.

The Material Distribution and Inventory Management System (MDIMS) — the MDC's automated inventory system — has the following responsibilities:

a.   Process money order requisitions.

b.   Track inventory.

c.   Produce a daily file to the money order branch in St. Louis and to the Federal Reserve Bank.

11-12.3 Ordering Money Orders

Each PRU employee must adhere to the following procedures when ordering money order stock from the MDC:

a.   Submit a requisition for domestic money order sets in multiples of 100.

b.   Submit a requisition for international money order sets in multiples of 5.

c.   Submit a requisition for bait money order sets in multiples of 3.

   Note: The PRU must order enough bait money orders to provide an adequate supply for the closeout employee and each RA assigned a stamp credit, plus a 10-percent surplus for emergencies.

d.   Follow the money order stock requisition procedures established for the PRU's district.

e.   Order the money order stock through eBuy+, using the FEDSTRIP number for the unit that is receiving the stock.

Submit orders through eBuy+ or through Touch Tone Order Entry (TTOE) by calling 877-854-3340.

11-12.4 Verifying Receipt of Money Order Form Sets

Packages of blank domestic money order stock contain 100 money orders per package. The MDC prepares boxes and cartons of blank domestic money order stock as follows:

a. RSS money orders:

    1. 25 packages per box (total of 2,500).

    2. 4 boxes per carton (total of 10,000).

b. Non-RSS money orders

    1. 10 packages per box (total of 1,000).

    2. 5 boxes per carton (total of 5,000).

When receiving more than one carton or box, the stamp stock custodian must verify the continuity of serial numbers through the first serial number shown on the outside label on the front of each package. Also, note the following instructions:

a. Do not open factory-sealed cartons, boxes, or packages just to verify serial numbers — instead, verify the numbers only when it is necessary to issue the forms.

b. If the factory seal has been broken, verify the serial numbers and quantities against the PS Form 17 before accepting the money orders into inventory.

If the number of boxes or packages received does not agree with the invoice, or if a sealed package, box, or carton does not contain the appropriate quantity of blank money order stock or contains duplicate serial numbers, the stamp stock custodian does the following:

a. Report the facts to the MDC by email at *materials.customerservice@usps.gov*.

b. File a copy of the email with the certified PS Form 17 as supporting documentation locally.

c. Refer to 13-2.4 for issuing money order forms to RAs.

11-12.5   Money Order Defects

Defective money order stock is not saleable and remains the property of the Postal Service. No employee or contractor may purchase, sell, or transfer detective money order stock from an official supply.

Defective stock includes obvious printing and production errors such as the following:

a. Upside-down printing.

b. Bad barcode.

c. Bad color registration.

d. No perforations.

Any USPS employee or contractor who discovers defective money order stock must immediately return the defective products to the unit reserve stock.

The stamp stock custodian must immediately contact the MDC to inform them of the defect and must follow the instructions provided by MDC.

11-12.6   Destroying Blank Money Orders

11-12.6.1   Scenarios for Destroying Blank Money Orders

A PRU must destroy blank money orders in the following two scenarios:

a. When a PRU is closing either permanently or temporarily. In this case, the PRU must destroy all blank money orders.

b. When blank money order stock has been damaged. In this case, the PRU must destroy only the damaged blank money order stock.

Exception: Headquarters may grant approval to a PRU to destroy stock for reasons other than PRU closure or damage. Examples of exceptions include technology conversions or updating blank money order stock.

Note: CPUs must return blank money orders to the host office, which must destroy and record the destruction in e1412.

11-12.6.2   **Procedures for Destroying Blank Money Orders**

The PRU's postmaster, manager, or supervisor must take the following steps to destroy applicable blank money orders — i.e., all blank money orders when a PRU is closing either permanently or temporarily, but in the case of damaged blank money order stock, just the damaged stock:

a. Report the destroyed money order stock using the appropriate workflows in e1412 or RSS.

b. Confirm that the system-generated PS Form 17 accurately reflects the stock.

c. Destroy all parts of the money order stock locally by shredding or cutting each money order into at least eight pieces.

d. Sign and date the PS Form 17 and ensure that the witness also signs and dates the PS Form 17. If no witness is available, write "NWA" on the appropriate line.

   Note: Electronic signatures are acceptable.

e. Retain PS Form 17 as supporting documentation.

~~11-8.4~~   **POS Units**

~~The POS system~~ change, RSS automatically performs a revaluation of accountable stock ~~when there is a price change.~~.

~~The POS system determines~~RSS uses the Inventory by Segment report to determine the quantity on hand in the Unit Reserve and ~~POS~~ segments (Retail Floor Stock, Mobile, Philatelic, and Stamps by Mail~~) from the Inventory by Category report, and~~), and it performs the automatic revaluation based on the quantity on hand.

~~The Stock Revaluation affects only the segment~~To ensure that ~~has been accessed and is performed the first time an RA logs onto the POS system and selects the segment.~~

~~When a Stock Revaluation is pending for the Unit Reserve, the following~~revaluations are ~~prohibited:~~

- ~~Receiving stock~~reported accurately, ensure that ~~includes any item requiring revaluation.~~

- ~~Transferring or returning stock that includes any item requiring revaluation.~~

- ~~Initiation of any count.~~

~~Acknowledgement of the automatic POS Stock Revaluation for the Unit Reserve and~~ all ~~POS segments is required even if there are no items being revalued.~~

~~Additional information is available~~inventory is recorded in the *POS ONE Procedures Guide,*proper item numbers.

~~chapter 47, Stock Revaluation. To access the procedures guide:~~

- ~~Go to *http://eagnmnsxfb0/posone*.~~

- ~~Under "User Information," click *Training*.~~

- ~~Click the *NCR POS ONE Training Links and Online Guides* link.~~

11-9 Stock for Internal Purposes

11-9.1   ~~11-9.1~~   **Local Mailing Tests**

~~Conducting~~It is not necessary to conduct mail tests of local service standards using postage stamps ~~is not necessary. National~~. The Postal Service conducts national testing to measure service standards ~~is conducted~~ under a contract administered by the Consumer Advocate~~,~~ at Headquarters.

11-9.2   ~~11-9.2~~   **United States Postal Inspection Service or Office of Inspector General Stamp Stock Requisitions**

PRUs do not fulfill stamp requisitions for the USPIS or the OIG.

The USPIS and OIG each must submit ~~stamp requisitions~~an eBuy+ order for ~~Test Letters to the SDC or SDO. See subchapter 12-6.~~stamps. Once approved, the USPIS and OIG each order stamps through the Postal Store website using its purchasing card.

11-9.3   ~~11-9.3~~   **Promotions or Presentations**

~~Field units~~A field unit may obtain stock either locally or through SFS by submitting an eBuy+ requisition for funding approval. ~~If eBuy is not available, use~~, as follows:

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

~~11-9.3.1~~   ~~Obtaining Stock Locally~~

a. The procedure for obtaining stock locally is as follows:

  1. The postmaster submits the approved eBuy+ requisition ~~or a completed PS Form 7381~~ to an RA who services the same finance number.

  2. The RA fulfills the items as requested.

  3. The RA enters the amount into the appropriate postage sales AIC ~~(see Appendix A for a list of AICs).~~.

  4. The RA offsets the ~~above~~ entry to AIC 596 on the unit's PS Form 1412.

  5. The RA submits the approved eBuy+ requisition ~~or PS Form 7381~~ as supporting documentation for the unit's PS Form 1412.

~~11-9.3.2~~   ~~Obtaining Stock From Stamp Fulfillment Services~~

b. To obtain stock from ~~the~~ SFS, a field unit ~~employees do~~employee does the following:

  1. Complete the order form found in the *USA Philatelic* catalog. Stock that is not available locally may be available through SFS.

  2. Request an eBuy+ requisition for funding approval ~~or complete PS Form 7381 if eBuy is not available~~.

  3. Include postage and handling as described in the *USA Philatelic* catalog.

  4. Attach the approved eBuy+ requisition ~~or the completed PS Form 7381~~ to the order form in lieu of payment and mail to the following address:

      STAMP FULFILLMENT SERVICES
      8300 NE UNDERGROUND DR PILLAR 210
      KANSAS CITY MO 64144-9998

11-10 Accounting for Unit Reserve Stock

11-10.1   ~~11-10.1~~   **Maintaining Accountability**

~~A~~The system-generated reports maintain a record of the unit reserve stock accountability ~~is maintained using the system-generated reports or a manual PS Form 3295~~.

All transactions that affect the unit reserve stock must ~~be listed~~appear on the system-generated ~~report or a manual~~ PS Form 3959, *Stamp Stock Transactions and Daily Recap*~~, such as~~. Examples of transactions include the following:

a. Stock received from ~~SDOs, SDCs~~SFS, RAs, other units, and retail floor stock.

b. Stock returned to ~~SDC or SDO~~SFS.

c. Stock shipped to other units.

d. Requisitions filled.

e. Count results.

Note: ~~*Note:*~~ Keep the original PS Form 3959 as supporting documentation for the unit's PS Form 1412.

11-10.2

~~11-10.2~~ **Transferring Accountability**

11-10.2.1

~~11-10.2.1~~ **When to Transfer Accountability**

~~Accountability for~~ When the stamp stock ~~must be transferred when the unit reserve stock~~ custodian is ~~replaced~~leaving the Postal Service, is transferring to a different position, or is scheduled to be absent for ~~a~~an extended period ~~during which access to the unit reserve stock may be necessary~~of time, the outgoing stamp stock custodian must transfer the accountability to the incoming stamp stock custodian.

11-10.2.2

~~11-10.2.2~~ **How to Transfer Accountability**

~~An~~The outgoing stamp stock custodian (or the designated witness) and the incoming stamp stock custodian must each perform an independent count of the unit reserve stock ~~must be performed by the unit stock custodian and the replacement custodian when accountability is transferred to or from the unit reserve stock custodian. Use~~in order to transfer the accountability. Each individual must use a separate PS Form 3294, *Cash and Stamp Stock Count and Summary,* to ~~record~~document the ~~following:~~count.

- ~~The names of those involved.~~
- ~~The date of~~To finalize the ~~transfer.~~
- ~~The accountability figures.~~
- ~~Signatures.~~

~~After counting~~count and document any differences, the incoming stamp stock ~~with a witness (recorded in detail on PS Form 3294), accept initial custody by signing~~custodian enters the ~~form. This indicates agreement with count in~~ the ~~witnessed stamp stock count~~retail reporting technology.

~~The person to whom accountability is being transferred~~The outgoing stamp stock custodian must then reassign the stamp stock custodian role to the incoming stamp stock custodian, who accepts responsibility for the stock by completing and signing PS Form 3369, *Consigned Credit Receipt*.

~~Complete the Unit Reserve Stamp Stock section of PS Form 3959 as follows:~~

a. The ~~opening balance (from the previous closing balance).~~

b. ~~Any overage from the count.~~

c. ~~Any shortage from the count.~~

d. ~~Closing balance (should equal the results on PS Form 3294).~~

e. ~~The date and signature.~~

~~Submit~~incoming stamp stock custodian submits the completed PS Form 3294 ~~and PS Form 3959~~ to the supervisor or designee. ~~A copy of PS Form 3294 and PS Form 3959 will be maintained by the unit reserve stock custodian. Change~~ to be retained in the PRU, and also changes the vault combination to restrict access ~~to~~by the ~~former~~outgoing stamp stock custodian.

11-10.3

~~11-10.3~~ **Transferring Stock Between Postal Retail Units**

11-10.3.1

~~PRUs~~Prohibition on Transferring Blank Money Order Stock

A PRU must not transfer blank money order stock ~~between PRUs~~to another PRU.

11-10.3.~~1~~2 **Shipping ~~Postal Retail Unit~~ Procedures**

To ship stamp stock to another PRU, the ~~unit reserve~~stamp stock custodian ~~does~~must do the following:

a.   ~~Prepares~~With a witness, count and prepare the stamp stock to be shipped.

b.   Immediately record the stamp stock shipped in AIC 848 using retail reporting technology workflows. This will decrease AIC 853 on the unit's PS Form 1412.

> ~~a.~~   *Note:* The retail reporting technology automatically generates PS Form 17 ~~in duplicate. The PRU must include the~~ and assigns a system-~~ ~~generated 10-digit numeric shipment number ~~and the location ID (10-digit UFN) of the receiving PRU in their retail equipment.~~

~~Counts and prepares stamp stock to be shipped with a witness.~~. Both the ~~shipper~~ stamp stock custodian and the witness must sign PS Form 17. In an office where multiple employees work concurrently, the PS Form 17 must have a witness signature. In an office where there is just one employee, the employee must enter "NWA" on the witness signature line to indicate that no witness is available.

a. Records stamp stock shipped in AIC 848.Send This will decrease AIC 853 on the unit's PS Form 1412.

c. Sends the original PS Form 17 to the receiving PRU with the stamp stock viabased on the value of the shipment:

   1. If the value of the shipment is less than $10,000, use Priority Mail service with Signature Confirmation service.

   1.2. If the value of the shipment is at least $10,000, use Registered Mail service.

b.d. FilesFile the duplicate PS Form 17 locally as supporting documentation for the AIC 848 entry on the unit's PS Form 1412.

11-10.3.23   Receiving Postal Retail Unit Procedures

To receive stamp stock from another PRU, the unit reservestamp stock custodian doesmust do the following:

a. VerifiesVerify the stamp stock received with a witness.

   a. Signs the PS Form 17.

b. Sign PS Form 17. In an office where multiple employees work concurrently, the PS Form 17 must have a witness signature. In an office where there is just one employee, the employee enters "NWA" on the witness signature line to indicate that no witness is available.

   b. Immediately recordsrecord the stamp stock received in AIC 841. This will increase AIC 853 on the unit's PS Form 1412.

b.c. Enters using the retail reporting technology workflows. Use the shipment number and the location ID of the unit that shipped the stamp stock in their retail equipment. This will increase AIC 853 on the unit's PS Form 1412.

d. File PS Form 17 locally as supporting documentation for the AIC 853 entry on the unit's PS Form 1412.

11-11 Verifying Total Unit Accountability

11-11.1   11-11.1   eMOVESe1412 Units

The unit manager verifies total stock accountability as follows:

a. Verify the ending accountability for each category of stamp stock onin the PS Form 3295.unit reserve.

   a. Use PS Form 3959, *Stamp Stock Transactions and Daily Recap,* to record activities for the unit reserve stamp stock and the individual employee credits.

   ▪ Under **Unit Reserve Stamp Stock,** enter the opening balance; daily activities such as stock received, stock shipped, and stock adjustments; and the closing balance for the unit reserve stock.

   ▪ Under **Daily Recap,** enter the opening balance; the daily activities such as stock received, stock shipped, and stamps sold; and the closing balance for each individual employee with stamp stock credit.

   ▪ Add the total amount of Unit Reserve Closing Balance plus Total Employee Credits Closing Balance to get the **Total Unit Accountability.**

b. Ensure that the **Total Unit Accountability** on PS Form 3959 matches the Consolidated Unit unit's PS Form 1412 AIC 853 total.

c.   Resolve any differences, if applicable.

d.   ~~Sign~~Print PS Form 3959 and file it with ~~Consolidated Unit~~the unit's PS Form 1412.

11-~~11~~11.2 ~~IRT and POS~~ **RSS** **Units**

The unit manager or closeout employee verifies total stock accountability as follows:

a. Verify that the unit reserve inventory report total matches the unit reserve total on the Clerk Balance List.

b. Verify that the Clerk Balance List matches the AIC 853 entry on the unit's PS Form 1412 ~~AIC 853~~.

c. Resolve any differences.

11-12 Money Orders

11-12.1 Overview

PRUs order money order stock from the MDC.

11-12.2 Responsibilities

The MDC has the following responsibilities:

a. Receives domestic, international, and bait money orders from the vendor.

b. Provides domestic, international, and bait money orders to PRUs.

The Material Distribution and Inventory Management System (MDIMS) — the MDC's automated inventory system — has the following responsibilities:

a. Process money order requisitions.

b. Track inventory.

c. Produce a daily file to the money order branch in St. Louis and to the Federal Reserve Bank.

11-12.3 Ordering Money Orders

Each PRU employee must adhere to the following procedures when ordering money order stock from the MDC:

a. Submit a requisition for domestic money order sets in multiples of 100.

b. Submit a requisition for international money order sets in multiples of 5.

c. Submit a requisition for bait money order sets in multiples of 3.

> *Note:* The PRU must order enough bait money orders to provide an adequate supply for the closeout employee and each RA assigned a stamp credit, plus a 10-percent surplus for emergencies.

d. Follow the money order stock requisition procedures established for the PRU's district.

e. Order the money order stock through eBuy+, using the FEDSTRIP number for the unit that is receiving the stock.

Submit orders through eBuy+ or through Touch Tone Order Entry (TTOE) by calling 877-854-3340.

11-12.4 Verifying Receipt of Money Order Form Sets

Packages of blank domestic money order stock contain 100 money orders per package. The MDC prepares boxes and cartons of blank domestic money order stock as follows:

a. RSS money orders:

1. 25 packages per box (total of 2,500).

2. 4 boxes per carton (total of 10,000).

b. Non-RSS money orders

   1. 10 packages per box (total of 1,000).

   2. 5 boxes per carton (total of 5,000).

When receiving more than one carton or box, the stamp stock custodian must verify the continuity of serial numbers through the first serial number shown on the outside label on the front of each package. Also, note the following instructions:

a. Do not open factory-sealed cartons, boxes, or packages just to verify serial numbers — instead, verify the numbers only when it is necessary to issue the forms.

b. If the factory seal has been broken, verify the serial numbers and quantities against the PS Form 17 before accepting the money orders into inventory.

If the number of boxes or packages received does not agree with the invoice, or if a sealed package, box, or carton does not contain the appropriate quantity of blank money order stock or contains duplicate serial numbers, the stamp stock custodian does the following:

a. Report the facts to the MDC by email at *materials.customerservice@usps.gov*.

b. File a copy of the email with the certified PS Form 17 as supporting documentation locally.

c. Refer to 13-2.4 for issuing money order forms to RAs.

11-12.5   Money Order Defects

Defective money order stock is not saleable and remains the property of the Postal Service. No employee or contractor may purchase, sell, or transfer detective money order stock from an official supply.

Defective stock includes obvious printing and production errors such as the following:

a. Upside-down printing.

b. Bad barcode.

c. Bad color registration.

d. No perforations.

Any USPS employee or contractor who discovers defective money order stock must immediately return the defective products to the unit reserve stock.

The stamp stock custodian must immediately contact the MDC to inform them of the defect and must follow the instructions provided by MDC.

11-12.6   Destroying Blank Money Orders

11-12.6.1   Scenarios for Destroying Blank Money Orders

A PRU must destroy blank money orders in the following two scenarios:

a. When a PRU is closing either permanently or temporarily. In this case, the PRU must destroy all blank money orders.

b. When blank money order stock has been damaged. In this case, the PRU must destroy only the damaged blank money order stock.

Exception: Headquarters may grant approval to a PRU to destroy stock for reasons other than PRU closure or damage. Examples of exceptions include technology conversions or updating blank money order stock.

Note: CPUs must return blank money orders to the host office, which must destroy and record the destruction in e1412.

11-12.6.2   Procedures for Destroying Blank Money Orders

The PRU's postmaster, manager, or supervisor must take the following steps to destroy applicable blank money orders — i.e., all blank money orders when a PRU is closing either permanently or temporarily, but in the case of damaged blank money order stock, just the damaged stock:

a. Report the destroyed money order stock using the appropriate workflows in e1412 or RSS.

b. Confirm that the system-generated PS Form 17 accurately reflects the stock.

c. Destroy all parts of the money order stock locally by shredding or cutting each money order into at least eight pieces.

d. Sign and date the PS Form 17 and ensure that the witness also signs and dates the PS Form 17. If no witness is available, write "NWA" on the appropriate line.

    Note: Electronic signatures are acceptable.

e. Retain PS Form 17 as supporting documentation.

    a. ~~Resolve any differences.~~

17 Non–Trust Account Customer Business Reply Mail and Postage Due Activity

This chapter contains the procedures for reporting business reply mail and postage due activity for both *PostalOne!* and Non-*PostalOne!* units. This chapter also describes the procedures for accounting for deposits and withdrawals from customer advance deposit accounts. This chapter includes the following subchapters:

Overview Overview.

Fees   Fees.

Non-Trust Account Business Reply Mail and Postage Du   Non-Trust Account Business Reply Mail and Postage Du.

Advance DepositsAdvance Deposits.

Withdrawals from Customer Ac   Withdrawals from Customer Ac.

Closing Customer Accounts for Inactivity   Closing Customer Accounts for Inactivity.

Handling Negative Balances in Customer Accounts   Handling Negative Balances in Customer Accounts.

Note: There are account identifier codes (AICs) used throughout this chapter. Refer to Appendix A, Account Identifier Code/General Ledger Account Crosswalk, for the titles and descriptions of AICs that are currently in use.

17-1 Overview

Business Reply Mail (BRM) *service* enables a permit holder to receive First- Class Mail and Priority Mail items back from customers and pay postage and a per piece fee only for the pieces returned. (See *Mailing Standards of the United States Postal Service,* Domestic Mail Manual (DMM) 505.1.0.)

Qualified Business Reply Mail (QBRM) is a subset of BRM available for specific automation-compatible letter-size pieces that qualify for an automation postage rate and a reduced per piece fee. (See DMM 505.1.1.3.)

USPS Returns allows an authorized permit holder to pay the postage and extra service fees on single-piece rate First-Class Packages, Priority Mail, and Ground Return Service parcels that are returned to the permit holder by the permit holder's customers via a special label. (See DMM 505.3.0.)

Bulk Parcel Return Service (BPRS) allows mailers of large quantities of Standard Mail machineable parcels that are either undeliverable as addressed or opened and remailed by addressees to be returned to designated Postal Service facilities. (See DMM 505.5.0.)

Note: In this chapter, references to BRM include the aforementioned reply mail accounts.

Postage Due (PD) mail customers must pay in cash for postage due mail before the mail is delivered. Payment may be made by advance deposit of money in a postage due account used solely to pay postage due. (See DMM 604.6.0.)

PostalOne! units are business mail entry units (BMEUs) or postal retail units (PRUs) that process all BRM and postage due activities and maintain customer advance deposit accounts in the *PostalONE!* system.

Non-*PostalOne! units* are PRUs that accept deposits and process all BRM and postage due activities and maintain customer advance deposit accounts using an individual PS Form 25, *Trust Fund Account.* Manage the accounts as follows:

a.   Enter the deposits and withdrawals and calculate the balance on an individual PS Form 25.

b.   Maintain a separate PS Form 25 with the daily summary grand total amount of all advance deposit accounts balances.

When the employee provides BRM to the customer, the postage-due clerk ensures that PS Form 3582-C, *Business Reply Postage,* has been printed from the *PostalOne!* system and is provided with the mail.   *Non-PostalOne!* sites must use PS Form 3582-P, *BRM/Postage Due Invoice.*

17-2   Fees

17-2.1   Collecting Fees

The following table lists the fees, AIC in which to record the fee, and how often the fee is collected.

Title	AIC	Frequency
Business Reply Mail (BRM), Qualified Business Reply Mail (QBRM), and Weight Averaged Business Reply Mail Annual Accounting Fee	116	Annually
BRM Weight Averaged Fee	126	Monthly
BRM — Annual Permit Fee	134	Annually
QBRM Quarterly Billing Fee	169	Quarterly
BPRS Annual Permit Fee	172	Annually

17-2.2   Accounting for Fees

PRUs must account for fees as follows:

a.   When collecting fees, always issue a receipt: either system-generated or PS Form 3544, *USPS Receipt for Money or Services.*

b.   Clearly identify each fee on PS Form 3544 to ensure proper AIC entry on PS Form 1412, *Daily Financial Report.*

c.   Fee payments will post to *PostalOne!* automatically if RSS units are interfaced with *PostalOne!*. Non-interfaced RSS units, as well as e1412 units that are on *PostalOne!*, will record fee payments by logging into *PostalOne!* and posting the fee transaction. *Non-PostalOne!* units will record fee payments to a customer's account on the individual PS Form 25.

17-3   Non-Trust Account Business Reply Mail and Postage Due Activities

17-3.1   Handling Over-the-Counter Pickup

Over-the-counter postage due mail is mail for which postage is collected directly from the customer upon delivery for non–trust account BRM, shortpaid, or forward/return to sender articles. Postage is not withdrawn from a customer trust account.

When retail associates (RAs) retrieve an over-the-counter postage due article from the Left Notice area, they must record the postage due and fee, when applicable, on a PS Form 3584, *Postage Due Log.* Upon receiving payment for the required postage and fee, when applicable, postal retail units must record the amount into AIC 114, *Postage Due Invoice.*

17-3.2 Carrier Delivery — City, Rural, and Contract Delivery Route

Non–trust account BRM and postage due must be consigned to city, rural, and contract delivery route carriers and box clerks on PS Form 3584. The same form is used to clear the delivering employee of responsibility.

17-3.3 Consigning Non-Trust Account Business Reply Mail and Postage Due

Each article of non–trust account BRM and postage due must be clearly marked with the amount due before sorting to the delivering employee. If an additional service fee is due, the article should also be clearly marked with the fee amount due. The article then must go to the appropriate delivering employee who will withdraw any article known to be undeliverable.

The value of postage due and additional service fee, when applicable, must be entered in the appropriate column by route on PS Form 3584. Delivering employees accept responsibility for the non–trust account BRM and postage due by initialing the Postage Due Log.

Rural carriers, at their option, may pay for the non–trust account BRM and postage due at the time of consignment using PS Form 3584 and must follow these requirements:

a. When the carrier chooses to pay in advance, complete the checkout side of PS Form 3584, record the amount collected, and initial under the check-in portion. The carrier must initial in the appropriate column.

b. Prepare separate forms listing routes served for each assigning employee.

c. Adequately secure the forms while carriers are pending clearance.

d. Use ink to make entries.

e. Initial changes (both the delivering and assigning employee).

17-3.4 Clearing Non-Trust Account Business Reply Mail and Postage Due

As the delivering employees return, the clearing employee must do the following:

a. Complete the employee check-in section of PS Form 3584, entering the amount of postage and fees for articles returned and the amount collected in the appropriate column.

b. Subtract the returned amount from the accepted amount to arrive at the amount to collect from the delivering employee. The delivering employee must pay the necessary funds and initial.

c. Initial the PS Form 3584 to release the delivering employee of responsibility.

d. Send the returned articles at regular intervals to the appropriate customer service unit for over-the-counter delivery.

If a rural carrier who paid the postage due in advance returns any articles, the clearing employee should take the following action using a blank line on PS Form 3584:

a.   Enter the route number.

b.   On the check-in side, enter the number of pieces and the amount in the article returned columns.

c.   In the amount collected column, enter the amount of the returned article(s) in brackets, thus representing a negative amount.

d.   Refund the amount to the carrier.

e.   Initial and have the carrier initial.

After clearing all delivering employees who report non–trust account BRM and postage due, the clearing employee must do the following:

a.   Complete PS Form 3584.

b.   If the clearing employee does not prepare an individual PS Form 1412, submit PS Form 3584 and funds collected as entered in Block 3 to the PRU for processing.

c.   If the clearing employee prepares an individual PS Form 1412 or, for PRU processing, PS Form 3584, enter the amount collected into AIC 114 as in section 17-3.1. RSS offices must enter each postage due category from the PS Form 3584 separately.

17-4   Advance Deposits

17-4.1   Overview

Advance deposit accounts are trust funds that a mailer gives the Postal Service to pay for future return services and postage due mailings. Advance deposit accounts are subject to the following requirements:

a.   Customers must pay for each mailing either by cash, check, or debit card through an advance deposit or Enterprise Payment account before the Postal Service will release the mailing for processing.

b.   PRUs maintain separate accounts for each service by mailer.

c.   The Postal Service withdraws the funds when payment for postage and fees is due.

d.   The Postal Service does not offer credit for postage.

e.   Mailers may not carry a negative balance in a trust account.

f.   If funds paid or on deposit are less than the amount necessary to pay for the mailing, the mailer must pay or deposit the difference before the Postal Service delivers the mail pieces.

g.   When an advance deposit account requires replenishment, the PRU must notify the customer.

h.   BRM and BPRS mailers must maintain a sub account in *PostalOne!.*

If the customer has a BRM/BPRS permit and a postage due account, funds must be on deposit in a BRM/BPRS subaccount because these types of accounts track fees.   This prevents BRM/BPRS mail pieces from being delivered after the annual fee expires.

Mailers may do the following:

a.   Choose to establish an advance deposit account(s) from which postage, per piece charges, and other fees are deducted. For certain extra services, an advance deposit account is required.

b.   Use a separate advance deposit account to pay postage due charges for each type of service (e.g., BRM and BPRS).

17-4.2   Reconciling Advance Deposit Accounts

All PRUs that maintain customer advance deposit trust accounts must reconcile their local customer trust balances with Accounting Data Mart (ADM) balances.

The following units…_Reconcile.…	
PostalOne!	differences identified in the Narrowcast Master Trust Exception Report upon receipt of the report.
Non-*PostalOne!*	PS Form 3083, *Trust Accounts Receipts and Withdrawals*, with the Master Trust Customer Report in the ADM or the weekly Trust and Expense Activity narrowcast report at least once a month.

17-4.3 Accepting Checks for Advance Deposits

The procedure for accepting checks for advance deposit accounts is as follows:

a.   Postmasters must apply standard check acceptance for accepting business checks for BRM and postage due permit holders and clients of permit holders (see subchapter 9-3). Do not accept personal or business checks from customers whose name appears on the bad check list.

b.   The acceptance employee must examine the check before acceptance to ensure that the check is made payable to either "U.S. Postal Service" or "Postmaster."

c.   Either the permit holder or the acceptance employee must record the customer's BRM and postage due trust account number on the face of the check.

d.   For checks accepted at bulk mail entry units (BMEUs), the accepting employee must record "BMEU" on the front of the check and must ensure that the BRM and postage due permit number is an active account.

e.   For BMEUs not equipped with a retail terminal, the postmaster or BMEU supervisor is responsible for designating a secure location for check storage. Checks are considered priority one items and require the highest level of security equipment available at the BMEU (see *s*ection 3-1.1.2, for the types of equipment to use, in priority order for securing accountable items).

f.   The postmaster or BMEU supervisor is responsible for ensuring checks are transferred daily to the appropriate PRU. When transferring checks to the PRU for processing permit account deposits, include a list showing the value of each check, the total dollar amount of the checks, and the number of checks enclosed.

g.   PRUs process checks received from a BMEU for deposit on the current business day.

Note: A mailing agent's check can be accepted for deposit into their customer's advance deposit account.

17-4.4 Recording Advance Deposit Payments

Record payments to advance deposit accounts as follows:

a.　Report funds collected and deposited into authorized advance deposit accounts for BRM, and postage due in AIC 053 on PS Form 1412.

b.　Issue an original receipt (either PS Form 3544 or a system-generated receipt) with the customer's name, permit account number, and amount received to the customer.

c.　Forward a copy of the receipt (either PS Form 3544 or the system- generated receipt or report) to one of the following:

　　(1)　The employee responsible for the non-*PostalOne!* customer's trust account and who records deposits into the customer's account on PS Form 25.

　　(2)　The PRU or BMEU employee as follows:

　　　　■　At non-interfaced *PostalOne!* units, to the employee who enters deposits into customers' accounts in the *PostalOne!* system.

　　　　■　At Interfaced *PostalOne!* units, to the designated employee to validate against *PostalOne!* entries.

The PRU must maintain copies of receipts as follows:

a.　Maintain a copy of the PS Form 3544 or system-generated receipt or report locally.

b.　Maintain PS Forms 3544 in sequential order at the unit to ensure continuity of issuance.

Note:　RSS units that interface with *PostalOne!* must provide a copy of the Permit Account Activity Report to the *PostalOne!* unit or BMEU for validating that deposits were correctly processed.

17-4.5 Collecting on Nonsufficient Funds Checks

When the writer of an NSF check is the permit holder, Accounting Services must coordinate collection efforts with the BMEU or PRU. The BMEU or PRU may reduce the permit holder's account by the amount of the NSF check and applicable surcharge if the permit holder does not pay upon demand.

17-5   Withdrawals from Customer Accounts

17-5.1   **Recording Daily Invoices**

17-5.1.1   **Overview**

Withdrawals are disbursements (e.g., invoices, refunds for any part of a customer's balance, and transfers) made from a customer's BRM and postage due account.

17-5.1.2   **PostalOne! Units**

A designated employee must validate in the *PostalOne! system that funds are available in the customer's account, then proceed* as follows:

a. Count and rate the BRM and postage due mail pieces. If an automated sorting process is used to count the BRM mailpieces, ensure to print the End-of-Run Report; otherwise use a "daily worksheet" for manual counts of BRM mailpieces. Withdraw the amounts of BRM and postage due from the customer's account.

b. The following entries are performed in the *PostalOne!* system:

1. BRM — Use the BRM workflow in *PostalOne!,* which will automatically make the entry to AIC 274, *Business Reply Mail Services,* with an off-setting entry to AIC 453, *Advance Deposit Withdrawal,* and generate a PS Form 3582-C, *BRM/Postage Due Invoice*, which must be issued to the customer with the mail.

2. Postage Due — Use the Postage Due workflow in *PostalOne!,* which will automatically make the entry to AIC 114, *Postage Due Invoices*, with an offsetting entry to AIC 453, *Advance Deposit Withdrawal,* and generate a PS Form 3582-C, *BRM/Postage Due Invoice*, which must be issued to the customer with the mail.

c. The *PostalOne!* system posts all withdrawals to the accounting system and automatically closes the day's business every evening. Do not make en-tries on the unit's PS Form 1412.

d. At close of business, review PS Form 3083 from *PostalOne!*.

Note: Unit managers responsible for *PostalOne!* activity must ensure that, upon receipt of the Narrowcast Master Trust Exception Report, all differences are reconciled.

17-5.1.3   **Non-PostalOne! Units**

A designated employee must validate that funds are available in the customer's account, then proceed as follows:

1. Count and rate the BRM and postage due mailpieces.

a. BRM — Prepare PS Form 3582-P, *BRM/Postage Due Invoice*, in duplicate, calculate the charges and sign the form certifying the amount to be withdrawn from customer's account on PS Form 25. Record this amount into AIC 274, *Business*

Reply Mail, with an offset to AIC 453, *BRM/Postage Due Advance Deposit Withdrawal*. Issue PS Form 3582-P to customer with the mail and maintain a copy as PS Form 1412 support documentation.

    b.   Postage Due — Prepare PS Form 3582-P, *BRM/Postage Due Invoice*, in duplicate, calculate the charges, and sign the form certifying the amount to be withdrawn from customer's account on PS Form 25. Record this amount into AIC 114, *Postage Due Invoices*, with an offset to AIC 453, *BRM/Postage Due Advance Deposit Withdrawal*. Issue PS Form 3582-P to customer with the mail and maintain a copy as PS Form 1412 support documentation.

  2.   Designated employees must add the total of all PS Forms 3582-P for the business day and certify that the total amount equals the Unit 1412 and the summary amount withdrawal on PS Form 3083 and file locally.

Note: Unit managers receive the Narrowcast Trust & Expense Activity Report on a weekly basis. Managers must reconcile the local PS Form 3083 balances with the Narrowcast report at least once a month.

17-5.2   Payment of Fees From Customer Accounts

To request payment of the BRM annual permit or accounting fee from an account balance, the customer must do the following:

a.   Submit a written request on the account holder's letterhead with the customer's authorized signature.

b.   Submit a completed PS Form 3533, *Application for Refund of Fees, Products and Withdrawal of Customer Accounts.*

The postmaster, manager, or supervisor must provide an authorizing signature on PS Form 3533 to approve a withdrawal from customer account balance for annual fee payment.

17-5.2.1   PostalOne! Units

The BRM annual permit fee payment cannot be deducted from the customer's account in the *PostalOne!* system. However, a customer can request a refund from their account balance to pay the BRM annual permit fee as follows:

a.   Submit a written request on the account holder's letterhead with the customer's authorized signature.

b.   Submit a completed PS Form 3533, *Application for Refund of Fees, Products and Withdrawal of Customer Accounts.*

The postmaster, manager, or supervisor must do the following:

a.   Verify that funds are available in the customer's account.

b.   Certify PS Form 3533. The postmaster, manager, or supervisor will provide an authorizing signature on PS Form 3533 to approve a withdrawal from customer account balance for annual permit fee payment.

The Retail Associate (RA) must do the following:

a.   Withdraw the amount from the customer's account. In the *PostalOne!* system, select the Refund Option *Refund from Trust to Customer.* The system generates PS Form 3533-X,

Refund from Trust to Customer Confirmation, with an account entry to AIC 280, which is offset by trust withdrawal AIC 453.

b. *PostalOne!* will transmit the refund request to Accounts Payable in a nightly batch file. File the customer's written request, PS Form 3533, and PS Form 3533-X locally.

c. Once the customer receives the refund check, the customer can pay the BRM annual fee locally.

Note: No PS Form 1412 accounting entries are necessary at the PRU.

The BRM annual accounting fee payment *can be deducted* from the customer's account in the *PostalOne!* system. The customer must:

a. Submit a written request on the account holder's letterhead with the customer's authorized signature.

b. Submit a completed PS Form 3533, *Application for Refund of Fees, Products and Withdrawal of Customer Accounts.*

The postmaster, manager, or supervisor must do the following:

a. Verify that funds are available in the customer's account.

b. Certify PS Form 3533. The postmaster, manager, or supervisor will provide an authorizing signature on PS Form 3533 to approve any withdrawals from customer account balance for annual permit fee payment.

The RA must do the following:

a. Withdraw the amount from the customer's account in the *PostalOne!* system:

1. From the Fee payment section, select *BRM Accounting Fee.*

2. Check the *Pay from Account* box.

3. Click the *Submit* button. Once submitted, the system generates account entries to AIC 116, which is offset by trust withdrawals to AIC 453.

b. File the PS Form 3533, the system-generated receipt or report, and the customer's written request locally.

Note: No PS Form 1412 accounting entries are necessary at the PRU.

17-5.2.2   **Non-PostalOne! Units**

The BRM annual permit and accounting fees may be deducted from the customer's account in non-*PostalOne!* units. The customer must do the following:

a. Submit a written request on the account holder's letterhead with the customer's authorized signature.

b. Submit a completed PS Form 3533, *Application for Refund of Fees, Products and Withdrawal of Customer Accounts.*

The postmaster, manager, or supervisor must do the following:

a. Verify that funds are available in the customer's account.

b. Certify PS Form 3533. The postmaster, manager, or supervisor will provide an authorizing signature on PS Form 3533 to approve any withdrawal from customer account balance for annual fee payment.

The RA must do the following:

a. Record withdrawal and payment of fee to the customer's account on PS Form 25.

b. Enter the amount in the appropriate fee AIC and offset to AIC 453 on the SSA's PS Form 1412.

c. Give a receipt (either PS Form 3544 or a system-generated receipt) to the customer.

d. File the PS Form 3533, PS Form 3544 or the system-generated receipt or report, and the customer's written request locally.

17-5.2.3   Nonpayment of Fees

If a customer's BRM Annual Permit is not paid, it is the responsibility of the unit (PRU or BMEU) to notify the customer to maintain the accounts in good status. The following matrix is a guideline for proper collections for BRM Annual Fees.

Issue	Process	Action
BRM Annual Permit Fees not paid	Notify the customer via telephone call or e–mail.	**PostalOne!** Fee renewal letters are sent from NCSC in Memphis, TN. Do not authorize any Pending Links or release of Business Reply Mail pieces. **Non-PostalOne!** Use PS Form 3621-A which is found on the Forms page under Essential Links (on BLUE). Do not authorize release of Business Reply Mail pieces.
After 3 calendar days with no response.	Charge the account with Basic BRM (i.e. QBRM, Hi-Vol (Q)BRM).	Charge the account with Basic BRM (i.e. QBRM, Hi-Vol (Q)BRM). Do not authorize any Pending Links or release of Business Reply Mail pieces.
After 15 calendar days with no response.	Mail notification letter via regular mail and Certified Mail to the customer's address on file.	Do not authorize any invoices. If no resolution from the customer within the allowed 20 calendar days from BRM Annual Fee Paid Date, follow the next step accordingly.
If no response after 21 calendar days from BRM Annual Fee Paid Date.	If no resolution by Day 21: • Deny any pending transaction(s) in *PostalOne!*.	• If the original permit was issued at another Post Office, forward BRM pieces to the issuing office for collection of postage and fees from the permit holder. • If the original permit was issued at your Post Office, close the account and treat BRM pieces as follows: a. Dispose of BRM postcards of no obvious value. b. If the BRM has a return address, return it to sender marked "Unclaimed."

		c. If the BRM has no return address, send it to the mail recovery center marked "Unclaimed" DMM 507.1
		Note:
		Some customers or agencies may require additional time (maybe 30 days) to process a payment from their accounting office, therefore use discretion prior to returning BRM mailpieces.

17-5.3 **Customer Requested Withdrawals**

17-5.3.1 **Customer Request**

To request a withdrawal of all or part of the unused balance or to close a BRM or postage due account with a balance, the customer must do the following:

a. Submit a written request on the account holder's letterhead with an authorized signature.

b. Submit a completed PS Form 3533.

The postmaster, manager, or supervisor will provide an authorizing signature on PS Form 3533 to approve a withdrawal of unused balance from the customer account.

17-5.3.2 **PostalOne! Units**

At *PostalOne!* units, employees process a customer request for a withdrawal as follows:

a. Verify that funds are available in the customer's account.

b. Certify PS Form 3533. The postmaster, manager, or supervisor will provide an authorizing signature on PS Form 3533 to approve any withdrawals of unused balance from the customer account.

c. Withdraw the requested funds from the customer's account in the *PostalOne!* system. Select the refund option *Refund from Trust to Customer.* The system will generate PS Form 3533-X with account entries to AIC 280, which is offset by trust withdrawal AIC 453.

d. File PS Form 3533 with the system-generated PS Form 3533-X. *PostalOne!* will transmit refund requests to Accounts Payable in a nightly batch file.

e. No 1412 entry is necessary at the PRU.

17-5.3.3 **Non-PostalOne! Units**

At non-*PostalOne!* units, employees must process a customer request for a withdrawal as follows:

a. Verify that funds are available in the customer's account

b. Certify PS Form 3533. The postmaster, manager, or supervisor will provide an authorizing signature on PS Form 3533 to approve the withdrawal of unused balance from the customer account.

c. Withdraw the requested funds from the customer's account on PS Form 25.

d. Regardless of the amount, enter the amount in AIC 280, and offset the amount in AIC 453 on PS Form 1412.

e. Attach the required supporting documentation to the PS Form 3533 as follows:

Units that use this reporting technology…	Attach…
RSS	the system-generated receipt (PS Form 3544) for AIC 280.
e1412	a copy of the unit's PS Form 1412 which shows the AIC 280 entry.

f. Submit the completed PS Form 3533 using the eIWS OnLine Forms application for processing.

g. File a copy of PS Form 3533 locally with the customer's written request.

Note: PRU employees must not disburse local payments for withdrawals (refunds) from the customer's advance deposit account.

17-5.4 Transfers

Transfers are defined as movement of funds from one account to another.

17-5.4.1 Customer Request

To request a transfer of funds from one BRM account to another, the customer must do the following:

a. Submit a written request on the account holder's letterhead with the customer's authorized signature.

b. Submit a completed PS Form 3533 if requesting a transfer of funds between accounts not maintained at the same *PostalOne!* finance number or PRU.

Procedures

The following tables outline procedures for transferring funds.

Step	Transfer of Funds Within the Same	
	PostalOne! Finance Number	Postal Retail Unit (Not on the *PostalOne!* System)
a. Verify that funds are available in the customer's account.	Yes	Yes
b. Transfer the funds from the customer's account to the requested account.	Yes, select the **Transfer** option in the *PostalOne!* system to transfer funds.	Yes, record the amount to be transferred "to" and "from" on each individual PS Form 25.
c. Make the accounting entries on PS Form 1412.	Yes, the *PostalOne!* system automatically makes AIC entries 053 and 453 for the transfers on the *PostalOne!* PS Form 1412.	No
d. File the customer's written request and PS Form 3533 locally.	Yes	Yes

Step	Transfer of Funds Not Within the Same	
	PostalOne! Finance Number	Postal Retail Unit (Not on the *PostalOne!* System)
a. Verify that funds are available in the customer's account.	Yes	Yes
b. Certify PS Form 3533.	Yes	Yes
c. Withdraw the requested amount from the customer's account.	Yes, select the **Refund from Trust to Customer** in the *PostalOne!* system. AICs 280 and 453 are automatically entered on the *PostalOne!* PS Form 1412.	Yes, enter the withdrawn amount in AIC 280 and offset to AIC 453 on PS Form 1412. *Note:* Do not issue a money order.

d. Submit the system-generated receipts (for documentation) along with the completed PS Form 3533 using the eIWS OnLine Forms application for processing.	No, the *PostalOne!* system will transmit refund requests to Accounts Payable in a nightly batch file.	Yes, for RSS units the system automatically generates a PS Form 3544 receipt or report for supporting documentation. e1412 units must submit a copy of the unit's PS Form 1412 as supporting documentation.
e. File a copy of the PS Form 3533 and customer's written request locally. **Note:** When the customer receives the requested funds, he or she may deposit the amount into the account at the other unit.	Yes, in addition, locally file system-generated PS Form 3533-X.	Yes

Note: The *PostalOne!* system now allows for transfers between BRM/PD accounts and PI/PE accounts as well as between finance numbers nationwide.

17-6 Closing Customer Accounts for Inactivity

Inactive BRM or Postage Due accounts are defined as accounts with no mailings or payment of fees during a 2-year period from the date of fee expiration. All BRM annual fees must be renewed every year.

Non-PostalOne! Sites:

The postmaster, unit manager, or designated employee must close inactive BRM and postage due accounts as follows:

a. If the account balance exceeds $25, send a cancellation notice and PS Form 3533 to the customer.

b. Allow the customer 30 days from the date of the notice to respond.

c. Close the account if:

   (1) The customer does not respond to the cancellation notice*.

   (2) The letter is returned as undeliverable as addressed*.

   (3) The customer submits PS Form 3533 requesting a refund of the account balance.

Do not close postage due accounts established for PO boxes or addresses associated with a Priority Express Mail or Priority Mail reshipment. Establishing a postage due account is mandatory when a customer enters into an Express Mail or Priority Mail reshipment agreement. If these types of accounts are automatically canceled in *PostalOne!*, reset the account to "Active" status without contacting the customer.

See parts [Issuing](#) a Refund for Inactive BRM and Postage Du, *Issuing a Refund for Inactive BRM and Postage Due Accounts*, [Sample](#) Non-Use Notice Letter, *Sample Non-Use Notice Letter*, and Appendix C, *Refunds Quick Reference Guide*.

PostalOne! Sites Only:

No further action is necessary. The system will automatically close the account at the end of 26 months of no activity.

Issuing a Refund for Inactive BRM and Postage Due Accounts

Follow the flowchart process to refund a customer's BRM/Postage Due advance deposit account due to inactivity for both *PostalOne!* and Non-*PostalOne!* Offices.

Verify customer's account balance

Is Account Balance $25.00 or less?

No →
- in *PostalOne!* At least 60 days prior to the month of cancellation, the NCSC will generate and send non-use letters.
- in Non-*PostalOne!* the unit will send a Customer Cancellation letter and PS Form 3533

Yes

Process refund in *PostalOne!* (Refund from Trust to AIC 126) in Non-*PostalOne!* AICs 126 & 453

File completed PS Form 3533 locally*

Received completed & signed PS Form 3533 from customer

No → Authorized employee completes PS Form 3533 for local records

Yes

Process refund:
- in *PostalOne!* (Refund from Trust to Customer)
- in Non-*PostalOne!* (AICs 280 & 453)

- *PostalOne!* Units DO NOT submit the customer's 3533 and the 3533X through eIWS OnLine Forms. *PostalOne!* electronically processes the refund.

- Non-*PostalOne!* Units submit the original 3533 and the system generated 3544 through eIWS OnLine Forms.

File copies of the completed PS Form 3533 and the cancellation letter locally

Process refund in *PostalOne!* (Refund from Trust to AIC 126) in Non-*PostalOne!* AICs 126 & 453

File completed PS Form 3533 & cancellation letter locally*

*If a customer requests a refund (regardless of the amount) and their account balance has been "zeroed out", then *PostalOne!* Units would reverse *"Refund from Trust to AIC 126"* and then follow normal refund process.

If the account has been cancelled for non-use and cannot be viewed, submit the customer completed PS Form 3533 to the PRU to process. The refund method will be based on the amount:
   - $25.00 or less will be cash & AIC 624
   - $25.01 - $1000.00 will be a No Fee MO & AIC 624
   - $1000.01 and greater – AIC 280 & AIC 624 – AIC 280 requires submission of PS Form 3533 through eIWS OnLine Forms

Note: The RSS workflow *"Refund – Misc. Non-Postal Revenue"* will produce the correct refund payment type and post the appropriate AIC 624 entry.

Non-*PostalOne!* Units would enter AICs 280 & 624 at the PRU and follow the normal refund process.

Sample Non-Use Notice Letter

Non-Use Notice

[Date]

[Name of Permit Holder]
[Address]
[City, State, ZIP+4]

RE: BRM or Postage Due Account Number: **[XXXXX]**

Dear **[Contact Name]** or Postal Customer:

According to our records, the Business Reply Mail (BRM) or postage due trust account number referenced above has not been used in the last 24 months and/or the annual BRM fee has expired. Therefore, the BRM or postage due trust account is being closed. Our records indicate the date the last mail pieces were deducted from this BRM or postage due account was _____, or the BRM annual fee expired _____and there is no record of payment. This account has a balance of $_____.

You must complete PS Form 3533, *Application for Refund of Fees, Products and Withdrawal of Customer Accounts,* and mail it to the address below before the account balance is refunded. A refund for the remaining account balance, if applicable, will be sent to the account holder's address appearing on this letter. If the account's address above is not current, you must submit notification of an address change in writing and on the account holder's letterhead within 30 days of the date of this notice.

If you wish to resume mailing or if additional assistance is needed, please contact your local Post Office:

[Post Office Address]

[Post Office Telephone Number]

Sincerely,

[Name/Title] [Telephone Number]

Enclosure

17-7 Handling Negative Balances in Customer Accounts

If a customer's trust account balance (BRM or postage due) results in a negative balance, it is the responsibility of the unit (PRU or BMEU) to ensure collections of funds from customers to maintain their accounts in good status. The following matrix is a guideline for proper collections for negative balance accounts.

Issue	Process	Action
Encountered a negative balance account.	Notify the customer via telephone or e–mail.	Do not authorize any invoices. If no response from customer after 5 calendar days, follow the next step.
After 3 calendar days with no response.	Upcharge the account with Basic BRM (i.e. QBRM, Hi-Vol (Q)BRM). Do not authorize / release any pieces for this invoice.	Upcharge the account with Basic BRM (i.e. QBRM, Hi-Vol (Q)BRM). Do not authorize / release any pieces for this invoice
After 15 calendar days with no response.	Mail notification letter via regular mail and Certified Mail to the customer's address on file; allow 20 calendar days from date of letter for customer resolution.	Do not authorize any invoices. If no resolution from the customer within the allowed 20 calendar days, follow the next step accordingly.
If no response after 21 calendar days from date of letter, and the negative balance amount is $100 or more.	BMEU or PRU initiates a PS Form 1902, *Justification for Billing Accounts Receivable* (January 2009 version) and submits it with a copy of the notification letter to the unit's postmaster, manager, or supervisor for approval. Include TIN on PS Form 1902. Upon approval, the BMEU or PRU submits PS Form 1902 and a required AIC 636 receipt using the eIWS Online Forms application for processing. An accounts receivable will be established at Accounting Services. *Note: If the PRU has any BRM pending transactions in PostalOne!, deny the transactions. Return the mail as indicated in the Action column.*	Bring the customer's account balance to zero and close the account. • Dispose of BRM postcards of no obvious value. • If the BRM has a return address, return it to sender marked "Unclaimed." • If the BRM has no return address, send it to the mail recovery center marked "Unclaimed" DMM 507.1. Accounting entries: 1. Enter the negative amount into AIC 053. 2. Offset with AIC 636. 3. Attach the support documentation for the above accounting entries to PS Form 1902. **Note:** *Accounting entries must be recorded in the PRU's PS Form 1412.* The PRU files a copy of the PS Form 1902 locally.

17 Non–Trust Account Customer Business Reply Mail and Postage Due Activity

This chapter contains the procedures for reporting business reply mail and postage due activity for both *PostalOne!* and Non-*PostalOne!* units. This chapter also describes the procedures for accounting for deposits and withdrawals from customer advance deposit accounts. This chapter includes the following subchapters:

Note: Note: 17-1 Overview.

Note: 17-2   Fees.

Note: 17-3   Non-Trust Account Business Reply Mail and Postage Due Activities.

Note: 17-4   Advance Deposits.

Note: 17-5   Withdrawals from Customer Advance Deposit Accounts.

Note: 17-6   Closing Customer Accounts for Inactivity.

Note: 17-7   Handling Negative Balances in Customer Accounts.

Note: There are account identifier codes (AICs) used throughout this chapter. Refer to Appendix A, Account Identifier Code/General Ledger Account Crosswalk, for the titles and descriptions of AICs that are currently in use.

17-1 Overview

Business Reply Mail (BRM) *service* enables a permit holder to receive First- Class Mail and Priority Mail items back from customers and pay postage and a per piece fee only for the pieces returned. (See *Mailing Standards of the United States Postal Service,* Domestic Mail Manual (DMM) 505.1.0.)

Qualified Business Reply Mail (QBRM) is a subset of BRM available for specific automation-compatible letter-size pieces that qualify for an automation postage rate and a reduced per piece fee. (See DMM 505.1.1.3.)

Merchandise Return Service (MRS) *USPS Returns* allows an authorized permit holder to pay the postage and extra service fees on single-piece rate First-Class Packages, Priority Mail, and Ground Return Package Services parcels that are returned to the permit holder by the permit holder's customers via a special label. (See DMM 505.3.0.)

Bulk Parcel Return Service (BPRS) allows mailers of large quantities of Standard Mail machineable parcels that are either undeliverable as addressed or opened and remailed by addressees to be returned to designated Postal Service facilities. (See DMM 505.5.0.)

Note: In this chapter, references to BRM include the aforementioned reply mail accounts.

Postage Due (PD) mail customers must pay in cash for postage due mail before the mail is delivered. Payment may be made by advance deposit of money in a postage due account used solely to pay postage due. (See DMM 604.6.0.)

PostalOne! units are business mail entry units (BMEUs) or postal retail units (PRUs) that process all BRM and postage due activities and maintain customer advance deposit accounts in the *PostalOne!* system.

Non-*PostalOne! units* are PRUs that accept deposits and process all BRM and postage due activities and maintain customer advance deposit accounts using an individual PS Form 25, *Trust Fund Account.* Manage the accounts as follows:

a. Enter the deposits and withdrawals and calculate the balance on an individual PS Form 25.

b. Maintain a separate PS Form 25 with the daily sum- mary grand total amount of all advance deposit accounts balances.

When the employee provides BRM to the customer, the postage-due clerk ensures that PS Form 3582-C, *Business Reply Postage,* has been printed from the *PostalOne!* system and is provided with the mail. *Non-PostalOne!* sites must use PS Form 3582-P, *BRM/Postage Due Invoice.*

~~17-2~~ 17-2 Fees

~~17-2.1~~ 17-2.1 Collecting Fees

The following table lists the fees, AIC in which to record the fee, and how often the fee is collected.

Title	AIC	Frequency
Business Reply Mail (BRM), Qualified Business Reply Mail (QBRM), and Weight Averaged Business Reply Mail Annual Accounting Fee	116	Annually
BRM Weight Averaged Fee	126	Monthly
BRM — Annual Permit Fee	134	Annually
~~Merchandise Return Service (MRS) — Permit Fee~~	~~141~~	~~Annually~~
~~MRS Accounting Fee~~	~~155~~	~~Annually~~
QBRM Quarterly Billing Fee	169	Quarterly
BPRS Annual Permit Fee	172	Annually

MRS Accounting Fee

~~17-2.2~~ 17-2.2 Accounting for Fees

PRUs must account for fees as follows:

a. When collecting fees, always issue a receipt: either system-generated or PS Form 3544, *USPS Receipt for Money or Services*.

b. Clearly identify each fee on PS Form 3544 to ensure proper AIC entry on PS Form 1412, *Daily Financial Report*.

c. Fee payments will post to *PostalOne!* automatically if RSS units are interfaced with *PostalOne!*. Non-interfaced RSS units, as well as e1412 units that are on *PostalOne!*, will record fee payments by logging into *PostalOne!* and posting the fee transaction. *Non-PostalOne!* units will record fee payments to a customer's account on the individual PS Form 25.

Commented [CKJ-MW2]: May 26,2015 USPS eliminated BPRS Annual Permit and Accounting fees

17-3 ~~Record fee payment to customer's account in the *PostalOne!* system or on the individual PS Form 25 for non-*PostalOne!* units.~~

~~17-3~~ 17-3 Non-Trust Account Business Reply Mail and Postage Due Activities

~~17-3.1~~ 17-3.1 Handling Over-the-Counter Pickup

Over-the-counter postage due mail is mail for which postage is collected directly from the customer upon delivery for non-trust account BRM, shortpaid, or forward/return to sender articles. Postage is not withdrawn from a customer trust account.

When retail~~sales and service~~retail associates (RSS~~AsRAs~~) retrieve an over-the-counter postage due article from the Left Notice area, they must record the postage due and fee, when applicable, on a PS Form 3584, *Postage Due Log*. Upon receiving payment for the required postage and fee, when applicable, postal retail units must record the amount into AIC 114, *Postage Due Invoice*.

~~17-3.2~~ **17-3.2** **At POS ONE offices, the RA will do the following:**

~~17-3.2~~ **Access the "Mail Pickup" workflow.**

~~17-3.2~~ **Select "Postage Due."**

~~17-3.2~~ **Select the appropriate postage due category.**

~~17-3.2~~ **Key in the amount.**

~~17-3.2~~ **Tender the transaction.**

~~17-3.2~~ **Issue the customer the POS customer receipt.**

~~17-3.2~~ **At non–POS ONE offices, the RA will do the following:**

~~17-3.2~~ **Enter the miscellaneous AIC 114.**

~~17-3.2~~ **Key in the amount.**

~~17-3.2~~ **Issue the customer the receipt.**

~~17-3.2~~ **The RA should secure the PS Form 3584 and submit it as documentation with a daily PS Form 1412.**

~~17-3.2~~ **Carrier Delivery — City, Rural, and Contract Delivery Route**

Non–trust account BRM and postage due must be consigned to city, rural, and contract delivery route carriers and box clerks on PS Form 3584. The same form is used to clear the delivering employee of responsibility.

~~17-3.3~~ **17-3.3 Consigning Non-Trust Account Business Reply Mail and Postage Due**

Each article of non–trust account BRM and postage due must be clearly marked with the amount due before sorting to the delivering employee. If an additional service fee is due, the article should also be clearly marked with the fee amount due. The article then must go to the appropriate delivering employee who will withdraw any article known to be undeliverable.

The value of postage due and additional service fee, when applicable, must be entered in the appropriate column by route on PS Form 3584. Delivering employees accept responsibility for the non–trust account BRM and postage due by initialing the Postage Due Log.

Rural carriers, at their option, may pay for the non–trust account BRM and postage due at the time of consignment using PS Form 3584 and must follow these requirements:

a. When the carrier chooses to pay in advance, complete the checkout side of PS Form 3584, record the amount collected, and initial under the check-in portion. The carrier must initial in the appropriate column.

b. Prepare separate forms listing routes served for each assigning employee.

c. Adequately secure the forms while carriers are pending clearance.

d. Use ink to make entries.

e. Initial changes (both the delivering and assigning employee).

17-3.4 Clearing Non-Trust Account Business Reply Mail and Postage Due

As the delivering employees return, the clearing employee must do the following:

a. Complete the employee check-in section of PS Form 3584, entering the amount of postage and fees for articles returned and the amount collected in the appropriate column.

b. Subtract the returned amount from the accepted amount to arrive at the amount to collect from the delivering employee. The delivering employee must pay the necessary funds and initial.

c. Initial the PS Form 3584 to release the delivering employee of responsibility.

d. Send the returned articles at regular intervals to the appropriate customer service unit for over-the-counter delivery.

If a rural carrier who paid the postage due in advance returns any articles, the clearing employee should take the following action using a blank line on PS Form 3584:

a. Enter the route number.

b. On the check-in side, enter the number of pieces and the amount in the article returned columns.

c. In the amount collected column, enter the amount of the returned article(s) in brackets, thus representing a negative amount.

d. Refund the amount to the carrier.

e. Initial and have the carrier initial.

After clearing all delivering employees who report non–trust account BRM and postage due, the clearing employee must do the following:

a. Complete PS Form 3584.

b. If the clearing employee does not prepare an individual PS Form 1412, submit PS Form 3584 and funds collected as entered in Block 3 to the PRU for processing.

c. If the clearing employee prepares an individual PS Form 1412 or, for PRU processing, PS Form 3584, enter the amount collected into AIC 114 as in section 17-3.1. RSSPOS ONE offices must enter each postage due category from the PS Form 3584 separately.

17-4 ~~Verifying PS Form 3584, Postage Due Log~~

~~17-4 The Amount Collected columns on PS Form 3584 must be verified by the unit manager or supervisor at least once a month. The individual line entries of one randomly selected PS Form 3584 from each delivery unit must be verified. The manager or supervisor performing the verification must annotate the PS Form 3584 "verified" and sign it.~~

~~17-4~~ 17-4 Advance Deposits

~~17-4.1~~ 17-4.1 Overview

Advance deposit accounts are trust funds that a mailer gives the Postal Service to pay for future return services ~~BRM, MRS,~~ and postage due mailings. Advance deposit accounts are subject to the following requirements:

a. Customers must pay for each mailing either by cash, check, or debit card through an advance deposit or Enterprise Payment account before the Postal Service will release the mailing for processing.

b. PRUs maintain separate accounts for each service by mailer.

c. The ~~The mailer deposits funds into an individual account and the~~ Postal Service withdraws the funds when payment for postage and fees is due.

d. The Postal Service does ~~Mailers may~~ not offer ~~use~~ credit for postage.

e. Mailers may not carry a negative balance in a trust ~~their~~ account.

f. If funds paid or on deposit are less than the amount necessary to pay for the mailing, the mailer must pay or deposit the difference before the Postal Service delivers the mail pieces.

g. When an advance deposit account requires replenishment, the PRU must notify the customer.

h. BRM ~~, MRS,~~ and BPRS mailers must maintain a sub account in *PostalOne!.*

- ~~If the customer also has a BRM, permit using the same permit number, BRM mail pieces postage and handling fees can be deducted from the sub account that was created for the MRS/ or BPRS.~~

- ~~Postage due can also be deducted from this sub account, negating the need to create a dedicated postage due account for the customer.~~

■ If the customer has a BRM permit and a postage due account, funds must be on deposit in a BRM/MRS/BPRS subaccount sub account because these types of postage due accounts do not keep track of fees. This prevents, and BRM/MRS/BPRS mail pieces from beingcould inadvertently be delivered after the BRM annual fee expires.

Mailers may do the following:

a. a. Choose to establish an advance deposit account(s) from which postage, per piece charges, and other fees are deducted. For certain extra services, an advance deposit account is required.

b. b. Use a separatesingle advance deposit account to pay postage due charges for each type ofmore than one extra service (e.g., BRM , MRS, and BPRS).

17-4.2 Reconciling Advance Deposit Accounts

All PRUs that maintain customer advance deposit trust accounts must reconcile their local customer trust balances with Accounting Data Mart (ADM) balances.

The following units…	Reconcile….
PostalOne!	differences identified in the Narrowcast Master Trust Exception Report upon receipt of the report.
Non-*PostalOne!*	PS Form 3083, *Trust Accounts Receipts and Withdrawals*, with the Master Trust Customer Report in the ADM or the weekly Trust and Expense Activity narrowcast report at least once a month.

17-4.3 Accepting Checks for Advance Deposits

The procedure for accepting checks for advance deposit accounts is as follows:

a. Postmasters must apply standard check acceptance for accepting business checks for BRM and postage due permit holders and clients of permit holders (see subchapter 9-3). Do not accept personal or business checks from customers whose name appears on the bad check list.

b. The acceptance employee must examine the check before acceptance to ensure that the check is made payable to either "U.S. Postal Service" or "Postmaster."

c. Either the permit holder or the acceptance employee must record the customer's BRM and postage due trust account number on the face of the check.

d. For checks accepted at bulk mail entry units (BMEUs), the accepting employee must record "BMEU" on the front of the check and must ensure that the BRM and postage due permit number is an active account.

e. For BMEUs not equipped with a retail terminal, the postmaster or BMEU supervisor is responsible for designating a secure location for check storage. Checks are considered priority one items and require the highest level of security equipment available at the BMEU (see section 3-1.1.2, for the types of equipment to use, in priority order for securing accountable items).

f. The postmaster or BMEU supervisor is responsible for ensuring checks are transferred daily to the appropriate PRU. When transferring checks to the PRU for processing permit account deposits, include a list showing the value of each check, the total dollar amount of the checks, and the number of checks enclosed.

g. PRUs process checks received from a BMEU for deposit on the current business day.

Note: A mailing agent's check can be accepted for deposit into their customer's advance deposit account.

17-4.4 Recording Advance Deposit Payments

Record payments to advance deposit accounts as follows:

a. Report funds collected and deposited into authorized advance deposit accounts for BRM, MRS, and postage due in AIC 053 on PS Form 1412.

b. Issue an original receipt (either PS Form 3544 or a system-generated receipt) with the customer's name, permit account number, and amount received to the customer.

c. Forward a copy of the receipt (either PS Form 3544 or the system-generated receipt or report) to one of the following:

    (1) The employee responsible for the non-*PostalOne!* customer's trust account and who records deposits into the customer's account on PS Form 25.

    (2) The PRU or BMEU employee as follows:

- At non-interfaced Retail Softway SystemsPoint of Service (POS) and *PostalOne!* units, to the employee who enters deposits into customers' accounts in the *PostalOne!* system.

- At Interfaced RSSPOS and *PostalOne!* units, to the designated employee to validate against *PostalOne!* entries.

The PRU must maintain copies of receipts as follows:

a. Maintain a copy of the PS Form 3544 or system-generated receipt or report locally.

b. Maintain PS Forms 3544 in sequential order at the unit to ensure continuity of issuance.

Note: RSSPOS units that interface with *PostalOne!* must provide a copy of the Permit Account Activity Report to the *PostalOne!* unit or BMEU for validating that deposits were correctly processed.

17-4.5 Collecting on Nonsufficient Funds Checks

When the writer of an NSF check is the permit holder, Accounting Services must coordinate collection efforts with the BMEU or PRU. The BMEU or PRU may reduce the permit holder's account by the amount of the NSF check and applicable surcharge if the permit holder does not pay upon demand.

17-5   Approved Counting Methods

BRM Job Aid 8
Business Reply Mail Accounting System (BRMAS).
Bulk Weight Average Nonletter-sized BRM (DM 505.1.1.5)
http://wabrm/WabrmWeb/.

Instructions for accessing the End-of-Run Bin Analysis Report are on the BRM Blue page at:
http://blue.usps.gov/brm.
EOR Viewer (File Detailed Viewer) — Displays mailpiece counts and the relationship between bin number and mailer.

17-5 Withdrawals from Customer Advance Deposit Accounts

17-5.1 Recording Daily Invoices

17-5.1.1 Recording Daily Invoices

17-5.1.1 Overview

Overview

Withdrawals are disbursements (e.g., invoices, refunds for any part of a customer's balance, and transfers) made from a customer's BRM and postage due account.

17-5.1.2 PostalOne! Units

A designated employee must validate in the *PostalOne! system that funds are available in the customer's account, then proceed* as follows:

a. Count and rate the BRM, MRS, and postage due mail pieces. If an automated sorting process is used to count the BRM mailpieces, ensure to print the End-of-Run Report; otherwise use a "daily worksheet" for manual counts of BRM mailpieces. Withdraw the amounts of BRM, MRS and postage due from the customer's account.

b. The following entries are performed in the *PostalOne!* system:

   1. BRM — Use the BRM workflow in *PostalOne!,* which will automatically make the entry to AIC 274, *Business Reply Mail Services,* with an offsetting entry to AIC 453, *Advance Deposit Withdrawal,* and generate a PS Form 3582-C, *BRM/Postage Due Invoice,* which must be issued to the customer with the mail.

   MRS — Use the MRS workflow in *PostalOne!,* which will automatically make the entry to AIC 281, *Merchandise Return Services,* with an offsetting entry to AIC 453, *Advance Deposit Withdrawal,* and generate a PS Form 3582-C, *BRM/Postage Due Invoice,* which must be issued to the customer with the mail.

   2. Postage Due — Use the Postage Due workflow in *PostalOne!,* which will automatically make the entry to AIC 114, *Postage Due Invoices,* with an offsetting entry to AIC 453, *Advance Deposit Withdrawal,* and generate a PS Form 3582-C, *BRM/Postage Due Invoice,* which must be issued to the customer with the mail.

c. The *PostalOne!* system posts all withdrawals to the accounting system and automatically closes the day's business every evening. Do not make entries on the unit's PS Form 1412.

d. At close of business, review PS Form 3083 from *PostalOne!.*

Note: Unit managers responsible for *PostalOne!* activity must ensure that, upon receipt of the Narrowcast Master Trust Exception Report, all differences are reconciled.

Note: PostalOne! Units

Note: A designated employee must validate in theAt *PostalOne! system*units, make withdrawals as follows:

Note: Verify that funds are available in the customer's account, then proceed *as* follows:

Note: Count and rate the BRM, MRS,BRM and postage due mailpieces. If an automated sorting process is used to count the BRM mailpieces, ensure to print the End-of-Run Report; otherwise use a "daily worksheet" for manual counts of BRM mailpieces. employees rate the BRM and postage due mail pieces.

Note: Withdraw the amounts of BRM, MRS and postage due from the customer's account.

The following entries are performed in the *PostalOne!* system:

BRM — Use the BRM workflow in *PostalOne!,* which will automatically make themakes an entry to AIC 274, *Business Reply Mail Services,*114 with an offsetting entry to AIC 453, *Advance Deposit Withdrawal,* and generate agenerates a BRM invoice, PS Form 3582-C, *BRM/Postage Due Invoice,* which must be issued to the customer with the mail.

MRS — Use the MRS workflow in *PostalOne!,* which will automatically make the entry to AIC 281, *Merchandise Return Services,* with an offsetting entry to AIC 453, *Advance Deposit Withdrawal,* and generate a . Provide the PS Form 3582-C, *BRM/Postage Due Invoice,* which must be issued to the customer with the mail.

Note: Postage Due — Use the Postage Due workflow in *PostalOne!,* which will automatically make the entry to AIC 114, *Postage Due Invoices,* with an offsetting entry to AIC 453, *Advance Deposit Withdrawal,* and generate a PS Form 3582-C, *BRM/Postage Due Invoice,* which must be issued (invoice) to the customer with the mail.

Note: The *PostalOne!* system posts all withdrawals to the accounting system and automatically closes the day's business every evening. Do not make entries on the unit's PS Form 1412.

Note: At close of business, reviewPrint PS Form 3083 from *PostalOne!.*! and file the form with invoices locally.

Note: **Note:** Unit managers responsible for *PostalOne!* activity must ensure that, upon receipt ofreconcile differences when the Narrowcast Master Trust Exception Report, all differences are reconciled. is received.

17-5.1.3 Non-PostalOne! Units

a. A designated employee must validateAt non-*PostalOne!* units, make withdrawals as follows:

a. Verify that funds are available in the customer's account, then proceed as follows:

b. 1. CountBRM and postage due employees rate the BRM and postage due, MRS, mailpieces. and postage due mail pieces.

c. a. BRM — Prepare PS Form 3582-P, *BRM/Postage Due Invoice,* in duplicate.

c. BRM and postage due employees calculate the charges, andcharges and sign the form, certifying the amount to be withdrawn from the customer's advance deposit account on PS Form 25. Record this Form 25. The original PS Form 3582-P is the customer's receipt; the duplicate copy is the supporting document for AIC 114.

c. BRM and postage due employees enter amount into AIC 274, *Business Reply Mail,* with an withdrawn to AIC 114 and offset to AIC 453, *BRM/Postage Due Advance Deposit Withdrawal.* Issue PS Form 3582-P to customer with the mail and maintain a copy as PS on PSForm 1412 support documentation.

b. MRS — Prepare PS Form 3582-P, *BRM/Postage Due Invoice*, in duplicate, calculate the charges, and sign the form certifying the amount to be withdrawn from customer's account on PS Form 25. Record this amount into AIC 281, *Merchandise Return Services*, with an offset to AIC 453, *BRM/Postage Due Advance Deposit Withdrawal.* Issue PS Form 3582-P to customer with the mail and maintain a copy as PS Form 1412 support documentation.

b. Postage Due — Prepare PS Form 3582-P, *BRM/Postage Due Invoice*, in duplicate, calculate the charges, and sign the form certifying the amount to be withdrawn from customer's account on PS Form 25. Record this amount into AIC 114, *Postage Due Invoices*, with an offset to AIC 453, *BRM/Postage Due Advance Deposit Withdrawal.* Issue PS Form 3582-P to customer with the mail and maintain a copy as PS Form 1412 support documentation.

f. 2. Designated employees mustBRM and postage due employees add the total of all PS Forms 3582-P for the business day and certify that the total amount equals the Unit 1412 and the summary amount withdrawal on PS Form 3083 and file locally.

Note: **Note:** Unit managers receive the Narrowcast Trust & Expense Activity Report on a weekly basis. Managers must reconcile the localensure that PS Form 3083 balances are reconciled with the Narrowcast reportADM balances at least once a month.

17-5.2 **Payment of Fees From Customer Accounts**

To request payment of the BRM or MRS annual permit (AIC 134) or accounting fee (AIC 116) from an account balance, the customer must do the following:

a. a. Submit a written request on the account holder's letterhead with the customer's authorized signature.

b. Submit a completed PS Form 3533, *Application for Refund of Fees, Products and Withdrawal of Customer Accounts.*

The postmaster, manager, or supervisor must provide an authorizing signature on PS Form 3533 to approve a withdrawal from customer account balance for annual fee payment.

b.

17-5.2.1 **PostalOne! Units**

PostalOne! Units

The BRM or MRS annual permit fee payment cannot be deducted from the customer's account in the *PostalOne!* system. However, a customer can request a refund from their account balance to pay the BRM or MRS annual permit fee as follows:

a. Submit a written request on the account holder's letterhead with the customer's authorized signature.

b. Submit a completed PS Form 3533, *Application for Refund of Fees, Products and Withdrawal of Customer Accounts.*

The postmaster, manager, or supervisor must do the following:

a. Once the customer receives the refund check, they can pay the BRM annual fee locally. The procedure is as follows:

a. a. Verify that funds are available in the customer's account.

b. Certify PS Form 3533. The postmaster, manager, or supervisor will provide an authorizing signature on PS Form 3533 to approve a withdrawal from customer account balance for annual permit fee payment.

The Retail Associate (RA)SSA must do the following:

c. Certify PS Form 3533.

c. a. Withdraw the amount from the customer's account. In the *PostalOne!* system, select the Refund Option *Refund from Trust toTo Customer.* The system generates PS Form 3533-X, *Refund from Trust to Customer Confirmation,* with an account entry to AIC 280, which is offset by trust withdrawal AIC 453.

e. *PostalOne!* will transmit Submit the refund request completed PS Form 3533 with PS Form 3533-X to Accounts Payable in a nightly batch file. the Scanning and Imaging Center (SIC) for processing.

e. b. File a copy of the PS Form 3533 and PS Form 3533-X locally with the customer's written request, PS Form 3533, and PS Form 3533-X locally.

c. Once the customer receives the refund check, the customer can pay the BRM annual fee locally.

Note: **Note:** No PS Form 1412 accounting entries are necessary at the PRU.

The BRM or MRS annual accounting fee payment *can be deducted* from the customer's account in the *PostalOne!* system. The customer must as follows:

a. Submit a written request on the account holder's letterhead with the customer's authorized signature.

b. Submit a completed PS Form 3533, *Application for Refund of Fees, Products and Withdrawal of Customer Accounts.*

The postmaster, manager, or supervisor must do the following:

a. a. Verify that funds are available in the customer's account.

b. Certify PS Form 3533. The postmaster, manager, or supervisor will provide an authorizing signature on PS Form 3533 to approve any withdrawals from customer account balance for annual permit fee payment.

The RASSA must do the following:

c. Certify PS Form 3533.

c. a. Withdraw the amount from the customer's account in the *PostalOne!* system::system:

(1) 1. From the Fee payment section, select *BRM Accounting Fee.*

(2) 2. Check the *Pay from Account* box.

(3) 3. Click the *Submit* button. Once submitted, the system generates account entries to AIC 116, which is offset by trust withdrawals to AIC 453.

d. b. File the PS Form 3533, PS Form 3544 or the system-generated receipt or report, and the customer's written request locally.

Note: **Note:** No PS Form 1412 accounting entries are necessary at the PRU.

17-5.2.2 Non-PostalOne! Units

TheBoth BRM and MRS annual permit and accounting fees may be deducted from the customer's account in non-*PostalOne!* units. The customer must do the followingprocedure is as follows:

a. Submit a written request on the account holder's letterhead with the customer's authorized signature.

b. Submit a completed PS Form 3533, *Application for Refund of Fees, Products and Withdrawal of Customer Accounts.*

The postmaster, manager, or supervisor must do the following:

a. a. Verify that funds are available in the customer's account.

b. Certify PS Form 3533. The postmaster, manager, or supervisor will provide an authorizing signature on PS Form 3533 to approve any withdrawal from customer account balance for annual fee payment.

The RASSA must do the following:

c. Certify PS Form 3533.

c. a. Record withdrawal and payment of fee to the customer's account on PS Form 25.

d. b. Enter the amount in the appropriate fee AIC 134 and/or AIC 116 and offset to AIC 453 onin the SSA'sretail associate's (RAs) PS Form 1412.

e. c. Give a receipt (either PS Form 3544 or a system-generated receipt) to the customer.

d. File the PS Form 3533, PS Form 3544 or the system-generated receipt or report, and the customer's written request locally.

17-5.2.3 Nonpayment of Fees

If a customer's BRM Annual Permit is not paid, it is the responsibility of the unit (PRU or BMEU) to notify the customer to maintain the accounts in good status. The following matrix is a guideline for proper collections for BRM Annual Fees.

Issue	Process	Action
BRM Annual Permit Fees not paid	Notify the customer via telephone call or e-mail.	**PostalOne!** Fee renewal letters are sent from NCSC in Memphis, TN. Do not authorize any Pending Links or release of Business Reply Mail pieces. **Non-PostalOne!** Use PS Form 3621-A which is found on the Forms page under Essential Links (on BLUE). Do not authorize release of Business Reply Mail pieces.
After 3 calendar days with no response.	Charge the account with Basic BRM (i.e. QBRM, Hi-Vol (Q)BRM).	Charge the account with Basic BRM (i.e. QBRM, Hi-Vol (Q)BRM). Do not authorize any Pending Links or release of

		Business Reply Mail pieces.
After 15 calendar days with no response.	Mail notification letter via regular mail and Certified Mail to the customer's address on file.	Do not authorize any invoices. If no resolution from the customer within the allowed 20 calendar days from BRM Annual Fee Paid Date, follow the next step accordingly.
If no response after 21 calendar days from BRM Annual Fee Paid Date.	If no resolution by Day 21: • Deny any pending transaction(s) in *PostalOne!*.	• If the original permit was issued at another Post Office, forward BRM pieces to the issuing office for collection of postage and fees from the permit holder. • If the original permit was issued at your Post Office, close the account and treat BRM pieces as follows: a. Dispose of BRM postcards of no obvious value. b. If the BRM has a return address, return it to sender marked "Unclaimed." c. If the BRM has no return address, send it to the mail recovery center marked "Unclaimed" DMM 507.1 *Note:* Some customers or agencies may require additional time (maybe 30 days) to process a payment from their accounting office, therefore use discretion prior to returning BRM mailpieces.

f.

17-5.3 ~~**Official Mail Accounting System (OMAS) BRM and postage due accounts cannot be processed through the *PostalOne!* system. PRUs must process OMAS BRM and postage-due postage as stated in part 6-5.2 (See Handbook DM-103, *Official Mail,* for applicable forms.)**~~

17-5.3 Customer Requested Withdrawals

~~17-5.3.1 Customer Requested Withdrawals~~

17-5.3.1 Customer Request

~~Customer Request~~

To request a withdrawal of all or part of the unused balance or to close a BRM or postage due account with a balance, the customer must do the following:

a. ~~a.~~ Submit a written request on the account holder's letterhead with an authorized signature.

b. Submit a completed PS Form 3533.

The postmaster, manager, or supervisor will provide an authorizing signature on PS Form 3533 to approve a withdrawal of unused balance from the customer account.

b.

17-5.3.2 PostalOne! Units

At *PostalOne!* units, employees process a customer request for a withdrawal as follows:

a. Verify that funds are available in the customer's account.

b. Certify PS Form 3533. The postmaster, manager, or supervisor will provide an authorizing signature on PS Form 3533 to approve any withdrawals of unused balance from the customer account.

c. Withdraw the requested funds from the customer's account in the *PostalOne!* system. Select the refund option *Refund from Trust to Customer*. The system will generate PS Form 3533-X with account entries to AIC 280, which is offset by trust withdrawal AIC 453.

d. File PS Form 3533 with the system-generated PS Form 3533-X. *PostalOne!* will transmit refund requests to Accounts Payable in a nightly batch file.

e. No 1412 entry is necessary at the PRU.

a. ~~Verify that funds are available in the customer's account.~~

~~Certify PS Form 3533. The postmaster, manager, or supervisor will provide an authorizing signature on PS Form 3533 to approve any withdrawals of unused balance from the customer account.~~

17-5.3.3 ~~Certify PS Form 3533.~~

17-5.3.3 ~~Withdraw the requested funds from the customer's account in the *PostalOne!* system. Select the refund option *Refund from Trust to Customer*. The system will generate PS Form 3533-X with account entries to AIC 280, which is offset by trust withdrawal AIC 453.~~

17-5.3.3 ~~File Submit the original PS Form 3533 with the system-generated PS Form 3533-X. *PostalOne!* will transmit refund requests to Accounts Payable in the SIC for processing.~~

17-5.3.3 ~~File a nightly batch filecopy of PS Form 3533-X and PS Form 3533 locally with the customer's written request.~~

17-5.3.3 Non-PostalOne! Units

At non-*PostalOne!* units, employees must process a customer request for a withdrawal as follows:

a. a. Verify that funds are available in the customer's account.

b. Certify PS Form 3533. The postmaster, manager, or supervisor will provide an authorizing signature on PS Form 3533 to approve the withdrawal of unused balance from the customer account.

~~c. Certify PS Form 3533.~~

c. Withdraw the requested funds from the customer's account on PS Form 25.

d. Regardless of the amount, enter the amount in AIC 280, and offset the amount in AIC 453 on PS Form 1412.

e. Attach the required supporting documentation to the PS Form 3533 as follows:

Units that use this reporting technology…	Attach…
RSS	the system-generated receipt (PS Form 3544) for AIC 280.
e1412	a copy of the unit's PS Form 1412 which shows the AIC 280 entry.

f. Submit the completed PS Form 3533 using ~~to~~ the eIWS OnLine Forms application ~~SIC~~ for processing.

g. File a copy of PS Form 3533 locally with the customer's written request.

Note: PRU employees must not disburse local payments for withdrawals (refunds) from the customer's advance deposit account.

17-5.4 Transfers

Transfers are defined as movement of funds from one account to another.

17-5.4.1 Customer Request

To request a transfer of funds from one BRM ~~or postage due~~ account to another, the customer must do the following:

~~Submit a written request on the account holder's letterhead with the customer's authorized signature.~~

a. Submit a written request on the account holder's letterhead with the customer's authorized signature.

b. Submit a completed PS Form 3533 if requesting a transfer of funds between accounts not maintained at the same *PostalOne!* finance number or PRU.

Procedures

The following tables outline procedures for transferring funds.

Step	**Transfer of Funds Within the Same**	
	PostalOne! Finance Number	**Postal Retail Unit (Not on the _PostalOne!_ System)**
a. Verify that funds are available in the customer's account.	Yes	Yes
b. Transfer the funds from the customer's account to the requested account.	Yes, select the **Transfer** option in the _PostalOne!_ system to transfer funds.	Yes, record the amount to be transferred "to" and "from" on each individual PS Form 25.
c. Make the accounting entries on PS Form 1412.	Yes, the _PostalOne!_ system automatically makes AIC entries 053 and 453 for the transfers on the _PostalOne!_ PS Form 1412.	No
d. File the customer's written request and PS Form 3533 locally.	Yes	Yes

Step	**Transfer of Funds Not Within the Same**	
	PostalOne! Finance Number	**Postal Retail Unit (Not on the _PostalOne!_ System)**
a. Verify that funds are available in the customer's account.	Yes	Yes
b. Certify PS Form 3533.	Yes	Yes
c. Withdraw the requested amount from the customer's account.	Yes, select the **Refund from Trust to Customer** in the _PostalOne!_ system. AICs 280 and 453 are automatically entered on the _PostalOne!_ PS Form 1412.	Yes, enter the withdrawn amount in AIC 280 and offset to AIC 453 on PS Form 1412. **_Note:_** Do not issue a money order.

d. Submit the system-generated receipts (for documentation) along with the completed PS Form 3533 using the eIWS OnLine Forms application for processing.	No, the *PostalOne!* system will transmit refund requests to Accounts Payable in a nightly batch file.	Yes, for RSS units the system automatically generates a PS Form 3544 receipt or report for supporting documentation. e1412 units must submit a copy of the unit's PS Form 1412 as supporting documentation.
e. File a copy of the PS Form 3533 and customer's written request locally. ***Note:*** When the customer receives the requested funds, he or she may deposit the amount into the account at the other unit.	Yes, in addition, locally file system-generated PS Form 3533-X.	Yes

Note: The *PostalOne!* system now allows for transfers between BRM//MRS/PD accounts and PI/PE accounts as well as between finance numbers nationwide.

17-6 Closing Customer Accounts for Inactivity

Inactive BRM or Postage Due accounts are defined as accounts with no mailings or payment of fees during a 2-year period from the date of fee expiration. All BRM annual fees must be renewed every year.

Non-PostalOne! Sites:

The postmaster, unit manager, or designated employee must close inactive BRM and postage due accounts as follows:

a. If the account balance exceeds $25, send a cancellation notice and PS Form 3533 to the customer.

b. Allow the customer 30 days from the date of the notice to respond.

c. Close the account if:

(1) The customer does not respond to the cancellation notice*.

(2) The letter is returned as undeliverable as addressed*.

(3) The customer submits PS Form 3533 requesting a refund of the account balance.

*PostalOne! Sites Only:

No further action is necessary. The system will automatically close the account at the end of 26 months of no activity.

Do not close postage due accounts established for PO boxes or addresses associated with a Priorityan Express Mail or Priority Mail reshipment. Establishing a postage due account is mandatory when a customer enters into an Express Mail or Priority Mail reshipment agreement.

If these types of accounts are automatically canceled~~autocanceled~~ in *PostalOne!*, reset the account to "Active" status without contacting the customer.

See parts Issuing a Refund for Inactive BRM and Postage Du~~17-6.1~~17-6.1, *Issuing a Refund for Inactive BRM and Postage Due Accounts*, Sample Non-Use Notice Letter~~17-6.2~~17-6.2 *Sample Non-Use Notice Letter,* and Appendix C~~E~~, *Refunds Quick Reference Guide.*

PostalOne! Sites Only:

No further action is necessary. The system will automatically close the account at the end of 26 months of no activity.

17-6.1 Issuing a Refund for Inactive BRM and Postage Due Accounts

Follow the flowchart process to refund a customer's BRM/Postage Due advance deposit account due to inactivity for both *PostalOne!* and Non-*PostalOne!* Offices.

Verify customer's account balance

Is Account Balance $25.00 or less?

No →
- in *PostalOne!* At least 60 days prior to the month of cancellation, the NCSC will generate and send non-use letters.
- in Non-*PostalOne!* the unit will send a Customer Cancellation letter and PS Form 3533

Received completed & signed PS Form 3533 from customer

No → Authorized employee completes PS Form 3533 for local records

Yes →

Yes

Process refund in *PostalOne!* (Refund from Trust to AIC 126) in Non-*PostalOne!* AICs 126 & 453

Process refund:
- in *PostalOne!* (Refund from Trust to Customer)
- in Non-*PostalOne!* (AICs 280 & 453)

Process refund in *PostalOne!* (Refund from Trust to AIC 126) in Non-*PostalOne!* AICs 126 & 453

- *PostalOne!* Units DO NOT submit the customer's 3533 and the 3533X through eIWS OnLine Forms. *PostalOne!* electronically processes the refund.
- Non-*PostalOne!* Units submit the original 3533 and the system generated 3544 through eIWS OnLine Forms.

File completed PS Form 3533 locally*

File copies of the completed PS Form 3533 and the cancellation letter locally

File completed PS Form 3533 & cancellation letter locally*

*If a customer requests a refund (regardless of the amount) and their account balance has been "zeroed out", then *PostalOne!* Units would reverse *"Refund from Trust to AIC 126"* and then follow normal refund process.

If the account has been cancelled for non-use and cannot be viewed, submit the customer completed PS Form 3533 to the PRU to process. The refund method will be based on the amount:
- $25.00 or less will be cash & AIC 624
- $25.01 - $1000.00 will be a No Fee MO & AIC 624
- $1000.01 and greater — AIC 280 & AIC 624 — AIC 280 requires submission of PS Form 3533 through eIWS OnLine Forms

Note: The RSS workflow *"Refund – Misc. Non-Postal Revenue"* will produce the correct refund payment type and post the appropriate AIC 624 entry.

Non-*PostalOne!* Units would enter AICs 280 & 624 at the PRU and follow the normal refund process.

17-6.2   ~~**Sample Non-Use Notice Letter**~~

UNITED STATES
POSTAL SERVICE.

Non-Use Notice

[Date]

[Name of Permit Holder]
[Address]
[City, State, ZIP+4]

RE: BRM or Postage Due Account Number: **[XXXXX]**

Dear **[Contact Name]** or Postal Customer:

According to our records, the Business Reply Mail (BRM) or postage due trust account number referenced above has not been used in the last 24 months and/or the annual BRM fee has expired. Therefore, the BRM or postage due trust account is being closed. Our records indicate the date the last mail pieces were deducted from this BRM or postage due account was _____, or the BRM annual fee expired _____ and there is no record of payment. This account has a balance of $ _____.

You must complete PS Form 3533, *Application for Refund of Fees, Products and Withdrawal of Customer Accounts,* and mail it to the address below before the account balance is refunded. A refund for the remaining account balance, if applicable, will be sent to the account holder's address appearing on this letter. If the account's address above is not current, you must submit notification of an address change in writing and on the account holder's letterhead within 30 days of the date of this notice.

If you wish to resume mailing or if additional assistance is needed, please contact your local Post Office:

[Post Office Address]

[Post Office Telephone Number]

Sincerely,

[Name/Title] [Telephone Number]

Enclosure

17-7

UNITED STATES POSTAL SERVICE.

Non-Use Notice

[Date]

[Name of Permit Holder]
[Address]
[City, State, ZIP+4]

RE: BRM or Postage Due Account Number: [XXXXX]

Dear [Contact Name] or Postal Customer:

According to our records, the Business Reply Mail (BRM) or postage due trust account number referenced above has not been used in the last 24 months and/or the annual BRM fee has expired. Therefore, the BRM or postage due trust account is being closed. Our records indicate the date the last mail pieces were deducted from this BRM or postage due account was _____, or the BRM annual fee expired _____ and there is no record of payment. This account has a balance of $_____.

You must complete PS Form 3533, Application for Refund of Fees, Products and Withdrawal of Customer Accounts, and mail it to the address below before the account balance is refunded. A refund for the remaining account balance, if applicable, will be sent to the account holder's address appearing on this letter. If the account's address above is not current, you must submit notification of an address change in writing and on the account holder's letterhead within 30 days of the date of this notice.

If you wish to resume mailing or if additional assistance is needed, please contact your local Post Office:

[Post Office Address]

[Post Office Telephone Number]

Sincerely,

[Name/Title]
[Telephone Number]

Enclosure

17-7 Handling Negative Balances in Customer Accounts

If a customer's trust account balance (BRM , MRS, or postage due) results in a negative balance, it is the responsibility of the unit (PRU or BMEU) to ensure collections of funds from customers to maintain their accounts in good status. The following matrix is a guideline for proper collections for negative balance accounts.

Issue	Process	Action
Encountered a negative balance account.	Notify the customer via telephone or e–mail.	Do not authorize any invoices. If no response from customer after 5 calendar days, follow the next step.
After 3 calendar days with no response.	Upcharge the account with Basic BRM (i.e. QBRM, Hi-Vol (Q)BRM). Do not authorize / release any pieces for this invoice.	Upcharge the account with Basic BRM (i.e. QBRM, Hi-Vol (Q)BRM). Do not authorize / release any pieces for this invoice
After 15 calendar days with no response.	Mail notification letter via regular mail and Certified Mail to the customer's address on file; allow 20 calendar days from date of letter for customer resolution.	Do not authorize any invoices. If no resolution from the customer within the allowed 20 calendar days, follow the next step accordingly.
If no response after 21 calendar days from date of letter, and the negative balance amount is $100 or more.	BMEU or PRU initiates a PS Form 1902, *Justification for Billing Accounts Receivable* (January 2009 version) and submits it with a copy of the notification letter to the unit's postmaster, manager, or supervisor for approval. Include TIN on PS Form 1902. Upon approval, the BMEU or PRU submits PS Form 1902 and a required AIC 636 receipt using the eIWS Online Forms application for processing. An accounts receivable will be established at Accounting Services. *Note: If the PRU has any BRM pending transactions in PostalOne!, deny the transactions. Return the mail as indicated in the Action column.*	Bring the customer's account balance to zero and close the account. • Dispose of BRM postcards of no obvious value. • If the BRM has a return address, return it to sender marked "Unclaimed." • If the BRM has no return address, send it to the mail recovery center marked "Unclaimed" DMM 507.1. Accounting entries: 1. Enter the negative amount into AIC 053. 2. Offset with AIC 636. 3. Attach the support documentation for the above accounting entries to PS Form 1902. ***Note:** Accounting entries must be recorded in the PRU's PS Form 1412.* The PRU files a copy of the PS Form 1902 locally.

Negative Balance Customer Accounts		
Issue	Process	Action
Encountered a negative balance account.	Notify the customer via telephone call or e-mail.	Do not authorize any invoices. If no response from customer after 5by the 15th calendar daysday, follow the next step.

After 3 calendar days with no response.	Upcharge the account with Basic BRM (i.e. QBRM, Hi-Vol (Q)BRM). Do not authorize / release any pieces for this invoice.	Upcharge the account with Basic BRM (i.e. QBRM, Hi-Vol (Q)BRM). Do not authorize / release any pieces for this invoice
After 15 calendar days with no response.	Mail notification letter via regular mail and Certified Mail to the customer's address on file; allow 20 calendar days from date of letter for customer resolution.	Do not authorize any invoices. If no resolution from the customer within the allowed 20 calendar days, follow the next step accordingly.
If no response after 212120 calendar days from date of letter, and the negative balance amount is $100 or more.	BMEU or PRU initiates a PS Form 1902, *Justification for Billing Accounts Receivable* (January 2009 version) and); submits it with a copy of the notification letter to the unit's postmaster, manager, or supervisorDFM for approval. Include TIN on PS Form 1902. Upon DFM approval, the BMEU or PRU submitssends PS Form 1902 and a required AIC 636 receipt using the eIWS Online Forms application for processing.to the SIC. An accounts receivable will be established at Accounting Services. ***Note:*** *If the PRU has any BRM pending transactions in PostalOne!, deny the transactions. Return the mail as indicated in the Action column. PostalOne: BMEU initiates PS Form 1902.* *Non-PostalOne: PRU initiates PS Form 1902.*	Bring the customer's account balance to zero and close the account. Dispose of BRM postcards of no obvious value. If the BRM has a return address, return it to sender marked "Unclaimed." If the BRM has no return address, send it to the mail recovery center marked "Unclaimed" DMM 507.1. Accounting entries: Enter the negative amount into AIC 053. Offset with AIC 636. Attach the support documentation for the above accounting entries to PS Form 1902. ***Note:*** *Accounting entries must be recorded in the PRU's PS Form 1412. The PRU files a copy of the PS Form 1902 locally.*

Non–Trust Account Customer Business Reply Mail and Postage Due Activity

Customer moved, left no address, address unknown, cannot be reached (any amount). Or Uncollectible negative balance, amount below $100.	BMEU or PRU initiates PS Form 2130, *Claim for Loss;* submits with copy of carrier-endorsed notification letter to the DFM for approval. Upon approval, the DFM returns the PS Form 2130 and the supporting documentation to the originating unit. *PostalOne: BMEU initiates PS Form 2130.* *Non-PostalOne: PRU initiates PS Form 2130.*	Bring the customer's account balance to zero and close the account. Accounting entries: Enter the amount into AIC 053. Offset with AIC 633, Claim for Loss (Use Reason Code 09, Uncollectible Customer Account Items). *Accounting entries must be recorded in the PRU's PS Form 1412.*

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24 Single Drawer Accountability

2, 4 and 6-Hour Offices

Chapter 24 describes the policies of the Single Drawer Accountability (SDA), which is specifically designed for 2-hour, 4-hour and 6-hour Remotely Managed Post Offices (RMPO), which are overseen by an Administrative Post Office. The policies streamline existing financial processes in order to add efficiencies that align with changing operational requirements and demands. SDA is a single accountability comprised of stamp stock, cash, postage meters, and money orders (no unit reserve stock or individual accountabilities).

The chapter includes the following subchapters:

e1412   2, 4 and 6 Hour RMPO Offices

24-1 Overview

Single Drawer Accountability (SDA) is comprised of stamp stock, cash, and money orders consigned specifically to Non-RSS 2-hour, 4-hour, and 6-hour offices, which are overseen by an Administrative Post Office.

The RMPO employee(s), who work at the same office, operate from a shared SDA including money orders and complete the unit's daily PS Form 1412, *Daily Financial Report*.

SDA offices *do not* maintain the following:

a. Individual accountabilities.

b. Unit Cash Reserve.

c. Unit Reserve Stock.

d. PS Form 3959, *Stamp Stock Transactions and Daily Recap*.

e. PS Form 3295, *Record of Stamps, Stamped Paper, and Non-Postal Stamps on Hand*.

The managing Administrative Post Office manages the unit accountability limit of the SDA office:

R2 – R4 Offices

The SDA must not exceed the total unit accountability calculated by:

• Dividing the prior FY (October 1-September 30) sales reported in AIC 852 by four or a maximum of $5,000, whichever is less.

• The unit accountability includes stamp stock and cash.

District Finance Managers may approve an exception for the maximum unit accountability limit. (See section 24-5.1.1.) For customers requesting special orders, the Administrative Post Office may temporarily adjust the unit accountability of the SDA to meet customer demands. (See section 24-5.1.2.)

R6 Offices

The SDA must not exceed the total unit accountability calculated by:

• Dividing the prior FY (October 1-September 30) sales reported in AIC 852 by four or a maximum of $10,000, whichever is less.

• The unit accountability includes stamp stock and cash.

District Finance Managers may approve an exception for the maximum unit accountability limit (See section 24-5.1.1.). For customers requesting special orders, the Administrative Post Office may temporarily adjust the unit accountability of the SDA to meet customer demands. (See section 24-5.1.2.)

24-2 Responsibilities

24-2.1 Postmaster at Administrative Post Office

The Administrative Post Office postmaster is responsible for oversight of the SDA offices. This oversight includes ensuring the accuracy and timeliness of financial reporting which may include physical examination of stamp stock and supporting documentation. The SDA includes stamp stock, cash, postage meters, and money orders. The Administrative Post Office must ensure the timely performance of all SDA counts. Stamp counts are randomly mandated by Accounting Services based on financial risk and monitoring indicators. The Administrative Post Office is responsible for stamp stock management and limits in accordance with this policy.

24-3 Security

The RMPO employee is responsible and must provide adequate security for all accountable items. Accountable items include postal funds, stamp stock, blank money order stock, philatelic products, retail products, accountable receipts, postage meters, and money order imprinters.

24-3.1 Equipment

The following types of equipment must be used to secure accountable items:

a. Burglar-resistant chests in fireproof safes or security containers located in walk-in vaults.

b. Postal Service standard vaults or security containers.

c. Security chests or burglar-resistant chest portion of fireproof safes.

d. Fireproof safes or vaults built to Postal Service standards.

e. Lockable metal cabinets and file drawer.

Note: The equipment used to secure accountable items will vary among field units due to equipment availability.

24-3.2 Key and Safe Combination Controls

24-3.2.1 Single Drawer Accountability Controls

The Administrative Post Office postmaster must ensure that the RMPO office keeps the SDA drawer keys, and PS Forms 3977, *Duplicate Key Combination and Password,* in secured equipment as described under Security.

SDA office controls are as follows:

a. The duplicate SDA drawer key must be maintained in a completed PS Form 3977; the Administrative Post Office postmaster signs the PS Form 3977 and writes "No Witness Available" (NWA) on the envelope, if applicable.

b. The daily SDA drawer key must be stored at the closing of each day in secured equipment as described under Security.

c. The SDA drawer keys and PS Form 3977 must not be taken out of the RMPO building.

d. The safe combination must be maintained in a completed PS Form 3977 in a secure location as described in Security.

e. All individual login IDs and passwords (including credit card) must be maintained in a completed PS Form 3977. When accessing PS Form 3977 the RMPO employee must contact the Administrative Post Office postmaster to ensure compliance with the PS Form 3977 process.

f. PS Form 3902, *Log and Lock Examination*, must be completed for the semi-annual exams of PS Form 3977 and for the annual key exams.

24-3.2.2 Administrative Post Office Controls

Administrative Post Office controls are as follows:

a. The Administrative Post Office must maintain a set of building keys for each SDA office in a completed PS Form 3977. The SDA building keys must be stored in a safe location in the Administrative Post Office for entry to the unit, if necessary.

b. The Administrative Post Office must maintain the SDA office's safe combination (if applicable) in a completed PS Form 3977.

Note: If the Administrative Post Office is responsible for multiple SDA offices, there will be a separate PS Form 3977 for the keys and safe combination for each location.

24-4 Money Orders

Money orders are shared by the RMPO employees who work at the SDA office.

24-4.1 Ordering Money Orders

The Administrative Post Office postmaster must follow these procedures to replenish money orders:

a. Order money orders in eBuy Plus using the RMPO's 10-digit Unit Finance Number ID.

b. R2 and R4 Offices order money orders in increments of one hundred (100). Only one block can be requested per order with a maximum quantity of 200 money orders on hand at a given time, unless approved by the Administrative Post Office.

c. R6 Offices order money orders in increments of one hundred (100) with a maximum quantity of 300 money orders on hand at a given time, unless approved by the Administrative Post Office.

d. Enter all money order blocks into e1412 immediately upon receipt and maintain a record of all blank money order sets using the Money Order Block Report.

e. Issue money orders in the correct sequence.

24-4.2 Daily Procedures

These procedures must be followed daily to account for money orders:

a. Print the e1412 Money Order Blocks report.

b. When multiple employees work on the same day, each money order sold must be annotated with the employee's name who sold the corresponding money order.

c. On a daily basis, prior to opening for business, verification must be performed to ensure no money orders are missing. To perform verification, verify the next available money order in block by comparing against the previous day's e1412 Money Order Blocks report.

d. All money order discrepancies must be reported to the Administrative Post Office postmaster for immediate research.

e. If the Administrative Post Office researches and finds there is an issue with a missing money order, they must:

    1) Record the money order in e1412 as missing.

2) If blank money orders are lost or stolen, the Administrative Post Office postmaster must immediately contact the U.S. Postal Inspection Service (USPIS) and report the serial numbers of the missing forms.

Note: If blank money order forms are recovered notify the Inspector in charge.

24-4.3 **Bait Money Orders**

Bait Money orders assigned to the RMPO are signed for by the Administrative Post Office postmaster. All bait money orders must be accounted for on a Bait Money Order Control Log, reference the Bait Money Order Management Instruction. The Administrative Post Office ensures bait money orders are utilized in compliance with the Management Instruction.

To obtain a copy of the most current management instruction on bait money orders, contact the USPIS or mail to the following address:

INSPECTOR IN CHARGE MAIL
THEFT AND VIOLENT CRIMES GROUP US
POSTAL INSPECTION SERVICE
475 L'ENFANT PLZ WEST SW RM 3521
WASHINGTON DC 20260-2168

24-4.4 **No-Fee Money Orders**

The issuance of no-fee money orders is not authorized in SDA offices for any reason, (see exception at section 24-4.5) including to create employee items such as salary advances or travel advances.

If a no-fee money order is needed for an employee item or refund, the Administrative Post Office will need to issue it to the employee or customer. (See section 24-10 for refund policy.)

24-4.5 **Replacement Money Orders**

The issuance of a no-fee money order for money order replacements requested by customers is allowed in an SDA office. If a domestic or international postal money order is mutilated or damaged and the customer has the damaged money order and the original customer's receipt from the money order, the PRU may issue a no-fee replacement by using the proper workflow in e1412.   PS Form 6401 is not needed as the original customer receipt and money order support the money order replacement.

24-5 Replenishing Single Drawer Accountability

24-5.1 **Unit Accountability Limit**

The managing Administrative Post Office monitors the unit accountability limit of the SDA office:

- **R2 – R4 Offices**:   The SDA must not exceed their current total unit accountability, calculated by dividing the prior FY (October 1 – September 30) sales reported in AIC 852 by four, or a maximum of $5,000, whichever is less.

- The accountability includes stamp stock and cash.

- **R6 Offices**:   The SDA must not exceed the current total unit accountability, calculated by dividing the prior FY (October 1 – September 30) sales reported in AIC 852 by four, or a maximum of $10,000, whichever is less.

- The accountability includes stamp stock and cash.

    Note: R2, R4 and R6 Offices - The maximum authorized retained cash is $150, which is included in the maximum unit accountability limit.

24-5.1.1 **Exceptions to Authorized Limit**

The Administrative Post Office postmaster may request an exception to increase the unit accountability limit for their SDA office when sales exceed their limit.

Supporting documentation showing that postage sales are in excess to maintain the accountability limit must be prepared and provided in an email to justify the proposed increase to the District Finance Manager.

R2 - R4 Offices

Unit accountability limit for consideration will be based on a progressive scale starting at $7,500 to a maximum amount of $10,000.

R6 Offices

The maximum unit accountability limit cannot exceed $12,000.

Note: R2, R4 and R6 Offices - The District Finance Manager evaluates each request and if approved forwards the email authorizing the level of change to Accounting Services, Field Sales Branch (FSB) (FSB-SysAcct@usps.gov). The subject line must state "SDA Accountability Ex-

ception"; the email must include the Performance Cluster Code PFC, 10-digit unit finance number, unit name, and approved accountability limit.

24-5.1.2 **Temporary Increases to Stamp Stock Limits**

The Administrative Post Office postmaster may temporarily adjust the unit accountability limit of the SDA office:

R2, R4 and R6 Offices
Due to customers requesting special orders; the maximum unit accountability must be reduced as soon as customer needs are met.

R6 Offices Only
For the month of December only, the maximum threshold of $12,000 applies.

24-5.2 **Ordering Stamp Stock**

The Administrative Post Office must order and replenish the SDA office as follows:

Replenish SDA office according to ordering schedule set by Stamp Fulfillment Services (SFS).

R2 – R4 Offices

a. Administrative Post Office prepares one consolidated stamp stock order for all of their R2 and R4 RMPOs using SFS Web at https://sfsweb.usps.gov/sfsweb under the Administrative Post Office 10-digit Unit ID.

b. Upon receipt of the stamp stock order at the Administrative Post Office, the Administrative Post Office must receive the entire order into the Administrative Post Office Unit Reserve accountability and make appropriate receipt entries into their reporting technology.

c. The Administrative Post Office will prepare in duplicate a PS Form 17 with a witness (if available) documenting shipment to the RMPO 10-digit Unit ID using the return stamp stock shipment store to store transfer process in their reporting technology. If no witness is available enter "NWA" on the Administrative Post Office PS Form 17 copy only.

d. Whether the Administrative Post Office is mailing or physically taking the order to the RMPO, stamp stock orders along with PS Form 17 must be packaged via Priority Mail Signature Confirmation. The Priority Mail packaged stamp order must be scanned upon arrival at the RMPO following appropriate scanning procedures.

e. Maintain SDA office to a maximum of $5,000 or total unit accountability, whichever is less, which includes stamp stock and cash. (See section 24.5.1.)

f. Exceptions are as follows:

(1) Increased unit accountability limit was approved by the District Finance Manager.

(2) Administrative Post Office postmaster temporarily approved the increase in unit accountability for customer's special request.

g. The Administrative Post Office receives minimal amounts of automatic shipments of newly issued stamps and distributes to RMPOs according to anticipated sales via the procedures in section 24-5.2.

R6 Offices

a. Administrative Post Office prepares a stamp stock order for the RMPO office through SFS Web at https://sfsweb.usps.gov/sfsweb under the RMPO 10-digit Unit ID.

b. Upon receipt of the stamp stock order from SFS the RMPO employee must receive the stamp stock into the RMPO stamp accountability and make appropriate receipt entries into their e1412.

c. The Administrative Post Office maintains the RMPO office to a maximum of $10,000, or total unit accountability whichever is less, which includes stamp stock and cash (see section 24.5.1).

d. Exceptions are as follows:

(1) Increased unit accountability limit was approved by the District Finance Manager.

(2) Administrative Post Office postmaster temporarily approved the increase in unit accountability for customer's special request or during the month of December only.

e. The RMPO office receives automatic shipments directly from SFS.

24-5.3 Receiving Stamp Stock

When the stamp stock is received at the RMPO, the RMPO employee must do the following:

R2, R4 and R6 Offices

a. Count the stamp stock and verify with a witness. If no witness available, write "NWA" and initial.

b. Sign PS Form 17, *Stamp Requisition/Stamp Return*, as the person receiving the stamp stock.

c. The RMPO employee receives the stamp stock by item number in e1412 and verifies the amount that auto posts to AIC 841, matches the amount on the PS Form 17.

d.   Maintain a copy of the completed PS Form 17 with the daily financial paperwork.

e.   The RMPO employee must notify the Administrative Post Office postmaster of any discrepancies with the PS Form 17 received.

Note: R2 –R4 Offices - If a discrepancy exists the RMPO employee enters the physical amount of stamp stock received into e1412. The Administrative Post Office researches, performs a count of the Administrative Post Office unit reserve stock and informs the RMPO office if any financial entries are necessary or if the claim for loss process needs to be followed by the Administrative Post Office.

Note: R6 Offices - If a discrepancy exists the RMPO employee enters the physical amount of stamp stock received into e1412. The Administrative Post Office follows the discrepancy reporting procedures to the SFS.

24-5.4 **Returned Stamp Stock**

Returned stamp stock in the RMPO Office should be directly returned to SFS in accordance with the quarterly return schedule.

R2, R4 and R6 Offices

a.   Administrative Post Office postmaster counts the stamp stock at the RMPO office and verifies with a witness.

b.   Using e1412, enter the amount of stamp stock returned by item number which will generate a PS Form 17. The Administrative Post Office postmaster and RMPO employee must sign the generated PS Form 17.

c.   Properly prepare and package return stamp stock for shipment to SFS and file a copy of the PS Form 17 locally.

24-6 Meters

RMPO offices are required to have a postage meter. The cost of the meter rental is funded by HQ.

24-6.1 **Meter Vendor**

Pitney Bowes is the required vendor for new meter procurement.

24-6.1.1 **Initial Order**

To order a Pitney Bowes postage meter using eBuyPlus, the APO office must use the fedstrip of the RMPO. This is done by changing the shipping address in the eBuyPlus requisition.

You will need to order the following:

(1) Pitney Bowes C200 (SendPro c series) Postage Meter

(2) PS Form 3602-PO, *Postage Collected Through Post Office Meter*.

(3) 620-9, *Postage Tape Sheets for PB Meter* – order as many labels as you need.

Note: New meters contain enough ink for 3,000 impressions. Additional ink may be ordered via item # 793-5.

Note: eBuyPlus is NOT to be used to request funds to add postage to the meter.

24-6.2 **Replenishing Meters**

SDA offices should replenish postage meters as follows:
a. The maximum per meter setting is $1,000, maximum total postage on meter should not exceed $1,500.
b. Use PS Form 3602-PO to record meter settings; report meters sales in AIC 110.
c. Postage totals on meter are not part of the overall SDA accountability.

24-6.3 **Monthly Requirement for Meters**

All sites are *REQUIRED* to connect to their meter manufacturer *during the first week* of every month. This practice serves three purposes:

1. Verification to the meter company that the meter is still actively being used.
2. Allows the meter company to provide reports to USPS through National Meter Accounting and Tracking System (NMATS) for the amount of postage that has been used on that specific meter since the last connection.
3. Rates updated, if applicable and postage can be added if needed.

USPS requires that all postage meters be tracked by the meter companies who must verify the meter is being used in the location it was assigned to. Meters that do not report can be turned off by the meter company. The meter company must report these "missing/non-reporting meters" to the Postal Inspection Service for revenue protection.

24-6.4 Postal Meter Help Line

If assistance is needed, call the Postal Pitney Bowes Help Desk at 888-598-9551. The Help Desk customer service representatives are trained to understand the uniqueness of Postal meter operations. Please do not call the phone number located on the actual meter; this phone number is for a non-Postal meter customer.

24-7 SDA Accountabilities

24-7.1 Single Drawer Accountability Financial Documents

SDA offices must maintain the following files at their unit for review by the Administrative Post Office:

a. PS Form 3294, *Cash and Stamp Stock Count and Summary*
b. PS Form 3368-P, *Accountability Examination Record*
c. PS Form 3369, *Consigned Credit Receipt*
d. PS Form 3902, *Form 3977 Log and Lock Examination*
e. PS Form 571, *Discrepancy of $100 or More in Financial Responsibility* (If applicable):
f. PS Form 2130, *Claim for Loss* (if applicable)
g. PS Form 17, *Stamp Requisition/Stamp Return*
h. PS Form 3977, *Duplicate Key, Combination and Password Envelope*

24-7.2 Counting Requirements

The Administrative Post Office postmaster is responsible for counting the SDA maintained by the RMPO employee(s).

R2 - R4 Offices

Must be counted at least once every fiscal year.

However, the Administrative Post Office postmaster may count more frequently at their discretion. Accounting Services monitors the SDA office unit accountability and may direct the Administrative Post Office postmaster to count more frequently than the once per fiscal year requirement.

Note: If an office was given an exception to exceed the $5,000 limit, the Administrative Post Office is required to perform the count twice a fiscal year, as directed by Accounting Services.

R6 Offices

Must be counted at least twice every fiscal year.

However, the Administrative Post Office postmaster may count more frequently at their discretion. Accounting Services monitors the SDA office accountability and may direct the Administrative Post Office postmaster to count more frequently than the twice per fiscal year requirement.

24-7.3 Scheduling and Monitoring Counts

Counts are randomly scheduled and monitored for compliance by Accounting Services. The Administrative Post Office postmaster must adhere to the following requirements:

a. The count must be completed within 14 calendar days from the time of notification.

b. The SDA office must be counted before making any transactions.

24-7.4 Forms Needed for Count

The following table describes the forms used during scheduled and random counts of single drawer accountability.

Form to use…	To record…
PS Form 3294 (Manual), *Cash and Stamp Stock Count and Summary*	An examination of a stamp credit. The Administrative Post Office postmaster and the RMPO employee must complete an independent PS Form 3294.
PS Form 3368 –P, *Accountability Examination*	Stamp and cash credit count results

Record	
PS Form 571, *Discrepancy of $100 or More in Financial Responsibility*	Discrepancy of $100 or more in financial responsibility (if applicable)

24-7.5 **Physical Count**

The Administrative Post Office postmaster and RMPO employee or designee must each perform an independent count and complete a separate PS Form 3294.

24-7.6 **Completing the Count**

24-7.6.1 **Recording Count Overages**

When there is an SDA overage, the full amount of the overage will auto-post in AIC 222, *Adjusted Losses – SDA Overages,* on the Unit PS Form 1412 on the day of the count. AICs 699 and 843 on the PS Form 1412 will also auto-post and adjust AIC 853, *Stamp Accountability Closing Balance*, to the actual amount of stamp stock counted.

24-7.6.2 **Recording Count Shortages**

When there is an SDA shortage, the full amount of the shortage will auto-post in AIC 622, *Adjusted Losses – SDA Shortage*, on the Unit PS Form 1412 on the day of the count. AICs 299 and 849 on the PS Form 1412 will also auto-post and adjust AIC 853, *Stamp Accountability Closing Balance*, to the actual amount of stamp stock counted.

24-7.6.3 **Posting Audit Results**

After conducting the audit and entering into e1412, results will auto-post in e1412 using the AICs for overages and shortages (see section 24-7.6.1 or 24-7.6.2). Record the audit results on PS Form 3368-P, *Accountability Examination Record*. File the PS Form 3294, *Cash and Stamp Stock Count and Summary*, and PS Form 3368-P, *Accountability Examination Record*.

24-8 Banking Procedures for Single Drawer Accountability

The RMPO office consolidates funds generated from daily transactions into one bank deposit. RMPO offices must not make bank deposits for less than $100.

Exception: Check items (checks, money orders, traveler's checks, etc.) should be deposited within 5 business days, even if the total deposit is less than $100.

The RMPO does not prepare a bank deposit for amounts less than $100, but will record the funds in AIC 753, *Cash Retained*, on the PS Form 1412. The following business day, this amount is recorded in AIC 353, *Cash Retained on Hand From Previous Day*, and continues to be reported in AIC 753 and AIC 353 on subsequent business days until the funds available for deposit equal or exceed $100 (or within the 5 business days for check items). Postal funds recorded in AIC 753 must be retained in a secure location.

Note: The office must continue to report all financial transactions daily on the Unit PS Form 1412.

24-9 Unit Closeout Procedures

The RMPO office performs the unit closeout as follows:

a. Complete PS Form 3602-PO and enter the register readings in e1412 which will automatically post sales amount in AIC 110 on the Unit PS Form 1412.

   (1) Enter money orders and amount in e1412 which will automatically post to AIC 100 and AIC 101. Verify that the sequential order of money orders is continued from the previous day and that the amount, fees, issue ID, and date are correct.

   (2) Report any missing money orders in e1412 and to the Administrative Post Office to be reported immediately to the Postal Inspection Service.

   (3) Report any voided money orders in e1412. The RMPO employee ensures the serial number was recorded as voided on the e1412 money order report and then destroys all parts of the voided money order.

   Note: Postal Retail Units (PRUs) may void a postal money order only in the event of a USPS error, and this option may be done only on the same day as the transaction.

   (4) When multiple employees work on the same day, each money order sold must be annotated with the employee name of who sold the corresponding money orders on the e1412 money order report.

   Note: If unable to account for the dollar amount of a missing voucher, enter the required information into the e1412 application using the Money Order Inquiry workflow. Select Postmaster as the Inquiry Type.

b. Organize all supporting documents by type and calculate the amount by products and service and enter into the appropriate AICs on the Unit PS Form 1412.

c. Post sales of retail products (if applicable) into the appropriate AICs on the Unit PS Form 1412.

d. Run the Batch Close Report from the credit and debit card terminal(s) (if the unit had credit or debit card transactions for the day). Verify and account for all credit and debit card receipts. Enter the totals into AIC 762 (credit) and AIC 772 (debit) on the Unit PS Form 1412.

e. Run a calculator tape of all checks accepted.

    f. Count the funds (cash, checks and money orders) to be deposited and enter the total amount into AIC 752 on the Unit PS Form 1412. (if less than $100, enter in AIC 753) - Prepare and dispatch bank deposit following procedures in section 9-1.2. The bank deposit slip total must match AIC 752.

    g. Calculate the amount of postage sales and enter into the appropriate AICs on the Unit PS Form 1412.

    h. Certify the Unit PS Form 1412 and upload as directed.

    i. Print the following documents:

        (1) Unit PS Form 1412.

        (2) Money Order and Missing Money Order reports.

        (3) Any other supporting documentation as needed (i.e., WebBATS report).

    j. File Unit PS Form 1412 with electronic signature and supporting documentations.

    k. File credit and debit card receipts in a separate and secure location.

    l. Enter Priority Express Mail label data into the Product Tracking System (PTS) Priority Express Mail Label Entry application.

    m. Secure stamps and cash in safe and lock.

    n. Secure SDA drawer key.

    o. Provide the Administrative Post Office postmaster with the Financial Difference/Adjustment Report from e1412.

Note: For financial differences, make adjustments by increasing or decreasing the incorrect AIC, and offset to AIC 247 or AIC 647. (See section 8-6.1 for supporting documentation for AIC 247/647 activity.)

24-10 Refunds

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 (SDA) Office

Refund types and amounts are limited at SDA units to cash refunds of $35. Issuance of no-fee money orders is not permitted. To issue cash refunds of $35 or less, the RMPO employee does the following:

a. Have customer complete Part 1, *Application*, and Part 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 cash refunds greater than $35 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 $35 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 via eIWS Online Forms for processing the refund payment following the guidelines in Subchapter 21, for various types of refunds, and record 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 the 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.

24-10.2 Postage Meter Labels

To account for an erroneously printed, damaged, or spoiled Post Office meter label, the RMPO employee must do the following:

a. Complete Part 1, *Application*, of PS Form 3533 by printing his/her name in the customer block.
b. Check the "Other Refunds" box in the *Request Disbursement For* section and enter AIC 509, Voided Postage Validation Imprinter Labels and PO Meter Stamps.
c. Attach the Post Office postage meter labels to the PS Form 3533.
d. Complete Part 2, *Verification of Disbursements*, and sign as the certifying employee.
e. Enter the amount of the refund in the AIC 509 on Unit PS Form 1412.
f. File PS Form 3533 as supporting documentation.

24-11 **Exchanges**

Stamps may not be exchanged for cash. Customers may exchange stamps only for equivalent value stamps. Unusable stamps, including stamped paper, accepted from a customer must be those on sale at Post Offices within 12 months before the transaction Maximum stamp exchange for each transaction of damaged stamps is limited and must not exceed $50.00.

RSS R2, R4 and R6 Hour RMPO Offices

24-12 Overview

Single Drawer Accountability (SDA) is comprised of stamp stock, cash, and money orders consigned specifically to RSS 2-hour, 4-hour and 6-hour offices, which are overseen by an Administrative Post Office.

The RMPO employee(s), who work at the same office, operate from a shared SDA including money order blocks and complete the unit's daily PS Form 1412, *Daily Financial Report*.

SDA offices *do not* maintain the following:

a. Individual accountabilities.
b. Unit Cash Reserve.
c. Unit Reserve Stock.
d. PS Form 3959, *Stamp Stock Transactions and Daily Recap*.
e. PS Form 3295, *Record of Stamps, Stamped Paper, and Non-Postal Stamps on Hand*.

The managing Administrative Post Office manages the accountability limits of the SDA office:

R2 – R4 Offices

The SDA must not exceed the total unit accountability calculated by:

• Dividing the prior FY (October 1-September 30) sales reported in AIC 852 by four or a maximum of $5,000, whichever is less.

• The unit accountability includes stamp stock and cash.

District Finance Managers may approve an exception for the maximum stamp stock limit (see section 24-16.1.1). For customers requesting special orders, the Administrative Post Office may temporarily adjust the value of the SDA to meet customer demands (see section 24-16.1.2).

R6 Offices

The SDA must not exceed the total unit accountability calculated by:

- Dividing the prior FY (October 1-September 30) sales reported in AIC 852 by four or a maximum of $10,000, whichever is less.

- The accountability includes stamp stock and cash.

District Finance Managers may approve an exception for the maximum stamp stock limit (see section 24-16.1.1.). For customers requesting special orders the Administrative Post Office may temporarily adjust the value of the SDA to meet customer demands (see section 24-16.1.2.).

24-13 Responsibilities

24-13.1 Postmaster at Administrative Post Office

The Administrative Post Office postmaster is responsible for oversight of the SDA offices. This oversight includes ensuring the accuracy of financial reporting which may include physical examination of stamp stock and supporting documentation. The SDA includes stamp stock, cash, postage meters, and money orders. The Administrative Post Office must ensure the timely performance of all SDA counts.   Stamp counts are randomly mandated by Accounting Services based on financial risk and monitoring indicators. The Administrative Post Office is responsible for stamp stock management and limits in accordance with this policy.

24-14 Security

The RMPO employee is responsible and must provide adequate security for all accountable items. Accountable items include postal funds, stamp stock, blank money order stock, philatelic products, retail products, accountable receipts, postage meters, and money order imprinters.

24-14.1 Equipment

The following types of equipment must be used to secure accountable items:

a. Burglar-resistant chests in fireproof safes or security containers located in walk-in vaults.

b. Postal Service standard vaults or security containers.

c. Security chests or burglar-resistant chest portion of fireproof safes.

d. Fireproof safes or vaults   built to Postal Service standards.

e. Lockable metal cabinets and file drawer.

Note: The equipment used to secure accountable items will vary among field units due to equipment availability.

24-14.2 Key and Safe Combination Controls

24-14.2.1 Single Drawer Accountability Controls

The Administrative Post Office postmaster must ensure that the RMPO office keeps the SDA drawer keys, and PS Forms 3977, *Duplicate Key Combination and Password*, in secured equipment as described under Security.

SDA office controls are as follows:

a. The duplicate SDA drawer key must be maintained in a completed PS Form 3977; the Administrative Post Office postmaster signs the PS Form 3977 and writes "No Witness Available" (NWA) on the envelope, if applicable.

b. The daily SDA drawer key must be stored at the closing of each day in secured equipment as described under Security.

c. The SDA drawer keys and PS Form 3977 must not be taken out of the RMPO building.

d. The safe combination must be maintained in a completed PS Form 3977 in a secure location as described in Security.

e. All individual login IDs and passwords (including credit card) must be maintained in a completed PS Form 3977. When accessing PS Form 3977 the RMPO employee must contact the Administrative Post Office postmaster to ensure compliance with the PS Form 3977 process.

f. PS Form 3902, *Form 3977 Log and Lock Examination*, must be completed for the semi-annual exams of PS Form 3977 and for the annual key exams.

24-14.2.2 Administrative Post Office Controls

Administrative Post Office controls are as follows:

a. The Administrative Post Office must maintain a set of building keys for each SDA office in a completed PS Form 3977. The SDA building keys must be stored in a safe location in the Administrative Post Office for entry to the unit, if necessary.

b. The Administrative Post Office must maintain the SDA office's safe combination (if applicable) in a completed PS Form 3977.

Note: If the Administrative Post Office is responsible for multiple SDA offices, there will be a separate PS Form 3977 for the keys and safe combination for each location.

24-15 Money Orders

Money orders are shared by the RMPO employees who work at the SDA office.

24-15.1 Ordering Money Orders

The Administrative Post Office postmaster must follow these procedures to replenish money orders:

a. Order money orders in eBuyPlus using the RMPO's 10-digit Unit Finance Number ID.

b. R2 and R4 Offices order money orders in increments of one hundred (100). Only one block can be requested per order with a maximum quantity of 200 money orders on hand at a given time, unless approved by the Administrative Post Office.

c. R6 Offices order money orders in increments of one hundred (100) with a maximum quantity of 300 money orders on hand at a given time, unless approved by the Administrative Post Office.

d. Enter all money order blocks into RSS.

e. Issue money orders in the correct sequence.

24-15.2 Daily Procedures

These procedures must be followed daily to account for money orders:

a. On a daily basis, prior to opening for business, verification must be performed to ensure no money orders are missing. To perform verification: verify the next available money order in block by comparing the RSS screen when the first employee logs on.

b. All money order discrepancies must be reported to the Administrative Post Office postmaster for immediate research.

    (1) Record the money order in RSS as missing.
    (2) If blank money orders are lost or stolen, the Administrative Post Office postmaster must immediately contact the U.S. Postal Inspection Service (USPIS) and report the serial numbers of the missing forms.

Note: If blank money order forms are recovered notify the Inspector in charge.

24-15.3 **Bait Money Orders**

Bait Money orders assigned to the RMPO are signed for by the Administrative Post Office postmaster.   All bait money orders must be accounted for on a Bait Money Order Control Log, reference the Bait Money Order Management Instruction. The Administrative Post Office ensures bait money orders are utilized in compliance with the Management Instruction.

To obtain a copy of the most current management instruction on bait money orders, contact the USPIS or write to the following address:

INSPECTOR IN CHARGE MAIL
THEFT AND VIOLENT CRIMES GROUP US
POSTAL INSPECTION SERVICE
475 L'ENFANT PLZ WEST SW RM 3521
WASHINGTON DC 20260-2168

24-15.4 **No-Fee Money Orders**

The issuance of no-fee money orders is not authorized in SDA offices for any reason, (exception, see section 24-15.5) including to create employee items such as salary advances or travel advances.

If a no-fee money order is needed for an employee item or refund, the Administrative Post Office will need to issue it to the employee or customer (see section 24-20 for refund policy).

24-15.5 **Replacement Money Orders**

The issuance of a no-fee money order for money order replacements requested by customers is allowed in an SDA office. If a domestic or international postal money order is mutilated or damaged and the customer has the damaged money order and the original customer's receipt from the money order, the PRU may issue a no-fee replacement by using the proper workflow in RSS.   PS Form 6401 is not needed as the original customer receipt and money order support the money order replacement.

24-16 Replenishing Single Drawer Accountability

24-16.1 **Unit Accountability Limit**

The managing Administrative Post Office monitors the unit accountability limit of the SDA office:

- **R2 – R4 Offices**:   The SDA must not exceed their current total unit accountability calculated by dividing the prior FY (October 1 – September 30) sales reported in AIC 853 by four or a maximum of $5,000, whichever is less.
- The unit accountability includes stamp stock and cash.

- **R6 Offices**:   The SDA must not exceed the current total unit accountability calculated by dividing the prior FY (October 1 – September 30) sales reported in AIC 853 by four or a maximum of $10,000, whichever is less
- The unit accountability includes stamp stock and cash.

Note: R2, R4 and R6 Offices - The maximum authorized retained cash is $150, which is included in the maximum unit accountability limit.

24-16.1.1 Exceptions to Authorized Limit

The Administrative Post Office postmaster may request an exception to increase the unit accountability limit for their SDA office when sales exceed their limit.

Supporting documentation showing that postage sales are in excess to maintain the unit accountability limit must be prepared and provided in an email to justify the proposed increase to the District Finance Manager.

R2 – R4 Offices

Unit accountability thresholds for consideration will be based on a progressive scale starting at $7,500 to a maximum amount of $10,000.

R6 Offices

The maximum exception unit accountability limit cannot exceed $12,000.

Note: R2, R4 and R6 Offices - The District Finance Manager evaluates each request and if approved forwards the email authorizing the level of change to Accounting Services, Field Sales Branch (FSB) *(*FSB-SysAcct@usps.gov*).* The subject line must state "SDA Accountability Exception"; the email must include the PFC, 10-digit unit finance number, unit name, and approved accountability limit.

24-16.1.2 **Temporary Increases to Unit Accountability Limit**

The Administrative Post Office postmaster may temporarily adjust the unit accountability limit of the SDA office:

R2, R4 and R6 Offices
Due to customers requesting special orders, the maximum unit accountability must be reduced as soon as customer needs are met.

R6 Offices Only
For the month of December only, the maximum unit accountability limit of $12,000 applies.

24-16.2 **Ordering Stamp Stock**

The Administrative Post Office must order and replenish the SDA office as follows:

Replenish SDA office according to ordering schedule set by the Stamp Fulfillment Service (SFS).

R2 – R4 Offices

a. Administrative Post Office prepares one consolidated stamp stock order for all of their R2 and R4 RMPOs using SFS Web at https://sfsweb.usps.gov/sfsweb under the Administrative Post Office 10-digit Unit ID.

b. Upon receipt of the stamp stock order by the Administrative Post Office, the Administrative Post Office must receive the entire order into the Administrative Post Office Unit Reserve accountability and make appropriate receipt entries into RSS.

c. The Administrative Post Office will prepare in duplicate a PS Form 17 with a witness (if available) documenting shipment to the RMPO 10-digit Unit Id using the return stamp stock shipment store to store transfer process in RSS. If no witness is available enter "NWA" on the Administrative Post Office PS Form 17 copy only.

d. Whether the Administrative Post Office is mailing or physically taking the order to the RMPO, stamp stock orders along with PS Form 17 must be packaged via Priority Mail Signature Confirmation. The priority mail packaged stamp order must be scanned upon arrival at the RMPO following appropriate scanning procedures.

e. Maintain SDA office to a maximum of $5,000 or total unit accountability, whichever is less, which includes stamp stock and cash. (See section 24-16.1.1).

f. Exceptions are as follows:

 (1) Increased unit accountability limit was approved by the District Finance Manager.

 (2) Administrative Post Office postmaster temporarily approved the increase in unit accountability limit for customer's special request.

g. The Administrative Post Office receives minimal amounts of automatic shipments of newly issued stamps and distributes to RMPOs according to anticipated sales via the procedures in section 24.16.2.

R6 Offices

a. Administrative Post Office prepares a stamp stock order for the RMPO office through SFS Web at https://sfsweb.usps.gov/sfsweb under the RMPO 10-digit Unit ID.

b. Upon receipt of the stamp stock order from SFS the RMPO employee must receive the stamp stock into the RMPO accountability and make appropriate receipt entries into RSS.

c. The Administrative Post Office maintains the RMPO office to a maximum of $10,000, which includes stamp stock and cash (see section 24-16.1).

d. Exceptions are as follows:

 (1) Increased unit accountability limit was approved by the District Finance Manager.

 (2) Administrative Post Office postmaster may temporarily approve the increase in unit accountability limit for customer's special request or the month of December only.

e. The RMPO office receives automatic shipments directly from SFS.

24-16.3 Receiving Stamp Stock

When the stamp stock is received at the RMPO, the RMPO employee must do the following:

R2 – R4 Offices

a. Count the stamp stock and verify with a witness. If no witness available, write "NWA" and initial.

b. Sign PS Form 17, Stamp Requisition/Stamp Return, as the person receiving the stamp stock.

c. Enter the amount of stamp stock received using the Stock received workflow in RSS, which will post to AIC 841 on the Unit PS Form 1412.

d. Maintain a copy of the completed PS Form 17 with the daily financial paperwork.

e. The RMPO employee must notify the Administrative Post Office postmaster of any discrepancies with the PS Form 17 from the Administrative Post Office.

Note: If a discrepancy exists the RMPO employee enters the physical amount of stamp stock received into RSS. The Administrative Post Office researches, performs a count of the Administrative Post Office unit reserve stamp stock and informs the RMPO office if any financial entries are necessary or if the claim for loss process needs to be followed by the Administrative Post Office.

R6 Offices

a. Count the stamp stock and verify with a witness. If no witness available, write "NWA" and initial.

b. Sign PS Form 17, *Stamp Requisition/Stamp Return,* as the person receiving the stamp stock.

c. Enter the amount of stamp stock received using the Stock received workflow in RSS, which will post to AIC 841 on the Unit PS Form 1412.

d. Maintain a copy of the completed PS Form 17 with the daily financial paperwork.

e. The RMPO employee must notify the Administrative Post Office postmaster of any discrepancies with PS Form 17 from the SFS.

Note: R6 Offices - If a discrepancy exists the RMPO employee enters the physical amount of stamp stock received into RSS. The Administrative Post Office follows the discrepancy reporting procedures to the SFS.

24-16.4 **Returned Stamp Stock**

Returned stamp stock in the RMPO Office should be directly returned to SFS in accordance with the quarterly return schedule.

R2, R4 and R6 Offices

a. Administrative Post Office postmaster counts the stamp stock at the RMPO office and verifies with a witness.

b. Using the RSS Return Stock workflow, enter the amount of stamp stock returned by item number this will generate PS Form 17. The Administrative Post Office postmaster and RMPO employee must sign the generated PS Form 17.

c. Properly prepare and package return stamp stock for shipment to SFS and file a copy of the PS Form 17 locally.

24-17 SDA Accountabilities

24-17.1 Single Drawer Accountability Financial Documents

SDA offices must maintain the following files at their unit for review by the Administrative Post Office:

a.   PS Form 3294, *Cash and Stamp Stock Count and Summary*
b.   PS Form 3368-P, *Accountability Examination Record*
c.   PS Form 3369, *Consigned Credit Receipt*
d.   PS Form 3902 and PS Form 3977, *Log and Lock Examination*

e.   PS Form 2130, *Claim for Loss* (if applicable)
f.   PS Form 17, *Stamp Requisition/Stamp Return*
g.   PS Form 3977, *Duplicate Key, Combination and Password Envelope*

24-17.2 Counting Requirements

The Administrative Post Office postmaster is responsible for counting the SDA maintained by the RMPO employee(s)

R2 – R4 Offices

Must be counted at least once every fiscal year.

However, the Administrative Post Office postmaster may count more frequently at their discretion. The Accounting Services monitors the SDA office accountability and may direct the Administrative Post Office postmaster to count more frequently than the once per fiscal year requirement.

Note: If an office was given an exception to exceed the $5,000 limit, the Administrative Post Office is required to perform the count twice per fiscal year, as directed by Accounting Services.

R6 Offices

Must be counted at least semi-annually every fiscal year.

However, the Administrative Post Office postmaster may count more frequently at their discretion. The Accounting Services monitors the SDA office accountability and may direct the Administrative Post Office postmaster to count more frequently than the twice per fiscal year requirement.

24-17.3 Scheduling and Monitoring Counts

Counts are randomly scheduled and monitored for compliance by Accounting Services. The Administrative Post Office postmaster must adhere to the following requirements:

a.   The count must be completed within 14 calendar days from the time of notification.

b.   The SDA office must be counted before making any transactions.

24-17.4 Forms Needed for Count

The following table describes the forms used during scheduled and random counts of single drawer accountability.

Form to use…	To record…
PS Form 3294, RSS, Cash and Stamp Stock Count and Summary	An examination of a stamp credit. The Administrative Post Office postmaster and the RMPO employee must complete an independent PS Form 3294.
PS Form 3368 –P, *Accountability Examination Record*	Stamp and cash credit count results

24-17.5 Physical Count

The Administrative Post Office postmaster and RMPO employee or designee must each perform an independent count and complete a separate PS Form 3294.

24-17.6 Completing the Count

24-17.6.1 Recording Count Overages

When there is an SDA overage the full amount of the overage will auto-post in AIC 222, *Adjusted Losses – SDA Overages*, on the Unit PS Form 1412 on the day of the count. AICs 699 and 843 will also auto-post on the PS Form 1412. This will adjust AIC 853, Stamp Accountability Closing Balance, to the actual amount of stamp stock counted.

24-17.6.2 Recording Count Shortages

When there is an SDA shortage, the full amount of the shortage will auto-post in AIC 622, *Adjusted Losses – SDA Shortage*, on the Unit PS Form 1412 on the day of the count. AICs 299 and 849 will also auto post on the PS Form 1412. This will adjust AIC 853, *Stamp Accountability Closing Balance*, to the actual amount of stamp stock counted.

24-17.6.3 Posting Audit Results

After conducting the audit and entering in RSS using the count workflow, the audit results will be auto-posted in RSS   automatically post overages

and shortages (see section 24-17.6.1 or 24-17.6.2). Record the audit results on PS Form 3368-P, *Accountability Examination Record*. File the PS Form 3294, *Cash and Stamp Stock Count and Summary*, and PS Form 3368-P, *Accountability Examination Record*.

24-18 Banking Procedures for Single Drawer Accountability

The RMPO office consolidates funds generated from daily transactions into one bank deposit. RMPO offices must not make bank deposits for less than $100.

Exception: Check items (checks, money orders, traveler's checks, etc.) should be deposited within 5 business days, even if the total deposit is less than $100.

The RMPO does not prepare a bank deposit for amounts less than $100, but will record the funds in AIC 753, *Cash Retained*, on the PS Form 1412. The following business day, this amount is recorded in AIC 353, *Cash Retained on Hand from Previous Day*, and continues to be reported in AIC 753 and AIC 353 on subsequent business days until the funds available for deposit equal or exceed $100 (or within the 5 business days for check items). Postal funds recorded in AIC 753 must be retained in a secure location.

Note: The office must continue to report all financial transactions daily on the Unit PS Form 1412.

24-19 Unit Closeout Procedures

The RMPO office performs the unit closeout as follows:

a. Verify that the PS Form 1412 entries and match the amounts from the supporting documentation. Adjust the AIC(s), as necessary.

b. Review the Money Order Grid, check for lost or missing money orders, and correct as needed.

c. Compare the check list with the checks, and adjust, if necessary.

d. Count funds to be deposited and complete the deposit process. If during the closeout process, the unit remits a bank deposit amount different from the RSS system expected amount, the RSS technology will automatically post to the unit a discrepancy as follows:

Financial Difference — Overage. This will appear in AIC 247.

Financial Difference — Shortage. This will appear in AIC 647.

e. After selecting **<Verified funds and Continue to Sign Out>** in the RSS system, the closeout employee proceeds with closeout and certifies the Form 1412 is correct by selecting **<Reviewed and completed items>.** The final PS Form 1412 is printed.

f. The closeout employee should have the following:

(1) Individual manual receipts and supporting documents organized by type. Any applicable system-generated reports can be filed with the PS Form 1412.

(2) The final PS Form 1412.

(3) Spoiled and voided money orders (all parts) for destruction.

(4) PS Form(s) 8105-A and 8105-B.

g. Verify PO BOX Activity Report to entries in WebBats.

h. File Unit PS Form 1412 with electronic signature and supporting documentations.

i. File credit and debit card receipts in a separate and secure location.

24-20 Refunds

24-20.1 Refunds

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

24-20.1.1 Refunds Processed by Single Drawer Accountability (SDA) Office

Refund types and amounts are limited at SDA units to cash refunds of $35. Issuance of no-fee money orders is not permitted. To issue cash refunds of $35 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 cash refunds greater than $35 will require approval from the Administrative Post Office before the SDA unit can process and post on the unit 1412.

24-20.1.2 **Refunds Processed by Administrative Post Office**

For refund amounts greater than $35 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 via eIWS Online Forms.

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 the proper support is provided.

c. The RMPO employee submits PS Form 3533 to the Administrative Post Office for processing

Note: RMPO Office does not perform any refund workflows in RSS when submitting PS Form 3533 to the Administrative Post Office.

24-20.1.3 Postage Meter Labels

Post Void – AIC 509 Receipt

RSS will automatically print a voided AIC 509 receipt to affix the PVI label to when the transaction is deleted from a current customer visit or voided after the customer visit.

These steps are performed in the event a duplicate blank AIC 509 receipt is required.

a. Home Screen > Admin Functions > More Select AIC 509 Rcpt

b. Select Yes or No to the question: Do you have the printed label?

c. If yes, AIC 509 receipt will print to attach the postage label

d. If no label is present, answer the prompts to complete the transaction

24-21 Exchanges

Stamps may not be exchanged for cash. Customers may exchange stamps only for equivalent value stamps. Unusable stamps, including stamped paper, accepted from a customer must be those on sale at Post Offices within 12 months before the transaction Maximum stamp exchange for each transaction of damaged stamps is limited and must not exceed $50.00.

24 Single Drawer Accountability

24 Non-POS 2, 4- and 6-Hour Offices

Chapter 24 describes the new policies of the Single Drawer Accountability (SDA), which is specifically designed for 2-hour, and 4-hour and 6-hour non-POS Remotely Managed Post Offices (RMPO), which are overseen by an Administrative Post Office. The policies streamline existing financial processes in order to add efficiencies that align with changing operational requirements and demands. SDA is a single accountability comprised of stamp stock, cash, postage meters meter, and money orders (no unit reserve stock or individual accountabilities). The chapter includes the following subchapters:

The chapter includes the following subchapters:

e1412   2, 4 and 6-Hour RMPO Offices

RSS 2, 4 and 6-Hour RMPO Offices

e1412   2, 4 and 6 Hour RMPO Offices

24-1 Overview

Single Drawer Accountability (SDA) is comprised of stamp stock, cash, and money orders consigned specifically to Non-RSS 2-hour, 4-hour, and 6-hour offices, which are overseen by an Administrative Post Office.

The RMPO employee(s) who work at the same office operate from a shared SDA, including money orders and complete the unit's daily PS Form 1412, *Daily Financial Report*.

SDA offices *do not* maintain the following:

a. Individual accountabilities.

b. Unit Cash Reserve.

c. Unit Reserve Stock.

d. PS Form 3959, *Stamp Stock Transactions and Daily Recap.*

e. PS Form 3295, *Record of Stamps, Stamped Paper, and Non-Postal Stamps on Hand.*

The managing Administrative Post Office manages the unit accountability limits of the SDA office:

R2 – R4 Offices

The SDA must not exceed the total unit accountability calculated by:

- Dividing the prior FY (October 1-September 30) sales reported in AIC 852 by four or a maximum of $5,000, whichever is less.

- The unit accountability includes stamp stock and cash.

District Finance Managers may approve an exception for the maximum unit accountability limit. (See section 24-5.1.1. For customers requesting special orders, the Administrative Post Office may temporarily adjust the unit accountability of the SDA to meet customer demands. (See section 24-5.1.2.)

R6 Offices

The SDA must not exceed the total unit accountability calculated by:

- Dividing the prior FY (October 1-September 30) sales reported in AIC 852 by four or a maximum of $10,000, whichever is less.

- The unit accountability includes stamp stock and cash.

District Finance Managers may approve an exception for the maximum unit accountability limit (See section 24-5.1.1.). For customers requesting special orders, the Administrative Post Office may temporarily adjust the unit accountability of the SDA to meet customer demands. (See section 24-5.1.2.)

24-2 Responsibilities

24-2.1 Postmaster at Administrative Post Office

The Administrative Post Office postmaster is responsible for oversight of the SDA offices. This oversight includes ensuring the accura-

cy and timeliness of financial reporting which may include physical examination of stamp stock and supporting documentation. The SDA includes stamp stock, cash, postage meters, and money orders. The Administrative Post Office must ensure the timely performance of all SDA counts. Annual stamp counts are randomly mandated by Accounting Services based on financial risk and monitoring indicators. The Administrative Post Office is responsible for stamp stock management and limits in accordance with this policy.

24-3 Postmaster Relief and/or Designee at 2- and 4-Hour Post Offices
Security

The RMPO employee is responsible for safeguarding the stamp/cash accountability, postage meter, and the money order imprinter; and for accurately reporting financial transactions.

Security

The RMPO employee must provide adequate security for all accountable items. Accountable items include postal funds, stamp stock, blank money order stock, philatelic products, retail products, accountable receipts, postage meters, and money order imprinters.

24-3.1 Equipment

The following types of equipment must be used to secure accountable items:

a. Burglar-resistant chests in fireproof safes or security containers located in walk-in vaults.

b. Postal Service standard vaults or security containers.

c. Security chests or burglar-resistant chest portion of fireproof safes.

d. Fireproof safes or vaults not built to Postal Service standards.

e. Lockable metal cabinets and file drawer.

Note: The equipment used to secure accountable items will vary among field units due to equipment availability.

24-3.2 Key and Safe Combination Controls

24-3.2.1 Single Drawer Accountability Controls

The Administrative Post Office postmaster must ensure that the RMPO office keeps the SDA drawer keys, and PS Forms 3977, *Duplicate Key Combination and Password*, in secured equipment as described under Security.

SDA office controls are as follows:

a. The duplicate SDA drawer key must be maintained in a completed PS Form 3977; the Administrative Post Office postmaster signs the PS Form 3977 and writes "No Witness Available" (NWA) on the envelope, if applicable.

b. The daily SDA drawer key must be stored at the closing of each day in secured equipment as described under Security.

c. The SDA drawer keys and PS Form 3977 must not be taken out of the RMPO building.

d. The safe combination must be maintained in a completed PS Form 3977 in a secure location as described in Security.

e. All individual login IDs and passwords (including credit cards) must be maintained in a completed PS Form 3977. When accessing PS Form 3977, the RMPO employee must contact the Administrative Post Office postmaster to ensure compliance with the PS Form 3977 process.

f. PS Form 3902, *Log and Lock Examination*, must be completed for the semi-annual exams of PS Form 3977 and for the annual key exams.

24-3.2.2 Administrative Post Office Controls

Administrative Post Office controls are as follows:

a. The Administrative Post Office must maintain a set of building keys for each SDA office in a completed PS Form 3977. The SDA building keys must be stored in a safe location in the Administrative Post Office for entry to the unit, if necessary.

b. The Administrative Post Office must maintain the SDA office's safe combination (if applicable) in a completed PS Form 3977.

Note: If the Administrative Post Office is responsible for multiple SDA offices, there will be a separate PS Form 3977 for the keys and safe combination for each location.

24-4 Money Orders

Money orders are shared by the RMPO employees who work at the SDA office.

24-4.1 Ordering Money Orders

The Administrative Post Office postmaster must follow these procedures to replenish money orders:

a. Order money orders in eBuy Plus using the RMPO's 10-digit Unit Finance Number ID.

b. R2 and R4 Offices order money orders in increments of one hundred (100). Only one block can be requested per order with a maximum quantity of 200 money orders on hand at a given time, unless approved by the Administrative Post Office.

c. R6 Offices order money orders in increments of one hundred (100) with a maximum quantity of 300 money orders on hand at a given time, unless approved by the Administrative Post Office.

d. Enter all money order blocks into e1412 immediately upon receipt and maintain a record of all blank money order sets using the Money Order Block Report.

e. Issue money orders in the correct sequence.

24-4.2 Daily Procedures

These procedures must be followed daily to account for money orders:

a. Print the e1412 Money Order Blocks report.

b. When multiple employees work on the same day, each money order sold must be annotated with the employee's name who sold the corresponding money order.

c. On a daily basis, prior to opening for business, verification must be performed to ensure no money orders are missing. To perform verification, verify the next available money order in block by comparing against the previous day's e1412 Money Order Blocks report.

d. All money order discrepancies must be reported to the Administrative Post Office postmaster for immediate research.

e. If the Administrative Post Office researches and finds there is an issue with a missing money order, they must:

    1) Record the money order in e1412 as missing.

    2) If blank money orders are lost or stolen, the Administrative Post Office postmaster must immediately contact

the U.S. Postal Inspection Service (USPIS) and report the serial numbers of the missing forms.

Note: If blank money order forms are recovered, void them and notify the Inspector in charge.

24-4.3 Bait Money Orders

Bait Money orders assigned to the RMPO are signed for by the Administrative Post Office postmaster. All bait money orders must be accounted for on a Bait Money Order Control Log. (reference the Bait Money Order Management Instruction.) The Administrative Post Office ensures bait money orders are utilized in compliance with the Management Instruction.

To obtain a copy of the most current management instruction on bait money orders, contact the USPIS or mail to the following address:

INSPECTOR IN CHARGE MAIL

THEFT AND VIOLENT CRIMES GROUP
US POSTAL INSPECTION SERVICE

475 L'ENFANT PLZ WEST SW RM 3521

WASHINGTON DC 20260-2168

24-4.4 No-Fee Money Orders

The issuance of no-fee money orders is not authorized in SDA offices for any reason, (see exception at section 24-4.5) including to create employee items such as salary advances or travel advances. (Exception: see section 24-4.5).

If a no-fee money order is needed for an employee item or refund, the Administrative Post Office will need to issue it to the employee or customer. (See section 24-10 for refund policy.)

24-4.5 Replacement Money Orders

The issuance of a no-fee money order for money order replacements requested by customers is allowed in an SDA office. If a domestic or international postal money order is mutilated or damaged and the customer has the damaged money order and the original customer's receipt from the money order, the PRU may issue a no-fee replacement by using the proper workflow in e1412. PS Form 6401 is not needed as the original

customer receipt and money order support the money order replacement.PS Form 6401, *Money Order Inquiry* must be completed and the amount must be entered into AIC 641, *Money Order Replacement Issued,* by using the proper workflow and reason code in e1412.

The no-fee money order fee infees AIC 586 will be reconciled along with AIC 641 by the Field Sales Branch, to ensure the no-fee money order was issued for a replacement money order.

24-5 24-5 Replenishing Single Drawer Accountability

24-5.1 Unit Accountability Limit

Stock Limits

The managing Administrative Post Office monitorssets the unit accountability limitlimits of the SDA office:

- **R2 – R4 Offices**: The; the SDA must not exceed their current total unit accountability, calculated by dividing the prior FY (October 1 – September 30) sales reported in AIC 852 by four, or a maximum of $5,000, whichever is less. The accountability includes stamp stock and cash.

- The accountability includes stamp stock and cash.

- **R6 Offices**: The SDA must not exceed the current total unit accountability, calculated by dividing the prior FY (October 1 – September 30) sales reported in AIC 852 by four, or a maximum of $10,000, whichever is less.

- The accountability includes stamp stock and cash.

Note: R2, R4 and R6 Offices - The maximum authorized retained cash is $150, which is included in the maximum unit accountability limit.

24-5.1.1 24-5.1.1 Exceptions to Authorized Limit

The Administrative Post Office postmasterPostmaster may request an exception to increase the unit accountability limitlimits for their SDA office when sales exceed their limit.

the stock on hand. Supporting documentation showing that postage sales are in excess to maintain the accountability limit must be prepared and provided in an email to justify the proposed increase to the District Finance Manager. Accountability thresholds for consideration will be based on a progressive scale starting at $7500 to a maximum amount of $10,000.

R2 - R4 Offices

Unit accountability limit for consideration will be based on a progressive scale starting at $7,500 to a maximum amount of $10,000.

R6 Offices

The maximum unit accountability limit cannot exceed $12,000.

Note: R2, R4 and R6 Offices - The District Finance Manager evaluates each request and if approved forwards the email authorizing the level of change to the St Louis Accounting Services, Field Sales Branch (Service Center to the FSB) Sys Acct (FSBSysAcct@usps.gov). The subject line must state "SDA Accountability Exception"; the email must include the Performance Cluster Code PFC, 10-digit unit finance number cost center, unit name, and approved accountability limit.

24-5.1.2 Temporary Increases to Stamp Stock Limits

The Administrative Post Office postmaster Postmaster may temporarily adjust the unit accountability limit value of the SDA office:

R2, R4 and R6 Offices
Due due to customers requesting special orders; the. The maximum unit accountability stock level must be reduced as soon as customer needs are met.

R6 Offices Only
For the month of December only, the maximum threshold of $12,000 applies.

24-5.2 Ordering Stamp Stock

The Administrative Post Office must order and replenish the SDA office as follows:

a. Replenish SDA office according to ordering schedule set by the Stamp Fulfillment Services Services (SFS).

R2 – R4 Offices
b. a. Administrative Post Office prepares one consolidated stamp stock order for all of their R2 and R4 RMPOs using SFS Web at

https://sfsweb.usps.com/sfsweb https://sfsweb.usps.gov/sfsweb *https://sfsweb.usps.gov/sfsweb* under the Administrative Post Office 10-digit Unit ID.

c. b.   Upon receipt of the stamp stock order at the Administrative Post Office, the Administrative Post Office must receive the entire order into the Administrative Post Office Unit Reserve stamp accountability and make appropriate receipt entries into their reporting technology. e1412. reporting technology.

d. c.   The Administrative Post Office will prepare in duplicate a PS Form 17 with a witness (if available) documenting shipment to the RMPO 10-digit Unit ID using the return stamp stock shipment store -to -store transfer process in their reporting technology. e1412. reporting technology. If no witness is available, enter "NWA" on the Administrative Post Office PS Form 17 copy only.

e. d.   Whether the Administrative Post Office is mailing or physically taking the order to the RMPO, stamp stock Stamp orders along with PS Form 17 must be packaged via Priority Mail Signature Confirmation. The Priority Mail and shipped to the RMPO. If circumstances warrant that the Administrative Post Office physically takes the stamp stock to the RMPO, the priority mail packaged stamp order must be scanned upon arrival at the RMPO following appropriate scanning procedures.

f. e. Maintain SDA office to a maximum of $5,000 or total unit accountability, whichever is less, which includes stamp stock and cash. (See section 24.5.1.)

g. f. Exceptions are as follows:

   (1) (1)   Increased unit accountability limit was approved by the District Finance Manager.

   (2) (2)   Administrative Post Office postmaster Postmaster temporarily approved the increase in unit accountability stock level for customer's special request.

a. g. The Administrative Post Office receives minimal amounts of automatic shipments of newly issued stamps and distributes to RMPOs according to anticipated sales via the procedures in section 24-5.2. 24-5.2.

R6 Offices

a.   Administrative Post Office prepares a stamp stock order for the RMPO office through SFS Web at https://sfsweb.usps.com/sfsweb https://sfsweb.usps.gov/sfsweb under the RMPO 10-digit Unit ID.

b.   Upon receipt of the stamp stock order from SFS the RMPO employee must receive the stamp stock into the RMPO stamp accountability and make appropriate receipt entries into their e1412.

c. The Administrative Post Office maintains the RMPO office to a maximum of $10,000, or total unit accountability which-ever is less, which includes stamp stock and cash (see section 24.5.1).

d. Exceptions are as follows:

   (1) Increased unit accountability limit was approved by the District Finance Manager.

   (2) Administrative Post Office postmaster temporarily approved the increase in unit accountability for customer's special request or s during the month of December only.

e. The RMPO office receives automatic shipments directly from SFS.

24-5.3 Receiving Stamp Stock

When the stamp stock is received at the RMPO from the Administrative Post Office, the RMPO employee must do the following:

R2, R4 and R6 Offices

a. a. Count the stamp stock and verify with a witness. If no witness is available, write "NWA" and initial.

b. b. Sign PS Form 17, *Stamp Requisition/Stamp Return*, as the person receiving the stamp stock.

c. c. The RMPO employee receives the stampEnter the amount of stock received in AIC 841 on the Unit PS Form 1412 by accepting stock by item number in e1412 and verifies the amount that auto posts to AIC 841, matches the amount on the PS Form 17.

d. d. Maintain a copy of the completed PS Form 17 with the daily financial paperwork.

e. e. The RMPO employee must notify the Administrative Post Office postmasterPostmaster of any discrepancies with the PS Form 17 receivedfrom the Administrative Post Office.

   Note: **Note:** R2 –R4 Offices - If a discrepancy exists, the RMPO employee enters the physical amount of stamp stock received into e1412the reporting technology. The Administrative Post Office researches, performs a count of the Administrative Post Office unit reserve stock, and informs the RMPO office if any financial entries are necessary or if the claim for loss process needs to be followed by the Administrative Post Office.

   Note: R6 Offices - If a discrepancy exists the RMPO employee enters the physical amount of stamp stock received into e1412. The Administrative Post Office follows the discrepancy reporting procedures to the SFS.

24-5.4 Returned Stamp Stock

Returned stamp stock in the RMPO Office should be directly returned to SFS in accordance with the quarterly return schedule.

R2, R4 and R6 Offices

a. Administrative Post Office postmaster counts the stamp stock at the RMPO office and verifies with a witness.

b. Using e1412, enter the amount of stamp stock returned by item number which will generate a PS Form 17. The Administrative Post Office postmaster and RMPO employee must sign the generated PS Form 17.

c. Properly prepare and package return stamp stock for shipment to SFS and file a copy of the PS Form 17 locally.

24-6 24-6 Meters

RMPO offices are required to have a postage meter. due to limited accountability requirements. The cost of the meter rental is funded by HQ.the district.

24-6.1 24-6.1 Meter Vendor

Pitney Bowes is the required vendor for new meter procurement.

24-6.1.1 24-6.1.1 Initial Order

To order a Pitney BowesBowe postage meter using eBuyPlus, the APO office must use the fedstrip of the RMPO. This is done by changing the shipping address in the eBuyPlus requisition.r:

a. Use eBuy2eBUY2, which will open up on the MyProcure IT Tab.

c. Select "Postage Meters and Supplies" under List of USPS Preferred Products on the front page of eBuy2. eBUY2

c. You will need to order the following:

(1) Pitney Bowes C200DM125 (SendPro c seriesPR00) Postage Meter w/2 Quarters Rent.
Note: DM125 Includes the meter rental for remainder of Fiscal 2017 and one ink cartridge.

(2) Renewal of existing Pitney Bowes DM125 (PR00) Postage Meter Qrtly Rental

(3) Pitney Bowes Upgrade from DM100 (P700) to the DM125 (PR00) Postage Meter.

(2) (2) 4) DM100 *New Meter 1QTR Rent* which triggers Pitney Bowes to ship a new meter.

(2) PS Form 3602-PO, *Postage Collected Through Post Office Meter.*

(3) (3)5) 620-9, *Postage Tape Sheets for PB Meter* – order as many labels as you need.

Note: **Note:** New meters containcome with enough ink for 3,000 impressions. Additional ink may be ordered via item # 793-5.

24-6.1.2 *Meter Renewal*

After the meter is received, offices have the option to renew through the end of the fiscal year. A meter arriving at any time in a quarter qualifies as the first quarter even if it is in the last month of the quarter. Postal quarters

are as follows: Quarter 1 (Oct.–Dec.), Quarter 2 (Jan.–Mar., Quarter 3 (Apr.–June), and Quarter 4 (July–Sept).

Quarter 1 (Oct–Dec)

Quarter 2 (Jan–Mar)

Quarter 3 (Apr–June)

Quarter 4 (July–Sept)

Meter renewals must be completed via eBuy2 system for the quarters remaining in the fiscal year. The serial number of the postage metermete is needed to order a renewal. To renew meter, follow the process stated above but order:

DM100R – Renewal of Existing Pitney Bowes one for each quarter.

Any ink or labels as needed.

Note: eBuyPlus 2 is NOT to be used to request funds to add postage to the meter.

24-6.2 Replenishing Meters

SDA offices should replenish postage meters as follows:

a. The maximum per meter setting is $1,0001000, maximum total postage on meter should not to exceed $1,5001500.

b. Use PS Form 3602-PO to record meter settings; report meters sales in AIC 110.

c. Postage totals on meter are not part of the overall SDA accountability.

24-6.3 Monthly Requirement for Meters

All sites are *REQUIRED* to connect to their meter manufacturer *during the first week* of every month. This practice serves three purposes:

1. Verification to the meter company that the meter is still actively being used.

2. Allows the meter company to provide reports to USPS through National Meter Accounting and Tracking System (NMATS) for the amount of postage that has been used on that specific meter since the last connection.

3. Rates can be updated, if applicable and postage can be added, if neededapplicable.

USPS requires that all postage meters be tracked by the meter companies who must verify the meter is being used in the location to which it was assigned to. Meters that do not report can be turned off by the meter company. The meter company must report these "missing/non-reporting meters" to the Postal Inspection Service for revenue protection.

24-6.4 Postal Meter Help Line

If assistance is needed, call the Postal Pitney Bowes Help Desk at 888-598-9551. The Help Desk customer service representatives are trained to understand the uniqueness of Postal meter operations.

Please do not call the phone number located on the actual meter; this phone number is for a non-Postal meter customer.

24-7 SDA Accountabilities

24-7.1 Single Drawer Accountability Financial Documents

SDA offices must maintain the following files at their unit for review by the Administrative Post Office:

a. PS Form 3294, *Cash and Stamp Stock Count and Summary*;
b. PS Form 3368-P, *Accountability Examination Record*;
c. PS Form 3369, *Consigned Credit Receipt*;
d. PS Form 3902, and PS *Form 3977, Log and Lock Examination*;
e. PS Form 571, *Discrepancy of $100 or More in Financial Responsibility* (If(if applicable):);
f. PS Form 2130, *Claim for Loss* (if applicable)); and
g. PS Form 17, *Stamp Requisition/Stamp Return*;
h. PS Form 3977, *Duplicate Key, Combination and Password Envelope*

24-7.2 Counting Requirements

The Administrative Post Office postmasterPostmaster is responsible for counting the SDA maintained by the RMPO employee(s).

R2 - R4 Offices

Must be counted) at least once every fiscal year.

However, the Administrative Post Office postmasterPostmaster may count more frequently at their discretion. Accounting ServicesThe ASC monitors the SDA office unit accountability and may direct the Administrative Post Office postmasterPostmaster to count more frequently than the once per fiscal year requirement.

Note: **Note:** If an office was given an exception to exceed the $5,000 limit, the Administrative Post Office is required to perform the count twice a fiscal year, as directed by Accounting Services. the ASC.

R6 Offices

Must be counted at least twice every fiscal year.

However, the Administrative Post Office postmaster may count more frequently at their discretion. Accounting Services monitors the SDA office accountability and may direct the Administrative Post Office postmaster to count more frequently than the twice per fiscal year requirement.

24-7.3 Scheduling and Monitoring Counts

Counts are randomly scheduled and monitored for compliance by Accounting Services. the ASC.

The Administrative Post Office postmasterPostmaster must adhere to follow the following requirements:

a. The count must be completed within 14 calendar days from the time of notification.

b. The SDA office must be counted before making any transactions.

24-7.4 Forms Needed for Count

The following table describes the forms used during scheduled and random counts of single drawer accountability.

Form to use…	To record…
PS Form 3294 (Manual), *Cash and Stamp Stock Count and Summary*	An examination of a stamp credit. The Administrative Post Office postmasterPostmaster and the RMPO employeePostmaster Relief and/or designee must complete an independent PS Form 3294.
PS Form 3368 –P, *Accountability Examination Record*	Stamp and cash credit count results

| PS Form 571, *Discrepancy of $100 or More in Financial Responsibility* | Discrepancy of $100 or more in financial responsibility (if applicable) |

24-7.5 Physical Count

The Administrative Post Office postmasterPostmaster and RMPO employee the Postmaster Relief and/or designee must each perform an independent count and complete a separate PS Form 3294.

24-7.6 Completing the Count

24-7.6.1 Recording Count Overages

When there is ana SDA overage, record the full amount of the overage will auto-post in AIC 222, *Adjusted Losses – SDA Overages,*239 and AIC 699 on the Unit PS Form 1412 on the day of the count. AICs 699 and 843 on the PS Form 1412 will also auto-post and This will adjust AIC 853, *Stamp Accountability Closing Balance,* to the actual amount of stamp stock counted.

24-7.6.2 Recording Count Shortages

When there is ana SDA shortage, record the full amount of the shortage will auto-post in AIC 622, *Adjusted Losses – SDA Shortage,*639 and AIC 299 on the Unit PS Form 1412 on the day of the count. AICs 299 and 849 on the PS Form 1412 will also auto-post and This will adjust AIC 853, *Stamp Accountability Closing Balance,* to the actual amount of stamp stock counted.

24-7.6.3 PostingRecording Audit Results

After conducting the audit and entering into e1412, results will auto-postmust be posted in e1412 using the AICs for overages and shortages (see section 24-7.6.124-7.6.1 or 24-7.6.2).24-7.6.2). Record the audit results on PS Form 3368-P, *Accountability Examination Record.* File the PS Form 3294, *Cash and Stamp Stock Count and Summary,* and PS Form 3368-P, *Accountability Examination Record.*

24-8 If a unit does not post the result of its audit to its Unit 1412 and transmit the 1412, then it will not receive credit for conducting the audit.

Banking Procedures for Single Drawer Accountability

The RMPO office consolidates funds generated from daily transactions into one bank deposit. RMPO offices must not make bank deposits for less than $100.

Exception: Check items (checks, money orders, traveler's checks, etc.) should be deposited within 5 business days, even if the total deposit is less than $100.

The RMPO does not prepare a bank deposit for amounts less than $100, but will record the funds in AIC 753, *Cash Retained,* on the PS Form 1412. The following business day, this amount is recorded in AIC 353, *Cash Retained on Hand From Previous Day,* and continues to be reported in AIC 753 and AIC 353 on subsequent business days until the funds available for deposit equal or exceed $100 (or within the 5 business days for check items). Postal funds recorded in AIC 753 must be retained in a secure location.

Note: **Note:** The office must continue to report all financial transactions daily on the Unit PS Form 1412.

24-9 Unit Closeout Procedures

The RMPO office performs the unit closeout as follows:

a. Complete PS Form 3602-PO and enter the register readings in e1412 which will automatically post salescalculated amount in AIC 110 on the Unit PS Form 1412.

   (1) EnterRun a calculator tape of money orders sold and enter the amount in e1412 which will automatically post toof money orders into AIC 100 and the amount of money order fees into AIC 101 on Unit PS Form 1412.

   (1) Verify that the sequential order of money orders is continued from the previous day and that the amount, fees, issue ID, and date are correct.

   (2) Report any missing money orders in e1412 and to the Administrative Post Office to be reported immediately to the Postal Inspection Service.

   (3) Report any voided money orders in e1412. The RMPO employee ensures the serial number was recorded as voided on the e1412 money order report and then destroys all parts of the voided money order.

   Note: Postal Retail Units (PRUs) may void a postal money order only in the event of a USPS error, and this option may be done only on the same day as the transaction.

   (4) When multiple employees work on the same day, each money order sold must be annotated with the employee name of (who sold the corresponding money orders) on the e1412 money order report.

   Note: If unable to account for the dollar amount of a missing voucher, enter the required information into the e1412 application using thecomplete PS Form 6401, Money Order Inquiry workflow. Select Postmaster as the Inquiry Type. and mail to the SIC to retrieve a copy of the cashed item:

   SCANNING AND IMAGING CENTER (SIC)
   PO BOX 5212
   JANESVILLE, WI 53547-5212

b. Organize all supporting documents by type and, calculate the amount by products and serviceservices, and enter into the appropri-

ate AICs (e.g., Post Office Box fees, lobby services revenue, etc.) on the Unit PS Form 1412.

d. c.   Post sales of retail products (if applicable) into the appropriate AICs on the Unit PS Form 1412.

e. d.   Run the Batch Close Report from the credit and debit card terminal(s) (if the unit had credit or debit card transactions for the day).. Verify and account for all credit and debit card receipts. Enter the totals into AIC 762 (credit) and AIC 772 (debit) on the Unit PS Form 1412.

f. e. Run a calculator tape of all checks accepted.

g. f. Count the funds (cash, checks, and money orders) to be deposited and enter the total amount into AIC 752 on the Unit PS Form 1412. (if less than $<$100, enter in AIC 753) -). Prepare and dispatch bank deposit following the procedures in sectionpart 9-1.2. The bank deposit slip total mustshould match AIC 752.

k.   Calculate the amount of postage sales and enter into the appropriate AICs (e.g., AIC 007, AIC 084, AIC 090) on the Unit PS Form 1412.

k.   Verify that AIC 840 matches the previous day's AIC 853 on the Unit PS Form 1412.

k.   Complete the Stamp Accountability section of the Unit PS Form 1412 as follows:

k.   Enter AIC 841 for stock received from stamp fulfillment center or PRU.

k.   Enter AIC 848 for stock returned to the SDC/SDO or a PRU.

k.   Enter AIC 852, which includes the total of AICs 007–014, 016-018, 084–089, 090–092, 094–097.

k.   Complete AIC 853 for ending accountability.

k. g.   Enter the information from the Unit PS Form 1412 into e1412.

l. h. Certify the Unit PS Form 1412 and upload as directed.

m. i.   Print the following documents:

(1) (1)   Unit PS Form 1412. ;

(2) (2)   Money Order and Missing Money Order reports. ; and

(3) (3)   Any other supporting documentation as needed (i.e., WebBATS report).

n. j. File Unit PS Form 1412 with electronic signature and supporting documentations. excluding PS Form 3544s for Post Office Box and Caller Service. Post Office Box rentals and renewals must be input into WebBATS.

o. k.   File credit and debit card receipts in a separate and secure location.

l. Enter Priority Express Mail label data into the Product Tracking System (PTS) Priority Express Mail Label Entry application.

m. Secure stamps and cash in safe and lock.

n. Secure SDA drawer key.

o. Provide the Administrative Post Office postmaster with the Financial Difference/Adjustment Report from e1412.

Note: For financial differences, make adjustments by increasing or decreasing the incorrect AIC, and offset to AIC 247 or AIC 647. (See section 8-6.1 for supporting documentation for AIC 247/647 activity.)

24-10 Refunds

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 (SDA) Office

Refund types and amounts are limited at SDA units to cash refunds of $35. Issuance of no-fee money orders is not permitted. To issue cash refunds of $35 or less, the RMPO employee does the following:

a. Have customer complete Part 1, *Application,* and Part 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 cash refunds greater than $35 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 $35 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 via eIWS Online Forms

Imaging Center (SIC) for processing the refund payment, following the guidelines in Subchapter 21, for various types of refunds, and record 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 the 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.

24-10.2 Postage Meter Labels

To account for an erroneously printed, damaged, or spoiled Post Office meter label, the RMPO employee must do the following:

a. Complete Part 1, *Application*, of PS Form 3533 by printing his/her name in the customer block.

b. Check the "Other Refunds" box in the *Request Disbursement For* section and enter AIC 509, Voided Postage Validation Imprinter Labels and PO Meter Stamps.

c. Check the "Other Refunds" box in the Request Disbursement For section and enter AIC 509, Voided Postage Validation Imprinter (PVI) Labels.

c. Attach the Post Office postage meter labels to the PS Form 3533.

d. Complete Part 2, *Verification of Disbursements*, and sign as the certifying employee.

e. Enter the amount of the refund in the AIC 509 on Unit PS Form 1412.

f. File PS Form 3533 as supporting documentation.

24-11 24-11 Exchanges

Stamps may not be exchanged for cash. Customers may exchange stamps only for equivalent value stamps. Unusable stamps, including stamped paper, accepted from a customer must be those on sale at Post Offices within 12 months before the transaction Maximum stamp exchange for each transaction of damaged stamps is limited and must not exceed $50.00.

RSS R2, R4 and R6 Hour RMPO Offices

24-12 24-12 Maximum stamp exchange for damaged stamps must not exceed one coil of 100 stamps.

24-12 Overview

Single Drawer Accountability (SDA) is comprised of stamp stock, cash, and money orders consigned specifically to RSS 2Non-POS 6-hour, 4-hour and 6-hour RMPO offices, which are overseen by an Administrative Post Office.

The RMPO employee(s),) who work at the same RMPO office operate from a shared SDA, including money order blocks, and complete the unit's daily PS Form 1412, *Daily Financial Report*.

SDA offices *do not* maintain the following:

a. a. Individual accountabilities.

b. b. Unit Cash Reserve. cash reserve.

c. c. Unit Reserve Stock. reserve stock.

d. d. PS Form 3959, *Stamp Stock Transactions and Daily Recap*.

e. PS Form 3295, *Record of Stamps, Stamped Paper, and Non-Postal Stamps on Hand*.

e.

The managing Administrative Post Office managessets the accountability limits of the SDA office:

The SDA must not exceed the current total unit accountability or a maximum of $10,000, whichever is less.

R2 – R4 Offices

The SDA must not exceed the total unit accountability calculated by:

- Dividing the prior FY (October 1-September 30) sales reported in AIC 852 by four or a maximum of $5,000, whichever is less.
- The unit accountability includes stamp stock and cash.
- The accountability includes stamp stock and cash.

District Finance Managers may approve an exception for the maximum stamp stock limit (see section 24-16.1.1).24-16.1.1). For customers requesting special orders, and for Christmas stock levels during the month of December only, the Administrative Post Office may temporarily adjust the value of the SDA to meet customer demands (see section 24-16.1.2). 24-16.1.2).

R6 Offices

The SDA must not exceed the total unit accountability calculated by:

- Dividing the prior FY (October 1-September 30) sales reported in AIC 852 by four or a maximum of $10,000, whichever is less.
- The accountability includes stamp stock and cash.

District Finance Managers may approve an exception for the maximum stamp stock limit (see section 24-16.1.1.). For customers requesting special orders the Administrative Post Office may temporarily adjust the value of the SDA to meet customer demands (see section 24-16.1.2.).

24-13 24-13 Responsibilities

24-13.1 24-13.1 Postmaster at Administrative Post Office

The Administrative Post Office postmasterPostmaster is responsible for oversight of the SDA offices. This oversight includes ensuring the accuracy of financial reporting which may include physical examination of stamp stock and supporting documentation. The SDA includes stamp stock, cash, postage meters, and money orders. The Administrative Post Office must ensure the timely performance of all SDA counts. Stamp stock counts are randomly mandatedperformed semi-annually as selected by Accounting Services based on financial risk and monitoring indicators. The Administrative Post Office is responsible for stamp stock management and limits in accordance with this policy.

24-14 Security

24-13.2 RMPO Employee in 6-hour Offices

The RMPO employee is responsible for safeguarding the stamp/cash accountability, postage meter, the money order imprinter, and for accurately reporting financial transactions.

Security

The RMPO employee must provide adequate security for all accountable items. Accountable items include: postal funds, stamp stock, blank money order stock, philatelic products, retail products, accountable receipts, postage meters, and money order imprinters.

24-14.1 Equipment

The following types of equipment must be used to secure accountable items:

a. Burglar-resistant chests in fireproof safes or security containers located in walk-in vaults.
b. Postal Service standard vaults or security containers.
c. Security chests or burglar-resistant chest portion of fireproof safes.
d. Fireproof safes or vaults built to Postal Service standards.
e. Lockable metal cabinets and file drawer.

Note: The equipment used to secure accountable items will vary among field units due to equipment availability.

24-14.2 Key and Safe Combination Controls

24-14.2.1 Single Drawer Accountability Controls

The Administrative Post Office postmaster must ensure that the RMPO office keeps the SDA drawer keys, and PS Forms 3977, *Duplicate Key Combination and Password,* in secured equipment, as described under Security. SDA office controls are as follows:

a. The duplicate SDA drawer key must be maintained in a completed PS Form 3977; the Administrative Post Office postmaster signs the PS Form 3977 and writes "No Witness Available" (NWA) on the envelope, if applicable.
b. The daily SDA drawer key must be stored at the closing of each day in secured equipment as described under Security.
c. The SDA drawer keys and PS Form 3977 must not be taken out of the RMPO building.
d. The safe combination must be maintained in a completed PS Form 3977 in a secure location, as described under Security.
e. All individual login IDs and passwords (including credit cards) must be maintained in a completed PS Form 3977. When accessing

PS Form 3977, the RMPO employee must contact the Administrative Post Office postmaster to ensure compliance with the PS Form 3977 process.

f. PS Form 3902, *Form 3977 Log and Lock Examination*, must be completed for the semi-annual exams of PS Form 3977 and for the annual key exams.

24-14.2.2 Administrative Post Office Controls

Administrative Post Office controls are as follows:

a. The Administrative Post Office must maintain a set of building keys for each SDA office in a completed PS Form 3977. The SDA building keys must be stored in a safe location in the Administrative Post Office for entry to the unit, if necessary.

b. The Administrative Post Office must maintain the SDA office's safe combination (if applicable) in a completed PS Form 3977.

Note: If the Administrative Post Office is responsible for multiple SDA offices, there will be a separate PS Form 3977 for the keys and safe combination for each location.

24-15 Money Orders

Money orders are shared by the RMPO employees who work at the SDA office.

24-15.1 Ordering Money Orders

The Administrative Post Office postmaster must follow these procedures to replenish money orders:

a. Order money orders in eBuyPlus using the RMPO's 10-digit Unit Finance Number.

b. R2 and R4 Offices order money orders in increments of one hundred (100). Only one block can be requested per order with a maximum quantity of 200 money orders on hand at a given time, unless approved by the Administrative Post Office.

c. R6 Offices order money orders in increments of one hundred (100) with a maximum quantity of 300 money orders on hand at a given time, unless approved by the Administrative Post Office.

d. Enter all money order blocks into RSS.

e. Issue money orders in the correct sequence.

24-15.2 **Daily Procedures**

24-15.2

b. These procedures must be followed daily to account for money orders:

b. Print the e1412 Money Order Blocks report.

b. When multiple employees work on the same day, each money order sold must be annotated with the employee's name (who sold the corresponding money order).

c. a.   On a daily basis, prior to opening for business, verification must be performed to ensure no money orders are missing. To perform verification: verify, compare the next available money order in block by comparingagainst the RSS screen when the first employee logs on previous day's e1412 Money Order Blocks report.

d. b.   All money order discrepancies must be reported to the Administrative Post Office postmasterPostmaster for immediate research.

(1) If the Administrative Post Office researches and finds there is an issue with a missing money order then:

(1) (1)   Record the money order in RSSthe reporting technology as missing.

(2) If blank money orders are lost or stolen, the Administrative Post (2)   Office postmasterPostmaster must immediately contact the U.S. Postal Inspection Service (USPIS) and report the serial numbers of the missing forms.

Note: **Note:** If blank money order forms are recovered, void them and notify the Inspector in charge.

24-15.3 24-15.3 **Bait Money Orders**

Bait Moneymoney orders assigned to the RMPO are signed for by the Administrative Post Office postmaster. Postmaster. All bait money orders must be accounted for on a Bait Money Order Control Log. (reference the Bait Money Order Management Instruction.). The Administrative Post Office Postmaster ensures bait money orders are utilized in compliance with the Management Instruction.

To obtain a copy of the most current management instruction on bait money orders, contact the USPIS or write to the following address:

INSPECTOR IN CHARGE
MAIL
THEFT AND VIOLENT CRIMES GROUP
US POSTAL INSPECTION SERVICE

475 L'ENFANT PLZ WEST SW RM 3521

WASHINGTON DC 20260-2168

24-15.4 No-Fee Money Orders

The issuance of no-fee money orders is not authorized in SDA offices for any reason, (exception, see section 24-15.5) including to create employee items such as salary advances or travel advances.

If a no-fee money order is needed for an employee item or a refund, the Administrative Post Office will need to issue it to the employee or customer (see section 24-2024-21 for refund policy).

24-15.5 Replacement Money Orders

The issuance of a no-fee money order for money order replacements requested by customers is allowed in an SDA office. If a domestic or international postal money order is mutilated or damaged and the customer has the damaged money order and the original customer's receipt from the money order, the PRU may issue a no-fee replacement by using the proper workflow in RSS.   PS Form 6401 is not needed as the original customer receipt and money order support the money order replacement.PS Form 6401 must be completed and the amount must be entered into AIC 641, *Money Order Replacement Issued*, by using the proper workflow in RSS.   workflow and reason code in e1412.

The no-fee money order fee infees AIC 586 will be reconciled with AIC 641 by Field Sales Branch, to ensure the no-fee money order was issued for a replacement money order.

24-16 Replenishing Single Drawer Accountability

24-16.1 Unit Accountability Limit

The managing Administrative Post Office monitors the unit accountability limitlimits of the SDA office:

- **R2 – R4 Offices**:   The SDA must not exceed their current total unit accountability calculated by dividing the prior FY (October 1 – September 30) sales reported in AIC 853 by four or a maximum of $510,000, whichever is less.
- The unit accountability includes stamp stock and cash.

- **R6 Offices**:   The SDA must not exceed the current total unit accountability calculated by dividing the prior FY (October 1 – September 30) sales reported in AIC 853 by four or a maximum of $10,000, whichever is less
- The unit accountability includes stamp stock and cash.

Note: R2, R4 and R6 Offices - The maximum authorized retained cash is $150, which is included in the maximum unit accountability limit.

24-16.1.1 Exceptions to Authorized Limit

The Administrative Post Office postmaster~~Postmaster~~ may request an exception to increase the unit accountability limit~~limits~~ for their SDA office when sales exceed their limit.

Supporting documentation showing that postage sales are in excess to maintain the unit accountability limit must be prepared and provided in. ~~They must provide~~ an email to justify the proposed increase to the District Finance Manager.

R2 – R4 Offices

Unit accountability thresholds for consideration will be based on a progressive scale starting at $7,500 to a maximum amount of $10,000.

R6 Offices

The maximum exception unit accountability limit ~~justifying the proposed increase. The cap maximum accountability threshold~~ cannot exceed $12,000.

Note: R2, R4 and R6 Offices - The District Finance Manager evaluates each request and, if approved, forwards the email authorizing the level of change to Accounting Services, Field Sales Branch (FSB) ~~(at~~ FSB-SysAcct@usps.gov~~)~~. The subject line must state "~~R 6~~ SDA Accountability Exception"~~;~~; the email must include the PFC, 10-digit unit finance number, unit name, and approved accountability limit.

24-16.1.2 Temporary Increases to Unit Accountability Limit ~~Stock Limits~~

The Administrative Post Office postmaster~~Postmaster~~ may temporarily adjust the unit accountability limit~~value~~ of the SDA office:

R2, R4 and R6 Offices

~~a.~~   Due to customers requesting special orders, the. ~~The~~ maximum unit accountability~~stock level~~ must be reduced as soon as customer needs are met.

R6 Offices Only

b.   For Christmas stock levels during the month of December only, the. The maximum unit accountability limitthreshold of $12,000 applies.

24-16.2 24-16.2 Ordering Stamp Stock

The Administrative Post Office must order and replenish the SDARMPO office as follows:

a.   Replenish SDAthe RMPO office according to the ordering schedule set by the Stamp Fulfillment ServiceServices (SFS).

R2 – R4 Offices

a.   Administrative Post Office prepares one consolidated stamp stock order for all of their R2 and R4 RMPOs using SFS Web at https://sfsweb.usps.com/sfswebhttps://sfsweb.usps.gov/sfsweb **order for the RMPO office through SFS Web at** *https://sfsweb.usps.gov/sfsweb* under the Administrative Post Office RMPO 10-digit Unit ID.

b. b.   Upon receipt of the stamp stock order byfrom SFS, the Administrative Post Office, the Administrative Post OfficeRMPO employee must receive the entire orderstock into the Administrative Post Office Unit Reserve RMPO stamp accountability and make appropriate receipt entries into RSS. their reporting technology.

c.   The Administrative Post Office will prepare in duplicate a PS Form 17 with a witness (if available) documenting shipment to the RMPO 10-digit Unit Id using the return stamp stock shipment store to store transfer process in RSS. If no witness is available enter "NWA" on the Administrative Post Office PS Form 17 copy only.

d.   Whether the Administrative Post Office is mailing or physically taking the order to the RMPO, stamp stock orders along with PS Form 17 must be packaged via Priority Mail Signature Confirmation. The priority mail packaged stamp order must be scanned upon arrival at the RMPO following appropriate scanning procedures.

e.   Maintain SDA office to a maximum of $5,000 or total unit accountability, whichever is less, which includes stamp stock and cash. (See section 24-16.1.1).

f.   Exceptions are as follows:

(1) Increased unit accountability limit was approved by the District Finance Manager.

(2) Administrative Post Office postmaster temporarily approved the increase in unit accountability limit for customer's special request.

g.   The Administrative Post Office receives minimal amounts of automatic shipments of newly issued stamps and distributes to RMPOs according to anticipated sales via the procedures in section 24.16.2.

R6 Offices

a.   Administrative Post Office prepares a stamp stock order for the RMPO office through SFS Web at https://sfsweb.usps.com/sfswebhttps://sfsweb.usps.gov/sfsweb under the RMPO 10-digit Unit ID.

b.   Upon receipt of the stamp stock order from SFS the RMPO employee must receive the stamp stock into the RMPO accountability and make appropriate receipt entries into RSS.

c.   c.   The Administrative Post Office maintains the RMPO office to a maximum of $10,000, which includes stamp stock and cash (see section 24-16.1). 24-16.1).

d.   d.   Exceptions are as follows:

   (1) (1)   Increased unitAn increase in the accountability limit was approved by the District Finance Manager.

   (2) (2)   Administrative Post Office postmaster mayPostmaster temporarily approveapproved the increase in unit accountability limitstock level for a customer's special request or for Christmas stock levels during the month of December only.

e.   e.   The RMPO office receives automatic shipments directly from SFS.

24-16.3 24-16.3 Receiving Stamp Stock

When the stamp stock is received at the RMPO from SFS, the RMPO employee must do the following:

R2 – R4 Offices

a. a.   Count the stamp stock and verify with a witness. If no witness is available, write "NWA" and initial.

b. b.   Sign PS Form 17, Stamp Requisition/Stamp Return, as the person receiving the stamp stock.

c. c.   Enter the amount of stamp stock received using the Stock received workflow in RSS, which will post toin AIC 841 on the Unit PS Form 1412. by accepting stock by item number in e1412.

d. d.   Maintain a copy of the completed PS Form 17 with the daily financial paperwork.

e. e.   The RMPO employee must notify the Administrative Post Office postmasterPostmaster of any discrepancies with the PS Form 17 from the Administrative Post Office. SFS.

Note: If ~~there is~~ a discrepancy exists~~between~~ the ~~RMPO employee enters~~~~Form 17 and~~ the physical amount of stamp stock received into RSS~~, the RMPO employee makes receiving entries for the physical amount of stock received~~. The Administrative Post Office researches, performs a count of the Administrative Post Office unit reserve stamp stock and informs the RMPO office if any financial entries are necessary or if~~should follow~~ the claim for loss process needs to be followed by the Administrative Post Office.

R6 Offices

a.   Count the stamp stock and verify~~associated~~ with a witness. If no witness available, write "NWA" and initial.

b.   Sign PS Form 17, *Stamp Requisition/Stamp Return,* as the person receiving the stamp stock.

c.   Enter the amount of stamp stock received using the Stock received workflow in RSS, which will post to AIC 841 on the Unit PS Form 1412.

d.   Maintain a copy of the completed PS Form 17 with the daily financial paperwork.

~~*Note:* e.~~The RMPO employee must notify the Administrative Post Office postmaster of any ~~stock~~ discrepancies with PS Form 17 from the SFS. ~~in Handbook F-101.~~

  Note: R6 Offices - If a discrepancy exists the RMPO employee enters the physical amount of stamp stock received into RSS. The Administrative Post Office follows the discrepancy reporting procedures to the SFS.

~~24-16.4~~ 24-16.4 **Returned Stamp Stock**

Returned stamp stock in the RMPO Office~~office~~ should be directly returned to SFS in accordance with the quarterly return schedule.

R2, R4 and R6 Offices

~~a.~~ a.   Administrative Post Office postmaster~~Postmaster~~ counts the stamp stock at the RMPO office and verifies with a witness.

~~b.~~ b.   Using ~~e1412 and~~ the RSS Return Stock workflow~~RMPO Unit ID~~, enter the amount of stamp stock returned by item number this~~which~~ will generate PS Form 17. The Administrative Post Office postmaster~~Postmaster~~ and RMPO employee must sign the generated PS Form 17.

~~c.~~ c.   Properly prepare and package return stamp stock for shipment to SFS and file a copy of the PS Form 17 locally.

24-18 24-17 Meters

24-18 RMPO offices are required to use a postage meter due to limited accountability requirements. The cost of the meter rental is funded by the district.

24-18 Meter Vendor

24-18 Pitney Bowes is the required vendor for new meter procurement.

24-18 Initial Order

24-18 To order a Pitney Bowes postage meter:

24-18 Use eBuy2, which will open up on the MyProcure IT Tab.

24-18 Select "Postage Meters and Supplies" under the List of USPS Preferred Products on the front page of eBuy2.

24-18 You will need to order the following:

24-18 DM100 New Meter 1QTR rent which triggers Pitney Bowes to ship a new meter.

24-18 PS Form 3602-PO, *Postage Collected Through Post Office Meter.*

24-18 620-9, *Postage Tape Sheets for PB Meter* — order as many labels as you need.

24-18 New meters contain enough ink for 3,000 impressions. Additional ink may be ordered via item #793-5.

24-18 Meter Renewal

24-18 After the meter is received, offices have the option to renew through the end of the fiscal year. A meter arriving at any time in a quarter qualifies as the first quarter even if it is in the last month of the quarter. Postal quarters are as follows:

24-18 Quarter 1 (Oct–Dec)

24-18 Quarter 2 (Jan–Mar)

24-18 Quarter 3 (Apr–June)

24-18 Quarter 4 (July–Sept)

24-18 Meter renewals must be completed via the eBuy2 system for the quarters remaining in the fiscal year. The serial number of the postage meter is needed to order a renewal. To renew meter, follow the process stated above, but to order supplies:

24-18 DM100R — Renewal of Existing Pitney Bowes one for each quarter.

24-18 Any ink or labels as needed.

24-18 eBuy2 is *NOT* to be used to request funds to add postage to the meter.

24-18 Replenishing Meters

24-18 SDA offices should replenish postage meters as follows:

24-18 The maximum per meter setting is $1,000; maximum total postage on meter should not exceed $1,500.

24-18 Use PS Form 3602-PO to record meter settings; report meter sales in AIC 110.

24-18 Postage totals on meter are not part of the overall SDA maximum dollar accountability.

24-18 Monthly Requirement for Meters

24-18 All sites are *REQUIRED* to connect to their meter manufacturer during the first week of every month. This practice serves three purposes:

24-18 Verification to the meter company that the meter is still actively being used.

24-18 Allows the meter company to provide reports to USPS through National Meter Accounting and Tracking System (NMATS) for the amount of postage that has been used on that specific meter since the last connection.

24-18 Rates can be updated and postage can be added, if applicable.

24-18 USPS requires that all postage meters be tracked by the meter companies who must verify the meter is being used in the location in which it was assigned. Meters that do not report can be turned off by the meter company. The meter company must report these "missing/non-reporting meters" to the Postal Inspection Service for revenue protection.

24-18 Postal Meter Help Line

24-18 If assistance is needed, call the Postal Pitney Bowes Help Desk at

888-598-9551. The Help Desk customer service representatives are trained to understand the uniqueness of Postal meter operations. Please do not call the phone number located on the actual meter; this phone number is for a non-Postal meter customer.

24-18 SDA Accountabilities

24-17.1 Single Drawer Accountability Financial Documents

SDA offices must maintain the following files at their unit for review by the Administrative Post Office:

a. PS Form 3294, *Cash and Stamp Stock Count and Summary*.
b. PS Form 3368-P, *Accountability Examination Record*.
c. PS Form 3369, *Consigned Credit Receipt*.
d. PS Form 3902 and PS Form 3977, *Log and Lock Examination*.

e. PS Form 571, *Discrepancy of $100 or More in Financial Responsibility* (if applicable));

f. e. PS Form 2130, *Claim for Loss* (if applicable)); and

g. f. PS Form 17, *Stamp Requisition/Stamp Return*.

g. PS Form 3977, *Duplicate Key, Combination and Password Envelope*

24-17.2 Counting Requirements

24-18.2

The Administrative Post Office postmasterPostmaster is responsible for counting the SDA maintained by the RMPO employee(s)

R2 – R4 Offices

Must be counted at least oncesemi-annually every fiscal year.

However, the Administrative Post Office postmasterPostmaster may count more frequently at their discretion. The Accounting ServicesASC monitors the SDA office accountability and may direct the Administrative Post Office postmasterPostmaster to count more frequently than the oncetwo times per fiscal year requirement.

Note: If an office was given an exception to exceed the $5,000 limit, the Administrative Post Office is required to perform the count twice per fiscal year, as directed by Accounting Services.

R6 Offices

Must be counted at least semi-annually every fiscal year.

However, the Administrative Post Office postmaster may count more frequently at their discretion. The Accounting Services monitors the SDA office accountability and may direct the Administrative Post Office postmaster to count more frequently than the twice per fiscal year requirement.

24-17.3 Scheduling and Monitoring Counts

24-18.3

Counts are randomly scheduled and monitored for compliance by Accounting Services.the ASC. The Administrative Post Office postmasterPostmaster must adhere tofollow the following requirements:

a. a. The count must be completed within 14 calendar days from the time of notification.

b. b. The SDA office must be counted before making any transactions.

24-17.4 Forms Needed for Count

The following table describes the forms used during scheduled and random counts of single drawer accountability.

Form to use…	To record…
PS Form 3294, RSS, (Manual), Cash and Stamp Stock Count and Summary	An examination of a stamp credit. The Administrative Post Office postmasterPostmaster and the RMPO employee must complete an independent PS Form 3294.
PS Form 3368 —P, *Accountability Examination Record*	Stamp and cash credit count results
PS Form 571, *Discrepancy of $100 or More in Financial Responsibility*	Discrepancy of $100 or more in financial responsibility (if applicable)).

24-17.5
Physical Count

The Administrative Post Office postmasterPostmaster and the RMPO employee or designee must each perform an independent count and complete a separate PS Form 3294.

24-17.6 Completing the Count

24-17.6.1 Recording Count Overages

When there is an SDA overage, record the full amount of the overage will auto-post in AIC 222, *Adjusted Losses —— SDA Overages,* on the Unit PS Form 1412 on the day of the count. AICs 699 and 843 will auto-post on the PS Form 1412. This will adjust AIC 853, *Stamp Accountability Closing Balance,* to the actual amount of stock counted.

Recording Count Shortages also
When there is an SDA shortage, record the full amount of the shortage in AIC 622, *Adjusted Losses — SDA Shortage,* on the Unit PS Form 1412 on the day of the count. AICs 299 and 849 will auto--post on the PS Form 1412. This will adjust AIC 853, *Stamp Accountability Closing Balance,* to the actual amount of stamp stock counted.

24-17.6.2 Recording Count Shortages

When there is an SDA shortage, the full amount of the shortage will auto-post in AIC 622, *Adjusted Losses – SDA Shortage*, on the Unit PS Form 1412 on the day of the count. AICs 299 and 849 will also auto post on the PS Form 1412. This will adjust AIC 853, *Stamp Accountability Closing Balance*, to the actual amount of stamp stock counted.

24-17.6.3 Posting Audit Results

After conducting the audit, and entering in RSS using the count workflow, the audit results will be auto-posted in RSS results willmust be auto-posted in RSS using the count workflow to automatically post overages and shortages (see section 24-17.6.1 or 24-17.6.2).exam process in e1412. Record the audit results on PS Form 3368-P, *Accountability Examination Record*. File the PS Form 3294, *Cash and Stamp Stock Count and Summary*, and PS Form 3368-P, *Accountability Examination Record*.

24-18 If a unit does not post the result of its audit to its Unit 1412 and transmit the 1412, then it will not receive credit for conducting the audit.

Banking Procedures for Single Drawer Accountability

24-19

The RMPO office consolidates funds generated from daily transactions into one bank deposit. RMPO offices must not make bank deposits for less than $100.

Exception: Check items (checks, money orders, traveler's checks, etc.) should be deposited within 5 business days, even if the total deposit is less than $100.

The RMPO does not prepare a bank deposit for amounts less than $100, but will record the funds in AIC 753, *Cash Retained*, on the PS Form 1412. The following business day, this amount is recorded in AIC 353, *Cash Retained on Hand fromFrom Previous Day*, and continues to be reported in AIC 753 and AIC 353 on subsequent business days until the funds available for deposit equal or exceed $100 (or within the 5 business days for check items). Postal funds recorded in AIC 753 must be retained in a secure location.

Note: **Note:** The office must continue to report all financial transactions daily on the Unit PS Form 1412.

24-20 24-19 Unit Closeout Pro-cedures

The RMPO office performs the unit closeout as follows:

(3) Complete PS Form 3602-PO and enter the calculated amount in AIC 110 on the Unit PS Form 1412.

(3) Run a calculator tape of money orders sold and enter the amount of money orders into AIC 100 and the amount of money order fees into AIC 101 on Unit PS Form 1412.

(3) Verify that the PS Form 1412 entries and match the amounts sequential order of money orders is continued from the previous day and that the amount, fees, issue ID, and date are correct.

(3) Report any missing money orders in e1412 and to the Administrative Post Office to be reported immediately to the Postal Inspection Service.

(3) Report any voided money orders in e1412. The RMPO employee ensures the serial number was recorded as voided on the e1412 money order report and then destroys all parts of the voided money order.

(3) PRUs may void a postal money order only in the event of a USPS error, and this option may be done only on the same day as the transaction.

(3) When multiple employees work on the same day, each money order sold must be annotated with the employee name of who sold the corresponding money orders on the e1412 money order report.

(3) If unable to account for the dollar amount of a missing voucher, complete PS Form 6401, *Money Order Inquiry,* and mail to the SIC to retrieve a copy of the cashed item:

(3) SCANNING AND IMAGING CENTER (SIC)
PO BOX 5212
JANESVILLE WI 53547-5212

(3) Organize all supporting documents by type, calculate the amount by products and services, and enter into the appropriate AICs (e.g., Post Office Box fees, lobby services revenue, etc.) on the Unit PS Form 1412.

(3) Post sales of retail products (if applicable) into the appropriate AICs on the Unit PS Form 1412.

(3) Run the Batch Close report from the credit and debit card terminal(s) (if the unit had credit or debit card transactions for the day). Verify and account for all credit and debit card receipts. Enter the totals into AIC 762 (credit) and AIC 772 (debit) on the Unit PS Form 1412.

(3) Run a calculator tape of all checks accepted.

(3) Count the funds (cash, checks, and money orders) to be deposited and enter the total amount into AIC 752 on the Unit PS Form 1412 (If <$100, enter in AIC 753). Prepare and dispatch bank deposit following procedures in Handbook F-101, part 9-1.2. The bank deposit slip total should match AIC 752.

(3) Calculate the amount of postage sales and enter into the appropriate AICs (e.g., AIC 007, AIC 084, AIC 090) on the Unit PS Form 1412.

(3) Verify that AIC 840 matches the previous day's AIC 853 on the Unit PS Form 1412.

(3) Complete the Stamp Accountability section of the Unit PS Form 1412 as follows:

(3) Enter AIC 841 for stock received from the Administrative Post Office.

(3) Enter AIC 848 for stock returned to SFS or the Administrative Post Office.

(3) Enter AIC 852, which includes the total of AICs 007–014, 016–018, 084–089, 090–092, 094–097.

(3) Complete AIC 853 for ending accountability.

(3) Enter the information from the Unit PS Form 1412 into e1412.

(3) Certify the Unit PS Form 1412 and upload as directed.

(3) Print the following documents:

(3) Unit PS Form 1412;

(3) Money Order and Missing Money Order reports; and

(3) a. Any other supporting documentation. Adjust the AIC(s), as necessary. as needed (i.e. WebBATS report).

b. Review the Money Order Grid, check for lost or missing money orders, and correct as needed.

c. Compare the check list with the checks, and adjust, if necessary.

d. Count funds to be deposited and complete the deposit process. If during the closeout process, the unit remits a bank deposit amount different from the RSS system expected amount, the RSS technology will automatically post to the unit a discrepancy as follows:

Financial Difference — Overage. This will appear in AIC 247.

Financial Difference — Shortage. This will appear in AIC 647.

e. After selecting **<Verified funds and Continue to Sign Out>** in the RSS system, the closeout employee proceeds with closeout and certifies the Form 1412 is correct by selecting **<Reviewed and completed items>.** The final PS Form 1412 is printed.

f. The closeout employee should have the following:

(1) Individual manual receipts and supporting documents organized by type. Any applicable system-generated reports can be filed with the PS Form 1412.

(2) The final PS Form 1412.

(3) Spoiled and voided money orders (all parts) for destruction.

(4) PS Form(s) 8105-A and 8105-B.

d. ~~Keep the SSA's copy of PS Form 1412 until the next stamp and/or cash~~ File Unit PS Form 1412 with electronic signature and supporting ~~documentation excluding PS Form 3544s for Post Office Box and Caller Service. Post Office Box rentals and renewals must be input into WebBATS.~~

e. ~~File credit~~ count or resolution of~~and debit card receipts in a separate and secure location.~~

f. ~~Enter Priority Express Mail label data into the Product Tracking System (PTS) Priority Express Mail Label Entry application.~~

g. ~~Secure stamps and cash in safe and lock.~~

h. ~~Secure SDA drawer key.~~

i. ~~Provide the Administrative Post Office Postmaster with the Unresolved Employee Item Report from e1412.~~

j. ~~For financial differences,~~ whichever is longer.~~make adjustments by increasing or decreasing the incorrect AIC, and offset to AIC 247 or AIC 647 (see Handbook F101, section~~ 8-6.1, ~~for supporting documentation for AIC 247/647 activity).~~

g. Verify PO BOX Activity Report to entries in WebBats.

h. ~~–~~File Unit PS Form 1412 with electronic signature and supporting documentations.

i. File credit and debit card receipts in a separate and secure location.

24-21 24-20 Refunds and Exchanges

24-20.1 Refunds

24-21.1

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

24-21.1.1 24-20.1.1 Refunds Processed by Single Drawer Accountability (SDA) Office

Refund types and amountsRefunds are limited at SDASingle Drawer Accountability units to cash refunds of $3525. Issuance of no-fee money orders is not permitted. To issue cash refunds of $3525 or less, the RMPO employee does the following:

a. a. Have customer complete Part 1, *Application*, and Part 5, *Disbursements for Refunds*, of PS Form 3533.

b. b. Enter the amount of the refund in the appropriate refund AIC on the Unit PS Form 1412.

c. c. If no witness is available, annotate on appropriate line "NWA."

Exception: PO Box cash refunds greater than $325 will require approval from the Administrative Post Office before the SDA unit can process and post on the unit 1412.

24-21.1.2 24-20.1.2 Refunds Processed by Administrative Post Office

ForAll refund amounts greater than $3525 with the exception of PO Boxes, the RMPOSDA 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 via eIWS Online Formsto the Scanning and Imaging Center (SIC) for processing the refund payment following the guidelines in Handbook F-101, subchapter 21, for various types of refunds, and records in the proper AIC.

a. a. Have customer complete Part 1 of PS Form 3533.

b. b. The RMPO employee reviews the PS Form 3533 and, ensures the form is complete, and the proper support is provided.

c. c. The RMPO employee submits PS Form 3533 to the Administrative Post Office for processing.

Note: **Note:** The RMPO Office does not perform anyrecord the refund workflows in RSSAIC entries on the SDA Unit PS Form 1412 when submitting PS Form 3533 to the Administrative Post Office.

24-21.2 24-20.1.3 Postage Meter LabelsStrips

To account for an erroneously printed, damaged, or spoiled Post Office meter strip, the RMPO employee must do the following:

Complete Part 1, Application, of PS Form 3533 by printing his/her name in the customer block.

Check the "Other Refunds" box in the *Request Disbursement For* section and enter AIC 509, *Voided Postage Validation Imprinter Labels and PO Meter Stamps.*

Attach the **Post Void – AIC 509 Receipt**

RSS will automatically print a voided AIC 509 receipt to affix the PVI label to when the transaction is deleted from a current customer visit or voided after the customer visit.

These steps are performed in the event a duplicate blank AIC 509 receipt is required.

a. Home Screen > Admin Functions > More Select AIC 509 Rcpt

b. Select Yes or No to the question: Do you have the printed label?

c. If yes, AIC 509 receipt will print to attach the Office postage label

c. d. If no label is present, answer the prompts to complete meter strips to the transaction PS Form 3533.

24-21 Complete Part 2, Verification of Disbursements, and sign as the certifying employee.

Enter the amount of the refund in the AIC 509 on Unit PS Form 1412.

File PS Form 3533 as supporting documentation.

Exchanges

24-22

Stamps may not be exchanged for cash. Customers may exchange stamps only for equivalent value stamps. Unusable stamps, including stamped paper, accepted from a customer must be those on sale at Post Offices within 12 months before the transaction Maximum stamp exchange for each transaction of damaged stamps is limited and must not exceed $50.00.

one coil of 100 stamps.

12 Accountable Paper — Stamp Fulfillment Services, Stamp Distribution Offices, and the Material Distribution Center

This chapter contains the responsibilities and procedures for receiving, securing, issuing, and controlling accountable paper at Stamp Fulfillment Services (SFS), stamp distribution offices (SDOs — there is one in Honolulu, HI and one in San Juan, PR), and the Material Distribution Center (MDC). This chapter also describes the requirements and procedures for destroying stamp stock. This chapter includes the following subchapters:

Note: There are account identifier codes (AICs) used throughout this chapter. For the titles and descriptions of AICs that are currently in use, refer to Appendix A.

12-1 Responsibilities

12-1.1 Manager of Stamp Fulfillment Services

The manager of Stamp Fulfillment Services (SFS), a Headquarters field unit, has the following responsibilities:

a. Manage SFS.

b. Ensure that SFS is properly staffed, follows established procedures, and has a safe, secure work environment.

c. Ensure that SFS conducts a physical inventory of every saleable stock item in the stamp stock inventory at least once a year.

12-1.2 SFS Operations Manager

The SFS Operations manager has the following responsibilities:

a. Manage the daily operations of receiving and shipping accountable paper.

b. Account for all postal and nonpostal stock.

c.   Place orders and receive stamp stock for SFS.

d.   Ship stamp stock to postal retail units (PRUs).

e.   Receive returned shipments of stamp stock from PRUs.

f.   Report each stamp stock transaction on the date it occurs.

g.   Ensure that all accountable paper is properly secured.

h.   Maintain adequate accountable paper inventory to fill stamp stock requisitions.

i.   Ensure that SFS conducts a physical inventory of every saleable stock item in the stamp stock inventory at least once a year.

j.   Manage stamp destruction activities.

12-1.3 SFS Supervisor

The stamp distribution supervisor at SFS has the following responsibilities:

a.   Supervise clerks in various functions within SFS.

b.   Supervise the filling of requisitions received from PRUs.

c.   Supervise the operations of receiving accountable paper.

d.   Supervise all warehousing activities.

e.   Supervise stamp destruction activities.

12-1.4 District Marketing Manager

The district marketing manager whose district has one of the two SDOs has the following responsibilities:

a.   Manage the SDO within the district.

b.   Ensure that the SDO is properly staffed, follows established procedures, and has a safe, secure work environment.

c.   Ensure that the SDO supervisor conducts a physical inventory annually and when custody of an SDO is transferred between individuals.

d.   Designate members of the Stamp Destruction Committee.

12-1.5 SDO Supervisor

The SDO supervisor has the following responsibilities:

a.   Account for all postal and nonpostal stock in the SDO.

b.   Order and receive stamp stock for the SDO.

c.   Ship stamp stock to PRUs within the SDO's service area.

d.   Receive returned shipments of stamp stock from PRUs within the service area.

e.   Report each stamp stock transaction on the date it occurs.

f.   Ensure that all accountable paper is properly secured.

g.   Maintain sufficient stock to meet customer demand.

h.   Conduct a physical inventory annually and when custody of the SDO and any of its internal stamp vaults are transferred between individuals.

12-1.6 SFS or SDO Stamp Distribution Clerk

Under the direction of the SFS or SDO supervisor, an SFS or SDO stamp distribution clerk is responsible for filling requisitions received from PRUs.

12-1.7 MDC Manager

The manager of the MDC has the following responsibilities:

a. Manage the distribution of money orders to PRUs and CPUs nationally.

b. Ensure that the MDC is properly staffed, follows established procedures, and has a safe, secure work environment.

c. Store money order sets in a secure area or vault that is locked and under control of the MDC supervisor.

d. Ensure that a physical inventory of all money orders is conducted annually.

e. Coordinate obsolete money order destruction in the MDC warehouse.

12-1.8 MDC Supervisor

The MDC supervisor has the following responsibilities:

a. Supervise MDC supply center clerks in various functions within the MDC.

b. Receive money orders that are shipped from the printing vendor to the MDC.

c. Supervise the filling of money order requisitions received from PRUs.

12-1.9 MDC Supply Center Clerks

Under the control of the MDC supervisor, MDC supply center clerks are responsible for filling money order requisitions received from PRUs.

12-2 Receiving Accountable Paper

12-2.1 Accountable Paper Sources

SFS may receive accountable paper in bulk from the following sources:

a. Private-sector secure stamp printers.

b. Stamp product suppliers.

c. Minnesota Diversified Industries.

SDOs receive accountable paper from SFS.

12-2.2 Money Order Sources

The Supply Management Asset Planning organization requisitions money order stock from an appropriate money order supplier, which ships money orders to the MDC.

12-2.3 Verifying Stock Shipments

SFS personnel verify each stock shipment received against the advice of shipment or the bill of lading.

The MDC manager verifies the advice of shipment or bill of lading against the skids of money orders received, and reports any discrepancies to Revenue and Field Accounting at Headquarters (RAFA).

12-2.4 Recording the Advice of Shipment

SFS personnel matches the stock received against the advice of shipment or the bill of lading. If there is a discrepancy, the SFS Operations manager or supervisor does the following:

a.   Enter the value of the invoice into the inventory system within 24 hours of receipt, excluding weekends.

b.   Follow procedures in 12-2.12 and 12-2.13 for handling discrepancies in stock received.

c.   Follow procedure in 12-2.14 for handling defective stock.

The MDC manager or supervisor matches the vendor's advice of shipment against the serial numbers of the money orders received. If there is a discrepancy, the MDC manager or supervisor does the following:

a.   Enter the range of serial numbers received.

b.   Notify RAFA of any discrepancies.

c.   Notify the appropriate Supply Management – Category Management Center of any discrepancies.

12-2.5 Stock Received From Suppliers

12-2.5.1 Overview

The SFS inventory manager or inventory supervisor enters stamp stock received from suppliers as follows:

a.   Report the amount received from suppliers in the inventory system as Received from Supplier. This includes automatic shipments from suppliers.

b.   Enter the numeric shipment number as stated on the advice of shipment.

c.   Enter the shipment amount as stated on the advice of shipment.

d.   Account for discrepancies in quantity by following the process outlined in 12-2.13.

The MDC supply center clerk enters money orders received from suppliers as follows:

a.   Report the amount received from suppliers in the Material Distribution and Inventory Management System (MDIMS) as Received from Supplier. This includes automatic shipments from suppliers.

b.   Select the contract number or item number (PSN).

c.   Enter the numeric shipment number.

d.   Enter the shipment amount as stated on the advice of shipment.

e.   If an advice of shipment is not received, prepare an Item 0-13, *Routing Slip*, containing the following:

1.   The item number.

2. The date received.

3. The quantity received.

4. The unit value.

5. The total value.

6. The preparer's signature.

Account for discrepancies in quantity by contacting the contracting officer.

12-2.5.2 Stock In-Transit Procedure (Stock Shipped From a Stamp Supplier to SFS)

Accounting Services monitors all stamp stock shipments. Stock shipped to SFS from the stamp supplier creates an in-transit item for SFS. SFS clears the in-transit item when SFS records the shipment as received in the stamp inventory system.

SFS has 15 days to record the vendor stamp stock shipment as received. If a discrepancy exists for the in-transit item, the Field Sales Branch (FSB) does the following tasks:

a. After 10 days, notify SFS to receive the outstanding in-transit stamp stock shipment.

b. After 15 days, escalate the in-transit issue to the manager of RAFA.

12-2.6 Stamp Stock Received From a Postal Retail Unit or Contract Postal Unit

12-2.6.1 General Information

SFS enters stamp stock received from a PRU or a CPU as follows:

a. Report the amount in the inventory system as Returned from Post Office.

b. Enter the item number, area, unit finance number (UFN), and quantity.

c. Enter the 10-digit shipment number — i.e., the numeric shipment number that was generated from the shipping unit and that appears on PS Form 17.

12-2.6.2 Saleable Stock

A PRU must request return authorization before returning saleable stock. If the PRU does *not* request return authorization, SFS or the SDO may send the stamp stock back to the PRU.

When it receives saleable stock, the SFS or SDO supervisor must do the following:

a. Verify, sign, and date the PS Form 17 sent by the PRU returning saleable stock.

b. Contact the shipping unit if there is a discrepancy.

c. Receive stock back into inventory.

d. Keep the PS Form 17 on file as supporting documentation.

12-2.6.3   Nonsaleable Stock

A PRU may return nonsaleable stock for destruction. SFS must provide a schedule for returning nonsaleable stock.

When it receives nonsaleable stock, the SFS return committee must do the following:

a.   Report the amount listed on the PS Form 17 sent by the PRU in the inventory system using Redeemed Receipt.

b.   Transfer the nonsaleable stock to the appropriate locator in the inventory system to be held for destruction.

12-2.6.4   Blank Money Order Stock

A PRU does *not* return blank money order stock to the MDC. A PRU has authority to locally destroy blank money order stock as referenced in 11-12.6.

12-2.7   Loose Stamp Stock Received From P&DCs, NDCs, or the MRC

Processing and Distribution Centers (P&DCs), Network Distribution Centers (NDCs), and the Mail Recovery Center (MRC) must return loose stamp stock found in the mailstream to SFS. Follow the procedures in 11-6.1.2.

When receiving loose stamp stock, the SFS supervisor must do the following:

a.   Report the amount listed on the PS Form 17 or routing slip sent by the unit in the inventory system as Stock Recovered.

b.   Transfer the nonsaleable stock to the appropriate locator to be held for destruction.

12-2.8   International Reply Coupons

The process for handling international reply coupons (IRCs) is as follows:

a.   By January 31 of each calendar year, a PRU sends IRCs to SFS.

b.   SFS consolidates and batches IRCs received from PRUs. SFS receives the returned IRCs in the inventory system at the value claimed on the PS Form 17. SFS submits to the UPU International Bureau all foreign-issued (exchanged) IRCs that have been accepted by PRUs through December 31 of each calendar year.

c.   By February 28 of each calendar year, SFS sends a notice of the IRCs to be exchanged (i.e., the IRCs received through December 31 of the previous calendar year) to the St. Louis Accounting Service Center International Accounting Branch, using the following email address: *International Accounting Management Team*. The notice provides the quantity and value of IRCs to be exchanged, and the number of boxes to be returned to the UPU International Bureau.

d.   The St. Louis Accounting Service Center sends SFS the completed IRC Cover Letter, the CN 03 form, and the Shipping Information packing list.

e.   Upon receipt of this information, SFS prepares the IRCs to be exchanged for shipment to the UPU International Bureau, as follows:

1. SFS must return the IRCs in accordance with the Letter Post Manual, International reply coupons, currently Article RL 146 of the 2014-2017 Letter Post Manual.

2. SFS must enclose the IRC Cover Letter, the CN 03 form (in duplicate — SFS makes the duplicate copy), and the Shipping Information packing list in a box labeled "Box 1 of X" (with "X" representing the total number of boxes in the shipment).

3. SFS must ship the IRCs using Priority Mail Express International service, which requires an electronically generated PS Form 2976-B, *Priority Mail Express International Shipping Label and Customs Form,* and PS Form 2865, *Return Receipt for International Mail.* SFS must ship the IRCs to the following address:

   > UPU INTERNATIONAL BUREAU
   > INTERNATIONAL REPLY COUPONS
   > PO BOX 312
   > 3000 BERNE 15
   > SWITZERLAND

   For the return address for this shipment, SFS must use the following address:

   > INTERNATIONAL ACCOUNTING BRANCH
   > UNITED STATES POSTAL SERVICE
   > PO BOX 80408
   > SAINT LOUIS MO 63180-0408
   > USA

   SFS uses its USPS Corporate Account Number as the method of payment.

12-2.9 Migratory Bird Hunting and Conservation Stamps

Stamp Production located at SFS reviews the previous year's usage of Migratory Bird Hunting and Conservation Stamps (bird stamps) and ensures an adequate supply on hand to fill requisitions during ordering periods.

SFS accounts for unsold bird stamps that are returned from PRUs and CPUs in the same manner as nonsaleable stock (follow the procedure in 12-2.6.3).

12-2.10 Overstated Stamp Stock

If SFS overstates a stamp stock received shipment, SFS must enter the overstated amount in the inventory system using a Stock Overage Correction.

At the end of that business day, SFS prints an End of Day Report from the inventory system and keeps all supporting documentation.

12-2.11 Lost Vendor Shipments

SFS is responsible for initiating an investigation of missing vendor shipments of registered stamp stock and nonregistered shipments (envelopes and postal cards).

If all efforts fail to locate a missing vendor's registered or nonregistered stamp stock shipment, SFS performs the following tasks:

a. Enter the stamp stock into the inventory system using Received from Supplier.

b. Prepare PS Form 2130, *Claim for Loss,* in duplicate. Attach a copy of the correspondence including detailed information regarding steps taken to locate the missing vendor registered or nonregistered stamp stock shipment. This correspondence must include the name and address of the U.S. Postal Inspection Service (USPIS) inspector that was notified.

c. Forward the documents to Stamp Production at *SFS_StampProd@usps.gov*.

Stamp Production reviews, adjudicates, and returns the documents to the SFS for processing.

Upon receipt of the approved claim for loss, the SFS Operations manager or supervisor does the following:

a. Process the claim in the inventory system using Claim for Stock Loss.

b. Maintain the original and all copies of supporting documentation for processing the claim.

12-2.12 Stock Discrepancies in Sealed Packages

SFS must immediately report a discrepancy in a sealed package that exceeds the limits noted in Exhibit 12-2.12.

Exhibit 12-2.12

Limits for Stock Discrepancies in Sealed Packages

Item	Discrepancy Not to Exceed
Booklets	A full unit of 25
Panes	A single deck or pad of 100
Postal cards	A full package of 250
Stamped envelopes	A carton of 500
Philatelic products (packets, folders, books, or albums)	15 of the applicable item (packets, folders, books, or albums)
Coil of 100 stamps	6 coils
Coil of 500 stamps	1 coil
Coil of 3,000 stamps	1 coil
Coil of 5,000 stamps	1 coil
Coil of 10,000 stamps	1 coil

If there is a discrepancy, SFS immediately sends an email to Stamp Production at *SFS_StampProd@usps.gov* to report overages and shortages in stock received (sealed packages only) from the following sources:

a. Private-sector secure stamp printers.

b. Stamp product contractors.

c. A stamped envelope agency or stamped card manufacturer.

d. Transfers between other SDOs, SDCs, and PRUs.

Provide a detailed explanation of the discrepancy and follow all reporting and accounting requirements (see 12-2.14).

File a copy of the email locally as supporting documentation.

12-2.13 Accounting for Stock Discrepancies

12-2.13.1 Stock Overages

To report overages found in stamp stock vendor shipments, SFS Operations manager must do the following:

a. Report as Stock Adjustment in the inventory system. The inventory system transmits the adjustment to General Ledger Account (GLA) 56203.247 in the Financial Performance Report (FPR).

b. File a copy of the email sent to Stamp Production as supporting documentation for the AIC 247 expense entry.

12-2.13.2 Stock Shortages

To report shortages found in stamp stock vendor shipments, SFS must do the following:

a. Report as Claim for Stock Loss in the inventory system. The inventory system transmits the adjustment to GLA 56203.647 in the FPR.

b. File a copy of the email sent to Stamp Production as supporting documentation for the AIC 647 expense entry.

12-2.14 Reporting Stock Defects

Defective stock contains obvious printing and production errors such as the following:

a. Bad color registration.

b. Missing color.

c. Missing printing.

d. Upside-down printing.

e. Missing perforations.

f. Perforated stamp design.

Process the defective stock received as follows:

a. Send an email to *SFS_Returns@usps.gov* requesting a Return Authorization Number, and also send a copy of the email to Stamp Production at *SFS_StampProd@usps.gov.* Provide a detailed explanation of the discrepancy and include the following information:

    1. Office name.

    2. Finance number.

    3. Contact name.

    4. Telephone number.

    5. Item number(s).

    6. Value and description.

    7. Quantity of the overage/shortage.

8. Detailed description of the manufacturer's defect.

9. Supplier name (i.e., the name of the item manufacturer).

10. Advice of shipment date (from the manufacturer).

11. The specific number on each carton.

b. Print three copies of the email sent to Stamp Production.

c. Enter the defective stock into the inventory system using Redeemed/Destroyed.

d. Using Registered Mail service, send the defective stock with a copy of the email to the following address — be sure to insert the appropriate return authorization (RA) 7-digit number:

ATTENTION RA #######
STAMP FULFILLMENT SERVICES
US POSTAL SERVICE
8300 NE UNDERGROUND DR #225
KANSAS CITY, MO 64162-0001

e. Send a copy of the email to the following address:

INSPECTOR IN CHARGE
SECURITY GROUP
US POSTAL INSPECTION SERVICE
475 L'ENFANT PLZ WEST SW RM 3621
WASHINGTON DC 20260-2166

f. File the third copy of the email locally as supporting documentation.

The MDC reports defective money order stock received as follows:

a. Send an email to the contracting officer with details of quality issues. The contracting officer notifies the MDC with disposition instructions.

b. Take appropriate action identified by the contracting officer.

12-3 Filling Requisitions

12-3.1 Automatic Shipments to Postal Retail Units

SFS sends automatic shipments directly to PRUs — PRUs do not receive shipments from outside suppliers. SFS typically uses automatic shipments to ship commemorative or special issue stamps to PRUs in advance of the First Day of Issue (FDOI).

12-3.2 Requisitions

A PRU requests stamp stock orders utilizing the SFS website. A PRU must request emergency orders through customer service by calling 844-737-7826.

12-3.3 Processing Requisitions

SFS processes requisitions by releasing them in SEAM (Solution Enterprise Asset Management) according to local policy.

Note: SEAM sorts requisitions by the order date as received in SEAM.

12-3.4 Shipping Stamp Stock

The SFS inventory supervisor ensures that all items are available on the pick line for clerks to fill the day's orders. An employee identified as a picker fills the items ordered from the pick line. An employee identified as a verifier checks orders for accuracy and signs or initials the top of the pick list.

12-3.5 Distributing Money Order Sets (MDC)

The MDC supply center clerk distributes money order sets as follows:

a. Select money order shipments based on quantity and item identified on the picking list.

b. Ship money order sets via Registered Mail service.

Notes:

a. *Domestic:* The MDC supply center clerk may *not* split a package of 100 domestic money order sets between PRUs.

b. *International:* The MDC supply center clerk may issue international money orders in a minimum of five form sets.

12-3.6 Processing the Daily Closeout

SEAM runs a daily interface to process the daily closeout and sends all applicable finance records to the appropriate USPS system. The End of Day Report is available for SFS the following morning. The SFS supervisor may process a preliminary daily report in SEAM.

At the MDC, on the day money orders are shipped, the MDIMS system sends to the St. Louis Accounting Service Center a 6007 report that includes the serial numbers of money orders by site. The file updates the St. Louis Money Order Database to identify active money orders that have been shipped and are acceptable to be sold.

12-4 SFS and SDO Internal Nonsaleable Stock

Internal saleable stock that becomes obsolete is nonsaleable. When this situation occurs, the SFS return committee or SDO supervisor must do the following:

a. Prepare PS Form 17.

b. Report the amount in SEAM using Redeemed Receipt.

c. Transfer internal nonsaleable stock to the appropriate SEAM locator pending destruction.

d. Destroy internal nonsaleable stock each postal quarter per internal standard operating procedures or as directed by Headquarters.

e. If for some reason internal nonsaleable stock is not destroyed within the quarter, complete a report as to the amount of internal nonsaleable stock on hand. Include the estimated time needed to destroy the stock.

f. Depending on which facility completes the report described in 12-4e, submit the report as follows:

1. SFS must send the report to the manager of Stamp Fulfillment at Headquarters.
2. SDOs must send the report to the district marketing manager.

Note: Use the SEAM system-generated Item Transaction History Report as supporting documentation when destroying internal vault stamp stock.

12-5 Stamp Stock Destruction

12-5.1 Overview

Stamp stock destruction includes counting, recording, and destroying nonsaleable stamps, stamped paper, and philatelic products.

Destruction does *not* include destroying foreign-issued IRCs, Post Office–spoiled meter stamps, postage validation imprinter (PVI) labels, or loose stamps not pasted on letter-size paper.

Only SFS and SDOs destroy stamp stock. However, USPIS personnel may approve alternative destruction locations on a case-by-case basis.

Exhibit 12-5.1 describes how to destroy stamps.

Exhibit 12-5.1

Stamp Destruction

For this item…	Follow this procedure…
Damaged stamps returned by customers	a. Do not count these stamps individually. b. Accept the credit value that is marked by the unit on the booklet or wrapper. c. If the value claimed by the unit seems excessive or unreasonable, notify the USPIS and OIG. d. For additional information on damaged stamps, see DMM 604.9.1.
Postal cards (the postage value is printed in the stamp area)	Redeem at item value (the amount that the item sells for) when returned unsold to SFS from a unit reserve.
Picture postcards (contain pictures printed on the entire front of the card — the postage value is printed on the back)	Redeem at item value (the amount that the item sells for) when returned unsold to SFS from a unit reserve.
Postal stamped paper	Accept the value claimed, especially when returned by customers. (See DMM 604.9.0 for provisions for exchanging stamped paper.)
Plain stamped and nonprofit envelopes	Record the value of stamped envelopes at full value, including window envelopes. Clearly display the value claimed for each item on PS Form 17.

12-5.2 Destruction Responsibilities

12-5.2.1 SFS Responsibilities

SFS redeemed clerks have the following responsibilities:

a. Confirm that stamp stock submitted for destruction matches the information provided on PS Form 17.

b. Destroy nonsaleable stamp stock.

c. Certify that the stock has been destroyed by signing the PS Form 17.

d. Forward the certified PS Form 17 to the SFS manager.

e. Understand and follow the policies and procedures of stamp stock destruction.

12-5.2.2 District Marketing Manager Responsibilities (for SDOs)

The district marketing manager for an SDO has the following responsibilities:

a. Establish and appoint Stamp Destruction Committee members and alternates.

b. Ensure that the Stamp Destruction Committee meets and destroys accumulated stock at least once per postal quarter.

c. Require each member to complete PS Form 3237, *Stamp Stock Destruction Committee Notice of Appointment,* in the presence of the district marketing manager.

d. Keep the original PS Form 3237 and provide a copy to each committee member.

e. Review any report of irregularities by members of the Stamp Destruction Committee or alternates.

12-5.3 Composition of the Stamp Destruction Team/Committee

12-5.3.1 At SFS

The SFS Stamp Destruction Team has two career employees and one EAS employee:

a. One member must be a nonfinancial EAS employee.

b. The other two members are career employees assigned to SFS.

12-5.3.2 At the SDO

Any career employee, regardless of pay level or status (full-time or part-time), is eligible to be appointed to the SDO's stamp destruction committee. Noncareer employees (such as casual employees, transitional employees, and contractors) are not eligible to serve on the committee.

An accountable paper supervisor can be a member of the committee but cannot serve as the nonfinancial supervisor.

The committee has six members. One regular member and one alternate member represent each of the following areas:

a. A postmaster or nonfinancial supervisor.

b. An employee of the accountable paper section.

    c.   An employee with no stock or financial responsibility.

12-5.4   Duration of Stamp Destruction Committee at SDOs

Each member of the Stamp Destruction Committee serves for 3 years.

Potential members (regular or alternate members) must not have served on the committee for the 3 years preceding appointment.

If a serving member cannot be found in other parts of the district, the original accountable paper clerk may serve another term if the committee requests an exception to established procedure from the local OIG.

Note: The OIG considers exceptions on a case-by-case basis

12-5.5   Resigning or Removing a Member of the Stamp Destruction Committee at SDOs

To resign voluntarily, a member must do the following:

a.   Submit a letter of resignation to the district marketing manager or SDO manager. The letter should explain in detail the reason for the resignation.

b.   Send a copy of the resignation letter to the local OIG.

To remove a member of the committee, the district marketing manager must do the following:

a.   Document the reasons for removal.

b.   Attach the documentation to the original PS Form 3237.

c.   Send a copy of the documentation to the local OIG.

d.   Maintain the documentation and original PS Form 3237 as part of the committee file.

12-5.6   Frequency of Destruction

Within 6 weeks from the acceptance date, SFS must destroy all nonsaleable stock or withdrawn-from-sale items sent for destruction by PRUs. For internal nonsaleable (obsolete) stock, see 12-4.

In quarter 4, by the end of August, SFS must count, verify, and expense all discrepancies of all stock sent for destruction. PRUs must resolve discrepancies and make any necessary offsetting expenses before the close of the fiscal year (September 30).

Avoid accumulating obsolete stock — such stock is an unnecessary inventory cost that also increases the risk of pilferage.

12-5.7   Destroying Stamp Stock

12-5.7.1   At SFS

Three SFS employees must be present during any stock destruction. One of the members present must be a nonfinancial EAS employee.

To destroy stamp stock, two members of the Stamp Destruction Team must do the following:

a.   Independently count the nonsaleable stock.

b. Verify that the amounts entered on PS Form 17 agree with the actual count.

A third member of the Stamp Destruction Team must do the following:

a. Record the counts of the other two members.

b. If the counts of the other two members differ, verify the count.

c. Record the correct amount and write the value of the stock in words on each PS Form 17.

   Note: After the third member of the Stamp Destruction Team has written the value of the stock in words on each PS Form 17, all three members of the Stamp Destruction Team must sign each copy of PS Form 17.

All three members of the Stamp Destruction Team must do the following:

a. Initial any corrections made to PS Form 17.

b. Remain at the on-site destruction area and witness the actual destruction to ensure that the items have been totally destroyed.

c. Sign all copies of PS Form 17 after the stock has been completely destroyed.

12-5.7.2 At an SDO

Three members of the Stamp Destruction Committee must be present at any stock destruction meeting. One of the members present must be a postmaster or a nonfinancial supervisor.

To destroy stamp stock, two members of the Stamp Destruction Committee must do the following:

a. Independently count the nonsaleable stock.

b. Verify that the amounts entered on PS Form 17 agree with the actual count.

A third member of the Stamp Destruction Committee must do the following:

a. Record the counts of the other two members.

b. If the counts of the other two members differ, verify the count.

c. Record the correct amount and write the value of the stock in words on each PS Form 17.

Note: After the third member of the Stamp Destruction Committee has written the value of the stock in words on each PS Form 17, all three members of the Stamp Destruction Committee must sign each copy of PS Form 17.

All three members of the Stamp Destruction Committee must do the following:

a. Initial any corrections made to PS Form 17.

b. Remain at the on-site destruction area and witness the actual destruction to ensure that the items have been totally destroyed.

c. Sign all copies of PS Form 17 after the stock has been completely destroyed.

Notes:

a. Do not deviate from these procedures except in emergencies (such as natural disasters).

b. The replacement for one of the three members must be the appropriate alternate committee member for which a PS Form 3237 is on file.

The supervisor assigns one of the members of the Stamp Destruction Committee to do the following:

a. On each PS Form 17, enter the date the stock was destroyed.

b. Log all counts to a destruction spreadsheet. The spreadsheet must include the following information:

1. The PRU's UFN.

2. The original amount stated on PS Form 17.

3. The date of verification.

4. The total value of stock to be destroyed.

5. The net difference amount.

c. Return the certified PS Form 17 to the SDO manager, who files the form locally.

12-5.7.3 Exceptions for Destruction of Precanceled Postage

For a PRU that exchanges at least 10,000 envelopes with postage affixed, the district marketing manager may grant an exception to verify and destroy those envelopes locally instead of submitting the redeemed stamps to SFS. Upon completion of the destruction process, the PRU must submit the signed PS Form 17 along with the signed authorization letter from the district marketing manager to SFS, which then enters the amount destroyed in the inventory system.

12-5.8 Discrepancies in Stock to Be Destroyed

After destruction of the stamp stock, the SFS Stamp Destruction Team forwards the certified PS Form(s) 17 and destruction spreadsheets to the accountable supervisor.

The SFS manager has the following responsibilities:

a. Enter the net discrepancy amounts in SEAM, Stock Adjustment.

b. Debit or credit the SFS finance number expense account as follows:

1. Map overages to an expense account (GLA 56203) under AIC 247.

2. Map shortages to an expense account (GLA 56203) under AIC 647.

c. Make entries per item number in SEAM, Destroyed, to account for the amount destroyed.

d. Notify RAFA and the FSB of stamp stock destruction discrepancies via email.

FSB processes a journal voucher (JV) transfer to disseminate expenses to the appropriate PRU.

12-5.9 Determining Methods of Destruction

12-5.9.1 Overview

SFS destroy stamps and stamp products by the methods described in this section unless USPIS personnel recommend other methods, such as burning

stamps in a controlled environment. The USPIS approves alternative methods of destruction on a case-by-case basis.

Note: Do not destroy any exchanged foreign-issued or any U.S.-issued IRCs. See 12-2.8.

12-5.9.2 Stamps, Stamps in Packages, and Pressure-sensitive Stamps

Destroy stamps, stamps in packages, and pressure-sensitive stamps as follows:

a. Destroy stamps by shredding to 1/4-inch-wide strips or particles no longer than 1/4 inch.

b. Discard the packaging as waste — do not shred the packaging.

Note: Significant quantities of pressure-sensitive stamps may damage the disintegrators or shredders. The USPIS may approve an alternative method of destroying these stamps, such as pulping at a commercial location.

12-5.9.3 Philatelic Products

Destroy philatelic products — i.e., packets, folders, books, or albums — in the same way as stamps. However, SFS may obtain approval from the USPIS to use another method of destruction.

12-5.9.4 Stamped Envelopes and Postal Cards

Destroy stamped envelopes and postal cards by cancelling, perforating, or defacing the postage, or otherwise rendering the items unusable. Afterwards, discard the stock as waste.

12-5.10 Destroying Credit and Debit Card Receipts

SFS and SDOs destroy credit and debit card receipts submitted by units that do not have the capability to shred the receipts on-site.

A unit must bundle the receipts and submit them to the appropriate facility by Priority Mail with Signature Confirmation service, following the normal scheduled return or destruction procedures, with a memo requesting that the receipts be shredded.

Note: SFS and SDOs do not make any accounting entries in the inventory system for these receipts because the receipts have no value.

12-6 Stamp Stock Issued to the USPIS or the OIG

12-6.1 Authorizations

The USPIS and the OIG have authorization to requisition stamps and stamped paper for investigative purposes using the eBuyPlus process.

The DFM must authorize the requisition and the use of stamps and stamped paper for local testing, promotions, and presentations by the USPIS or OIG.

12-6.2   **USPIS or OIG Obtaining Postage**

The USPIS and OIG must submit to the appropriate facility an eBuyPlus stamp requisition for test letters. A PRU must not fulfill stamp requisitions for the USPIS or OIG.

To requisition a test letter, a postal inspector or OIG employee does the following:

a. Prepare an original and three copies of PS Form 17, including the following information:

1. The USPIS or OIG division finance number.

2. The applicable telephone number.

3. The name and address of the USPIS or OIG office.

4. The printed name and signature of the postal inspector or OIG agent submitting the request.

5. The date of the request.

b. On PS Form 17, write "Test Letters — Inspection Service" or "Test Letters — OIG" (as appropriate).

c. Submit the original and two copies of PS Form 17 to the supervisor of SFS or the SDO, and keep one copy on file locally.

d. Upon receipt of the requested stamp stock, count the stock together with a witness. After counting the stock, the postal inspector or OIG employee signs PS Form 17 in the space for Signature of Person Receiving Stock, and the witness signs PS Form 17 in the space for Signature of Witness.

e. At the local USPIS office or OIG office, file the PS Form 17 that was received with the stamp stock shipment.

12-6.3   **SFS or SDO Recording of Postage**

Upon receipt of the original and two copies of PS Form 17 from the USPIS or OIG, the SFS or SDO manager or supervisor records the postage as follows:

a. Enter the data from PS Form 17 in SEAM using IMOD Code 11, Test Letter, against the stamp item number. This process stores the total value of the stamps under Item Number 339500.

b. Withdraw stamps from the vault and have a witness verify that the stamp stock amounts match the quantities requested on PS Form 17.

c. Together with the witness, sign and date all copies of PS Form 17.

d. Prepare the package and include one signed PS Form 17 inside the package.

e. Mail the package to the address of the USPIS or OIG office — use Priority Mail with Signature Confirmation service.

f. Hold the remaining two signed copies of PS Form 17 for verification by the Stamp Destruction Team or the Stamp Destruction Committee.

g. After verification, use IMOD Code 8, Stamp Stock Destroyed, for amounts of Item Number 339500, Test Letters.

h. Ensure that the amounts in Item Number 339500 reconcile with all PS Forms 17 from the USPIS or OIG.

     i.   Print the system-generated Item Transaction History Report.

     j.   File the Item Transaction History Report and PS Form 17 locally.

12-7 Annual Inventory Count of Stamp Stock

SFS and each SDO must perform an annual count of its stamp stock inventory.

When there are multiple vaults, conduct counts at the same time.

The manager or supervisor and a nonbargaining employee — sometimes working together, or working separately, or one or the other doing the task — must perform the stamp stock count as follows:

a.   Before starting the count, the two individuals working together must complete all pending stamp stock transfers (in or out) and record them in the inventory system.

b.   The two individuals working together must ensure that all stamp stock waiting for destruction is recorded in the inventory system at face value. (Review each PS Form 17 sent by a PRU.)

c.   The two individuals working together must print the 3958 Report (Final Recap) from the inventory system.

    Note: The SFS or SDO manager or supervisor prints an inventory report for each vault from the inventory system.

d.   The two individuals — working separately but each doing the same task — complete a separate PS Form **3294**, *Cash and Stamp Stock Count and Summary.* Information reported on the PS Forms 3294 documents any differences in stamp stock.

e.   The manager or supervisor adjusts the inventory using the appropriate IMOD code in the inventory system, as follows:

    1.   For stock overages, use IMOD 04, Stock Adjustment.

    2.   For stock shortages, use MOD 05, Claim for Stock Loss, and follow the claim for loss process using PS Form 2130.

f.   The manager or supervisor adjusts the inventory and records the adjustments in the corresponding AICs, as follows:

    1.   Record overages in AICs 247, 673, and 843.

    2.   Record shortages in AICs 173, 647, and 849.

g.   After recording the corresponding adjustment, the manager or supervisor prints the 3958 Report (Final Recap) from the inventory system and verifies the following:

    1.   The stock adjustment amount appears on 3958 Report (Final Recap), if required.

    2.   The closing balance matches the amount of stamp stock as counted on PS Form 3294.

h.   The two individuals working together must do the following:

    1.   Complete PS Form 3294 with signature and date on Page 4.

2. Enter the results of the count on PS Form 3368-P, *Accountability Examination Record,* and file locally.

3. Gather the inventory report, PS Form 3294, and the Form 3958 Report and file them locally.

i. If the stamp stock discrepancy is at least 0.004% of the accountability, the manager or supervisor completes PS Form 571, *Discrepancy of $100 or More in Financial Responsibility,* and send it to the appropriate OIG field office.

12 Accountable Paper — Stamp ~~Distribution Office, Stamp Services Center, and Stamp~~ Fulfillment Services, Stamp Distribution Offices, and the Material Distribution Center

This chapter contains the responsibilities and procedures for receiving, securing, issuing, and controlling accountable paper at Stamp Fulfillment Services (SFS), stamp distribution offices (SDOs~~)~~ — there is one in Honolulu, HI and ~~stamp services centers (SSCs~~one in San Juan, PR), and the Material Distribution Center (MDC). This chapter also describes the requirements and procedures for destroying stamp stock. This chapter includes the following subchapters:

Note: There are account identifier codes (AICs) used throughout this chapter. ~~Refer to Appendix A, Account Identifier Code/General Ledger Account Crosswalk, for~~For the titles and descriptions of AICs that are currently in use, refer to Appendix A.

12-1 Responsibilities

~~12-1.4~~ ~~12-1.1~~ ~~District Marketing Manager~~

12-1.1 Manager of Stamp Fulfillment Services

The ~~district marketing~~ manager of Stamp Fulfillment Services (SFS), a Headquarters field unit, has the following responsibilities:

~~a.~~ ~~Manages SDOs within the district.~~

a. ~~b.~~ ~~Ensures~~Manage SFS.

~~a.~~b. Ensure that ~~each SDO~~SFS is properly staffed, follows established procedures, and has a safe, secure work environment.

~~b.~~c. ~~c.~~ ~~Ensures~~Ensure that SFS conducts a physical inventory ~~is conducted annually and when custody of an SDO is transferred between individuals.~~of every saleable stock item in the stamp stock inventory at least once a year.

~~d.~~ ~~Designates members of the stamp destruction committee (SSC).~~

~~12-1.2~~ ~~SDO Supervisor~~

12-1.2 SFS Operations Manager

The ~~SDO supervisor~~SFS Operations manager has the following responsibilities:

a. ~~a.~~ ~~Is~~Manage the daily operations of receiving and shipping accountable paper.

~~a.~~b. Account for all postal and nonpostal stock ~~in the SDO.~~.

~~b.~~c. ~~b.~~ ~~Orders~~Place orders and receive~~s~~ stamp stock for ~~the SDO~~SFS.

~~c.~~d. ~~c.~~ ~~Ships~~Ship stamp stock to postal retail units (PRUs~~) within the service area.~~).

~~d.~~e. ~~d.~~ ~~Receives~~Receive returned shipments of stamp stock from PRUs ~~within the service area~~.

~~e.~~f. ~~e.~~ ~~Reports~~Report each stamp stock transaction~~s~~ on the date ~~they occur.~~it occurs.

~~f.~~g. ~~f.~~ ~~Ensures~~Ensure that all accountable paper is properly secured.

h. ~~g.~~ ~~Maintains~~Maintain adequate accountable paper inventory to fill stamp stock requisitions.

i. Ensure that SFS conducts a physical inventory of every saleable stock item in the stamp stock inventory at least once a year.

j. Manage stamp destruction activities.

12-1.3 SFS Supervisor

The stamp distribution supervisor at SFS has the following responsibilities:

a.   Supervise clerks in various functions within SFS.

b.   Supervise the filling of requisitions received from PRUs.

c.   Supervise the operations of receiving accountable paper.

d.   Supervise all warehousing activities.

e.   Supervise stamp destruction activities.

12-1.4 District Marketing Manager

The district marketing manager whose district has one of the two SDOs has the following responsibilities:

a.   Manage the SDO within the district.

b.   Ensure that the SDO is properly staffed, follows established procedures, and has a safe, secure work environment.

c.   Ensure that the SDO supervisor conducts a physical inventory annually and when custody of an SDO is transferred between individuals.

d.   Designate members of the Stamp Destruction Committee.

12-1.5 SDO Supervisor

The SDO supervisor has the following responsibilities:

a.   Account for all postal and nonpostal stock in the SDO.

b.   Order and receive stamp stock for the SDO.

c.   Ship stamp stock to PRUs within the SDO's service area.

d.   Receive returned shipments of stamp stock from PRUs within the service area.

e.   Report each stamp stock transaction on the date it occurs.

f.   Ensure that all accountable paper is properly secured.

a.g. Maintain sufficient stock to meet customer demand.

b.h. h.   ConductsConduct a physical inventory annually and when custody of the SDO and any of its internal stamp vaults are transferred between individuals.

12-1.6 12-1.3   HeadquartersSFS or SDO Stamp Acquisition and Distribution Clerk

Under the direction of the SFS or SDO supervisor, an SFS or SDO stamp distribution clerk is responsible for filling requisitions received from PRUs.

12-1.7 MDC Manager

The manager of Stamp Acquisition and Distribution at Headquarters is responsible for closing former SDOs. The manager is also responsible for establishing new SSCs and ensures that each SSC:

a. FollowsThe manager of the MDC has the following responsibilities:

a.   Manage the distribution of money orders to PRUs and CPUs nationally.

Ensure that the MDC is properly staffed, follows established procedures.

b.   Is properly staffed.

a.b. c.   Has, and has a safe, secure work environment.

c. d.   ConductsStore money order sets in a secure area or vault that is locked and under control of the MDC supervisor.

b.d. Ensure that a physical inventory annually and when custody of the SSC and any of its internal stamp vaults are transferred between individualsof all money orders is conducted annually.

12-1.4   SSC Manager

The SSC manager oversees the daily operations of receiving and shipping accountable paper to all PRUs within the SSC area of distribution.

e.   12-1.5   **Stamp Distribution**Coordinate obsolete money order destruction in the MDC warehouse.

12-1.8   MDC Supervisor — SSC

The stamp distributionMDC supervisor at an SSC has the following responsibilities:

a.   Is accountable for all postal and nonpostal stock assigned to them.

b.   Is responsible for maintaining adequate accountable paper inventory to fill stamp stock requisitions.

c.   May be assigned to supervise stamp destruction activities.

12-1.6   Stamp Distribution Clerk — SDO or SSC

a.   The stamp distribution clerk at an SDO or SSC is responsible forSupervise MDC supply center clerks in various functions within the MDC.

b.   Receive money orders that are shipped from the printing vendor to the MDC.

c.   Supervise the filling of money order requisitions received from individual requesting units underPRUs.

12-1.9   MDC Supply Center Clerks

Under the control of the vault supervisorMDC supervisor, MDC supply center clerks are responsible for filling money order requisitions received from PRUs.

12-2 Receiving Accountable Paper

12-2.1 Accountable Paper Sources

~~The SDO or SSC requisitions accountable paper in bulk from the following sources:~~

~~« Ashton Potter (Stamped Postal Cards).~~

~~« National Stamp Depository (NSD).~~

~~« Stamped Envelope Agency.~~

~~The SDO or SSC~~SFS may receive accountable paper in bulk from the following sources:

a. ~~«~~ Private-~~-~~sector secure stamp ~~suppl~~printers.

b. ~~«~~ Stamp product suppliers.

c. ~~«~~ Minnesota Diversified Industries.

~~12-2.2~~ ~~Domestic and International Money Orders~~

~~Money orders are shipped from the printing vendor to the Material Distribution Center (MDC).~~

~~The SDO and SSC receive sets of domestic money orders automatically in multiples of 70,000 form sets from the MDC.~~

~~*Exception:* If more than a 6-month supply is on hand, the SDO or SSC may request that the MDC defer an automatic shipment.~~

~~The SDO and SSC are responsible for supplying~~SDOs receive accountable paper from SFS.

12-2.2 Money Order Sources

The Supply Management Asset Planning organization requisitions money order ~~sets, domestic and international, to PRUs within its service area.~~

~~Store~~stock from an appropriate money order ~~sets in a secure area or vault that is locked and under control of the SDO or SSC supervisor~~supplier, which ships money orders to the MDC.

12-2.3 ~~12-2.3~~ Verifying Stock Shipments

SFS personnel verify each stock shipment received against the advice of shipment or the bill of lading.

The ~~unit~~MDC manager verifies the ~~address~~advice of shipment or bill of lading against the skids of money orders received, and ~~registry number(s) against the registry manifest bill.~~

~~Report~~reports any ~~misdirected articles or other~~ discrepancies ~~on the second part of PS Form 3854, *Manifold Registry Dispatch Book.*~~to Revenue and Field Accounting at Headquarters (RAFA).

12-2.4   12-2.4   **Recording the Advice of Shipments**

The SFS personnel matches the stock received against the advice of shipment or PS Form 17, *Stamp Requisition/Stamp Return,* should match the stock counted by the vault supervisor.

When the valuebill of the stock received differs from the value of the invoice (advice of shipment or PS Form 17), thelading. If there is a discrepancy, the SFS Operations manager or supervisor does the following:

a.   a.   EntersEnter the value of the invoice into the Stamp Services System (SSS)inventory system within 24 hours of receipt, excluding weekends.

b.   b.   FollowsFollow procedures in parts 12-2.12 and 12-2.13 for handling discrepancies in stock received.

c.   c.   FollowsFollow procedure in part 12-2.14 for handling defective stock.

12-2.5   **Stamp** The MDC manager or supervisor matches the vendor's advice of shipment against the serial numbers of the money orders received. If there is a discrepancy, the MDC manager or supervisor does the following:

a.   Enter the range of serial numbers received.

b.   Notify RAFA of any discrepancies.

c.   Notify the appropriate Supply Management – Category Management Center of any discrepancies.

12-2.5 **Stock Received From Suppliers**

12-2.5.1 **Overview**

The mangerSFS inventory manager or inventory supervisor enters stamp stock received from suppliers as follows:

a.   a.   Report the amount received from suppliers in the inventory system as Received from Supplier. This includes automatic shipments from suppliers.

b.   Enter the numeric shipment number as stated on the advice of shipment.

c.   Enter the shipment amount as stated on the advice of shipment.

d.   Account for discrepancies in quantity by following the process outlined in 12-2.13.

The MDC supply center clerk enters money orders received from suppliers as follows:

a.   Report the amount received from suppliers in the SSS using IMOD 01,Material Distribution and Inventory Management System (MDIMS) as Received from Supplier. This includes automatic shipments from suppliers.

b.   b.   Select the vendor.contract number or item number (PSN).

c.   c.   Enter the numeric shipment number.

d. ~~d.~~ Enter the shipment amount as stated on the advice of shipment.

e. ~~e.~~ If ~~you do~~an advice of shipment is not ~~receive an advice of shipment~~received, prepare an Item 0-13, *Routing Slip*, containing the following:

1. ~~(1)~~ The item number.

2. The date received.

~~2.1.(2) The date received.~~

3. ~~(3)~~ The quantity received.

4. ~~(4)~~ The unit value.

5. The total value.

~~5.1.(5) The total value.~~

~~(6) The registry number.~~

6. ~~(7) Preparer's~~preparer's signature.

~~f.~~ Account for discrepancies in quantity by contacting the contracting officer.

12-2.5.2 Stock In-Transit Procedure (Stock Shipped From a Stamp Supplier to SFS)

Accounting Services monitors all stamp stock shipments. Stock shipped to SFS from the stamp supplier creates an in-transit item for SFS. SFS clears the in-transit item when SFS records the shipment as received in the stamp inventory system.

SFS has 15 days to record the vendor stamp stock shipment as received. If a discrepancy exists for the in-transit item, the Field Sales Branch (FSB) does the following ~~the process outlined in part 12-2.13~~tasks:

a. ~~12-2.6~~ After 10 days, notify SFS to receive the outstanding in-transit stamp stock shipment.

b. After 15 days, escalate the in-transit issue to the manager of RAFA.

12-2.6 Stamp Stock Received From a Postal Retail Unit or Contract Postal Unit ~~Within the Distribution Area~~

~~The manager or supervisor~~12-2.6.1 General Information

SFS enters stamp stock received from ~~PRUs within the distribution area as follows:~~

a PRU or ~~a.~~ CPU as follows:

a. Report the amount in the ~~SSS using IMOD 02,~~inventory system as Returned from Post Office.

b. ~~b.~~ Enter the ~~10-digit~~item number, area, unit finance number (UFN~~) of the shipping unit.~~), and quantity.

c. ~~c.~~ Enter the 10-digit shipment number — i.e., the numeric shipment number that was generated from the shipping unit and ~~is reported~~that appears on PS Form 17.

~~d.Enter the amount as stated on~~ **12-2.6.2   Saleable Stock**

A PRU must request return authorization before returning saleable stock. If the PRU does *not* request return authorization, SFS or the SDO may send the stamp stock back to the PRU.

When it receives saleable stock, the SFS or SDO supervisor must do the following:

a. Verify, sign, and date the PS Form 17 sent by the PRU returning saleable stock.

b. ~~If~~Contact the shipping unit if there is a ~~PRU's~~discrepancy.

c. Receive stock back into inventory.

d. Keep the PS Form 17 ~~is missing the shipment number, the shipment will be returned to~~on file as supporting documentation.

12-2.6.3   Nonsaleable Stock

A PRU may return nonsaleable stock for destruction. SFS must provide a schedule for returning nonsaleable stock.

When it receives nonsaleable stock, the ~~originating unit in accordance with~~SFS return committee must do the following ~~steps~~:

a. ~~The SDO or SSC reports~~Report the ~~returned stamp stock in the SSS as follows:~~

    (1) ~~Enter total~~amount listed on the PS Form 17 ~~in IMOD 02, Returned from Post Office.~~

    (2) ~~Check~~sent by the ~~No Shipment Number box.~~

a. ~~(3)   Enter~~PRU in the ~~returned amount~~inventory system using ~~item number 109100 ($1.00 stock) and/or item number 106100 ($.01 stock) using IMOD 07, Stock Shipment~~Redeemed Receipt.

b. ~~b.   Write "No Shipment Number"~~Transfer the nonsaleable stock to the appropriate locator in the inventory system to be held for destruction.

12-2.6.4   Blank Money Order Stock

A PRU does *not* return blank money order stock to the MDC. A PRU has authority to locally destroy blank money order stock as referenced in 11-12.6.

12-2.7   Loose Stamp Stock Received From P&DCs, NDCs, or the MRC

Processing and Distribution Centers (P&DCs), Network Distribution Centers (NDCs), and the Mail Recovery Center (MRC) must return loose stamp stock found in the mailstream to SFS. Follow the procedures in 11-6.1.2.

When receiving loose stamp stock, the SFS supervisor must do the following:

Report the amount listed on the PS Form 17.

a. ~~c.~~ ~~Without opening the carton, prepare the carton to be returned to~~ or routing slip sent by the unit ~~with a new Registered Mail number~~in the inventory system as Stock Recovered.

b. ~~d.~~ ~~Attach~~Transfer the nonsaleable stock to the appropriate locator to be held for destruction.

12-2.8 International Reply Coupons

The process for handling international reply coupons (IRCs) is as follows:

a. By January 31 of each calendar year, a ~~new~~PRU sends IRCs to SFS.

b. SFS consolidates and batches IRCs received from PRUs. SFS receives the returned IRCs in the inventory system at the value claimed on the PS Form 17. SFS submits to the UPU International Bureau all foreign-issued (exchanged) IRCs that have been accepted by PRUs through December 31 of each calendar year.

c. By February 28 of each calendar year, SFS sends a notice of the IRCs to be exchanged (i.e., the IRCs received through December 31 of the previous calendar year) to the St. Louis Accounting Service Center International Accounting Branch, using the following email address: *International Accounting Management Team*. The notice provides the quantity and value of IRCs to be exchanged, and the number of boxes to be returned to the UPU International Bureau.

d. The St. Louis Accounting Service Center sends SFS the completed IRC Cover Letter, the CN 03 form, and the Shipping Information packing list.

e. Upon receipt of this information, SFS prepares the IRCs to be exchanged for shipment to the UPU International Bureau, as follows:

   1. SFS must return the IRCs in accordance with the Letter Post Manual, International reply coupons, currently Article RL 146 of the 2014-2017 Letter Post Manual.

   2. SFS must enclose the IRC Cover Letter, the CN 03 form (in duplicate — SFS makes the duplicate copy), and the Shipping Information packing list in a box labeled "Box 1 of X" (with "X" representing the total number of boxes in the shipment).

   SFS must ship the IRCs using Priority Mail Express International service, which requires an electronically generated PS Form ~~17 with a new 10-digit numeric shipment number to the carton~~2976-B, *Priority Mail Express International Shipping Label* and ~~ship it back to the originating unit.~~

When saleable stock is received, the SDO or SSC supervisor must do the following:

a.   Verify, sign *Customs Form*, and date the PS Form 17 sent by the unit returning saleable stock.

b.   Contact the shipping unit if there is a discrepancy.

c.   Receive stock back into inventory (see part 12-2.6).

d.   Keep the PS Form 17 on file as supporting documentation.

12-2.6.2 Nonsaleable Stock

PRUs within the SDO or SSC service area may return nonsaleable stock for destruction.

The SDO or SSC supervisor must provide a schedule for returning nonsaleable stock.

When nonsaleable stock is received, the SDO supervisor or SSC return committee must do the following:

a.   Report the amount listed on the PS Form 17 sent by the unit in the SSS using IMOD 02, Returned from Post Office.

b.   Transfer the nonsaleable stock to a holding vault, held for destruction.

12-2.6.3 Money Order Stock

The servicing SDO or SSC must authorize PRUs or CPUs to return full blocks of blank money orders and all blank international money orders.

PRUs and CPUs must submit partial blocks of domestic money orders to the servicing SDO or SSC during the regular schedule for returning items 2865, *Return Receipt* for destruction provided by the SDO or SSC. *(Exception:* Units that are closing or are converting to Point of Service (POS) must coordinate with the servicing SDO or SSC the immediate return of all blank money orders.)

The manager or supervisor of the SDO or SSC enters blank money order stock received from PRUs and CPUs within the distribution area as follows:

a.   **Full blocks of domestic money orders and all international blank money order stock**:

     «   Verify, sign, and date the PS Form 17 sent by the unit returning blank money orders.

     «   Contact the shipping unit if there is a discrepancy.

     «   Receive the blank money order stock into inventory by reporting the item number, quantity, and serial numbers of the blank money orders in SSS using IMOD 02, Returned from Post Office. The SDO or SSC reissues full blocks of blank domestic money orders and all blank international money orders to units within the distribution area.

     «   Keep the PS Form 17 on file as supporting documentation.

b.   **Partial blocks of domestic blank money orders:**

« Report the amount listed on the PS Form 17 sent by the unit in SSS using IMOD 02.

« Transfer the money orders to a holding vault, held for destruction.

« After the SDO or SSC receives the certified PS Forms 17 from the SSC, the SDO or SSC supervisor makes entries per item number into the SSS using IMOD 08, Destroyed.

The stamp destruction committee (SSC) follows guidelines in subchapter 12-5, Stamp Stock Destruction, for destroying money orders.

12-2.7 Stamp Stock Received From SDO, SSC, or APD Outside of Distribution Area

Enter stamp stock received from SDO, SSC, or accountable paper depository (APD) outside of distribution area (transfer orders) into inventory following this procedure.

The SDO or SSC reports the amount received from another SDO, SSC, or APD using IMOD 03, Returned from SSC.

a. Enter the 10-digit UFN.

b. Enter the 10-digit numeric shipment number.

c. Enter the shipment amount as stated on PS Form 17.

12-2.8 International Reply Coupons

All SDOs and SSCs must submit United States (U.S.)-issued (redeemed) and foreign-issued (exchanged) international reply coupons (IRCs) accepted by PRUs through December 31 of each year to Accounting Services, Finance Branch.

An annual *Postal Bulletin* article will contain a reminder for SDOs and SSCs to submit exchanged and redeemed IRCs to Accounting Services, Finance Branch.

The SDO or SSC receives the returned IRCs using IMOD 02, Returned from Post Office, in the SSS at the value claimed on PS Form 17. Record the return in the SSS using IMOD 09, Returned to Supplier.

1.3. After consolidating and batching the IRCs, the SDO or SSC *Mail.* SFS must ship the IRCs to the following address for receipt by February 28:

> FINANCE BRANCH
> UPU INTERNATIONAL BUREAU
> INTERNATIONAL REPLY COUPONS
> PO BOX 312
> 3000 BERNE 15
> SWITZERLAND

For the return address for this shipment, SFS must use the following address:

> INTERNATIONAL ACCOUNTING SERVICES
> 2825 LONE OAK PKWY
> EAGAN MN 55121-9617 BRANCH

For additional information regarding IRCs, see *Mailing Standards of the United States Postal Service,* International Mail Manual (IMM®) 372.

UNITED STATES POSTAL SERVICE
PO BOX 80408
SAINT LOUIS MO 63180-0408
USA

SFS uses its USPS Corporate Account Number as the method of payment.

12-2.9 Migratory Bird Hunting and Conservation Stamps SSC and SDO Procedures

Review prior yearStamp Production located at SFS reviews the previous year's usage of Migratory Bird Hunting and Conservation Stamps (bird stamps) and be sure to have ensures an adequate supply on hand to fill requisitions during ordering periods.

12-2.10 SDO or SSC Overstates IMOD Codes 01, 02, or 03

SFS accounts for unsold bird stamps that are returned from PRUs and CPUs in the same manner as nonsaleable stock (follow the procedure in 12-2.6.3).

12-2.10 Overstated Stamp Stock

If the SDO or SSCSFS overstates a stamp stock received shipment in IMOD codes 01, 02, or 03, the SDO or SSC, SFS must enter the overstated amount in the SSSinventory system using IMOD 60,a Stock Overage Correction.

At the end of that business day, the SDO or SSCSFS prints the Form 3958an End of Day Report from the SSSinventory system and keeps all supporting documentation (PS Forms 17 and the system-generated Stock Transfer Authorization)..

12-2.11 Lost Vendor Shipments

The SDOs and SSCs areSFS is responsible for locatinginitiating an investigation of missing vendor'svendor shipments of registered stamp stock and nonregistered shipments and non-registered (envelopes and postal cards) shipments.).

If all efforts fail to locate a missing vendor's registered or non-registerednonregistered stamp stock shipment, doSFS performs the following tasks:

a. a. Enter the stamp stock into the SSS inventory system using IMOD 01, Received from Supplier.

b. b. Prepare PS Form 2130, *Claim for Loss,* in duplicate. Attach a copy of the correspondence that includesincluding detailed information regarding steps taken to locate the missing vendor registered or non-registerednonregistered stamp stock shipment. This correspondence must include the name and address of the U.S. Postal Inspection Service (USPIS) inspector that was notified.

c. c. Forward the documents to Stamp Production at *SFS_StampProd@usps.gov.*

Stamp Production reviews, adjudicates, and returns the following address:

QUALITY ASSURANCE
MANAGER STAMP ACQUISITION & DISTRIBUTION
US POSTAL SERVICE
1735 N LYNN ST RM 5008
ARLINGTON VA 22209-6432

The documents, after review, are adjudicated and returned to the submitting unitSFS for processing.

Upon receipt of the approved claim for loss, the SFS Operations manager or supervisor does the following:

a. a. ProcessesProcess the claim in the inventory system using IMOD 05, Claim for Stock Loss.

b. b. MaintainsMaintain the original and all copies of supporting documentation for processing the claim.

12-2.12 Stock Discrepancies in Sealed Packages Immediately

SFS must immediately report to Headquarters Stamp Acquisition and Distribution, Quality Assurance at 703-292-3808 if discrepancies exceed one of the following levels:a discrepancy in a sealed package that exceeds the limits noted in Exhibit 12-2.12.

Exhibit 12-2.12

Limits for Stock Discrepancies in Sealed Packages

Item	**LevelDiscrepancy Not to Exceed**
Booklets	A full unit of 25 or more
Panes	A single deck or pad of 100 or more
Postal cards	1 or moreA full packages of 250
Stamped envelopes	1 or more cartonsA carton of 500
Philatelic products (packets, folders, books, or albums)	15 or more15 of the applicable item (packets, folders, books, or albums)
IRCs	100 or more
Coil of 100 stamps	6 or more coils
Coil of 500 stamps	1 or more coilscoil
Coil of 3,000 stamps	1 or more coilscoil
Coil of 5,000 stamps	1 or more coilscoil
Coil of 10,000 stamps	1 or more coilscoil

Use PS Form 8144, *Stamp Discrepancy Report,*If there is a discrepancy, SFS immediately sends an email to Stamp Production at *SFS_StampProd@usps.gov* to report overages and shortages in stock received (sealed packages only) from the following sources:

a. (Private-sector secure stamp production contractorsprinters.

b.   «————Stamp product contractors.

«   Stamped Envelope Agency.

c.   «————A stamped envelope agency or stamped card manufacturer.

d.   Transfers between other SDOs, ~~APDs, SSCs~~SDCs, and PRUs.

Provide a detailed explanation of the discrepancy and follow all reporting and accounting requirements (see 12-2.14).

File a copy of the email locally as supporting documentation.

12-2.13   Accounting for Stock Discrepancies

12-2.13.1 Stock Overages

~~Complete PS Form 8144~~To report overages found in stamp stock vendor shipments, SFS Operations manager must do the following:

a.   Report as Stock Adjustment in the inventory system. The inventory system transmits the adjustment to General Ledger Account (GLA) 56203.247 in the Financial Performance Report (FPR).

b.   File a copy of the email sent to Stamp Production as supporting documentation for the AIC 247 expense entry.

12-2.13.2 Stock Shortages

To report shortages found in stamp stock vendor shipments, SFS must do the following:

a.   Report as Claim for Stock Loss in the inventory system. The inventory system transmits the adjustment to GLA 56203.647 in the FPR.

b.   File a copy of the email sent to Stamp Production as supporting documentation for the AIC 647 expense entry.

12-2.14   Reporting Stock Defects

Defective stock contains obvious printing and production errors such as the following:

a.   Bad color registration.

b.   Missing color.

c.   Missing printing.

d.   Upside-down printing.

e.   Missing perforations.

f.   Perforated stamp design.

~~duplicate.~~Process the defective stock received as follows:

a.   Send an email to *SFS_Returns@usps.gov* requesting a Return Authorization Number, and also send a copy of the email to Stamp Production at *SFS_StampProd@usps.gov.* Provide a detailed explanation of the discrepancy and include the following information:

1.   Office name.

2.   Finance number.

3.   Contact name.

    4.   Telephone number.

    5.   Item number(s).

    6.   Value and description.

    7.   Quantity of the overage/shortage.

    8.   Detailed description of the manufacturer's defect.

    9.   Supplier name (i.e., the name of the item manufacturer).

    10. Advice of shipment date (from the manufacturer).

    11. The specific number on each carton.

b.   Print three copies of the email sent to Stamp Production.

c.   Enter the defective stock into the inventory system using Redeemed/Destroyed.

~~a.~~d. Using Registered Mail ~~the original~~service, send the defective stock with a copy of the email to the following address — be sure to insert the appropriate return authorization (RA) 7-digit number:

    ~~QUALITY ASSURANCE MANAGER~~ ATTENTION RA #######

    STAMP ~~ACQUISITION AND DISTRIBUTION~~FULFILLMENT SERVICES

    US POSTAL SERVICE

    ~~1735 N LYNN ST RM 5008~~

    ~~ARLINGTON VA 22209-6432~~

    ~~FILE~~8300 NE UNDERGROUND DR #225

    KANSAS CITY, MO 64162-0001

Send a copy of ~~PS Form 8144 locally as supporting documentation.~~

~~12.2.13~~ Accounting for Stock Discrepancies

~~12.2.13.1~~ 12.2.13.1 Stock Overages

~~To report overages found in stamp stock vendor shipments,~~ the ~~SDO or SSC manager or supervisor must do the following:~~

~~a.   Use IMOD 04, Stock Adjustment, in the SSS inventory. The amount of the IMOD 04 entry will appear under General Ledger Account (GLA) 56203.247 in the Financial Performance Report (FPR).~~

~~b.   File the duplicate PS Form 8144 as supporting documentation for the AIC 247 expense entry.~~

~~12.2.13.2~~ 12.2.13.2 ~~email~~Stock Shortages

~~To report shortages found in stamp stock vendor shipments, the SDO or SSC manager or supervisor must do the following:~~

~~a.   Use IMOD 05, Claim for Stock Loss, in the SSS inventory. The amount of the IMOD 05 entry will appear under GLA 56203.647 in the FPR.~~

~~b.   File the duplicate PS Form 8144 locally as supporting documentation for the AIC 647 expense entry.~~

12-2.14 12-2.14   ~~Reporting Stock Defects~~

~~Defective stock contains obvious printing and production errors such as:~~

~~a.~~ « ~~Missing color.~~

~~b.a.~~ « ~~Upside-down printing.~~

~~c.a.~~ « ~~Bad color registration.~~

~~d.a.~~ « ~~Missing perforations.~~

~~e.a.~~ « ~~Perforated stamp design.~~

« ~~Missing print.~~

~~Report defective stock received on PS Form 8144 as follows:~~

~~a.   Complete PS Form 8144 in triplicate.~~

~~b.   Enter the defective stock into the SSS as a shortage using IMOD 08, Destroyed.~~

e. ~~c.   Send the defective stock with the original PS Form 8144 via Registered Mail~~ to the following address:

~~ATTENTION QUALITY ASSURANCE~~
~~MANAGER STAMP ACQUISITION & DISTRIBUTION~~
~~US POSTAL SERVICE~~
~~1735 N LYNN ST RM 5008~~
~~ARLINGTON VA 22209-6432~~

~~d.   Send the duplicate copy of PS Form 8144 to the following address:~~
INSPECTOR IN CHARGE
SECURITY GROUP
US POSTAL INSPECTION SERVICE
475 L'ENFANT PLZ WEST SW RM 3621
WASHINGTON DC 20260-2166

f. ~~e.   File the third copy of~~ ~~PS Form 8144~~ the email locally as supporting documentation.

12-3 The MDC reports defective money order stock received as follows:

a. Send an email to the contracting officer with details of quality issues. The contracting officer notifies the MDC with disposition instructions.

b. Take appropriate action identified by the contracting officer.

12-3 Filling Requisitions

~~12-3 Filling Requisitions~~

12-3.1 ~~12-3.1~~ **Automatic Shipments to Postal Retail Units**

~~The SDO or SSC~~SFS sends automatic shipments directly to PRUs. ~~Units~~ — PRUs do not receive shipments from outside suppliers.

~~The SSS generates an~~ SFS typically uses automatic ~~shipment listing for each SDO or SSC for~~ shipments to ship commemorative or special issue stamps ~~announced~~to PRUs in ~~the *Postal Bulletin* to ship to units. This list itemizes the quantity and value of stock to be shipped.~~

~~SDOs and SSCs must not ship commemorative or special issue stamps before the date shown in the *Postal Bulletin,* or seven business days before~~ advance of the ~~first day of issue.~~

~~Exception:~~ ~~You may withdraw and package stock at any time after you receive the SSS listing and invoices. Hold prepared shipments in a secure area until the shipping date.~~

~~PRUs must send changes to the automated shipment listing to the SDO or SSC to modify. Each request must include the following:~~

~~a.~~ ~~The affected UFN.~~

~~b.~~ ~~The present quantity.~~

~~c.~~ ~~The new quantity.~~

~~d.~~ ~~The signature~~First Day of ~~the postmaster or manager.~~Issue (FDOI).

12-3.2 ~~12-3.2~~ ~~**Scheduling**~~ **Requisitions**

~~The SDO or SSC manager or supervisor establishes a requisitioning schedule for each PRU within the service area. Except for emergency orders, follow the schedule to ensure an orderly flow of accountable paper.~~

~~12-3.3~~ ~~**Separating Duties**~~

~~The SDO supervisor ensures that assigned stamp distribution clerks do not have separate (individual) stamp credits of any type.~~

~~12-3.4~~ A PRU requests stamp stock orders utilizing the SFS website. A PRU must request emergency orders through customer service by calling 844-737-7826.

12-3.3 **Processing Requisitions**

~~The SDO or SSC supervisor~~ SFS processes requisitions ~~as follows:~~by releasing them in SEAM (Solution Enterprise Asset Management) according to local policy.

a. Enters all requisitions in the SSS inventory. All Touch Tone Order Entry (TTOE) requisitions are automatically uploaded upon log on to the SSS each business day.

b. Includes the 10-digit UFN.

The SSS *Note:* SEAM sorts requisitions by ZIP Code.

12-3.5 Creating and Developing Sessions

The SDO or SSC supervisor sorts requisitions in the SSS the order date as follows: received in SEAM.

a. Separate requisitions by regular or emergency orders.

b. Review the requisition list in the SSS and select ZIP Coded requisitions based on the following:

(1) Scheduled order cycle week.

(2) Emergency orders by ZIP Code.

Note: Create multiple sessions each day. Each session can range from one to multiple units.

The SDO or SSC supervisor develops the daily session file by entering each requisition into the SSS before withdrawing stamps from the vault.

After requisitions are entered in the SSS, the system does the following:

a. Ensures that individual items comply with minimum and maximum parameters.

b. Reflects any change or correction to the system-generated PS Form 17.

c. Generates the necessary address labels, picking list, PS Form 17 summary, and PS Form 17 for each unit.

12-3.6 Withdrawing Stamp Stock From the Vault

The SDO or SSC supervisor withdraws stamp stock from the vault as follows:

a. Open the vault or envelope storage area.

b. Withdraw the quantities listed on the picking list.

c. Return stock items, along with the picking list, to the person shipping the stock.

12-3.4 12-3.7 Shipping Stamp Stock

The stamp distribution clerk ships stamp stock as follows:

a. Verify that the stock received matches the picking list.

b. Separate items according to the stamp stock shipment report.

c. Sign the "shipped line," along with a witness, on the reports.

d. Seal and dispatch each container with a witness.

Note: Do not seal and ship stock until you have filled all requisitions in each batch and verified that the individual orders equal the total amount withdrawn from the vault.

12-3.8 The SFS inventory supervisor ensures that all items are available on the pick line for clerks to fill the day's orders. An employee identified as a picker fills the items ordered from the pick line. An employee identified as a verifier checks orders for accuracy and signs or initials the top of the pick list.

12-3.5 Distributing Money Order Sets (MDC)

The supervisorMDC supply center clerk distributes money order sets as follows:

a.   a.   Select money order shipments based on rangesquantity and item identified on the picking list.

b.   b.   Ship money order sets via Registered Mail. (Do not ship money orders with stamp stock.) service.

c.   Do *Notes:*

a.   *Domestic:* The MDC supply center clerk may *not* split a package of 100 domestic money order sets between PRUs.

b.   ***Exception:*** *International* money orders : The MDC supply center clerk may be issued issue international money orders in a minimum of five form sets.

12-3.6   12-3.9   Processing the Daily Closeout

On the day stock is either shipped or received, the SDO or SSC supervisor processes a daily report as follows:

a.   Sign the automated PS Form 3958-X, *Main Stamp Stock Daily Recap.*

b.   File the picking list and copies of the shipment reports with the original PS Form 17.

At the close of each business day, the SDO or SSC manager or supervisor must close the SSS which includes all vaults. Closing the SSS generates individual Form 3958 Reports by vault, with a consolidated Form 3958 Report (Final Recap) for the unit.

12-4 SDO or SSC SEAM runs a daily interface to process the

daily closeout and sends all applicable finance records to the appropriate USPS system. The End of Day Report is available for SFS the following morning. The SFS supervisor may process a preliminary daily report in SEAM.

At the MDC, on the day money orders are shipped, the MDIMS system sends to the St. Louis Accounting Service Center a 6007 report that includes the serial numbers of money orders by site. The file updates the St. Louis Money Order Database to identify active money orders that have been shipped and are acceptable to be sold.

12-4 SFS and SDO Internal Nonsaleable Stock

When internal Internal saleable stock that becomes obsolete, the SDO supervisor or SSC is nonsaleable. When this situation occurs, the SFS return committee or SDO supervisor must do the following:

a. ~~a.~~ Prepare PS Form 17.

b. ~~b.~~ Report the amount ~~as a vault transfer in the SSS.~~in SEAM using Redeemed Receipt.

c. ~~c.~~ Transfer internal nonsaleable stock to ~~a holding vault~~the appropriate SEAM locator pending destruction.

d. ~~d.~~ Destroy internal nonsaleable stock each postal quarter~~.~~ per internal standard operating procedures or as directed by Headquarters.

e. ~~e.~~ ~~For each postal quarter that~~If for some reason internal nonsaleable stock is not destroyed within the quarter, complete a report as to the amount of internal nonsaleable stock on hand. Include the estimated time ~~and equipment~~ needed to destroy the stock.

f. ~~f.~~ ~~Submit~~Depending on which facility completes the ~~above~~ report described in 12-4e, submit the report as follows:

   ~~SSCs must send the report to the manager of Stamp Acquisition and Distribution (Headquarters).~~

   1. ~~SDOs~~SFS must send the report to the manager of ~~Marketing (~~Stamp Fulfillment at Headquarters.

   ~~1.~~2. SDOs must send the report to the ~~district)~~ marketing manager.

   ~~g.   At a minimum, destroy internal nonsaleable stock at least once a year.~~

Note: ~~The SSS~~Use the SEAM system-generated ~~Stock Destroyed~~Item Transaction History Report ~~can be used~~ as supporting documentation when destroying internal vault stamp stock ~~is destroyed~~.

12-5 Stamp Stock Destruction

12-5.1 Overview

Stamp stock destruction includes counting, recording, and destroying nonsaleable stamps, stamped paper, and philatelic products.

Destruction does *not* include ~~U.S. and~~destroying foreign-issued IRCs, Post Office ~~spoiled~~ meter stamps ~~and~~, postage validation imprinter (PVI) labels, or loose stamps not pasted on letter-size paper.

~~Stamp~~ Only SFS and SDOs destroy stamp stock ~~is destroyed only at the SDO, SSC, and SFS.~~. However, USPIS personnel may approve alternative destruction locations on a case-by-case basis.

~~The following table~~Exhibit 12-5.1 describes how to destroy stamps.

Exhibit 12-5.1

Stamp Destruction

For this item…	Follow this procedure…
Damaged stamps returned by customers	a. ~~a.~~ Do not count these stamps individually. b. ~~b.~~ Accept the credit value that is marked by the unit on the booklet or wrapper. c. ~~c.~~ If the value claimed by the unit seems excessive or unreasonable, notify the USPIS and OIG. ~~d.~~ For additional information on damaged stamps, see *Mailing Standards of the United States Postal Service,* ~~Domestic Mail Manual~~ d. ~~(~~DMM®~~)~~ 604.9.1.
Postal cards (~~The~~the postage value is printed in the stamp area~~.~~))	Redeem at item value (the amount that the item sells for) when returned unsold to ~~the SSC~~SFS from a unit reserve.
Picture postcards (~~C~~contain pictures printed on the entire front of the card~~.~~ Postage — the postage value is printed on the back~~.~~))	Redeem at item value (the amount that the item sells for) when returned unsold to ~~the SSC~~SFS from a unit reserve.
Postal stamped paper	Accept the value claimed, especially when returned by customers. (See DMM 604.9.0 for provisions for exchanging stamped paper.)
Plain stamped and nonprofit envelopes	Record the value of stamped envelopes at full value, including window envelopes. Clearly display the value claimed for each item on PS Form 17.

12-5.2 ~~12-5.2~~ ~~SSC~~Destruction Responsibilities

12-5.2.1 ~~The~~SFS Responsibilities

SFS redeemed clerks have the following responsibilities ~~of SSCs are as follows~~:

a. ~~a. Count and verify~~Confirm that stamp stock submitted for destruction matches the information provided on PS Form 17.

b. ~~b.~~ Destroy nonsaleable stamp stock.

c. ~~c.~~ Certify that the stock has been destroyed by signing the PS Form 17.~~.~~

d. ~~d.~~ Forward the certified PS Form 17 to the ~~appropriate SDO or SSC~~SFS manager.

e. ~~e.~~ Understand and follow the policies and procedures of stamp stock destruction.

~~The district Finance manager (DFM) is responsible for performing the following:~~

~~a. Review any reports of irregularity by members of the SSC at an SDO or members of an SSC destruction committee.~~

b.   Every fiscal year, designate a manager or a supervisor to observe the activity of the SSC. The designated observer cannot be a regular or alternate member of the committee. At a minimum, once a year, the designated manager or supervisor must randomly select the activity to observe and must arrive at the destruction site unannounced.

12-5.2.1   At SDO

The SSC in the SDO is an ad hoc group of career Postal Service employees. **12-5.2.2   District Marketing Manager Responsibilities (for SDOs)**

The district marketing manager ~~does~~ for an SDO has the following responsibilities:

a.   ~~a.   Establishes an SSC~~Establish and ~~appoints SSC~~appoint Stamp Destruction Committee members and alternates.

b.   ~~b.   Ensures the SSC~~Ensure that the Stamp Destruction Committee meets and destroys accumulated stock at least once per postal quarter~~, or when Headquarters has approved unit conversion from traditional accountability to open and close merchandise accountability~~.

c.   ~~c.   Requires~~Require each member to complete PS Form 3237, *Stamp Stock Destruction Committee Notice of Appointment,* in the presence of the district marketing manager.

d.   ~~d.   Keeps~~Keep the original PS Form 3237 and provide~~s~~ a copy to each committee member.

e.   ~~e.   Reviews~~Review any report of irregularities by members of the ~~SSC~~Stamp Destruction Committee or alternates.

12-5.2.2   At SSC

Each SSC has its own internal stamp committees, which consist of a return committee and a destruction committee. The manager of Stamp Acquisition and Distribution, Headquarters, and the manager of the SSC oversee these committees. No local administration is required.

12-5.3   Composition of the ~~SSC~~Stamp Destruction Team/Committee

12-5.3.1   At SFS

The SFS Stamp Destruction Team has two career employees and one EAS employee:

a.   One member must be a nonfinancial EAS employee.

b.   The other two members are career employees assigned to SFS.

12-5.3.2   At the SDO

Any career employee, regardless of pay level or status (full-time or part-time~~)~~), is eligible to be appointed to ~~a~~the SDO's stamp ~~stock~~ destruction committee. Noncareer employees (such as ~~casuals~~casual employees,

transitional employees, and contractors) are not eligible to serve on the committee.

An accountable paper supervisor can be a member of the committee but cannot serve as the ~~non-financial~~nonfinancial supervisor.

The committee has six members. One regular member and one alternate member represent each of the following areas:

a. « A postmaster or ~~non-financial~~nonfinancial supervisor.

b. « An employee of the accountable paper section.

c. « An employee with no stock or financial responsibility.

~~12-5.3.2~~ ~~At SSC~~

~~The return committee has two career employees:~~

~~a. Any career employee assigned to the SSC and an SSC supervisor.~~

~~b. The two career employees are scheduled to work on a rotating basis.~~

~~The SSC has three members:~~

~~a. One member must be a supervisor.~~

~~b. The other two members are career employees assigned to the SSC.~~

~~c. The two career employees are scheduled to work on a rotating basis.~~

~~*Note:* If operationally necessary, an employee may be assigned to both committees simultaneously.~~

12-5.4 ~~12-5.4~~ Duration of ~~an SSC Term~~Stamp Destruction Committee at SDOs

~~12-5.4.1~~ ~~At SDO~~

Each member of the ~~SSC~~Stamp Destruction Committee serves for 3 years. Potential members (regular or alternate members) must not have served on the committee for the 3 years preceding appointment.

If a serving member cannot be found in other parts of the district~~:~~

~~a. The~~, the original accountable paper clerk may serve another term if the committee requests an exception to established procedure from the local OIG.

~~b.~~ *Note:* The OIG considers exceptions on a case-by-case basis~~.~~

~~12-5.4.2~~ ~~At SSC~~

~~The employees are assigned to the destruction activities on a rotating basis for an indefinite period as long as they are permanent SSC employees.~~

12-5.5   12-5.5   Resigning or Removing a Member of the SSCStamp Destruction Committee at SDOs

To resign voluntarily, a member must do the following:

a.   a.   Submit a letter of resignation to the district marketing manager or SDO manager. The letter should explain in detail the reason for the resignation.

b.   b.   Send a copy of the resignation letter to the local OIG.

To remove a member of the committee, the district marketing manager or Headquarters stamp acquisition and distribution manager must do the following:

a.   a.   Document the reasons for removal.

b.   b.   Attach the documentation to the original PS Form 3237.

c.   c.   Send a copy of the documentation to the local OIG.

d.   d.   Maintain the documentation and original PS Form 3237 as part of the committee file.

12-5.6   Frequency of Destruction

Each postal quarter and/or withinWithin 6 weeks from the acceptance date, SFS must destroy all nonsaleable stock or withdrawn-from-sale items sent for destruction by PRUs. For internal nonsaleable (obsolete) stock, see subchapter 12-4.

Destroy stock received in a preceding quarter before the end of the next quarter even though stock accumulates continuously during the quarter.

For example, destroy stock received in quarter 1 before the end of quarter 2. In quarter 4, all stock for destruction must be counted, verified, and all discrepancies expensed by the end of August., SFS must count, verify, and expense all discrepancies of all stock sent for destruction. PRUs shouldmust resolve

discrepancies and make any necessary offsetting expenses prior tobefore the close of the fiscal year (September 30).

AccumulatingAvoid accumulating obsolete stock — such stock is an unnecessary inventory cost that also increases the risk of pilferage.

12-5.7   Destroying Stamp Stock

12-5.7.1   At SFS

Three SFS employees must be present during any stock destruction. One of the members present must be a nonfinancial EAS employee.

To destroy stamp stock, two members of the SSCStamp Destruction Team must do the following:

a.   Independently count the nonsaleable stock.

b. Verify that the amounts entered on PS Form 17 agree with the actual count.

A third member of the Stamp Destruction Team must do the following:

a. Record the counts of the other two members.

b. If the counts of the other two members differ, verify the count.

c. Record the correct amount and write the value of the stock in words on each PS Form 17.

Note: After the third member of the Stamp Destruction Team has written the value of the stock in words on each PS Form 17, all three members of the Stamp Destruction Team must sign each copy of PS Form 17.

All three members of the Stamp Destruction Team must do the following:

a. Initial any corrections made to PS Form 17.

b. Remain at the on-site destruction area and witness the actual destruction to ensure that the items have been totally destroyed.

c. Sign all copies of PS Form 17 after the stock has been completely destroyed.

12-5.7.2 At an SDO

Three members of the Stamp Destruction Committee must be present at any stock destruction meeting. One of the members present must be a postmaster or a ~~non- financial~~nonfinancial supervisor.

To destroy stamp stock, two members of the ~~SSC~~Stamp Destruction Committee must do the following:

a. ~~a.~~ Independently count the nonsaleable stock.

b. ~~b.~~ Verify that the amounts entered on PS Form 17 agree with the actual count.

A third member of the ~~SSC~~Stamp Destruction Committee must do the following:

a. ~~a.~~ Record the counts of the other two members.

b. ~~b.~~ ~~Verify~~If the ~~count if~~counts of the ~~first~~other two members ~~who~~ differ, verify the count ~~the stock disagree.~~.

c. ~~c.~~ Record the correct amount and write the value of the stock in words on each PS Form 17.

Note: After the third member of the Stamp Destruction Committee has written the value of the stock in words on each PS Form 17, all three members of the Stamp Destruction Committee must sign each copy of PS Form 17.

All three members of the ~~SSC~~Stamp Destruction Committee must do the following:

a. ~~a.~~ Initial any corrections made to PS Form 17.

b. ~~b.~~ ~~Witness the actual destruction and remain~~Remain at the on-site destruction area and witness the actual destruction to ensure that the items have been totally destroyed.

~~c.~~ Sign all copies of PS Form 17 after~~:~~

c. ~~(1)~~ ~~The~~ the stock has been completely destroyed.

        (2)   The value of the stock destroyed has been written in words on each PS Form 17.

Note: Only in emergencies should**Notes:**

a. Do not deviate from these procedures be deviated from. except in emergencies (such as natural disasters).

a.b. The replacement for one of the three members must be one of the six appointedappropriate alternate committee members for which a PS Form 3237 is on file.

The supervisor assigns one of the members of the SSCStamp Destruction Committee to do the following:

a. a. EnterOn each PS Form 17, enter the date the stock was destroyed on each form.

b. b. Log all counts to a destruction spreadsheet. The spreadsheet shouldmust include the following information:

    1. (1) The PRU's UFN.

    2. (2) The original amount stated on PS Form 17.

    3. (3) The date of verification.

    4. (4) The total value of stock to be destroyed.

    5. (5) The net difference amount.

c. c. Return the certified PS Form 17 to the SDO or SSC manager, who files the form locally.

12-5.7.3 Exceptions for Destruction of Precanceled Postage

For a PRU that exchanges at least 10,000 envelopes with postage affixed, the district marketing manager may grant an exception to verify and destroy those envelopes locally instead of submitting the redeemed stamps to SFS. Upon completion of the destruction process, the PRU must submit the signed PS Form 17 along with the signed authorization letter from the district marketing manager to SFS, which then enters the amount destroyed in the inventory system.

12-5.8 Discrepancies in Stock to Be Destroyed

12-5.8.1 Postal Retail Unit Served by SDO

After destruction of the stamp stock, the SSCSFS Stamp Destruction Team forwards the certified PS Form(s) 17 and destruction spreadsheets to the SDO.

The SDOaccountable supervisor enters.

The SFS manager has the following responsibilities:

Enter the net discrepancy amounts in the SSS as

a. "Adjustments" using IMOD 04SEAM, Stock Adjustment, as follows:.

b. a. DebitsDebit or credits the SDOSFS finance number expense account. as follows:

1. « Overages are mappedMap overages to an expense account (GLA 56203) under AIC 247.

2. « Shortages are mappedMap shortages to an expense account (GLA 56203) under AIC 647.

c. b. MakesMake entries per item number into the SSS using IMOD 08in SEAM, Destroyed, to account for the amount destroyed.

d. c. Forwards copies of the certified PS Form(s) 17Notify RAFA and the FSB of stamp stock destruction spreadsheets to the DFM for any discrepancies via email.

d. Files the certified PS Form(s) 17 and destruction spreadsheets as supporting documentation for destruction and adjustments.

Note: The district Finance office monitors and analyzes discrepancy amounts in spreadsheets provided by the SSC. The DFM determines if the amount of the discrepancy warrantsFSB processes a journal voucher (JV) transfer through the Journal Entry Vehicle (JEV) system to the expense account of the submitting unit.

12-5.8.2 Postal Retail Unit Served by SSC

After destruction of the stamp stock, the SSC destruction committee forwards the certified PS Form(s) 17 and destruction spreadsheets to the SSC manager.

The SSC manager enters the net discrepancy amounts in the SSS using IMOD 04, Stock Adjustment, as follows:

a. Debits or credits the SSC finance number expense account.

« Overages are mapped to an expense account (GLA 56203) under AIC 247.

« Shortages are mapped to an expense account (GLA 56203) under AIC 647.

b. Makes entries per item number in the SSS using IMOD 08, Destroyed, to account for the amount destroyed.

c. Manager submits a JV transfer request on PS Form 824, *Journal Entry Form,* to Accounting Services to disseminate expenses to the corresponding district finance numbersappropriate PRU.

12-5.9 Determining Methods of Destruction

The SSC destroys12-5.9.1 **Overview**

SFS destroy stamps and stamp products by the methods described belowin this section unless USPIS personnel recommend other methods, such as burning stamps in a controlled environment. The USPIS approves alternative methods of destruction on a case-by-case basis.

Note: Do not destroy any exchanged foreign-issued or any U.S.-issued IRCs. See 12-2.8.

12-5.9.2 Stamps, Stamps in Packages, and Pressure-sensitive Stamps

Destroy stamps, stamps in packages, and pressure-sensitive stamps as follows:

a. ~~a.~~ Destroy stamps by shredding to 1/4-inch-wide strips or particles no longer than 1/4 inch.

b. ~~b.~~ Discard the packaging as waste~~;~~ — do not shred the packaging.

Note: Significant quantities of pressure-sensitive stamps may damage the disintegrators or shredders. The USPIS may approve an alternative method of destroying these stamps, such as pulping at a commercial location.

12-5.9.3 Philatelic Products

Destroy philatelic products ~~as follows:~~

~~a.~~ ~~Destroy philatelic products~~ — i.e., packets, folders, books, or albums — in the same way as stamps. ~~Otherwise,~~ However, SFS may obtain approval from the USPIS to use another method of destruction ~~and obtain approval from the USPIS~~.

~~b.~~ ~~If recalled for destruction, consider using the product for promotional purposes or as gifts to employees.~~

~~c.~~ ~~Obsolete editions of the *Postal Service Guide to U.S. Stamps* can be provided for philatelic, promotional, or educational purposes and are an exception to general guidelines for destruction of accountable items.~~

~~Instructions for disposing of the *Postal Service Guide to U.S. Stamps* are published annually in the *Postal Bulletin*.~~

~~For~~12-5.9.4 Stamped Envelopes and Postal Cards

Destroy stamped envelopes and postal cards~~, cancel, perforate~~ by cancelling, perforating, or defacing the postage, or otherwise ~~render stamped envelopes and postal cards~~rendering the items unusable ~~and~~. Afterwards, discard the stock as waste ~~after canceling or defacing the postage~~.

~~*Note:* Do not destroy any exchanged foreign-issued or any U.S.-issued IRCs.~~

12-5.10 ~~12-5.10~~ ~~Disposal of~~Destroying Credit and Debit Card Receipts

SFS and SDOs ~~and SSCs~~ destroy credit and debit card receipts submitted by units that do not have the capability to shred the receipts on ~~site. The receipts must be bundled and submitted by Registered Mail, following the normal scheduled return or destruction procedures, with a signed memo requesting that the receipts be shredded~~site.

Note: ~~SDOs~~A unit must bundle the receipts and ~~SSCs~~submit them to the appropriate facility by Priority Mail with Signature Confirmation service, following the normal scheduled return or destruction procedures, with a memo requesting that the receipts be shredded.

Note: SFS and SDOs do not make any accounting entries in the ~~SSS~~

inventory system for these receipts ~~since they~~because the receipts have no value.

12-6 **Stamp Stock Issued to the** ~~United States Postal Inspection Service or Office of Inspector General~~**USPIS or the OIG**

12-6.1 ~~12-6.1~~ **Authorizations**

The USPIS and the OIG ~~are authorized~~have authorization to requisition stamps and stamped paper for investigative purposes using the eBuyPlus process.

The DFM must authorize the requisition and the use of stamps and stamped paper for local testing, promotions, and presentations by the USPIS or OIG.

12-6.2 **USPIS or OIG Obtaining Postage**

The USPIS and OIG must submit to the appropriate facility an eBuyPlus stamp requisition~~s~~ for test letters ~~to an SDO or SSC. PRUs~~. A PRU must not fulfill stamp requisitions for the USPIS or OIG. ~~A~~

To requisition a test letter, a postal inspector or OIG employee does the following:

a. ~~a. Prepares~~Prepare an original and three copies of PS Form 17, including the following information:

1. ~~(1)~~ The USPIS or OIG division finance number.
2. ~~(2) Telephone~~The applicable telephone number.
3. ~~(3) Name~~The name and address of the USPIS or OIG office.
4. ~~(4) Printed~~The printed name and signature of the postal inspector or OIG agent submitting the request.
5. ~~(5) Date~~The date of the request.

b. ~~b. Marks as~~On PS Form 17, write "Test Letters — Inspection Service" or "Test Letters — OIG" ~~on PS Form 17.~~ (as appropriate).

c. ~~c. Submits~~Submit the original and two copies of PS Form 17 to the ~~S~~supervisor of SFS or the SDO ~~or SSC~~, and keep~~s~~ one copy on file locally.

~~d.~~ Upon receipt of the requested stamp stock ~~requested~~, count the stock together with a witness. After counting the stock, the postal inspector or OIG ~~agent and a witness count the stamp stock received and sign on the~~ employee signs PS Form 17 in the space for Signature of Person Receiving Stock, and the ~~Witness Signature line of the PS Form 17.~~

d. ~~e. Files~~witness signs PS Form 17 ~~at~~in the space for Signature of Witness.

At the local USPIS ~~or OIG~~ office.

e.   12-6.3   **SDO** or **SSC**OIG office, file the PS Form 17 that was received with the stamp stock shipment.

12-6.3   SFS or SDO **Recording of Postage**

Upon receipt of the original and two copies of PS Form 17 from the USPIS or OIG, the SDOSFS or SSCSDO manager or supervisor records the postage as follows:

a.   a.   Enter the data from the PS Form 17 in the SSSSEAM using IMOD Code 11, Test Letter, against the stamp item number. This process stores the total value of the stamps under Item Number 339500.

b.   b.   Withdraw stamps from the vault and have a witness verify that the stamp stock amounts match the quantities requested on PS Form 17.

c.   c.   Together with the witness, sign and date all copies of PS Form 17.

d.   d.   Prepare the package and include one signed PS Form 17 inside the package.

  e.   Mail the package via Registered Mail Signature Confirmation to the

e.   address of the USPIS or OIG office — use Priority Mail with Signature Confirmation service.

f.   f.   Hold allthe remaining two signed copies of PS Form 17 fulfilled for verification by the destruction committeeStamp Destruction Team or the Stamp Destruction Committee.

g.   g.   After verification, use IMOD Code 8, Stamp Stock Destroyed, for amounts of Item Number 339500, Test Letters.

h.   h.   Ensure that the amounts in Item Number 339500 reconcile with all PS Forms 17 from the USPIS or OIG.

i.   i.   Print the system-generated Form 3958Item Transaction History Report.

j.   j.   File the Form 3958Item Transaction History Report and PS Form 17 locally.

12-7 Stamp Stock Count

12-7 12-7.1Annual Inventory Count of Stamp Stock

SDOs, SSCs,SFS and the SFSeach SDO must perform an annual count of theirits stamp stock inventory.

When there are multiple vaults, conduct counts at the same time.

TheSDO, SSC, or SFS manager or supervisor and a nonbargaining employee — sometimes working together, or working separately, or one or the other doing the task — must perform the stamp stock count as follows:

a. Before starting the count, the two individuals working together must complete all pending stamp stock transfers

a. (in or out) and record them in the SSS inventory system.

b. b. Ensure that The two individuals working together must ensure that all stamp stock waiting for destruction is recorded in the SSSinventory system at face value (see the . (Review each PS Form 17 sent by thea PRU). .)

c. Print the Form 3958 Report (Final Recap):

(1) The SDO or SSC manager or supervisor prints an inventory report from the SSS for each vault.

c. (2) The two individuals working together must print the 3958 Report (Final Recap) from the inventory system.

Note: The SFS or SDO manager or supervisor prints an inventory report for each vault from their authorizedthe inventory system.

d. The manager or supervisor and the nonbargaining employee each use an independentThe two individuals — working separately but each doing the same task — complete a separate PS Form **3294** P, *Cash and Stamp Stock Count and Summary, as follows:*

(1) Record the closing balance (total postage and bird stamps) amount in . Information reported on the Vault Total on Line 20, **Stamp/Cash Credit, AIC 853/753.**

(2) Physically count each item on hand and record the amount.

(3) Multiply the total number of each item by its face value.

c.d. (4) Based on PS Form 17, add the face value by item of PS Forms 3294 documents any differences in stamp stock waiting for destruction.

(5) Add the totals of all stamp stock value as counted and enter the result on Line 19, **Total Cash and Stamp Stock as Counted.**

(6) Calculate the difference; subtract Line 20 from Line 19:

« A negative amount is a shortage.

« A positive amount is an overage.

« Record the difference, if any, on Line 21, **Difference,** and check the appropriate box.

d.e. e. The SDO, SSC, or SFS manager or supervisor adjusts the inventory using the appropriate IMOD code in the SSS.inventory system, as follows:

1. « For stock overages, use IMOD 04, Stock Adjustment.

2. « For stock shortages, use MOD 05, Claim for Stock Loss, and follow the claim for loss process using PS Form 2130.

f. f. The SFS manager or supervisor adjusts the inventory and uses records the adjustments in the corresponding AICs:, as follows:

1. « Record overages in AICs 247, 673, and 843.

2. « Record shortages in AICs 173, 647, and 849.

g.   ~~g.~~   After <u>recording</u> the corresponding adjustment ~~is performed~~, the manager or supervisor ~~will print~~prints the ~~Form~~ 3958 Report (Final Recap) ~~and verify~~<u>from the inventory system and verifies</u> the following:

1.   ~~(1)~~ The stock adjustment amount ~~is posted,~~<u>appears on 3958 Report (Final Recap),</u> if required.

2.   ~~(2)~~ The closing balance ~~(total postage and bird stamps)~~ matches the amount of stamp stock as counted on PS Form 3294 ~~P~~.

h.   ~~h.~~   ~~The SDO, SSC, or SFS manager or supervisor and the nonbargaining employee~~<u>The two individuals working together</u> must do the following:

1.   ~~(1)~~ Complete PS Form 3294 ~~P~~ with signature and date on Page 4.

2.   ~~(2)~~ Enter the results of the count ~~into~~<u>on</u> PS Form 3368-P, *Accountability Examination Record,* and file locally.

3.   ~~(3)~~ ~~Attach~~<u>Gather</u> the ~~I~~<u>i</u>nventory report ~~with the~~, PS Form 3294 ~~P~~, and the Form 3958 Report and file <u>them</u> locally.

i.   ~~i.~~   If the stamp stock discrepancy is ~~$100.00 or more, a~~<u>at least 0.004% of the accountability, the manager or supervisor completes</u> PS Form 571, *Discrepancy of $100 or More in Financial Responsibility,* ~~must be completed~~ and ~~sent~~<u>send it</u> to the appropriate OIG field office ~~(see Appendix B-2 for the list of OIG field offices)~~.

Note: ~~A nonbargaining employee serves as the second party (similar to the transfer of accountability process) for replacement stamp stock custodian.~~

~~12-8~~ Stamp Fulfillment Services Activities

~~12-8.1~~ Postal Retail Unit Requisitions

~~Generally, the SFS fills stamp stock orders and philatelic item orders for external customers. Under certain circumstances, however, they can fill stamp stock orders and philatelic orders from PRUs.~~

~~PRUs must use eBuy to order stamp stock or philatelic items from the SFS. If eBuy is not available, use PS Form 7381, *Requisition for Supplies, Services, or Equipment.*~~

~~The SFS fulfills and mails the stock to the delivery address shown on the PS Form 7381.~~

~~12-8.2~~ Handling Additional USA Philatelic Catalogs

~~The SFS accounts for *USA Philatelic* Catalogs as follows:~~

a.   ~~Enter the amount shown on the order form, supported with an approved eBuy requisition or PS Form 7381, to AIC 596 with offsetting entries to AIC 090 (postage sales) or AIC 092 (philatelic sales) and AIC 114 for the shipping and handling charges.~~

i.   ~~b.   Access the JEV system. Enter account number 52325 and the finance number indicated on the eBuy requisition or PS Form 7381. The~~

account number shows as a transaction to Line 34, Services, on the postmaster's FPR.

13 Stamp Stock and Cash Credits

This chapter describes the requirements, responsibilities, and procedures for assigning, controlling, and counting stamp and cash credits. This chapter includes the following subchapters:

Note: There are account identifier codes (AICs) used throughout this chapter. Refer to Appendix A, Account Identifier Code/General Ledger Account Crosswalk, for the titles and descriptions of AICs that are currently in use.

13-1 Overview

13-1.1 Assignment

Stamp stock credits and cash credits are assigned as follows:

- Employee stamp stock credits. (Mobile, Stamps by Mail, Philatelic)
- Employee cash credits.
- Unit reserve stock.
- Unit cash reserve.
- Retail floor stock.
- Lobby Sales
- Rural carrier consignment.
- Contract postal unit (CPU) credits.

Note: For information on sites under Single Drawer Accountability (SDA), see Chapter 24.

13-1.2
Responsibility

The postmaster, manager, or supervisor is responsible for management of all stamp stock credits and cash credits assigned and must ensure the timely performance of all credit counts.

All employees with consigned credits are financially accountable for the value of their assigned stamp stock, cash, and money orders.

Unit reserve stock custodians are financially accountable for the value of their assigned stamp stock and money orders.

CPUs are financially accountable for the value of their assigned stamp stock, cash, and money orders.

13-1.3
Stamp and Cash Credit Files

The postmaster, manager, or supervisor is responsible for establishing and maintaining a file for each credit (stamp or cash) assigned to an employee.

Stamp and cash credit files must contain the following (if applicable):

a. PS Forms 3294, *Cash and Stamp Stock Count and Summary,* or system-generated PS Form 3294 along with both sets of independently-completed, system-generated counts sheets. (Retention period is 2 years.)

b. PS Forms 3368-P, *Accountability Examination Record.* (Retention period is 2 years beyond the life of the credit.)

c. PS Form 3369, *Consigned Credit Receipt.* (Retention period is 2 years beyond the life of the credit.) Note: *Retail Floor Stock and Lobby Sales segment are not assigned with PS Form 3369.*

d. PS Forms 571, *Discrepancy of $100 or More in Financial Responsibility.* (Retention period is 2 years.)

e. Letters of demand (LOD) for payment.

f. Letters of Debt Determination.

13-2 Stamp Credits

13-2.1
Overview

A stamp credit is the value of the stamp stock and serialized money orders consigned to a retail associate (RA) from the unit reserve stock at a postal retail unit (PRU).

Stamp credits should be limited to a reasonable multiple of the RA's weekly sales amount. A 2-week multiple is recommended. The postmaster, supervisor, or manager may adjust the value of stamp credits to be consistent with customer demand.

In order to maintain individual accountability, RAs must not trade or purchase stamp stock from one another.

A supervisor may authorize a RA to ship or receive stock from another RA as follows:

a.   The supervisor or RA completes a PS Form 17, *Stamp Requisition/Stamp Return,* in duplicate. Enter the names of both RAs and the amount of stamp stock on PS Form 17.

b.   The supervisor must witness and sign PS Form 17 authorizing this transaction.

c.   The RA must keep a copy of the PS Form 17 until the next stamp credit count.

13-2.2   **Consigning a New Stamp Credit**

A new stamp credit is consigned from the unit reserve stock using PS Form 17 as follows:

a.   The unit reserve stock custodian issues stock and signs PS Form 17 as the shipper.

b.   The supervisor and the RA each perform an independent count of the stamp stock.

c.   The RA signs as the person receiving stock and the supervisor signs as the witness on PS Form 17.

d.   The supervisor completes PS Form 3369 in duplicate with the following information:

   (1)   Name and work location of the RA accepting the stamp credit consignment.

   (2)   Amount of stock in the stamp credit.

   (3)   Date and signature of the person issuing the stamp credit.

   (4)   Date and signature of employee accepting responsibility for the credit.

   Note: *Retail Floor Stock and Lobby Sales segment are not assigned with PS Form 3369.*

e.   Maintain the original PS Form 3369 in the employee's stamp and cash credit files.

f.   Give a copy of PS Form 3369 to the employee.

g.   Complete PS Form 3368-P.

   (1)   Complete the heading information.

   (2)   Specify the Date of Count (date issued).

   (3)   Identify the supervisor in the Counted by (Supervisor) column.

   (4)   List the amount in the Stamp Credit AIC 853 column.

h.   Report stamp stock issued via the appropriate reporting technology process.

Units that use this reporting tool…	Report stamp stock issued as follows…
e1412	Enter the total of the stamp credit to AIC 841 on the individual PS Form 1412, *Daily Financial Report*.
Point of Service (POS)Retail Systems Software (RSS)	a. Assign the RA the appropriate role in the RSS system. b. Create an inventory transfer to the employee. c. Have the RA receive the inventory transfer, which will generate an entry to AIC 841 on the RA's PS Form 1412.

13-2.3

Cash Portion of Stamp Credit

The cash portion of a stamp credit must not exceed $100.99.

An RA with a stamp credit who is not scheduled for window duty within the next month must remit all funds.

13-2.4

Issuing Money Orders

Unit reserve stock custodians issue money orders to RAs as follows:

a.   Do not split packages of domestic money orders between RAs.

b.   International money orders may be split in groups of five or more.

c.   RA must verify the continuity of serial numbers.

e.   RAs must acknowledge the receipt of blank money order sets by signing PS Form 17 and accepting money orders through their reporting technology.

e.   A complete record of all blank money order sets assigned to RAs is maintained using a logbook, including money order serial numbers, date, employee's printed name and initials, and clerk ID.

f.   When a RA's credit is canceled, the assigned money orders can be returned to the unit reserve and may then be reassigned to another RA within the same unit. In RSS you have the option to ship money orders to another RA within the same unit.

g.   All offices must enter all Money Order blocks into their retail reporting technology immediately upon receipt and maintain a record of all blank money order sets.

See subchapter 10-7 for information on Bait Money Orders.

13-2.5

Unit Reserve Stock Assignment

The unit reserve stock custodian is financially accountable for the value of all items in the unit reserve stock, is responsible for managing the stamp stock inventory, and must accurately report unit reserve stock activities.

Sales from the unit reserve stock are not allowed.

The unit reserve may be assigned to the postmaster, unit manager, or supervisor. At a finance station without a domiciled supervisor, a lead sales and services associate (LSSA) may be assigned the unit reserve. The LSSA may also be assigned a separate stamp and/or cash credit from which direct sales to the public are conducted.

After the supervisor and the designated unit reserve stock custodian count the unit reserve stock to be assigned, the supervisor must do the following:

a.   Complete PS Form 3369 in duplicate with the following information:

(1)   The name and work location of the employee accepting the unit reserve stamp stock   credit consignment.

(2)   The amount of stock in the unit reserve stamp stock credit.

(3)   Date and signature of the person assigning the unit reserve stamp stock credit.

(4)   Date and signature of employee accepting responsibility for the unit reserve stamp   stock credit.

b.   Maintain the original PS Form 3369 in the employee's stamp and cash credit files.

c.   Give a copy of the PS Form 3369 to the unit reserve stock custodian.

d.   Complete PS Form 3368-P.

  (1) Complete the heading information.

  (2) Specify the Date of Count (date issued).

  (3) Identify the supervisor in the Counted by (Supervisor) block.

  (4) List the amount in the Stamp Credit AIC 853 block.

The unit reserve stock custodian maintains and secures all accountable papers for the unit in compliance with the levels authorized for the various stamp credits or segments. The unit reserve stock custodian issues stamp stock directly to RAs assigned stamp credits, Lobby Sales or to the Retail Floor Stock.

The following table describes how units maintain unit reserve stock accountability.

Units that use this reporting tool…	Maintain unit reserve stock accountability using…
e1412	A system-generated PS Form 3959, *Stamp Stock Transaction and Daily Recap*.
Retail Systems Software (RSS)	A system-generated stamp stock inventory report and PS Form 3958.

All transactions that affect the unit reserve stock must be listed on the system-generated PS Form 3958 (RSS units) or on a system-generated PS Form 3959 (e1412 units) supported with a system-generated PS Form 17.

Submit the PS Form 3959 and PS Form(s) 17 to the close-out employee.

13-2.6   **Total Postal Retail Unit Stamp Accountability**

Maintain the total PRU accountability on PS Form 1412.

AIC 853 on the unit's PS Form 1412 is a combination of all stamp accountabilities within the same unit finance number (UFN) at the PRU. This includes:

■ Unit reserve stock.

■ Retail floor stock.

■ Lobby Sales.

■ Individual stamp credits.

■ Internal pending stock transfers.

13-2.7   **Consigning Stamp Stock to Rural Route Carriers**

Unit reserve stock custodians consign stamp stock to rural route carriers as follows:

a. Consign a fixed amount of stamp stock to each rural carrier. The amount must be sufficient to serve the needs of the customers on the route.

b. Complete PS Form 3369 in duplicate and distribute as follows:

   (1) Original to the unit reserve stock custodian.

   (2) Copy to the rural carrier.

c. Consign stock only from the unit reserve.

Note: Rural carrier credits are included in the unit reserve accountability. They are fixed amounts entered into the unit reserve total as unique item numbers and are not segments. *The Rural Credit item numbers are 910301 through 910399, at a one cent value (0.01). If a carrier is assigned a credit, one of these numbers is assigned to each carrier.*

To maintain consigned stamp stock, rural carriers, do the following:

a. Replenish stamp credits regularly to ensure availability of stock for customer demand.

b. To replenish the stock, rural carriers purchase stock from a RA.

c. The RA treats this transaction as an over-the-counter sale of postage. *Do not use PS Form 17.*

d. A supervisor must count rural stamp credits at least once every 4 months to ensure the credit is properly maintained. No tolerance is applied to rural stamp credits.

Note: The rural carrier may choose to purchase the stock with personal funds in which case, no consignment or count is required.

Also, see Handbook PO-603, *Rural Carrier Duties and Responsibilities,* section 162.

13-2.8 **Replenishing Stamp Stock Credits**

Unit reserve stock custodians must replenish stamp stock credits as follows:

a.   Replenish stamp credits according to a schedule provided by the unit manager.

b.   Maintain stamp credits to a reasonable multiple of the RA's weekly sales amount. A 2-week multiple is recommended.

c.   Prepare PS Form 17 in duplicate and send both copies to the unit reserve stock custodian.

When the stamp stock is received, the RA must do the following:

a.   Count the stock and verify with a witness the amount reported on PS Form 17.

b.   Sign PS Form 17 as the person receiving the stock. (A witness signature is required.)

c.   Enter the amount of stock received in AIC 841 on the individual's PS Form 1412 following the process for the reporting technology used by the PRU to report PS Form 1412.

d.   Keep a copy of the completed PS Form 17 until the next stamp credit count or resolution of differences, whichever is longer.

Note: RAs must notify the unit reserve stock custodian of any discrepancies with PS Form 17. Discrepancies must be resolved before the RA receives the stock.

13-3 Individual Stamp Credit Counts

13-3.1 **Counting Requirements**

Supervisors must randomly count stamp credits maintained by bargaining unit employees at least once every 4 months from the month of the last count.

Stamp credits maintained by nonbargaining unit employees must be counted by the nonbargaining employee and another employee no less frequently than once every fiscal year (October–September).

13-3.2 **Scheduling Counts**

When scheduling counts, supervisors must follow these requirements:

a.   Do not announce stamp credit counts and stagger the dates for counts so that a pattern will not be evident to the employees whose stock is to be counted.

b.   Count stamp credits before the employee has made any transactions.

c.   If possible, conduct examinations on days when business is light and most of the workforce is present.

d.   Select a site to conduct the count away from the window operation, preferably in a quiet area.

e.   For employees with multiple credits, count all credits concurrently to the maximum extent possible.

Forms to Use

The following table describes the forms used during random counts of employee's stamp credit.

Use…	to record…
e1412 PS Form 3294 (Manual)	an examination of a stamp credit. Both the supervisor and the employee to whom the credit is assigned, or the employee's representative must complete an independent PS Form 3294. (See part 3-8.3 for designated witness procedures.)
RSS the system-generated PS Form 3294	the examination of a stamp credit. RSS offices must attach both sets of individually-completed RSS system-generated count sheets to the RSS system-generated PS Form 3294.
PS Form 3368-P	stamp and cash credit count results. (This is also a source of information, when necessary, for PS Form 571, *Discrepancy of $100 or More in Financial Responsibility*)
e1412 PS Form 571 (Manual)	*Discrepancy of $100 or more in financial Responsibility*: used to notify the Office of Inspector General (OIG) at: hotline@uspsoig.gov when there is a variance (over or short) in excess of $100.

Count

Before a count, the supervisor must prepare as follows:

a. Verify the total unit accountability (see F-101 sections 11-11.1 and 11-11.2).

b. Ensure that all pending stock transfers are complete.

c. For non-RSS units, obtain the closing balance as reported in AIC 853 on the employee's last PS Form 1412, and record the amount in the section Stamp Credit as reported in AIC 853, under **Cash/Stamp Stock Credit Count Summary** on PS Form 3294.

d. Ensure that there are no pending financial adjustments.

e. Verify that the closing balance, as reported in AIC 853 on the employee's last PS Form 1412, matches the total of the stamp credit on the clerk balance list or manual accountability recap form.

f. Determine the serial numbers of money orders issued to the employee and complete the Verification of Money Orders section of PS Form 3294.

Physical Count

At non-RSS units, the supervisor must enter the count to one PS Form 3294, and the employee must enter an independent count to a separate PS Form 3294. Both must verify by item and resolve any discrepancies on the same day of and prior to finalizing the count.

Stamp Stock and Cash Credits

At RSS units, the supervisor must enter the count on one system-generated count sheet, and the employee must enter an independent count to a separate system-generated count sheet. Both must verify by item and resolve any discrepancies on the same day of and prior to finalizing the count. Completing a Manual PS Form 3294

At e1412 units, the supervisor and the employee must independently complete the following sections of their PS Forms 3294:

a. Worksheet for Unit Cash Reserve Count or Cash/Stamp Stock Credit Count on page 1.

- Count each denomination of cash and enter the number in the Quantity column.

- Multiply the quantities by the denominations and enter the result in the Amount column.

- Total the Amount column and enter the result to Total Cash.

- Transfer the Total Cash amount to the Total Cash as Counted line under **Cash/Stamp Stock Credit Count Summary.**

b. Saleable Stamp Stock

- Count each item of saleable stock and enter the item number, value, and quantities in the appropriate blocks on page 2 of PS Form 3294.

- Multiply the total number of each item by its value.

- Total all the blocks and enter the results to Sub-total Stamp Stock at bottom right corner of page 2 on PS Form 3294.

c. Redeemed Stamp Stock

- Count each item of redeemed stock and list by item description, item number, price, and quantity in the Redeemed Stock section on page 2 of PS Form 3294.

- Calculate dollar values by multiplying the quantity by price (redemption rate) for each item.

- Total all of the redeemed stamps and enter the result to Total Redeemed at bottom right corner of page 2 on PS Form 3294.

d. Add Sub-total Stamp Stock to Total Redeemed to obtain Total Stamp Stock. Transfer this figure to Total Stamp Stock as Counted line under **Cash/Stamp Stock Credit Count Summary.**

e. Add amounts reported for Total Cash as Counted and Total Stamp Stock as Counted to get Grand Total Cash and Stamp Stock as Counted.

f. Calculate the Difference by subtracting the amount reported for Stamp Credit as reported in AIC 853 (from last PS Form 1412) from the amount reported for Grand Total Cash and Stamp Stock as Counted.

g. Check the appropriate Action Taken box on PS Form 3294. A negative amount is a shortage and a positive amount is an overage.

h. Once the supervisor and the employee assigned complete independent counts, they must compare the manual PS Forms 3294 and resolve any discrepancies by immediately recounting any items/quantities that differ. When the supervisor and employee agree to the count, the supervisor must enter the count into the e1412 system the same day using instructions provided in the online user's guide which can be found at the Accounting Services webpage:

http://blue.usps.gov/accounting/

At RSS units, the supervisor must do the following:

a. Log on to RSS as the back-office supervisor and initiate a count of the employee's assigned credit. Two sets of system-generated count sheets will print from RSS and the supervisor and employee assigned must each use a set to record independent counts of the credit.

   Note: *Supervisor role cannot initiate a count on a credit assigned to themselves.*

b.   Enter the results of all counts performed in the RSS system prior to closing the day's business using instructions provided in the RSS online user's guide in section 13- Stamp Stock and Cash Credits.

After the supervisor has finished entering the count into the system, the system sends the count summary to the employee to whom the stamp credit is assigned. The employee must then review and acknowledge the count summary and correct any Money Order Discrepancies prior to the end of day.

PS Form 3294 prints automatically after a cash and stamp credit count is entered and accepted by the accountability owner in RSS. Retain the system-generated PS Form 3294, *Cash and Stamp Stock Count Summary,* along with both completed sets of system-generated count sheets.

13-3.7   **Completing the Count**

The supervisor and employee complete the stamp credit count as follows:

a.   If the difference amount does not exceed tolerance, the count is complete.

b.   If the difference amount exceeds tolerance and the parties involved cannot agree to the count, recount the credit at the request of the employee. After you have established the difference amount, bring the accountability into balance.

c.   The two employees that performed the count must sign and date both copies of PS Form 3294.

   Note: PS Forms 3294 that are certified electronically do not require a signature.

   (1)   The supervisor files one copy of the form in the employee's stamp credit file.

   (2)   The employee keeps a copy of the form.

d.   The supervisor records the results of the count on PS Form 3368-P. If applicable, the supervisor completes PS Form 571 and submits the form as an email attachment to the appropriate Office of Inspector General (OIG).

   Note: RSS transmits required comments to the OIG and a manual PS Form 571 is not required.

For information on filing and retaining forms, see part Stamp and Cash Credit Files.

Note: Please see section 13.8.2 for tolerances.

13-3.7.1   **Recording Count Overages**

When an employee stamp stock accountability overage exceeds the established tolerance, follow this procedure:

a.   Record the full amount of the overage in AIC 057 on the RA's PS Form 1412 on the day of the count. Amounts reported in AIC 057 will offset to stamp sales and thereby adjust AIC 853 to the actual amount counted.

b.   Provide a system-generated or a manual PS Form 3544 that shows the employee's name, count date, amount, and circumstances of the overage to the employee.

c.   If within 1 year, an overage is found to be related to a shortage, upon manager approval, use AIC 457 to offset part or all of the shortage.

(1)   Managers should exercise judgment when determining the existence of a relationship that may warrant the offsetting of shortages.

(2)   Managers must maintain appropriate documentation when offsetting.

d.   The e1412 and RSS systems automatically clear an outstanding balance when 366 days has been reached or exceeded since creation and offsets the amount to AIC 123.

13-3.7.2   ## Recording Count Shortages

When an employee accountability shortage exceeds the established tolerance, follow this procedure:

a.   Record the full amount of the shortage in AIC 767 on the RA's PS Form 1412 on the day of the count. Amounts reported in AIC 767 will offset to stamp sales and thereby adjust AIC 853 to the actual amount counted.   See section 13.8.2 for tolerance table.

b.   When resolved, clear shortage amounts using AIC 367 offset with the employee's payment or the appropriate AIC, as applicable.

c.   Local unit management is responsible for monitoring and pursuing collection of the shortage (debt) while adhering to the applicable collective bargaining agreement and the Debt Collection Act.

Note for RSS units: Counts entered in the RSS system by the supervisor and acknowledged by the employee (stamp credit holder) will automatically post overages and shortages to the corresponding AICs on the employee's PS Form 1412. This will generate an employee receipt titled Count Results Receipt with the employee name, ID, amount of overage or shortage, and a unique reference number. RSS will maintain a log of all Unresolved Employee Items for the supervisor to manage accordingly.

13-3.8   ## Count Tolerance

The tolerance is based on the credit amount entered on the employee's PS Form 3369 or the highest balance in AIC 853 of the RA's PS Form 1412 since the previous examination, whichever is higher.

No tolerance is applied when closing a credit. For tolerance amounts, see section 13-8.2 Tolerances.

All counts performed must be recorded on the appropriate PS Form 3294, or system-generated PS Form 3294 and be documented using PS Form 3368-P, regardless of whether the result of the count is within the tolerance. The RA must not make any entries on PS Form 1412 when the count is within tolerance.

Note for RSS units: The supervisor must enter all counts performed in the RSS system, regardless of whether the result of the count is within the tolerance, and the employee must review and acknowledge the count on the same day of the count.

13-4 Unit Reserve Stamp Stock Credit Count

The count of the unit reserve stamp stock credit is the same as a stamp credit count for an employee (see subchapter Individual Stamp Credit Counts) with these exceptions:

a.   If the unit reserve stock custodian has a retail floor stock role (RSS units only), the unit reserve stamp stock credit must be counted concurrently with the retail floor stock (before any unit reserve transactions take place). A lead sales and service associate (LSSA) may only be custodian of the unit reserve stock in a detached finance unit where no supervisors are domiciled.

b.   If the result of the retail floor stock count (RSS units only) exceeds the inventory variance of 0.1 percent since the last count, a count of the unit reserve stamp stock credit must also be completed concurrently (before any unit reserve transactions take place).   Note: when the 0.1% variance is exceeded, the unit reserve stock is counted *after* the floor stock count has been finalized.

c.   Unit reserve stock must not contain any cash.

d.   Ensure the unit reserve stock inventory report matches the unit reserve total on the clerk balance list or the manual accountability re-cap form.

e.   For non-RSS units, obtain the closing balance from the last system-generated PS Form 3959, and record to Stamp Stock per PS Form 3959 under Unit Reserve Stamp Stock Count Summary on PS Form 3294.

f.   After the count is performed:

Units that use this reporting tool…	Report unit reserve stamp stock credit counts as follows…
e1412	Unit reserve stock custodian must post the count in the system and the other employee conducting the count will review and acknowledge the count. The system will auto-post overages and shortages and adjust inventory to amount as counted. Overages and shortages exceeding the tolerance will post to the Unresolved Employee Items report.
RSS	The Supervisor role that initiated the count must enter the results in the RSS system and the Unit Reserve Stock Custodian will review and acknowledge the count. When the Unit Reserve stock custodian is a LSSA in a detached finance unit, the other employee counting must be a supervisor. The RSS system will auto-post overages and shortages and adjust inventory to amount as counted. Overages or shortages exceeding the tolerance will post to the Unresolved Employee Items report. Print the system-generated PS Form 3958 and inventory list and ensure totals match.

13-5 Contract Postal Unit Stamp Credit Count

13-5.1   **Responsibilities**

The postmaster, manager, or supervisor of the Host Administrative Office (HAO) has the following responsibilities:

a.   Ensuring that CPU stamp credit counts are conducted randomly at least once a fiscal year (see Count and Tolerance tables in 13-8   Count and Tolerance Tables).

b.   Maintaining a separate file for CPU financial activities.

13-5.2   **Count Procedure**

The person conducting the count of a CPU's stamp accountability must do the following:

a.   If CPU has a meter, verify that the descending meter readings match the last business day's corresponding PS Form 3602-PO.

b.   Obtain the closing balance from AIC 853 on the CPU's last PS Form 1412.

      Note: Descending reading and AIC 853 should not exceed bond limit.

c.   Verify that the closing stamp balance in AIC 853 agrees with the Stamp Stock Ledger balance in ADM. CPUs and HAO that cannot access ADM can obtain this information by calling the AHD at 866-974-2733.

d.   Review financial adjustments in ADM and offset any AIC 247 or AIC 647 adjustments if they can be resolved before the count. To access the report in ADM, select **Accounting>Shared Reports>User Shared>HQ>ASC>FPR Net Financial Differences (AIC 247/647) — All Expenses**.

 e.   Verify that the CPU's total accountability does not exceed its bonded amount. If it does exceed, the HAO must work with the CPU to ensure their total accountability is within the bonded amount.

f.   Use PS Form 3294 to document the stamp credit count. One PS Form 3294 must be completed by the supervisor and one by the contractor.

g.   If the inventory discloses a discrepancy, recheck the credit.

h.   On PS Form 3294, in Notes, etc., the Postal Service official performing the count must annotate the following: "Any financial discrepancy subsequently discovered, related to financial transactions performed for the period the CPU contract is in effect, will be the responsibility of the CPU contractor to resolve with the COR."

i.   The supervisor and contractor must sign and date both copies of PS Form 3294. The contractor keeps a copy of the signed PS Form 3294.

j.   Record results of the counts to PS Form 3368-P.

k.   File documents in the contractor's stamp and cash credit file maintained at the HAO.

Note: No tolerance is applied to CPU counts.

13-5.2.1   **Overages**

The host Post Office handles CPU overages as follows:

a.   Record the full amount of the overage in AIC 057 on the CPU's PS Form 1412 by entering the count results on the business day of the count. Amounts reported in AIC 057 will offset to stamp sales and thereby adjust AIC 853 to the actual amount counted.

b.   Use the Unresolved Employee Item report in e1412 to maintain the details of all pending employee items to be resolved by the CPU.

c.   After ensuring that all pending financial adjustments have been cleared, do the following to return the overage to the CPU:

    (1)   Complete PS Form 3533, *Application for Refund of Fees, Products and Withdrawal of Customer Accounts.*

    (2)   Enter the amount of the overage in AIC 457 and offset to AIC 280 on the CPU's PS Form 1412.

    (3)   Submit PS Form 3533 and a copy of the CPU's PS Form 1412 showing the AIC 280 entry to eIWS OnLine Forms for processing: *https://eiws.usps.gov/IWApplication/AppWelcome.do*

    (4)   File a copy of the PS Form 3533 at the HAO as supporting documentation for PS Form 1412.

13-5.2.2   **Shortages**

The HAO handles CPU shortages as follows:

a.   Record the full amount of the shortage in AIC 767 on the CPU's PS Form 1412 by entering the count results on the business day of the count. Amounts reported in AIC 767 will offset to stamp sales and thereby adjust AIC 853 to the actual amount counted.

b.   Use the Unresolved Employee Item report in e1412 to maintain the details of all pending employee items to be resolved by the CPU.

c.   Ensure the contractor pays the shortage with personal funds at the time the shortage is identified and records the amount in AIC 367 on the CPU's PS Form 1412.   The contractor's payment is included with the deposit.

If the contractor refuses to pay at the time the shortage is identified, do the following:

a.   Record entries to AICs 367 and 636 on the CPU's PS Form 1412.

b.   Complete PS Form 1902, *Justification for Billing Accounts Receivable.*

c.   Submit PS Form 1902 through eIWS OnLine Forms with a manual or system-generated PS Form 3544 receipt attached for supporting documentation. Retain a copy as supporting documentation for PS Form 1412 entries.

d.   For discrepancies of $100 or more, complete and submit PS Form 571, *Discrepancy of $100 or More in Financial Responsibility,* to the Office of Inspector General via email attachment to: *hotline@uspsoig.gov*

13-5.3   **Closing a Contract Postal Unit**

Before closing a CPU, the HAO must do the following:

a.   Notify Stamp Fulfillment Services (SFS) at least 10 days before closing (to discontinue stock shipments).

b.   Determine the accountability of the CPU.

c.   Perform a count of the CPU's accountability.

d. Notify Accounting Services, Field Sales Branch (FSB), of the CPU's last transmission date of PS Form 1412.

e. Ensure the CPU returns all accountable paper, accountable items, and equipment to the HAO.

13-5.3.1 **Verifying the Contract Postal Unit's Accountability**

Before conducting the count, the HAO verifies the CPU's accountability as follows:

a. Verify that the CPU's closing stamp accountability balance (AIC 853) matches the Stock Ledger Balance report in ADM. Research and resolve any discrepancies.

b. Review the Unresolved Employee Item report in e1412 or the Open Employed Items or Employee Items report in ADM to identify if the CPU has any unresolved employee items. Research and resolve any outstanding items.

c. Review the Net Financial Differences (AIC 247/647) — All Expenses report in ADM and identify expenses charged to the CPU. Research and resolve any unresolved AIC 247 and AIC 647 expenses listed in the report.

d. If the CPU has a Postage Meter Resetting System (PMRS) meter, do the following:

    (1) The HAO should contact the Accounting Help Desk at 1-866-974-2733 prior to the count day and request AIC 110 variance report.

    (2) Prior to the count, the HAO should contact the vendor to coordinate the closing of the postage meter and refund of any available postage to the USPS account.

After completing all necessary adjustments, conduct a count of all stamp stock credits in the CPU following the Count Procedures outlined in part 13-5.2 Count Procedure.

After conducting the count and recording any final adjustments, the HAO ensures the CPU deposits all of the cash portion of the assigned credit to the bank. This is performed by reporting stamp sales for the amount of cash to be deposited (this will decrease the stamp accountability balance in AIC 853).

13-5.3.2 **Returning Accountable Papers**

If the CPU issues postal money orders, the HAO must perform a verification of all blank money orders before the money orders are returned to the HAO. The postal official performing the verification signs the PS Form 17 as a witness and retains a copy at the HAO.

Follow procedure in section 11-12.6 when destroying blank money orders.

After the final count of the CPU's stamp stock is conducted, the HAO supervisor does the following:

a. Coordinates the return of any remaining stamp stock with the SFS. (If any stamp stock is transferred between the CPU and HAO, follow the procedure in part 11-10.3.)

b. Records the amount of the returned stamp stock in AIC 848 on the CPU's PS Form 1412; this should decrease the stamp accountability balance in AIC 853 to zero.

c. Enters the CPU's final PS Form 1412 into e1412.

d.   Three business days after transmitting the CPU's last PS Form 1412, certifies that the CPU's closing stamp accountability balance (AIC 853) is "zero". To obtain this information, use the Stock Ledger Balances report in the Accounting Data Mart (ADM) (Accounting>Shared Reports>SAFR>Stock Ledger Reports>Stock Ledger Balances — "Stock on Hand" column.) Units that cannot access the ADM can call the Accounting Help Desk (AHD) at 866-974-2733 for assistance.

e.   Contacts the Finance Number Control Master (FNCM) coordinator to deactivate the CPU unit.

f.   Contacts the SFS to deactivate the CPU after the last stock shipped out of the CPU is received by SFS.

13-5.3.3   Returning Equipment

If the CPU offers Post Office Box service, contact district Field Maintenance Operations 14 days before closing the CPU to coordinate the pickup of the Post Office Boxes.

Follow Postal Service procedures for relocating Post Office Box customers to another facility. If relocating is not possible, follow the "Discontinued Postal Facility" process published in the *Mailing Standards of the United States Postal Service,* Domestic Mail Manual 508.4.6.2.

The CPU returns the following to the HAO:

a.   Electronic weighing scale (Postal Service).

b.   Credit and debit card terminal, and money order imprinters (if applicable).

c.   Accountable forms and penalty envelopes.

d.   Mailing supplies, displays, and signage.

e.   Round date stamp.

The HAO is responsible for returning or destroying equipment as follows:

For this item…	The HAO must …
postage meter	The HAO should contact the vendor to coordinate the closing of the postage meter and refund of any available postage to the USPS account. Contact the Accounting Helpdesk at 1-866-974-2733 prior to the final count day and request AIC 110 variance report.
credit card equipment	contact the district credit/debit card coordinator or go to the Corporate Treasury Web site Credit and Debit Cards page at *http://blue.usps.gov/corptreasury/forms.htm;* select the *Returning USPS Excess and Training Credit Card Equipment* link.
Paymaster money order imprinter	see section 3-5.1.2 and Appendix C, Exhibit C-14.
bank deposit tickets	destroy and properly dispose of.
round date stamp	destroy and properly dispose of. If the CPU's round date stamp is missing, notify the OIG immediately.

13-6 Cash Credits

13-6.1	**Unit Cash Reserves**

13-6.1.1	**Establishing a Unit Cash Reserve**

PRUs may establish a unit cash reserve to supplement the needs of the unit.

The unit cash reserve is based on the Cost Ascertainment Group (CAG) assigned to the PRU. Below is the **maximum** amount of unit cash reserve that can be maintained for each CAG group:

CAG	Maximum Allowed
A	$700.00
B	$700.00
C	$600.00
D	$600.00
E	$500.00
F	$400.00
G	$300.00
H	$200.00
J	$150.00
K	$100.00
L	$100.00

Note: PRUs have the ability to increase or decrease their unit cash reserve as long as it is within the authorized "maximum amount". Management should make adjustments when circumstances warrant.

Use PS Form 3369, *Consigned Credit Receipt*, to assign the unit cash reserve to an employee who is directly accountable. The employee assigned may not allow anyone else to access the credit and is required to keep it secure at all times.

When circumstances warrant, the unit cash reserve custodian may reassign all or part of the unit cash reserve using PS Form 3369.   Any reassigned funds must be kept separate from other accountable credits assigned to the employee. Personal funds may never be combined with Postal funds.

The unit cash reserve must be reported in AIC 753 on the unit's PS Form 1412. When performing a count of the unit cash reserve, there is no authorized tolerance applied.

Note: CPUs and SDAs are not authorized to have a unit cash reserve.

13-6.1.2   **Changes to Unit Cash Reserves**

In certain instances, a PRU may require unit cash reserve above the allowable maximum amount as stated in Section 13-6.1.1   Establishing a Unit Cash Reserve. In these instances, the PRU may submit a request to their District Finance Manager (DFM) to increase the amount of their unit cash reserve but must not exceed the cap amount for their CAG group. The cap amount by CAG is as follows:

CAG	Cap Amount- Not to Exceed
A	$3,000.00
B	$3,000.00
C	$3,000.00
D	$2,000.00
E	$2,000.00
F	$2,000.00
G	$1,000.00
H	$700.00
J	$500.00
K	$200.00
L	$200.00

Example: If a unit is in CAG A and currently has the maximum allowable limit of $700, then that unit can only request an increase of up to $2,300, since $3,000 is the cap amount for a CAG A office.

To request an increase to the unit cash reserve, PRU supervisors must do the following:

a.   Complete FNCM Unit Finance Number Request with header information and the current and new requested amount for Authorized Unit Cash Reserve.

b.   Scan and submit the request via email to the District Finance Manager (DFM) for approval. The email must include "Request to Increase Unit Cash Reserve" in the subject line and justification for the request in the body of the email. File a copy locally of completed form and email request.

Upon receipt of the request, the DFM does one of the following:

 a.   Send an email to the unit with decision of approval and submit the completed FNCM form along with approval email to FNCM FSB to update the unit cash reserve amount in FNCM or

 b.   Send an email to the unit with decision of disapproval.

For requests approved by the DFM, the PRU supervisor must do the following:

a.   Update PS Form 3369 to reflect the amount authorized by the DFM.

b.   Update the unit cash reserve amount as needed on PS Form 1412 (See 13-6.4   Change Funds and Startup Cash)

c.   Maintain copies of email as supporting documentation.

Note: If the DFM determines that a unit cash amount, considering the requested increase, is excessive, he or she can disapprove the requested increase and determine the appropriate cash level.

Once every fiscal year, the DFM must review the amount of the unit cash reserve for those units that have been authorized as an exception to validate that the need still exists for the increased amount.

13-6.2 # Cash Retained

RAs that are only consigned a cash credit are authorized a cash retained amount of up to $100.99 for which they are individually accountable. The employee assigned may not allow anyone else to access the credit and is required to keep it secure at all times. Personal funds must never be combined with postal funds. The maximum authorized cash retained amount is documented on PS Form 3369, *Con-signed Credit Receipt.*

Individual RA cash retained amounts must be reported in AIC 753, Cash Retained Today*,* on the individual's PS Form 1412 and cannot exceed the approved amount.

Cash retained credits are considered inactive if there is no activity at least once each Postal quarter for credits with funds or $0 balance reported in AIC 753. See part 13-6.5 Handling Inactive Cash Retained Credits for handling inactive cash retained credits.

Document any new cash retained credits on the Cash Retained/Unit Cash Reserve List with justification for the change on the Cash Retained/Unit Cash Reserve Notification Letter.

To remove (terminate) a RA in the RSS system, see the *RSS Procedures Guide*, which is available on the Accounting web site.

a.   Go to: *http://blue.usps.gov/accounting/rss/rsstoolkit.htm*

b.   Under "RSS Guides" / "Procedures Guide:" click RSS Procedures Guide *(the most current version available).*

Note: Only an employee assigned an RSS Administrator role at the PRU can remove (terminate) a user (employee) from the RSS system.

13-6.3 # Contract Postal Units Cash Credit

CPUs may maintain $100 or 10 percent of their stamp credit, whichever is less.

13-6.4 # Change Funds and Startup Cash

PRU supervisors may issue start-up cash to establish a new unit cash reserve or a new RA stamp or cash credit accountability as follows:

a.   Issued to an employee within the same finance number.

b.   Shipped to a PRU within the same finance number.

The issuing PRU may do the following:

a.   Use its authorized unit cash reserve.

b.   Authorize an RA with an assigned stamp or cash credit to issue the amount of funds required.

The amount of change funds issued and received must be reported in the PRU's or RA's PS Form 1412 as follows:

If…	Then…	Issuing unit reserve cash custodian or RA does the following…	Receiving unit reserve cash custodian or RA does the following…
Unit request for a new unit cash reserve or to increase the amount of an existing one. or RA request for start-up change funds.	unit cash reserve custodian or another RA may issue start-up cash.	a. Records the amount issued in AIC 647. This decreases AIC 752 by the amount issued. b. Uses Reason Code 11, Cash Transfer.	a. Records the amount received in AIC 247. This increases AIC 752 by the amount received. b. Uses Reason Code 11, Cash Transfer. c. Offsets the amount to AIC 753.

Upon issuance or receipt of change funds, the unit cash reserve custodian or the RA must immediately perform the appropriate accounting entry.

Note: RSS units: See section 8-6.1.3 for creating and offsetting financial differences (AIC 247/647).

13-6.5   **Handling Inactive Cash Retained Credits**

An RA's cash retained credit is considered inactive when there is no activity at least once each postal quarter for credits with funds or $0 balance reported in AIC 753.

Note: Conducting a count of an RA's cash retained credit signifies activity.

Postal Retail Units (PRUs) handle inactive cash retained credits as follows:

a. A supervisor conducts a physical count of the RA's cash retained credit. In the absence of the RA, see part 3-8.3 for designated witness procedures.

b. Enter the count results in the RSS system (see part 13-7.3   Cash Retained Credit Counts (RSS Units Only), Cash Retained Credit Counts). When initiating the count in the RSS system, select **<yes>** when prompted "Is this a final count?"

c. The RA assigned the credit does the following:

    (1) Acknowledges the count in the POS system.

    (2) Ships all assigned money orders to the unit reserve.

    (3) Banks or transfers to another RA any funds reported in AIC 753, reducing the AIC 753 balance to $0 (zero).

d. Remove the accountable role from the RA in the RSS system (see criteria for removing an accountable role in part 2-4.8). It is not necessary to remove (terminate) the RA from the RSS system if the RA's job description requires the use of the RSS system at that PRU.

To transfer cash retained funds to another RA, follow this procedure:

a. The RA remitting the funds and the RA receiving the funds verify the amount of the funds being transferred.

b. The RA remitting the funds creates a Financial Differences — Shortage (AIC 647) in the POS system.

    (1) Enter the amount shown in AIC 753 on the RA's PS Form 1412 (after a count of the credit was entered in the RSS system).

        (2)   Use Reason Code 11, Cash Transfer.

c.   The RA receiving the funds creates a Financial Differences — Overage (AIC 247) in the RSS system.

        (1)   Enter the amount of funds received.

        (2)   Use Reason Code 11, Cash Transfer.

Note: RSS units: See section 8-6.1.3 for creating and offsetting financial differences (AIC 247/647).

13-7 Conducting Cash Counts

13-7.1   **Unit Cash Reserve Counts**

The unit cash reserve that is assigned to an employee must be counted randomly at least once each Postal quarter. If an employee also has a cash retained credit, the unit cash reserve must be counted in conjunction with the cash retained count.

Any portions of the unit cash reserve reassigned to bargaining employees must be counted by a supervisor at least once each postal quarter in conjunction with the cash retained count.

The count is performed by the assignee and independently by a witness, one of whom must be a nonbargaining employee (see the note in part 13-7.3).

There is no tolerance for unit cash reserve credits or the reassigned portions.

If custody of the unit cash reserve is reassigned temporarily or permanently to another employee, a count must be performed, results entered, and a new PS Form 3369 is completed for the replacement Cash Reserve custodian.

13-7.2   **Recording Unit Cash Reserve Counts**

After a physical count of the unit cash reserve, record counts as follows:

a.   Use PS Form 3294 or system-generated PS Form 3294 to document each unit cash reserve count with signatures of employees that performed the count.

b.   RSS units:

1.   Refer to the current RSS Procedures Guide for the "Count Unit Cash Reserve (Cash)" workflow. (RSS Procedure Guide section 4.3.3)

2.   RSS prints two manual count sheets. Both count sheets must be completed and attached to the system-generated PS Form 3294 as part of the official count documentation

3.   Enter the results of the count performed in RSS.

4.   A system-generated PS Form 3294 will print after the employee assigned to the unit cash reserve reviews and acknowledges the count.

5.   The system-generated form will record the electronic signature of the supervisor initiating the count and the employee assigned to review and accept the count. If a witness is used for the count, the witness must sign the system-generated PS Form 3294 in lieu of an electronic signature.

6.   Retain the system-generated PS Form 3294 along with both system-generated count sheets completed by each counter.

c.   Record the results of the unit cash reserve counts on PS Form 3368-P.

d.   For discrepancies of $100 or more, complete and submit PS Form 571 as an attachment in email to the OIG at hotline@uspsoig.gov. Forward copies of PS Form 571 to the designated groups as indicated on the PS Form 571.

Note: RSS transmits required comments to the OIG and a manual PS Form 571 is not required.

e. File PS Form 3294 or system-generated PS Form 3294, both sets of system-generated count sheets 3368-P, and 571 (if applicable) in the employee's stamp and cash credit files. (For information on filing and retaining forms, see part Stamp and Cash Credit Files.)

13-7.2.1 Overages

Upon completion of the count, do the following:

a. Record overages in AIC 068 and offset the amount in AIC 752.

b. Provide a system-generated or a manual PS Form 3544 that shows the employee's name, count date, amount, and circumstances of the overage to the employee.

The e1412 and RSS systems automatically clear an outstanding overage balance when 91 days has been reached or exceeded since creation and offsets the amount to AIC 123.

13-7.2.2 Shortages

Upon completion of the count, do the following:

a. Record shortages in AIC 764 and offset the amount in AIC 752.

b. Local unit management is responsible for monitoring and pursuing collection of the shortage (debt) while adhering to the applicable collective bargaining agreement and the Debt Collection Act.

When the shortage is paid, the funds are submitted to another RA who clears the amount with an entry to AIC 364.

13-7.3 Cash Retained Credit Counts (RSS Units Only)

Each employee working from the retail floor stock under segmented inventory accountability has a Cash Retained credit. Cash Retained credits with funds must be counted randomly at least once each postal quarter. Counts can be conducted any day within the postal quarter but should be conducted randomly to avoid establishing a pattern. This includes bargaining and nonbargaining employees and postmaster reliefs.

Cash retained credit counts must be conducted using the RSS workflow. Each employee's domestic and international (MP-1) money orders must be counted in conjunction with the cash credit count. (See the *RSS Procedures Guide,* subchapter 4.3, for instructions on conducting counts in the RSS system.)

If an employee has a reassigned portion of the unit cash reserve, it must be counted in conjunction with the Cash Retained credit count. The assigned employee and another employee, one of whom must be a nonbargaining employee, perform the count(s).

Note: If a nonbargaining employee is not domiciled at the unit, the postmaster, manager, or supervisor responsible for the unit is required to perform an independent cash credit count no less than once every postal quarter.

13-7.4 Cash Retained Count Tolerance

Each employee is authorized a tolerance of $25 during his or her Cash Retained credit count regardless of the amount of the Cash Retained credit.

No tolerance is applied when conducting a final count of a Cash Retained credit. A final count of a Cash Retained credit must be conducted if any of the following conditions apply:

a. The accountable role is being removed from the RA in the RSS system due to nonuse or inactivity.

b. The RA is separated from the Postal Service.

c. The RA bids to another position that does not require use of the RSS system.

d. The RA's Cash Retained balance (AIC 753) is reduced to zero (a zero balance in AIC 753 allows the role to remain open for up to 4 months without activity).

13-7.5   Recording Cash Retained Counts

After a postal retail unit's (PRU's) supervisor performs a physical count of the Cash Retained credit, individual system-generated count sheets must be completed by the supervisor, the employee to whom the credit is assigned or that employee's witness, (see part 3-8.3 for designated witness procedures), record counts as follows:

a. Use the RSS Retail Floor Clerk "Count Retail Floor Stock Clerk (Cash & MO)" workflow.

b. Enter the results of the count performed in RSS.

c. If the count results in a discrepancy of $100.00 comments are required for the OIG.

d. Print the system-generated PS Form 3294 after the employee assigned to the Cash Retained credit reviews and acknowledges the count (on the same day of the count).

e. The system-generated form will record the electronic signature of the supervisor initiating the count and the employee assigned to review and accept the count. If a witness is used for the count, the witness must sign the system-generated PS Form 3294 in lieu of an electronic signature.

f. Retain the system-generated PS Form 3294 along with both completed sets of system-generated count sheets.

g. Post results of the counts to PS Form 3368-P.

h. File the system-generated PS Form 3294, both completed sets of system-generated count sheets, and PS Forms 3368-P in the employee's stamp and cash credit files. (For information on filing and retaining forms, see part Stamp and Cash Credit Files.)

13-7.5.1   Overages

Upon completion of the count, the RSS system automatically does the following:

a. Records overages that exceed the $25 tolerance or for final counts in AIC 068.

b. Offsets the amount in AIC 752.

c. Clears the outstanding balance when 91 days has been reached or exceeded since creation.

If an overage is found to be related to a shortage, supervisors must do the following:

a. Use AIC 468 to offset the shortage.

b. Exercise judgment when determining the existence of a relationship that may warrant an offset and maintain appropriate documentation locally.

13-7.5.2   Shortages

Upon completion of the count, the RSS system automatically records shortages that exceed the $25 tolerance or for final counts in AIC 764 and offsets the amount in AIC 752.

When the shortage is paid, the funds are submitted to another RA who clears the amount with an entry to AIC 364 by clearing the Reference Number assigned.

Local unit management must monitor and pursue collection of the shortage (debt) while adhering to the applicable collective bargaining agreement and the Debt Collection Act.

13-8 Count and Tolerance Tables

13-8.1   **Counts**

The following table lists the frequency for counting accountability credits and specifies the AIC for recording overages and shortages.

For this accountability credit…	The tolerance is…	Count this credit every…	Record overages in…	Record shortages in…
Unit Reserve Stock				
Bargaining Employee	See part 13-8.2 Tolerances	4 months*	AIC 057	AIC 767
Nonbargaining Employee		once a fiscal year*	AIC 057	AIC 767
PMR		once a fiscal year*	AIC 057	AIC 767
Unit Cash Reserve				
Bargaining Employee	$0.00	once a Postal quarter*	AIC 068	AIC 764
Nonbargaining Employee	$0.00	once a Postal quarter*	AIC 068	AIC 764
PMR	$0.00	once a Postal quarter*	AIC 068	AIC 764
SIA Cash Credit (Cash Retained)				
Bargaining Employee	$25.00	once a Postal quarter*	AIC 068	AIC 764
Nonbargaining Employee	$25.00	once a fiscal year*	AIC 068	AIC 764
PMR	$25.00	once a fiscal year*	AIC 068	AIC 764
Stamp Stock Credit				
Bargaining Employee	See part 13-8.2 Tolerances	4 months*	AIC 057	AIC 767
Nonbargaining Employee		once a fiscal year*	AIC 057	AIC 767
PMR		once a fiscal year*	AIC 057	AIC 767
SIA Retail Floor Stock				
Difference is = or < .1% of sales	$0.00	fiscal quarter	AIC 239	AIC 639
Difference > .1% of sales	$0.00	fiscal quarter; must also count unit reserve stock.	AIC 239	AIC 639
Lobby Sales				
Difference is = or < .1% of sales	$0.00	fiscal quarter	AIC 221	AIC 621
Difference > .1% of sales	$0.00	fiscal quarter; must also count unit reserve stock and Retail Floor stock.	AIC 221	AIC 621
PMR	$0.00	fiscal quarter	AIC 175	AIC 612
Contract Postal Unit	$0.00	once a fiscal year*	AIC 057	AIC 767

Counts must be conducted randomly within the minimum established frequency.

Count Frequency	Description
At least once each Postal quarter	Counts must be conducted any day within each postal quarter. PQ1: October–December PQ2: January–March PQ3: April–June PQ4: July–September
At least once every 4 months	Counts must be conducted no less frequently than once every 4 months from the month of the last count. A count performed on January 2nd is scheduled to be counted again, at the latest, any day within the month of May.
Once a fiscal year	Counts must be conducted randomly and no less frequently than once every fiscal year (October–September).

13-8.2   **Tolerances**

The following table specifies the tolerance that PRU employees must use for counts:

Amount of Stamp Stock	Tolerance
Up to $30,000.00	**$50.00**
$30,000.01 to $60,000.00	**$100.00**
Above $60,000.00	**$150.00**

Amount of Cash Credit	
Up to $100.99	**$25.00**

13 Stamp Stock and Cash Credits

This chapter describes the requirements, responsibilities, and procedures for assigning, controlling, and counting stamp and cash credits. This chapter includes the following subchapters:

Note: There are account identifier codes (AICs) used throughout this chapter. Refer to Appendix A, Account Identifier Code/General Ledger Account Crosswalk, for the titles and descriptions of AICs that are currently in use.

13-1 Overview

13-1.1 Assignment

Stamp stock credits and cash credits are assigned as follows:

- Employee stamp stock credits. (Mobile, Stamps by Mail, Philatelic)
- Employee cash credits.
- Unit reserve stock.
- Unit cash reserve.
- Retail floor stock.
- Lobby Sales
- Rural carrier consignment.
- Contract postal unit (CPU) credits.

Automated Postal Centers (APCs).
Mobile units.

Philatelic credits.

Stamps by Mail (SBM).

Note: For information on sites under Single Drawer Accountability (SDA), see Chapter 24.

13-1.2 Responsibility

The postmaster, manager, or supervisor is responsible for management of all stamp stock credits and cash credits assigned and must ensure the timely performance of all credit counts.

All employees with consigned credits are financially accountable for the value of their assigned stamp stock, cash, and money orders.

Unit reserve stock custodians are financially accountable for the value of their assigned stamp stock and money orders.

CPUs are financially accountable for the value of their assigned stamp stock, cash, and money orders.

13-1.3 Stamp and Cash Credit Files

The postmaster, manager, or supervisor is responsible for establishing and maintaining a file for each credit (stamp or cash) assigned to an employee.

Stamp and cash credit files must contain the following (if applicable):

a. PS Forms 3294, *Cash and Stamp Stock Count and Summary,* or system-generated PS Form 3294 along with both sets of independently-completed,the system-generated counts sheets. (Retention period is 2 years.)

b. System-generated PS Form 3293, *APC Credit Examination*, along with system-generated count sheets. (The retention period is 2 years.)

c.b. PS Forms 3368-P, *Accountability Examination Record.* (Retention period is 2 years beyond the life of the credit.)

d.c. PS Form 3369, *Consigned Credit Receipt.* (Retention period is 2 years beyond the life of the credit.) Note: *Retail Floor Stock and Lobby Sales segment are not assigned with PS Form 3369.*

e.d. PS Forms 571, *Discrepancy of $100 or More in Financial Responsibility.* (Retention period is 2 years.)

e. Letters of demand (LOD) for payment.

f. Letters of Debt Determination.

13-2 Stamp Credits

13-2.1 **Overview**

A stamp credit is the value of the stamp stock and serialized money orders consigned to a retail associate (RA) from the unit reserve stock at a postal retail unit (PRU).

~~Hold s~~Stamp credits should be limited to a reasonable multiple of the RA's weekly sales amount. A 2-week multiple is recommended. The postmaster, supervisor, or manager may adjust the value of stamp credits to be consistent with customer demand.

In order to maintain individual accountability, RAs must not trade or purchase stamp stock from one another.

A supervisor may authorize a RA to ship or receive stock from another RA as follows:

a.   The supervisor or RA completes a PS Form 17, *Stamp Requisition/Stamp Return*, in duplicate. Enter the names of both RAs and the amount of stamp stock on PS Form 17.

b.   The supervisor must witness and sign PS Form 17 authorizing this transaction.

c.   The RA must keep a copy of the PS Form 17 until the next stamp credit count.

13-2.2   **Consigning a New Stamp Credit**

A new stamp credit is consigned from the unit reserve stock using PS Form 17 as follows:

a.   The unit reserve stock custodian issues stock and signs PS Form 17 as the shipper.

b.   The supervisor and the RA each perform an independent count of the stamp stock.

c.   The RA signs as the person receiving stock and the supervisor signs as the witness on PS Form 17.

d.   The supervisor completes PS Form 3369 in duplicate with the following information:

   (1)   Name and work location of the RA accepting the stamp credit consignment.

   (2)   Amount of stock in the stamp credit.

   (3)   Date and signature of the person issuing the stamp credit.

   (4)   Date and signature of employee accepting responsibility for the credit.

   Note: *Retail Floor Stock and Lobby Sales segment are not assigned with PS Form 3369.*

e.   Maintain the original PS Form 3369 in the employee's stamp and cash credit files.

f.   Give a copy of PS Form 3369 to the employee.

g.   Complete PS Form 3368-P.

   (1)   Complete the heading information.

(2)   Specify the Date of Count (date issued).

(3)   Identify the supervisor in the Counted by (Supervisor) column.

(4)   List the amount in the Stamp Credit AIC 853 column.

h.   Report stamp stock issued via the appropriate reporting technology process.

Units that use this reporting tool…	Report stamp stock issued as follows…
electronic Money Order Voucher Entry System (eMOVES)e1412	Enter the total of the stamp credit to AIC 841 on the individual PS Form 1412, *Daily Financial Report*.
Point of Service (POS)Retail Systems Software (RSS)Integrated Retail Terminal (IRT)	a. Assign the RA the appropriate role in the RSS system. b. Create an inventory transfer to the employee. a.c. Have the RA receive the inventory transfer, which will generate an entry to AIC 841 on the RA's PS Form 1412.Initialize the RA's clerk disk, with a zero beginning accountability and have the RA receive the stamps under **Stamps +**, which will generate an entry to AIC 841 on the individual PS Form 1412.

13-2.3   Cash Portion of Stamp Credit

The cash portion of a stamp credit must not exceed 10 percent of the stamp credit or $100.99., whichever is less.

When closing out each day, RAs must visually examine the cash in coins within a $5 tolerance.

An RA with a stamp credit who is not scheduled for window duty within the next month must remit all funds., excluding loose change, at the end of the tour.

13-2.4   Issuing Money Orders

Unit reserve stock custodians issue money orders to RAs as follows:

a.   Do not split packages of domestic money orders between RAs.

b.   International money orders may be split in groups of five or more.

c.   RA must verify the continuity of serial numbers.

e.   RAs must acknowledge the receipt of blank money order sets by signing PS Form 17 and accepting money orders through their reporting technology.

e.   A complete record of all blank money order sets assigned to RAs is maintained using a logbook, Item 0137A (green logbook) including money order serial numbers, date, employee's printed name and initials, and clerk ID.

f.   When an RA's credit is canceled, the assigned money orders can beare returned to the unit reserve and may then be reassigned to another RA within the same unit. In RSS you have the option to ship money orders to another RA within the same unit.

g.   All offices must enter all Money Order blocks into their rRetail reporting technology immediately upon receipt and maintain a record of all blank money order sets.

See subchapter 10-7 for information on Bait Money Orders.

13-2.5   **Unit Reserve Stock Assignment**

The unit reserve stock custodian is financially accountable for the value of all items in the unit reserve stock, is responsible for managing the stamp stock inventory, and must accurately report unit reserve stock activities.

Sales from the unit reserve stock are not allowed.

The unit reserve may be assigned to the postmaster, unit manager, or supervisor. At a finance station without a domiciled supervisor, a lead sales and services associate (LSSA) may be assigned the unit reserve. The LSSA may also be assigned a separate stamp and/or cash credit from which direct sales to the public are conducted.

After the supervisor and the designated unit reserve stock custodian count the unit reserve stock to be assigned, the supervisor must do the following:

a.   Complete PS Form 3369 in duplicate with the following information:

  (1)   The name and work location of the employee accepting the unit reserve stamp stock credit consignment.

  (2)   The amount of stock in the unit reserve stamp stock credit.

  (3)   Date and signature of the person assigning the unit reserve stamp stock credit.

  (4)   Date and signature of employee accepting responsibility for the unit reserve stamp stock credit.

b.   Maintain the original PS Form 3369 in the employee's stamp and cash credit files.

c.   Give a copy of the PS Form 3369 to the unit reserve stock custodian.

d.   Complete PS Form 3368-P.

  (1)   Complete the heading information.

  (2)   Specify the Date of Count (date issued).

  (3)   Identify the supervisor in the Counted by (Supervisor) block.

  (4)   List the amount in the Stamp Credit AIC 853 block.

The unit reserve stock custodian maintains and secures all accountable papers for the unit in compliance with the levels authorized for the various stamp credits or segments. The unit reserve stock custodian issues stamp stock directly to RAs assigned stamp credits, Lobby Sales or to the Retail Floor Stock.

The following table describes how units maintain unit reserve stock accountability.

Units that use this reporting tool…	Maintain unit reserve stock accountability using…

~~eMOVES~~e1412	~~A manual PS Form 3295, *Daily Record of Stamps, Stamped Paper,* and *NonPostal Stamps on Hand,* and~~ <u>A system-generated</u> PS Form 3959, *Stamp Stock Transaction and Daily Recap.*
~~POS or IRT~~<u>Retail Systems Software (RSS)</u>	A system-generated stamp stock inventory report and PS Form 3958.

All transactions that affect the unit reserve stock must be listed on the system-generated PS Form 3958 (~~IRT and POS~~<u>RSS</u> units) or on a ~~manual~~<u>system-generated</u> PS Form 3959 (~~eMOVES~~<u>e1412</u> units) supported with a system-generated ~~or manual~~ PS Form 17.

Submit the PS Form 3959 and PS Form(s) 17 to the close-out employee.

13-2.6   **Total Postal Retail Unit Stamp Accountability**

Maintain the total PRU accountability on PS Form 1412.

AIC 853 on the unit's PS Form 1412 is a combination of all stamp accountabilities within the same unit finance number (UFN) at the PRU. This includes:

■   Unit reserve stock.

■   Retail floor stock.

■   Lobby Sales.

■   Individual stamp credits (e.g., RAs, SBM, and philatelic).

■   Internal pending stock transfers.

13-2.7   **Consigning Stamp Stock to Rural Route Carriers**

Unit reserve stock custodians consign stamp stock to rural route carriers as follows:

a.   Consign a fixed amount of stamp stock to each rural carrier. The amount must be sufficient to serve the needs of the customers on the route.

b.   Complete PS Form 3369 in duplicate and distribute as follows:

    (1)   Original to the unit reserve stock custodian.

    (2)   Copy to the rural carrier.

c.   Consign stock only from the unit reserve.

Note: Rural carrier credits are included in the unit reserve accountability. They are fixed amounts entered into the unit reserve total as unique item numbers and are not segments. *The Rural Credit item numbers are 910301 through 910399, at a one cent value (0.01). If a carrier is assigned a credit, one of these numbers is assigned to each carrier.*

See F-101 section 4.9.1 for RSS sites for creating Rural Carrier Credits.

To maintain consigned stamp stock, consigned to rural carriers, do the following:

a.   Replenish stamp credits regularly to ensure availability of stock for customer demand.

b.   To replenish the stock, rural carriers purchase stock from an RA.

c.   The RA treats this transaction as an over-the-counter sale of postage. *Do not use PS Form 17.*

d.   A supervisor must Count rural stamp credits at least once every 4 months to ensure the credit is properly maintained. No tolerance is applied to rural stamp credits.

Note: The rural carrier may choose to purchase the stock with personal funds in which case, no consignment or count is required.

Also, see Handbook PO-603, *Rural Carrier Duties and Responsibilities,* section 162.

13-2.8   **Replenishing Stamp Stock Credits**

Unit reserve stock custodians must replenish stamp stock credits as follows:

a.   Replenish stamp credits according to a schedule provided by the unit manager.

b.   Maintain stamp credits to a reasonable multiple of the RA's weekly sales amount. A 2-week multiple
      is recommended.

c.   Prepare PS Form 17 in duplicate and send both copies to the unit reserve stock custodian.

When the stamp stock is received, the RA must do the following:

a.   Count the stock and verify with a witness the amount reported on PS Form 17.

b.   Sign PS Form 17 as the person receiving the stock. (A witness signature is required.)

c.   Enter the amount of stock received in AIC 841 on the individual's PS Form 1412 following the
      process for the reporting technology used by the PRU to report PS Form 1412.

d.   Keep a copy of the completed PS Form 17 until the next stamp credit count or resolution of
      differences, whichever is longer.

Note: RAs must notify the unit reserve stock custodian of any discrepancies with PS Form 17.
Discrepancies must be resolved before the RA receives the stock.

13-3 Individual Stamp Credit Counts

13-3.1   **Counting Requirements**

Supervisors must randomly count stamp credits maintained by bargaining unit employees at least once
every 4 months from the month of the last count.

Stamp credits maintained by nonbargaining unit employees must be counted by the nonbargaining
employee and another employee no less frequently than once every fiscal year (October–September).

13-3.2   **Scheduling Counts**

When scheduling counts, supervisors must follow these requirements:

a.   Do not announce stamp credit counts and stagger the dates for counts so that a pattern will not be
      evident to the employees whose stock is to be counted.

b.   Count stamp credits before the employee has made any transactions.

c.   If possible, conduct examinations on days when business is light and most of the workforce is
      present.

d.   Select a site to conduct the count away from the window operation, preferably in a quiet area.

e.   For employees with multiple credits, count all credits concurrently at the same time to the maximum
      extent possible.

13-3.3   **Forms to Use**

The following table describes the forms used during random counts of employee's stamp credit.

Use…	to record…
e1412 PS Form 3294 (Manual)	an examination of a stamp credit. Both the supervisor and the employee to whom the credit is assigned, or the employee's representative must complete an independent PS Form 3294. (See part 3-8.3 for designated witness procedures.)
RSS the system-generated PS Form 3294	the examination of a stamp credit. POS ONERSS offices must attach both sets ofd individually-completed the POSRSS system-generated count sheets to the POSRSS system-generated PS Form 3294.
PS Form 3368-P	stamp and cash credit count results. (This is also a source of information, when necessary, for PS Form 571, *Discrepancy of $100 or More in Financial Responsibility*)
e1412 PS Form 571 (Manual)	*Discrepancy of $100 or more in financial Responsibility*: used to notify the Office of Inspector General (OIG) at: hotline@uspsoig.gov when there is a variance (over or short) in excess of $100.

13-3.4

13-3.4   ~~Preparing the~~ Count

Before a count, the supervisor must prepare as follows:

a.   Verify the total unit accountability (see F-101 ~~sections~~subchapter 11-11.1 and 11-11.2).

b.   Ensure that all pending stock transfers are complete.

c.   For non-~~POS~~RSS units, obtain the closing balance as reported in AIC 853 on the employee's last PS Form 1412, and record the amount in the section Stamp Credit as reported in AIC 853, under **Cash/Stamp Stock Credit Count Summary** on PS Form 3294.

d.   Ensure that there are no pending financial adjustments.

e.   Verify that the closing balance, as reported in AIC 853 on the employee's last PS Form 1412, matches the total of the stamp credit on the clerk balance list or manual accountability recap form.

f.   ~~DFrom Item 0137A, green logbook [see section 13-2.4], d~~etermine the serial numbers of money orders issued to the employee and complete the Verification of Money Orders section of PS Form 3294.

13-3.5 **Physical Count**

At non-~~POS~~RSS units, the supervisor must enter the count to one PS Form 3294, and the employee must enter an independent count to a separate PS Form 3294. Both must verify by item and resolve any discrepancies on the same day of and prior to finalizing the count.

At ~~POS~~RSS units, the supervisor must enter the count on one system-generated count sheet, and the employee must enter an independent count to a separate system-generated count sheet. Both must verify by item and resolve any discrepancies on the same day of and prior to finalizing the count.~~.~~

Completing a Manual PS Form 3294

At ~~non-POS~~e1412 units, the supervisor and the employee must independently complete the following sections of their PS Forms 3294:

a. Worksheet for Unit Cash Reserve Count or Cash/Stamp Stock Credit Count on page 1.
   - Count each denomination of cash and enter the number in the Quantity column.
   - Multiply the quantities by the denominations and enter the result in the Amount column.
   - Total the Amount column and enter the result to Total Cash.
   - Transfer the Total Cash amount to the Total Cash as Counted line under **Cash/Stamp Stock Credit Count Summary.**

b. Saleable Stamp Stock
   - Count each item of saleable stock and enter the item number, value, and quantities in the appropriate blocks on page 2 of PS Form 3294.
   - Multiply the total number of each item by its value.
   - Total all the blocks and enter the results to Sub-total Stamp Stock at bottom right corner of page 2 on PS Form 3294.

c. Redeemed Stamp Stock
   - Count each item of redeemed stock and list by item description, item number, price, and quantity in the Redeemed Stock section on page 2 of PS Form 3294.
   - Calculate dollar values by multiplying the quantity by price (redemption rate) for each item.
   - Total all of the redeemed stamps and enter the result to Total Redeemed at bottom right corner of page 2 on PS Form 3294.

d. Add Sub-total Stamp Stock to Total Redeemed to obtain Total Stamp Stock. Transfer this figure to Total Stamp Stock as Counted line under **Cash/Stamp Stock Credit Count Summary.**

e. Add amounts reported for Total Cash as ~~c~~Counted and Total Stamp Stock as Counted to get Grand Total Cash and Stamp Stock as Counted.

f. Calculate the Difference by subtracting the amount reported for Stamp Credit as reported in AIC 853 (from last PS Form 1412) from the amount reported for Grand Total Cash and Stamp Stock as Counted.

g. Check the appropriate Action Taken box on PS Form 3294. A negative amount is a shortage and a positive amount is an overage.

h. Once the supervisor and the employee assigned complete independent counts, they must compare the manual PS Forms 3294 and resolve any discrepancies by immediately recounting any items/quantities that differ. When the supervisor and employee agree to the count, the supervisor

must enter the count into the e1412 system the same day using instructions provided in the online user's guide which can be found at the Accounting Services webpage:
http://blue.usps.gov/accounting/

At ~~POS ONE~~RSS units, the supervisor must do the following:

a.   Log on to ~~POS~~RSS as the back-office supervisor and initiate a count of the employee's assigned credit. Two sets of system-generated count sheets will print from RSS and the supervisor and employee assigned must each use a set to record independent counts of the credit.

   Note~~OTE~~: *Supervisor role cannot initiate a count on a credit assigned to themselves.* ~~.~~

~~Select <Count Inventory and Cash>, <Start New Count>, and follow the prompts.~~

b.   Enter the results of all counts performed in the ~~POS~~RSS system prior to closing the day's business using instructions provided in the RSS online user's guide in section 13- Stamp Stock and Cash Credits.~~.~~

After the supervisor has finished entering the count into the system, the system sends the count summary to the employee to whom the stamp credit is assigned. The employee must then review and acknowledge the count summary and correct any Money Order Discrepancies prior to the end of day.~~.~~

PS Form 3294 prints automatically after a cash and stamp credit count is entered ~~into~~ and accepted by the accountability owner in ~~POS ONE~~RSS. Retain the system-generated PS Form 3294, *Cash and Stamp Stock Count Summary,* along with both completed sets of system-generated count sheets.

13-3.7   Completing the Count

The supervisor and employee complete the stamp credit count as follows:

a.   If the difference amount does not exceed tolerance, the count is complete.

b.   If the difference amount exceeds tolerance and the parties involved cannot agree to the count, recount the credit at the request of the employee. After you have established the difference amount, bring the accountability into balance.

c.   The two employees that performed the count must sign and date both copies of PS Form 3294.

   Note: PS Forms 3294 that are certified electronically do not require a signature.

   (1)   The supervisor files one copy of the form in the employee's stamp credit file.

   (2)   The employee keeps a copy of the form.

d.   The supervisor records the results of the count on PS Form 3368-P. If applicable, the supervisor completes PS Form 571 and submits the form as an email attachment to the appropriate Office of Inspector General (OIG).

   Note: RSS transmits required comments to the OIG and a manual PS Form 571 is not required.~~.~~ ~~See Appendix B-2 for the list of OIG field offices.~~

For information on filing and retaining forms, see part Stamp and Cash Credit Files~~13-1.3~~.

Note: Please see section 13.~~8~~9.2 for tolerances.

13-3.7.1   Recording Count Overages

When an employee stamp stock accountability overage exceeds the established tolerance, follow this procedure:

Stamp Stock and Cash Credits

a. Record the full amount of the overage in AIC 057 on the RA's PS Form 1412 on the day of the count. Amounts reported in AIC 057 will offset to stamp sales and thereby adjust AIC 853 to the actual amount counted.

b. Provide a system-generated or a manual PS Form 3544 that shows the employee's name, count date, amount, and circumstances of the overage to the employee.

In IRT units, record the overage in the Unresolved Employee Items Log — AIC 057 Stamp Credit Overage (see Appendix C, Exhibit C-7).

c.   If, within 1 year, an overage is found to be related to a shortage, upon manager approval, use AIC 457 to offset part or all of the shortage.

   (1)   Managers should exercise judgment when determining the existence of a relationship that may warrant the offsetting of shortages.

   (2)   Managers must maintain appropriate documentation when offsetting.

c. d.   At IRT units, the supervisor must clear all unresolved stamp stock accountability overage amounts, over 1 year old, using AIC 457 with an offset to AIC 123. The e1412MOVES and POSRSS systems automatically clear an outstanding balance when 366 days has been n reached or exceeded since creation and offsets the amount to AIC 123.

13-3.7.2   Recording Count Shortages

When an employee accountability shortage exceeds the established tolerance, follow this procedure:

a.   Record the full amount of the shortage in AIC 767 on the RA's PS Form 1412 on the day of the count. Amounts reported in AIC 767 will offset to stamp sales and thereby adjust AIC 853 to the actual amount counted. See section 13.98.2 for tolerance table.

c.   In IRT units, record the shortage in the Unresolved Employee Items Log — AIC 767 Stamp Credit Shortage (see Appendix C, Exhibit C-8).

c. b.   When resolved, Cclear resolved shortage amounts using AIC 367 offset with the employee's payment or the appropriate AIC, as applicable.

c. c.   Local unit management is responsible for monitoring and pursuing collection of the shortage (debt) while adhering to the applicable collective bargaining agreement and the Debt Collection Act.

Note for POSRSS units: Counts entered in the POSRSS system by the supervisor and acknowledged by the employee (stamp credit holder) will automatically post overages and shortages to the corresponding AICs on the employee's PS Form 1412. This will generate an employee receipt titled Count Results Receipt with the employee name, ID, amount of overage or shortage, and a unique reference number. POSRSS will maintain a log of all Unresolved Employee Items for the supervisor to manage accordingly.

13-3.8   Count Tolerance

The tolerance is based on the credit amount entered on the employee's PS Form 3369 or the highest balance in AIC 853 of the RA's PS Form 1412 since the previous examination, whichever is higher.

No tolerance is applied when closing a credit. For tolerance amounts, see sectionpart ,13-8.2   Tolerances13-89.2.

All counts performed must be recorded on the appropriate PS Forms 3293, 3294, or system-generated PS Form 3294 and be documented using PS Form 3368-P, regardless of whether the result of the count is within the tolerance. The RA must not make any entries on PS Form 1412 when the count is within tolerance.

Note for POSRSS units: The supervisor must enter all counts performed in the POSRSS system, regardless of whether the result of the count is within the tolerance, and the employee must review and acknowledge the count on the same day of the count.

13-4 Unit Reserve Stamp Stock Credit Count

The count of the unit reserve stamp stock credit is the same as a stamp credit count for an employee (see subchapter Individual Stamp Credit Counts13-3) with these exceptions:

a.   If the unit reserve stock custodian has a retail floor stock role (POSRSS units only), the unit reserve stamp stock credit must be counted concurrently with the retail floor stock (before any unit reserve transactions take place). A lead sales and service associate (LSSA) may only be custodian of the unit reserve stock in a detached finance unit where no supervisors are domiciled.

b.   If the result of the retail floor stock count (POSRSS units only) exceeds the inventory variance of 0.1 percent since the last count, a count of the unit reserve stamp stock credit must also be completed concurrently (before any unit reserve transactions take place). Note: when the 0.1% variance is exceeded, the unit reserve stock is counted *after* the floor stock count has been finalized.

c.   Unit reserve stock must not contain any cash.

d.   Ensure the unit reserve stock inventory report matches the unit reserve total on the clerk balance list or the manual accountability re-cap form.

e.   For non-POSRSS units, obtain the closing balance from the last system-generated (IRT units) or manual (eMOVES units) PS Form 3959, and record to Stamp Stock per PS Form 3959 under Unit Reserve Stamp Stock Count Summary on PS Form 3294.

f.   After the count is performed:

Units that use this reporting tool…	Report unit reserve stamp stock credit counts as follows…
EMOVESe1412	Unit reserve stock custodian must post the count in the system and the other employee conducting the count will review and acknowledge the count. The system will auto-post overages and shortages and adjust inventory to amount as counted. Overages and shortages exceeding the tolerance will post to the Unresolved Employee Items report. Adjust PS Form 3959 to the amount of Unit Reserve Stamp Stock as counted. Ensure closing balance of the Unit Reserve Stamp Stock section of PS Form 3959 equals the total of all PS Forms 3295 and resolve any differences.
IRT	Print the system-generated PS Form 3958 and inventory items list and ensure totals match. Resolve any differences.
POSRSS	The Unit reserve stock custodianSupervisor role that initiated the count must enterpost the resultscount in the POSRSS system and the Unit Reserve Stock Custodian other employee conducting the count will review and acknowledge the count. When the Unit Reserve stock custodian is a LSSA in a detached finance unit, the other employee counting must be a supervisor. The POSRSS system will auto-post overages and shortages and adjust inventory to amount as counted. Overages or shortages exceeding the tolerance will post to the Unresolved Employee Items report.

	Print the system-generated PS Form 3958 and inventory list and ensure totals match.

13-6 Automated Postal Center Stamp Credit Count

13-6 The postmaster, manager, or supervisor is responsible for ensuring that the required Automated Postal Center (APC) stamp stock count is performed randomly at least once every postal quarter.

13-6 Prior to conducting the count, the closing balance (AIC 853) on the APC's PS Form 1412 must be verified against the Stamp Stock Ledger balance in the ADM, for the most recent date available. Units that cannot access the ADM can obtain this information by calling the AHD at 866-974-2733.

13-6 Complete instructions for conducting APC counts are available on the APC Web site.

13-6 Go to *http://blue.usps.gov*.

13-6 Click the *Inside USPS* tab.

13-6 Under "Headquarters, Finance," click the *Accounting* link.

13-6 Under "Related Links," click the *Automated Postal Center (APC)* link.

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~~13-6 Under "Operational Procedures," click the *Finance Issues* link.~~

~~13-6 The direct URL is *http://eagnmnsxfb0/APC/procs/procs.asp*.~~

~~13-6~~ 13-5 Contract Postal Unit Stamp Credit Count

~~13-6.1~~ 13-5.1 Responsibilities

The postmaster, manager, or supervisor of the ~~hH~~ost Administrative ~~Post~~ Office (HAO) has the following responsibilities:

a. Ensuring that CPU stamp credit counts are conducted randomly at least once a fiscal year (see Count and Tolerance tables in 13-8 Count and Tolerance Tables~~13-89~~).

b. Maintaining a separate file for CPU financial activities.

13-5.2 Count Procedure

The person conducting the count of a CPU's stamp accountability must do the following:

a. If CPU has a meter, verify that the descending meter readings match the last business day's corresponding PS Form 3602-PO ~~(see part 6-4.2)~~.

b. Obtain the closing balance from AIC 853 on the CPU's last PS Form 1412.

    Note: Descending reading and AIC 853 should not exceed bond limit.

c. Verify that the closing stamp balance in AIC 853 agrees with the Stamp Stock Ledger balance in ~~the~~ ADM. CPUs and ~~h~~HAO~~ost Post Offices~~ that cannot access ~~the~~ ADM can obtain this information by calling the AHD at 866-974-2733.

d. Review ~~finalcial~~financial adjustments~~expenses~~ in ~~the~~ ADM~~,~~ and offset~~perform~~ any AIC 247 or AIC 647 adjustments if they can be resolved before the count. To access the report in ~~the~~ ADM, select **Accounting>Shared Reports>User Shared~~Postmaster>~~>HQ>ASC>FPR Net Financial Differences (AIC 247/647) — All Expenses~~Line Detail~~**.

e. Verify that the CPU's total accountability does not exceed its bonded amount. If it does exceed, the HAO must work with the CPU to ensure their total accountability is within the bonded amount.

f. Use PS Form 3294 to document the stamp credit count. One PS Form 3294 must be completed by the supervisor and one by the contractor.

g. If the inventory discloses a discrepancy, recheck the credit.

h. On PS Form 3294, in Notes, etc., the Postal Service official performing the count must annotate the following: "Any financial discrepancy subsequently discovered, related to financial transactions performed for the period the CPU contract is in effect, will be the responsibility of the CPU contractor to resolve with the COR."

i. The supervisor and contractor must sign and date both copies of PS Form 3294. The contractor keeps a copy of the signed PS Form 3294.

j.   Record results of the counts to PS Form 3368-P.

k.   File documents in the contractor's stamp and cash credit file maintained at the HAOhost Post Office.

Note: No tolerance is applied to CPU counts.

Note:

13-6.2.1   13-5.2.1   **Overages**

The host Post Office handles CPU overages as follows:

a.   Record the full amount of the overage in AIC 057 on the CPU's PS Form 1412 by entering the count results on the business day of the count. Amounts reported in AIC 057 will offset to stamp sales and thereby adjust AIC 853 to the actual amount counted.

b.   Use the Unresolved Employee Item report in e1412MOVES to maintain the details of all pending employee items to be resolved by the CPU.

c.   After ensuringverification that allny pending financial adjustments have been cleared, do the following to return the overage to the CPU:

(1)   Complete PS Form 3533, *Application for Refund of Fees, Products and Withdrawal of Customer Accounts.*

(2)   Enter the amount of the overage in AIC 457 and offset to AIC 280 on the CPU's PS Form 1412.

(3)   Submit PS Form 3533 and a copy of the CPU's PS Form 1412 showing the AIC 280 entry to eIWS OnLine Forms for processing: *https://eiws.usps.gov/IWApplication/AppWelcome.do*the Scanning and Imaging Center (SIC).

(4)   File a copy of the PS Form 3533 at the HAOhost Post Office as supporting documentation for PS Form 1412.

13-6.2.2   13-5.2.2   **Shortages**

The HAOhost Post Office handles CPU shortages as follows:

a.   Record the full amount of the shortage in AIC 767 on the CPU's PS Form 1412 by entering the count results on the business day of the count. Amounts reported in AIC 767 will offset to stamp sales and thereby adjust AIC 853 to the actual amount counted.

b.   Use the Unresolved Employee Item report in e1412MOVES to maintain the details of all pending employee items to be resolved by the CPU.

c.   Ensure the contractor pays the shortage with personal funds at the time the shortage is identified and records the amount in AIC 367 on the CPU's PS Form 1412. The contractor's payment is included with the deposit.

c.

If the contractor refuses to pay at the time the shortage is identified, do the following:

a.   Record Make entries to AICs 367 and 636 on the CPU's PS Form 1412.

b.   Complete PS Form 1902, *Justification for Billing Accounts Receivable.*

c. Submit PS Form 1902 through eIWS OnLine Formso the Scanning and Imaging Center with a manual or system-generated PS Form 3544 receipt attached for supporting documentation.and rRetain a copy as supporting documentation for PS Form 1412 entries.

d. For discrepancies of $100 or more, complete and submit PS Form 571, *Discrepancy of $100 or More in Financial Responsibility*, to the Office of Inspector General via email attachment to: *hotline@uspsoig.gov*Notify the appropriate OIG field office (see Appendix B-2 for the list of OIG field offices).

13-6.3 13-5.3 Closing a Contract Postal Unit

Before closing a CPU, the HAOhost Post Office must do the following:

a. Notify the servicing stamp distribution office (SDO) or sStamp Fulfillment Services (SFS)distribution center (SDC) at least 10 days before closing (to discontinue stock shipments).

b. Determine the accountability of the CPU.

c. Perform a count of the CPU's accountability.

d. Notify Accounting Services, Field Sales Branch (FSB), of the CPU's last transmission date of PS Form 1412.

e. Ensure the CPU returns all accountable paper, accountable items, and equipment to the HAO.

13-6.3.1 13-5.3.1 Verifying the Contract Postal Unit's Accountability

Before conducting the count, the HAOhost Post Office verifies the CPU's accountability as follows:

a. Verify that the CPU's closing stamp accountability balance (AIC 853) matches the Stock Ledger Balance report in the ADM. Research and resolve any discrepancies.

b. Review the Unresolved Employee Item report in e1412MOVES or the Open Employed Items or Employee Items report in the ADM to identify if the CPU has any unresolved employee items. Research and resolve any outstanding items.

c. Review the Net Financial Differences (AIC 247/647) — Line DetailAllLI Expenses report in the ADM and identify expenses charged to the CPU. Research and resolve any unresolved AIC 247 and AIC 647 expenses listed in the report.

d. If the CPU has a Postage Meter Resetting System (PMRS) meter, do the following:

(1) Contact tThe HAO should contact the Accounting Help Desk at 1-866-974-2733 prior to the count day and request AIC 110 variance report.Mailing Requirements office to obtain the control number listed in the National Meter Accounting and Tracking System (NMATS) for the PMRS meter leased to the CPU.

(2) Prior to the count, the HAO should contact the vendor to coordinate the closing of the postage meter and refund of any available postage to the USPS account. Verify the ascending and descending register readings on the PMRS meter with the last PS Form 3602-PO submitted. If a discrepancy occurs, adjust AIC 110 on the CPU's PS Form 1412 as follows:

■ For an overage, enter the amount in AIC 110 and offset with a negative (-) amount to AIC 090. This will increase AIC 853.

■ For a shortage, enter the amount as a negative (-) to AIC 110 with an offset to AIC 090. This will decrease AIC 853.

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After completing all necessary adjustments, conduct a count of all stamp stock credits in the CPU following the Count Procedures outlined in part 13-5.2   Count Procedure13-56.2.

After conducting the count and recording making any final adjustments, the HAOhost Post Office ensures the CPU deposits all of the cash portion of the assigned credit to the bank. This is performed by reporting stamp sales for the amount of cash to be deposited (this will decrease the stamp accountability balance in AIC 853).

13-6.3.2   13-5.3.2   Returning Accountable Papers

If the CPU issues postal money orders, the HAOhost Post Office or COR must perform a verification of all blank money orders before the money orders are returned to the HAOservicing SDC/SDO or MDC. The postal official performing the verification signs the PS Form 17 as a witness and retains a copy at the HAOhost Post Office.

Follow procedure in section 11-12.66.11.1 when destroyingreturning blankfull blocks of money orders. and all international money orders and section 11-6.11.2 when returning partial blocks of money orders.

After the final count of the CPU's stamp stock is conducted, the HAOhost Post Office supervisor does the following:

a. Coordinates the return of any remaining stamp stock with the SFSservicing SDC or SDO. (If any stamp stock is transferred between the CPU and HAOhost Post Office, follow the procedure in part 11-10.3.)

b. Records the amount of the returned stamp stock in AIC 848 on the CPU's PS Form 1412; this should decrease the stamp accountability balance in AIC 853 to zero.

c. Enters the CPU's final PS Form 1412 into e1412MOVES.

d. Three business days after transmitting the CPU's last PS Form 1412, certifies that the CPU's closing stamp accountability balance (AIC 853) is "zero". To obtain this information, use the Stock Ledger Balances report in the Accounting Data Mart (ADM) (Accounting>Shared Reports>SAFR>Stock Ledger Reports>Stock Ledger Balances — "Stock on Hand" column.) Units that cannot access the ADM can call the Accounting Help Desk (AHD) at 866-974-2733 for assistance.

e. Contacts the fFinance nNumber cControl mMaster (FNCM) coordinator to deactivate the CPU unit.

f. Contacts the SFSservicing SDC or SDO to deactivate the CPU after the last stock shipped out of the CPU is re-ceived by SFSthe SDC or SDO.

13-6.3.3   13-5.3.3   Returning Equipment

If the CPU offers Post Office Box service, contact district Field Maintenance Operations 14 days before closing the CPU to coordinate the pickup of the Post Office Boxes.

Follow Postal Service procedures for relocating Post Office Box customers to another facility. If relocating is not possible, follow the "Discontinued Postal Facility" process published in the *Mailing Standards of the United States Postal Service,* Domestic Mail Manual 508.4.67.2.

The CPU returns the following to the HAOhost Post Office:

a. ~~IRT or e~~Electronic weighing scale (Postal Service).

b. ~~Postage meter, c~~Credit and debit card terminal, and money order imprinters (if applicable).

c. Accountable forms and penalty envelopes.

d. Mailing supplies, displays, and signage.

e. Round date stamp.

The HAO~~host Post Office~~ is responsible for returning or destroying equipment as follows:

For this item…	The HAO~~host Post Office~~ must …
postage meter	The HAO should contact the vendor to coordinate the closing of the postage meter and refund of any available postage to the USPS account. Contact the Accounting Helpdesk at 1-866-974-2733 prior to the final count day and request AIC 110 variance report. ~~contact the postage meter manufacturer to pick up the meter and take it out of service.~~
credit card equipment	contact the district credit/debit card coordinator or go to the Corporate Treasury Web site Credit and Debit Cards page at *http://blue.usps.gov/corptreasury/forms.htm*; select the *Returning USPS Excess and Training Credit Card Equipment* link.
Paymaster money order imprinter	see section 3-5.1.2 and Appendix C, Exhibit C-14.
bank deposit tickets	destroy and properly dispose of.
round date stamp	destroy and properly dispose of. If the CPU's round date stamp is missing, notify the OIG immediately.

~~13-7~~ 13-6 Cash Credits

~~13-7.1~~ 13-6.1 Unit Cash Reserves

~~13-7.1.1~~ 13-6.1.1 Establishing a Unit Cash Reserve

PRUs may establish a unit cash reserve to supplement the needs of the unit.

The unit cash reserve is based on the Cost Ascertainment Group (CAG) assigned to the PRU. Below is the **maximum** amount of unit cash reserve that can be maintained for each CAG group:

CAG	Maximum Allowed
A	$700.00
B	$700.00
C	$600.00
D	$600.00
E	$500.00
F	$400.00

G	$300.00
H	$200.00
J	$150.00
K	$100.00
L	$100.00

Note: PRUs have the ability to increase or decrease their unit cash reserve as long as it is within the authorized "maximum amount". Management should make adjustments when circumstances warrant.

Use PS Form 3369, *Consigned Credit Receipt*, to assign the unit cash reserve to an employee who is directly accountable. The employee assigned may not allow anyone else to access the credit and is required to keep it secure at all times.

When circumstances warrant, the unit cash reserve custodian may reassign all or part of the unit cash reserve using PS Form 3369.

Any reassigned funds must be kept separate from other accountable credits assigned to the employee. Personal funds may never be combined with Postal funds.

The unit cash reserve must be reported in AIC 753 on the unit's PS Form 1412. When performing a count of the unit cash reserve, there is no authorized tolerance applied.

Note: CPUs and SDAs are not authorized to have a unit cash reserve.

Note:

13-7.1.2   13-6.1.2   **Changes to Unit Cash Reserves**

In certain instances, a PRU may require unit cash reserve above the allowable maximum amount as stated in Section 13-6.1.1   Establishing a Unit Cash Reserve13-67.1.1. In these instances, the PRU may submit a request to their District Finance Manager (DFM) to increase the amount of their unit cash reserve but must not exceed the cap amount for their CAG group. The cap amount by CAG is as follows:

CAG	Cap Amount- Not to Exceed
A	$3,000.00
B	$3,000.00
C	$3,000.00
D	$2,000.00
E	$2,000.00
F	$2,000.00
G	$1,000.00
H	$700.00
J	$500.00
K	$200.00
L	$200.00

Example: If a unit is in CAG A and currently has the maximum allowable limit of $700, then that unit can only request an increase of up to $2,300, since $3,000 is the cap amount for a CAG A office.

To request an increase to the unit cash reserve, PRU supervisors must do the following:

a.   Complete FNCM Unit Finance Number Request with header information and the current and new requested amount for Authorized Unit Cash Reserve.

c. b.   Scan and submit the request via email to the District Finance Manager (DFM) for approval. The email must include "Request to Increase Unit Cash Reserve" in the subject line and justification for the request in the body of the email. File a copy locally of completed form and email request.

c.   Upon receipt of the request, the DFM does one of the following:

a. Sendd an email to the unit with decision of approval and submit the completed FNCM form along with approval email to FNCM FSB to update the unit cash reserve amount in FNCM, or

b.   Send an email to the unit with decision of disapproval.

e.   For requests approved by the DFM, the PRU supervisor must do the following:

a. Update PS Form 3369 to reflect the amount authorized by the DFM.

b. Update the unit cash reserve amount as needed on PS Form 1412 (See 13-6.4   Change Funds and Startup Cash13-67.4)

c. Maintain copies of email as supporting documentation.

Note: If the DFM determines that a unit cash amount, considering the requested increase, is excessive, he or she can disapprove the requested increase and determine the appropriate cash level.

Once every fiscal year, the DFM must review the amount of the unit cash reserve for those units that have been authorized as an exception to validate that the need still exists for the increased amount.

13-7.2   13-6.2   Cash Retained

RAs that are only consigned a cash credit are authorized a cash retained amount of up to $100.99 for which they are individually accountable. The employee assigned may not allow anyone else to access the credit and is required to keep it secure at all times. Personal funds must never be combined with postal funds. The maximum authorized cash retained amount is documented on PS Form 3369, *Con-signed Credit Receipt.*

Individual RA cash retained amounts must be reported in AIC 753, Cash Retained Today, on the individual's PS Form 1412 and cannot exceed the approved amount.

Cash retained credits are considered inactive if there is no activity at least once each pPostal quarter for credits with funds or $0 balance reported in AIC 753. See part 13-6.5   Handling Inactive Cash Retained Credits13-67.56 for handling inactive cash retained credits.

Document any new cash retained credits on the Cash Retained/Unit Cash Reserve List with justification for the change on the Cash Retained/Unit Cash Reserve Notification Letter.

To remove (terminate) an RA in the POSRSS system, see the *POS ONERSS Procedures Guide*, which is available on the POS ONE Program OfficeAccounting Wweb site.

a.   Go to: *http://blue.usps.gov/accounting/rss/rsstoolkit.htmhttp://eagnmnsxfb0/posone.*

b.   Under "RSS Guides" / "Procedures Guide:" click RSS Procedures Guide ~~"User Information," click Training~~(the most current version available).

~~13-7.3 Click *NCR POS ONE Training Links and Online Guides.*~~

~~13-7.3 Click *NCR Procedures Guide* (the most current version available).~~

Note: Only an employee assigned a ~~POS ONE~~RSS Administrator role at the PRU can remove (terminate) a user (employee) from the ~~POS~~RSS system.

~~13-7.3~~

~~13-7.3~~ 13-6.3 _____ **Contract Postal Units Cash Credit**

CPUs may ~~keep~~ maintain $100 or 10 percent of their stamp credit, whichever is less.

~~13-7.4~~   13-6.4_____**Change Funds and Startup Cash**

PRU supervisors may issue start-up cash to establish a new unit cash reserve or a new RA stamp or cash credit accountability as follows:

a.   Issued to an employee within the same finance number.

b.   Shipped to a PRU within the same finance number.

The issuing PRU may do the following:

a.   Use its authorized unit cash reserve.

b.   Authorize an RA with an assigned stamp or cash credit to issue the amount of funds required.

~~b.~~

The amount of change funds issued and received must be reported in the PRU's or RA's PS Form 1412 as follows:

If…	Then…	Issuing unit reserve cash custodian or RA does the following…	Receiving unit reserve cash custodian or RA does the following…
Unit request for a new unit cash reserve or to increase the amount of an existing one. or RA request for start-up change funds.	unit cash reserve custodian or another RA may issue start-up cash.	a. Records the amount issued in AIC 647. This decreases AIC 752 by the amount issued. b. Uses Reason Code 11, Cash Transfer.	a. Records the amount received in AIC 247. This increases AIC 752 by the amount received. b. Uses Reason Code 11, Cash Transfer. c. Offsets the amount to AIC 753.

Upon issuance or receipt of change funds, the unit cash reserve custodian or the RA must immediately perform the appropriate accounting entry.

Note: ~~POS~~RSS units: See section 8-6.1.3 for creating and offsetting financial differences (AIC 247/647).

13-7.6 **Imprest Funds**

13-7.6 **Imprest funds are used for small amounts of miscellaneous expenses.**

13-7.6 **Headquarters Accounting must authorize the establishment of imprest funds at individual Postal Service facilities.**

13-7.6 **To replenish imprest funds, submit the proper documentation to Accounting Services.**

13-7.6 **See Handbook F-19, *Accountability of Disbursing Officers,* chapter 8, for further instructions. Handbook F-19 is available only from the Material Distribution Center. Copies of chapter 8 can be obtained as follows:**

13-7.6 **Call the Corporate Library at 202-268-2904 to receive chapter 8 via e-mail or fax.**

13-7.6 **Go to *http://blue.usps.gov/library* and click the *Ask A Librarian* link.**

13-7.6   13-6.5   **Handling Inactive Cash Retained Credits**

An RA's cash retained credit is considered inactive when there is no activity at least once each postal quarter for credits with funds or $0 balance reported in AIC 753.

Note: Conducting a count of an RA's cash retained credit signifies activity.

Postal Retail Units (PRUs) handle inactive cash retained credits as follows:

a. A supervisor Conducts a physical count of the RA's cash retained credit. In the absence of the RA, see part 3-8.3 for designated witness procedures.

b. Enter the count results in the POSRSS system (see part 13-7.3   Cash Retained Credit Counts (RSS Units Only)13-78.3, Cash Retained Credit Counts). When initiating the count in the POSRSS system, select **<yes>** when prompted "Is this a final count?"

c. The RA assigned the credit does the following:

    (1) Acknowledges the count in the POS system.

    (2) Ships all assigned money orders to the unit reserve. (If the RA has sequentially omitted money orders, refer to the *POS ONE Procedures Guide.*)

    (3) Banks or transfers to another RA any funds reported in AIC 753, reducing the AIC 753 balance to $0 (zero).

e. d. Remove the accountable role from the RA in the POSRSS system (see criteria for removing an accountable role in part 2-4.8). It is not necessary to remove (terminate) the RA from the POSRSS system if the RA's job description requires the use of the POSRSS system at that PRU.

To transfer cash retained funds to another RA, follow this procedure:

a. The RA remitting the funds and the RA receiving the funds verify the amount of the funds being transferred.

b. The RA remitting the funds creates a Financial Differences — Shortage (AIC 647) in the POS system.

 (1) Enter the amount shown in AIC 753 on the RA's PS Form 1412 (after a count of the credit was entered in the ~~POS~~RSS system).

 (2) Use Reason Code 11, Cash Transfer.

c. The RA receiving the funds creates a Financial Differences — Overage (AIC 247) in the ~~POS~~RSS system.

 (1) Enter the amount of funds received.

 (2) Use Reason Code 11, Cash Transfer.

 Note: RSS units: See section 8-6.1.3 for creating and offsetting financial differences (AIC 247/647).

 ~~(2)~~

~~13-8~~ 13-7 Conducting Cash Counts

~~13-8.1~~ 13-7.1 Unit Cash Reserve Counts

The unit cash reserve that is assigned to an employee must be counted randomly at least once each ~~p~~Postal quarter. If an employee also has a cash retained credit, the unit cash reserve must be counted in conjunction with the cash retained count.

Any portions of the unit cash reserve reassigned to bargaining employees must be counted by a supervisor at least once each postal quarter in conjunction with the cash retained count.

The count is performed by the assignee and independently by a witness, one of whom must be a nonbargaining employee (see the note in part 13-7.3~~13-8.3~~).

There is no tolerance for unit cash reserve credits or the reassigned portions.

If custody of the unit cash reserve ~~custodian~~ is reassigned temporarily or permanently to another employee, a count must be performed, ~~and~~ results entered, and a new PS Form 3369 is completed for the replacement ~~c~~Cash ~~r~~Reserve custodian.

~~13-8.2~~ 13-7.2 Recording Unit Cash Reserve Counts

After a physical count of the unit cash reserve, record counts as follows:

a. Use PS Form 3294 or system-generated PS Form 3294 to document each unit cash reserve count with signatures of employees that performed the count.

b. ~~POS~~RSS units:

   1. ~~Refer to~~Use the ~~POS ONE~~ current RSS Procedures Guide for the "Count Unit Cash Reserve (Cash)" ~~Inventory and Cash"~~ workflow. (RSS Procedure Guide section 4.3.3)

   2. RSS prints two manual count sheets. Both count sheets must be completed and attached to the system-generated PS Form 3294 as part of the official count documentation

   3. Enter the results of the count performed in ~~POS~~RSS.

   4. A system-generated PS Form 3294 will print after the employee assigned to the unit cash reserve reviews and acknowledges the count.

   5. The system-generated form will record the electronic signature of the supervisor initiating the count and the employee assigned to review and accept the count. If a witness is used for the count, the witness must sign the system-generated PS Form 3294 in lieu of an electronic signature.

   6. Retain the system-generated PS Form 3294 along with ~~both~~the system-generated count sheets completed by each counter.

c. Record the results of the unit cash reserve counts on PS Form 3368-P.

d. For discrepancies of $100 or more, complete and submit PS Form 571 as an attachment in email to the ~~appropriate~~ OIG ~~field office~~at hotline@uspsoig.gov ~~(see Appendix B-2 for the list of OIG field offices)~~. Forward ~~a~~ cop~~y~~ies~~y~~ of PS Form 571 to the designated groups as indicated on the PS Form 571~~district finance manager (DFM)~~.

   Note: RSS transmits required comments to the OIG and a manual PS Form 571 is not required.

   ~~e.~~

e. File PS Form 3294 or system-generated PS Form 3294, both sets of system-generated count sheets 3368-P, and 571 (if applicable) in the employee's stamp and cash credit files. (For information on filing and retaining forms, see part Stamp and Cash Credit Files13-1.3.)

13-8.2.1   **13-7.2.1**   **Overages**

Upon completion of the count, do the following:

a.   Record overages in AIC 068 and offset the amount in AIC 752.

b.   Provide a system-generated or a manual PS Form 3544 that shows the employee's name, count date, amount, and circumstances of the overage to the employee.

c.   The e1412 and RSS systems automatically clear an outstanding overage balance when 91 days has been reached or exceeded since creation and offsets the amount to AIC 123.In IRT units, record the overage in the Unresolved Employee Items   Log — AIC 068 Cash Overage (see Appendix C, Exhibit C-5).

13-8.2.2 In IRT units, the supervisor must clear all unresolved unit cash reserve overage amounts, over 90 days old, using AIC 468 with an offset to AIC 123. The eMOVES and POS systems automatically clear an outstanding balance when 91 days has been reached or exceeded since creation and offsets the amount to AIC 123.

13-8.2.2   13-7.2.2   Shortages

Upon completion of the count, do the following:

a.   Record shortages in AIC 764 and offset the amount in AIC 752.

b.   Local unit management is responsible for monitoring and pursuing collection of the shortage (debt) while adhering to the applicable collective bargaining agreement and the Debt Collection ActIn IRT units, record the shortage in the Unresolved Employee Items Log — AIC 764 Cash Shortage (see Appendix C, Exhibit C-6).

Local unit management is responsible for monitoring and pursuing collection of the shortage (debt) while adhering to the applicable collective bargaining agreement and the Debt Collection Act.

When the shortage is paid, the funds are submitted to another RA who clears the amount with an entry to AIC 364.

13-8.3   **13-7.3**   **Cash Retained Credit Counts (POSRSS Units Only)**

Each employee working from the retail floor stock under segmented inventory accountability has a cCash rRetained credit. Cash rRetained credits with funds must be counted randomly at least once each postal quarter. Counts can be conducted any day within the postal quarter, but should be conducted randomly to avoid establishing a pattern. This includes bargaining and nonbargaining employees and postmaster reliefs.

Cash retained credit counts must be conducted using the POSRSS workflow. Each employee's domestic and international (MP-1) money orders must be counted in conjunction with the cash credit count. (See the POS ONERSS Procedures Guide, subchapter 4.3, 12-5, for instructions on conducting counts in the POSRSS system.)

If an employee has a reassigned portion of the unit cash reserve, it must be counted in conjunction with the cCash rRetained credit count. The assigned employee and another employee, one of whom must be a nonbargaining employee, perform the count(s).

Note: If a nonbargaining employee is not domiciled at the unit, the postmaster, manager, or supervisor responsible for the unit is required to perform an independent cash credit count no less than once every postal quarter.

~~13-8.4~~ 13-7.4 Cash Retained Count Tolerance

Each employee is authorized a tolerance of $25~~10~~ during his or her ~~c~~Cash ~~r~~Retained credit count regardless of the amount of the ~~c~~Cash ~~r~~Retained credit.

No tolerance is applied when conducting a final count of a ~~c~~Cash ~~r~~Retained credit. A final count of a ~~c~~Cash ~~r~~Retained credit must be conducted if any of the following conditions apply:

a. The accountable role is being removed from the RA in the ~~POS~~RSS system due to nonuse or inactivity.

b. The RA is separated from the Postal Service.

c. The RA bids to another position that does not require use of the ~~POS~~RSS system.

d. The RA's ~~c~~Cash ~~r~~Retained balance (AIC 753) is reduced to zero (a zero balance in AIC 753 allows the role to remain open for up to 4 months without activity).

~~13-8.5~~ 13-7.5 Recording Cash Retained Counts

After a postal retail unit's (PRU's) supervisor performs a physical count of the ~~c~~Cash ~~r~~Retained credit, individual system-generated count sheets must be completed by the supervisor, the employee to whom the credit is assigned or that employee's witness, ~~together with the employee to whom the credit is assigned or that employee's witness,~~ (see part 3-8.3 for designated witness procedures), record counts as follows:

~~a.~~ a. Use the ~~POS ONE~~RSS Retail Floor Clerk "Count Retail Floor Stock Clerk (Cash & MO)"~~Inventory and Cash"~~ workflow.

b. Enter the results of the count performed in ~~POS~~RSS.

~~b.~~ c. If the count results in a discrepancy of $100.00 comments are required for the OIG ~~if applicable~~.

~~c.~~ d. Print the system-generated PS Form 3294 after the employee assigned to the ~~c~~Cash ~~r~~Retained credit reviews and acknowledges the count (on the same day of the count).

~~e.~~ e. The system-generated form will record the electronic signature of the supervisor initiating the count and the employee assigned to review and accept the count. If a witness is used for the count, the witness must sign the system-generated PS Form 3294 in lieu of an electronic signature.

~~e.~~ Retain the system-generated PS Form 3294 along with both completed sets of ~~the~~ system-generated ~~-~~count sheets.

f.

~~13-8.5.1~~ Post results of the counts to PS Form 3368-P.

~~13-8.5.1 For discrepancies of $100 or more, complete and submit PS Form 571 as an attachment in email to the appropriate OIG field office at **Error! Hyperlink reference not valid.Error! Hyperlink reference not valid.** *hotline@uspsoig.gov.* Forward copies to the designated groups as indicated on the PS Form 571. (see Appendix B-2 for the list of OIG field offices).~~

~~13-8.5.1 Forward a copy of PS Form 571 to the DFM.~~

g. ~~h.~~

~~13-8.5.1~~ File the system-generated PS Form 3294, ~~and~~ both completed sets of system-generated count sheets, andalong with PS Forms 3368-P ~~and 571, if applicable ,~~ in the employee's stamp and cash

credit files. (For information on filing and retaining forms, see part Stamp and Cash Credit Files13-1.3.)

h.

13-8.5.1 13-7.5.1 Overages

Upon completion of the count, the POSRSS system automatically does the following:

a. Records overages that exceed the $2510 tolerance or for final counts in AIC 068.

b. Offsets the amount in AIC 752.

c. c. Clears the outstanding balance when 91 days has been reached or exceeded since creation.

If an overage is found to be related to a shortage, supervisors must do the following:

a. Use AIC 468 to offset the shortage.

b. Exercise judgment when determining the existence of a relationship that may warrant an offset and maintain appropriate documentation locally.

13-8.5.2 13-7.5.2 Shortages

Upon completion of the count, the POSRSS system automatically records shortages that exceed the $25 tolerance or for final counts in AIC 764 and offsets the amount in AIC 752.

When the shortage is paid, the funds are submitted to another RA who clears the amount with an entry to AIC 364 by clearing the Reference Number assigned.

Local unit management must monitor and pursue collection of the shortage (debt) while adhering to the applicable collective bargaining agreement and the Debt Collection Act.

13-9 13-8 Count and Tolerance Tables

13-9.1 13-8.1 Counts

The following table lists the frequency for counting accountability credits and specifies the AIC for recording overages and shortages.

For this accountability credit…	The tolerance is…	Count this credit every…	Record overages in…	Record shortages in…
Unit Reserve Stock				
Bargaining Employee	See part 13-8.2 Tolerances13-89.2	4 months*	AIC 057	AIC 767
Nonbargaining Employee		once a fiscal year*	AIC 057	AIC 767
PMR		once a fiscal year*	AIC 057	AIC 767
Unit Cash Reserve				
Bargaining Employee	$0.00	once a pPostal quarter*	AIC 068	AIC 764
Nonbargaining Employee	$0.00	once a pPostal quarter*	AIC 068	AIC 764
PMR	$0.00	once a pPostal quarter*	AIC 068	AIC 764

SIA Cash Credit (Cash Retained)

Bargaining Employee	$~~10~~25.00	once a ~~p~~Postal quarter*	AIC 068	AIC 764
Nonbargaining Employee	$~~10~~25.00	once a fiscal year*	AIC 068	AIC 764
PMR	$~~10~~25.00	once a fiscal year*	AIC 068	AIC 764

Stamp Stock Credit

Bargaining Employee	See part ~~13-8.2 Tolerances~~13-9.2	4 months*	AIC 057	AIC 767
Nonbargaining Employee		once a fiscal year*	AIC 057	AIC 767
PMR		once a fiscal year*	AIC 057	AIC 767

SIA Retail Floor Stock

Difference is = or < .1% of sales	$0.00	fiscal quarter	AIC 239	AIC 639
Difference > .1% of sales	$0.00	fiscal quarter; must also count unit reserve stock.	AIC 239	AIC 639

~~Automated Postal Center~~ Lobby Sales

Difference is = or < .1% of sales ~~Bargaining Employee~~	$0.00	fiscal quarter ~~3 months*~~	AIC ~~175~~221	AIC ~~612~~621
Difference > .1% of sales ~~Nonbargaining Employee~~	$0.00	fiscal quarter; must also count unit reserve stock and Retail Floor stock.~~3 months*~~	AIC ~~175~~221	AIC ~~612~~621
PMR	$0.00	fiscal quarter~~3 months*~~	AIC 175	AIC 612
Contract Postal Unit	$0.00	once a fiscal year*	AIC 057	AIC 767

* Counts must be conducted randomly within the minimum established frequency.

Count Frequency	Description
At least once each ~~p~~Postal quarter	Counts must be conducted any day within each postal quarter. PQ1: October–December PQ2: January–March PQ3: April–June PQ4: July–September
At least once every 4 months	Counts must be conducted no less frequently than once every 4 months from the month of the last count. A count performed on January 2nd is scheduled to be counted again, at the latest, any day within the month of May. ~~Jan 2nd: Month of January, therefore latest due month is May~~
Once a fiscal year	Counts must be conducted randomly and no less frequently than once every fiscal year (October–September).

~~13-9.2~~ **13-8.2** Tolerances

The following table specifies the tolerance that PRU employees must use for counts:

Amount of Stamp Stock	Tolerance
Up to $30,000.00	$50.00
$30,000.01 to $60,000.00	$100.00
Above $60,000.00	$150.00

Amount of Cash Credit	
Up to $100.99	$25~~10~~.00

16 Customer Business Mail Activity (Permit Imprint and Periodicals)

This chapter contains the procedures for reporting business mail activity for both *PostalOne!* and non-*PostalOne!* units. This chapter also describes the procedures for accounting for deposits and withdrawals from customer advance deposit accounts. This chapter includes the following subchapters:

General Information   General Information.

Application and Annual Fees   Application and Annual Fees.

Presort Mailings — Additional Postage   Presort Mailings — Additional Postage.

Advance Deposits   Advance Deposits.

Withdrawals from Customer Advance Deposit Ac   Withdrawals from Customer Advance Deposit Ac.

Refund of Annual Permit Fees   Refund of Annual Permit Fees.

Closing Customer Accounts for InactivityClosing Customer Accounts for Inactivity.

Handling Negative Balances in Customer Accounts _____Handling Negative Balances in Customer Accounts .

16-9   Enterprise Payment Accounts

There are account identifier codes (AICs) used throughout this chapter. Go to *http://blue.usps.gov/accounting/_xls/AIC-GLA_Crosswalk.xls*, for a list of AIC titles and descriptions.

16-1 General Information

Presort mailers may be authorized to mail material without affixing postage when payment is made at the time of mailing from a permit imprint advance deposit account. See *Mailing Standards of the United States Postal Service,* Domestic Mail Manual (DMM) 604.5.0.

PostalOne! units are business mail entry units (BMEUs) or postal retail units (PRUs) that process all permit activities and maintain customer advance deposit accounts in the *PostalOne!* system.

Non-*PostalOne! units* are PRUs that accept deposits and process all permit activities from customer advance deposit accounts that are maintained using an individual PS Form 25, *Trust Fund Account.* Manage the accounts as follows:

■   Enter the deposits and withdrawals and calculate the balance on an individual PS Form 25.

■   Maintain a separate PS Form 25 with the daily summary grand total amount of all advance deposit account balances.

16-2 Application and Annual Fees

A mailer may obtain a permit to use a permit imprint indicia by submitting PS Form 3615, *Mailing Permit Application and Customer Profile,* and the applicable fees to the Post Office where the mailings are made or online using the Business Customer Gateway. Two forms of identification are required when submitting the application. One form of ID must contain a photograph of the applicant.

A valid, photo-bearing identification must be one of the following:

- State-issued driver's license.
- State-issued nondriver identification.
- Passport (foreign or domestic).
- U.S. military identification.
- Other U.S. government-issued identification.

Note*:*   Social security cards, credit cards, and birth certificates are not acceptable forms of identification.

16-2.1 Collecting Application Fees

PRUs collect a one-time nonrefundable application fee, in advance, for customers who want to qualify for Periodicals rates or who want to use envelopes with a permit imprint.

Record these fees in the following AICs:

Fee	AIC
Periodical Application Fees	139
Permit Imprint Application Fees	140

16-2.2 Collecting Annual Fees

The following table lists the annual fees to be collected at PRUs and the AIC into which the fee is recorded.

Fee	AIC
First-Class Presort Annual Mailing Fee	117
Media and Library Mail Presort Mailing Fees	118
Standard Mail Annual Fees	138
Parcel Select — Annual Mailing Fee	142
Bound Printed Matter Destination BMC Annual Permit Fee	197

16-2.3 **Accounting for Fees**

All fees must have a PS Form 3544, *USPS Receipt for Money or Services,* or a system-generated receipt (3544).

PRUs must clearly identify each fee on PS Form 3544 to ensure proper AIC entry on PS Form 1412, *Daily Financial Report.*

Fees must be manually entered to the customer's account in the *PostalOne!* system for non-interfaced *PostalOne!* units or on an individual PS Form 25 for non-*PostalOne!* units.

16-3 Presort Mailings — Additional Postage

16-3.1 **Overview**

Customers may establish an advance deposit account to pay additional postage for postage affixed presort mailings. Alternatively, a customer may request that additional postage be withdrawn (adjustment) from a permit imprint account.

Presort mailings that require additional postage are:

- Metered or precanceled stamp mailings with postage affixed at the lowest qualifying rate in the mailing.
- Mailings that fail a presort or any other mail acceptance verification. Customer Business Mail Activity (Permit Imprint and Periodicals)

16-3.2 **Collecting Additional Postage**

16-3.2.1 **PostalOne! Units**

At *PostalOne!* units, collect additional postage as follows: a.   Withdraw from customer's precancelled, metered, or permit account as applicable and process an adjustment to report additional postage revenue in AIC 113 as documented on the postage statement.

c.   If the customer's account has an insufficient balance, the customer must pay or deposit the difference to the account to at least cover the additional postage.

16-3.2.2 **Non-PostalOne! Units**

At non-*PostalOne!* units, collect additional postage as follows:

a.   Maintain a PS Form 25 for customers who establish an advance deposit account.

b.   Withdraw additional postage from the customer's account to pay the additional postage, as documented on the postage statement.

c.   Report revenue in AIC 113 on the retail associate's (RA's) PS Form 1412.

d.   File a copy of the postage statement with the adjustment.

16-4 Advance Deposits

16-4.1 **Overview**

Advance deposit accounts are trust funds comprised of permit imprint and periodicals accounts in accordance with the following requirements:

a.   Customers must pay for permit imprint and Periodicals mailings by cash, check, or debit card through an advance deposit or Enterprise Payment account before the mailing can be released for processing.

b.   The Postal Service withdraws the funds when payment for postage and fees is incurred.

c.   The Postal Service does not offer credit for postage and does not permit a negative balance in a trust account.

d   Mailers may not carry a negative balance in a trust account.

e.   If funds paid or on deposit are less than the amount necessary to pay for the mailing, the customer must pay or deposit the difference before the Postal Service will accept the mailing.

f.   When an advance deposit account requires replenishment, the Postal Service notifies the customer.

16-4.2 **Reconciling Advance Deposit Accounts**

All units that maintain customer advance deposit trust accounts must reconcile their local customer trust balances with Accounting Data Mart (ADM) balances.

The following units…	Reconcile.…
PostalOne!	Differences identified in the Narrowcast Master Trust Exception Report upon receipt of the report.
Non-*PostalOne!*	PS Form 3083, *Trust Accounts Receipts and Withdrawals,* with the Master Trust Customer Report in the ADM or the weekly Trust and Expense Activity narrowcast report at least once a month.

16-4.3 **Accepting Checks for Advance Deposits**

Customers must pay at the time they mail or through an advance deposit account.

To accept checks for advance deposit accounts, follow this procedure:

a.   Postmasters must apply standard check acceptance procedures for accepting business checks for permit holders and clients of permit holders (see subchapter 9-3). Do not accept personal or business checks from customers whose name appears on the bad check list.

b.   The acceptance employee must examine the check before acceptance to ensure that the check is made payable to either "U.S. Postal Service" or "Postmaster."

c.   Either the permit holder or the acceptance employee must record the customer's permit account number and permit type (AIC) on the face of the check.

d.   For checks accepted at BMEUs, the accepting employee must record "BMEU" on the front of the check and must ensure that the permit number is an active account.

e.   For BMEUs not equipped with a retail terminal (Retail Systems Software (RSS) the postmaster or BMEU supervisor is responsible for designating a secure location for check storage. Checks are

considered priority one items and require the highest level of security equipment available at the BMEU (see *s*ection 3-1.1.2, for the types of equipment to use, in priority order for securing accountable items.)

f.   The postmaster or BMEU supervisor is responsible for ensuring checks are transferred daily to the appropriate PRU. When transferring checks to the PRU for processing permit account deposits, include a list showing the value of each check, the total dollar amount of the checks, and the number of checks enclosed.

g.   PRUs must process checks received from a BMEU for deposit on the current business day.

Note: A mailing agent's check can be accepted for deposit into their customer's advance deposit account.

16-4.4   Recording Payments at Postal Retail Units

Payments to advance deposit accounts must be recorded as follows:

a.   Report funds collected and deposited into authorized advance deposit accounts for periodicals, permit imprint, and pending periodicals permits, in AIC 070 on PS Form 1412.

b.   Issue an original receipt (either PS Form 3544 or a system-generated receipt) with the customer's name, permit account number, and amount received to the customer.

c.   Forward a copy of the receipt (either PS Form 3544 or the system-generated receipt or report) to one of the following:

    (1)   The employee responsible for the non-*PostalOne!* customer's trust account and who records deposit into customer's account on PS Form 25.

    (2)   The PRU or BMEU employee as follows:

- At non-interfaced RSS—and *PostalOne!* units, to the employee who enters deposits into customers' accounts in the *PostalOne!* system.

- At interfaced RSS and *PostalOne!* units, to the designated employee to validate against *PostalOne!* entries.

The PRU must maintain copies of receipts as follows:

a.   Maintain a copy of the PS Form 3544 or system-generated receipt or report locally.

b.   Maintain PS Forms 3544 in sequential order at the unit to ensure continuity of issuance.

Note: RSS units interfaced with the *PostalOne!* system must provide a copy of the Permit Account Activity Report (PAAR) to the *PostalOne!* unit or BMEU site for validating that deposits were correctly processed.

16-4.5   Collecting on Nonsufficient Funds Checks

If a permit holder writes a nonsufficient funds (NSF) check, Accounting Services will coordinate collection efforts with the BMEU or PRU. The BMEU or PRU may reduce the permit holder's account by the amount of the NSF check and applicable surcharge if the permit holder does not pay upon demand.

16-5   Withdrawals from Customer Advance Deposit Accounts

16-5.1   Overview

16-5.1.1   Definition

Withdrawals are disbursements from a customer's permit account to pay for mailing transactions, to issue a refund of any part of a customer's balance, or to transfer money to another account.

16-5.1.2   Acceptance Employee Responsibilities

When a customer brings a mailing to the PRU with a postage statement, the acceptance employee must do the following:

a.   Verify that funds are available in the customer's account.

b.   Verify the postage mailing statement.

c.   Compute the amount of the postage for the mailing.

d.   Perform all applicable acceptance and verification procedures. (See MAPs, Job Aids, User Guides at http://blue.usps.gov/bma/.

At *PostalOne!* units, the acceptance employee must do the following:

a.   Withdraw the total amount from the customer's permit account by entering the postage statement data in the *PostalOne!* system. This will automatically generate an accounting entry of the mailing (revenue) AIC with an offset to AIC 470 on PS Form 1412.

b.   Initiate the appropriate clearance of the mailing. (See MAPs, Job Aids, User Guides at http://blue.usps.gov/bma/ .

At non-*PostalOne!* units, the acceptance employee must do the following:

a.   Enter the amount in the corresponding mailing (revenue) AIC and offset the amount to AIC 470 on PS Form 1412.

b.   Withdraw the total amount from the individual customer's permit account maintained on PS Form 25 and calculate the balance.

If a customer pays the exact amount when they mail, do not record any accounting entries for deposits or withdrawals (AICs 070 and 470) on the PRUs' PS Form 1412. Instead the acceptance employee must follow these steps:

a.   At the time of mailing, record the amount of postage for the mailing in the appropriate subsidiary ledger PS Form 25 or PS Form 3543, *(Special) Record of Periodicals Postage.*

b.   Verify the postage statement(s).

c.   Ensure the amount on the postage statement(s) is reported into the revenue AIC corresponding to the type of mailing listed.

d.   File a copy of the postage statement(s) locally.

16-5.2 Recording Postage Statements

Record postage statements by the following revenue categories:

Permit Imprint	AIC
First-Class Mail	121
Media and Library Mail	124
Nonprofit Standard Mail	125
Regular Standard Mail	130
Bound Printed Matter	131
International (only) Postage	132
Periodicals — Outside County	135
Periodicals — In-County	224
Periodicals — International (Foreign)	238
Parcel Post Postage	223
International Surface Air Lift (ISAL)	234
International Priority Airmail (IPA)	235
Global Package Link (GPL)	236
Priority Mail Postage	237
Global Direct Inbound	240

16-5.2.1 PostalOne! Units

At *PostalOne!* Units, record postage statements as follows:

a. On PS Form 3083 verify that the opening balance matches the previous day's closing balance.

b. Record and finalize postage statements in the *PostalOne!* system.

c. Keep the original of all postage statements to support entries on PS Form 3083.

d. Maintain PS Form 3083 and postage statements locally.

Note: Unit managers must reconcile differences when the Narrowcast Master Trust Exception Report is received.

16-5.2.2 Non-PostalOne! Units

At non-*PostalOne!* units, the acceptance employee must transfer data to the Postal Service forms listed below.

Revenue Category	Form	Title
Permit Imprint	PS Form 25	*Trust Fund Account*
Periodicals	PS Form 3543	*(Special) Record of Periodicals Postage*

Payments and mailings must be controlled as follows:

a.   Use PS Form 3083 and individual account forms related to the specific revenue category.

b.   For each account type included in the PS Form 3083, verify that the opening balance matches the previous day's closing balance.

c.   Verify the totals of the forms below to withdrawals of the appropriate column.

- PS Form 3541, *Postage Statement — Periodicals — One Issue or One Edition.*

- PS Form 3541-MW, *Postage Statement — Periodicals — All Issues in a Calendar Month.*

- PS Form 3533, *Application for Refund of Fees, Products and Withdrawal of Customer Accounts.*

d.   Compare the amount shown as received in each column with the duplicate PS Form 3544 or system-generated receipt or report received and resolve any discrepancies.

e.   Submit PS Form 3083 to the PRU.

f.   Enter revenue to the appropriate AIC(s) on the RA's PS Form 1412 and make the appropriate withdrawal entries.

g.   Maintain PS Form 3083 and postage statements locally.

Note: Unit managers must ensure that PS Form 3083 balances are reconciled with ADM balances at least once a month.

16-5.3   Payment of Annual Permit Fees from Customer Accounts

16-5.3.1   Customer Request

To request payment of an annual permit fee from an account balance, the customer must do the following:

a.   Submit a written request on the account holder's letterhead with the customer's authorized signature.

b.   Complete and submit PS Form 3533.

16-5.3.2   PostalOne! Units

At *PostalOne!* units the procedure for paying annual fees from a customer account is as follows:

a.   Verify that funds are available in the customer's account.

b.   Certify PS Form 3533.

c.   Withdraw funds from the customer's account in the *PostalOne!* system in the Fee Payment screen by clicking on the box next to the left of the "Pay from Account" option.

d.   The payment method will reflect that payment was made from the account.

e.   The system will generate account entries to the appropriate fee AIC (e.g., 117 and 138), which is offset by trust withdrawal AIC 470 on the *PostalOne!* PS Form 1412.

f.   Print two copies of the Fee Payment Confirmation page.

(1)   Give one copy to the customer.

(2)   File the second copy locally with the written request and PS Form 3533.

16-5.3.3   **Non-PostalOne! Units**

At non-*PostalOne!* units the procedure for paying annual fees from a customer account is as follows:

    a.   Verify that funds are available in the customer's account.

    b.   Certify PS Form 3533.

    c.   Withdraw funds and record fee payment on individual PS Form 25.

    d.   Enter the amount to the appropriate fee AIC (e.g., 117 and 138) and offset to AIC 470 on the RA's PS Form 1412.

    e.   Provide the PS Form 3544 or system-generated receipt (3544) to the customer.

    f.   File the PS Form 3533, PS Form 3544 or the system-generated receipt or report, and the customer's written request locally.

16-5.4   **Transfers**

Transfers are any movement of funds from one permit account to another.

16-5.4.1   **Customer Request**

To request a transfer of funds, the customer must do the following:

    a.   Submit a written request on the account holder's letterhead with the customer's authorized signature.

    b.   Submit a completed PS Form 3533 if requesting a transfer of funds between accounts not maintained at the same finance number.

16-5.4.2   **Procedures**

The following tables outline the procedures for transferring funds.

Step	Transfer of Funds Within the Same	
	PostalOne! **Finance Number**	**Postal Retail Unit (Not on the *PostalOne!* System)**
a. Verify the customer's account balance for available funds.	Yes	Yes
b. Transfer the funds from the customer's account to the requested account.	Yes, select **Transfer** option in the *PostalOne!* system to transfer funds.	Yes, record the amount to be transferred "to" and "from" on each individual PS Form 25.
c. Make accounting entries on PS Form 1412.	Yes, the *PostalOne!* system automatically makes AIC entries 070 and 470 for the transfers on the *PostalOne!* PS Form 1412.	No
d. File the customer's written request locally.	Yes	Yes

| Step | Transfer of Funds Not Within the Same | |
	PostalOne! Finance Number	Postal Retail Unit (Not on the *PostalOne!* System)
a. Verify the customer's account balance for available funds.	Yes	Yes
b. Certify PS Form 3533.	Yes	Yes
c. Withdraw the requested amount from the customer's account.	Yes, select **Refund from Trust to Customer** in the *PostalOne!* system. AICs 280 and 470 are automatically entered on the *PostalOne!* PS Form 1412.	Yes, enter the withdrawn amount in AIC 280 and offset to AIC 470 on PS Form 1412. *Note:* Do not issue a money order.
d. Submit as attachments the system-generated receipts (for documentation) along with the completed PS Form 3533 to EIWS Online Forms for processing.	Yes, *PostalOne!* automatically generates PS Form 3533-X, *Refund from Trust to Customer Confirmation,* for supporting documentation.	Yes, for RSS units the system automatically generates a PS Form 3544 receipt or report for supporting documentation. e1412 units must submit a copy of the unit's PS Form 1412 as supporting documentation.
e. File a copy of the PS Form 3533 and customer's written request locally. *Note:* When the customer receives the requested funds, he or she may deposit the amount into the account at the other unit.	Yes, in addition, locally file system-generated PS Form 3533-X.	Yes

16-5.5 Customer Requested Withdrawals

16-5.5.1 Customer Request

To request a withdrawal of all or part of the unused balance or to close a permit account with a balance, the customer must do the following:

a.   Submit a written request on the account holder's letterhead with the customer's authorized signature.

b.   Complete and submit PS Form 3533.

16-5.5.2 **PostalOne! Units**

At *PostalOne!* units, employees process a customer request for a withdrawal as follows:

a. Verify that funds are available in the customer's account.

b. Certify PS Form 3533.

c. Withdraw the requested funds from the customer's account in *PostalOne!* by selecting the refund option "Refund from Trust to Customer." The system will generate PS Form 3533-X.

d. The PostalOne! system generates accounting entries to AIC 470 with an offset to AIC 280

e. File a copy of PS Form 3533-X locally with the customer's written request.

16-5.5.3 **Non-PostalOne! Units**

At non-*PostalOne!* units, employees process a customer request for a withdrawal as follows:

a. Verify that funds are available in the customer's account.

b. Certify PS Form 3533.

c. Regardless of the amount, withdraw the requested funds from the customer's account, enter the amount in AIC 280, and offset the amount to AIC 470 on PS Form 1412.

d. Attach the required supporting documentation to the PS Form 3533 as follows:

Units that use this reporting technology…	Attach…
RSS	the system-generated receipt (PS Form 3544) for AIC 280.
E1412	a copy of the unit's PS Form 1412, which shows the AIC 280 entry.

e. Enter and submit the data on the completed PS Form 3533 in eIWS Online Forms for processing.

f. File a copy of PS Form 3533 locally with the customer's written request.

Note: PRU employees must not disburse local payments for withdrawals (refunds) from the customer's advance deposit account.

16-6   Refund of Annual Permit Fees

16-6.1 **Customer Request**

A customer may submit a written request on the account holder's letterhead and a completed PS Form 3533 for a refund of an annual presort mailing fee payment if no mailings have been made during the corresponding 12-month period. (See DMM 604.9.0.)

16-6.2 **PostalOne! Units**

If the fee was paid at the retail window, follow these steps:

a. Verify that no mailings have been made during the corresponding 12-month period.

b.   Enter the amount in the *PostalOne!* system by selecting the Refund Option "Refund To Trust." Use "Other" as the reason code and explain in "Comments" that the annual fee was refunded per customer's request.

     c.   The fee amount is credited to the customer's account. The system will generate PS Form 3533-X.

     d.   File a copy of PS Form 3533-X along with the customer's written request locally.

     e.   Cancel the fee payment from the customer's account.

If the fee was paid by withdrawing from customer's trust account, follow these steps:

     a.   Verify that no mailings have been made during the corresponding 12-month period.

     b.   Reverse the fee payment from the customer's account; the fee amount is automatically credited to the customer's account.

Note: If the customer is also requesting a refund of the amount on balance, process the refund for the balance as per instructions for *PostalOne!* units, after the fee amount has been credited to the customer's account. (See section PostalOne! Units.)

16-6.2.1 Meter or Pre-Canceled Stamp Accounts at PostalOne! Units

Meter and pre-canceled stamp accounts are not linked to a "Trust" account and a refund of the annual fees cannot be processed in *PostalOne!*

To refund annual fees to a customer with meter or pre-canceled stamp accounts due to inactivity, *PostalOne!* units do the following:

- Verify that no mailings have been made during the corresponding 12-month period.
- Reverse the fee entry in *PostalOne!* (This will not create a financial transaction.)
- Certify the customer completed PS Form 3533 and submit to the PRU.

The PRU does the following:

a. Enters the amount of the refund in AIC 528 and offset to AIC 280 on PS Form 1412.

b. Attaches the required supporting documentation to the PS Form 3533 as follows:

Units that use this reporting technology…	Attach…
RSS	the system-generated receipt (PS Form 3544) for AIC 280.
–e1412	a copy of the unit's PS Form 1412, which shows the AIC 280 entry.

c.—Enter and submit the data on the completed PS Form 3533 in eIWS Online Forms for processing.

d. Files a copy of PS Form 3533 locally.

Note: PRU employees must not disburse payments for refunds of annual fees locally.

16-6.3 Non-PostalOne! Units

If the fee was paid at the retail window, follow these steps:

a. Verify that no mailings were made during the corresponding 12-month period.

b. Enter the fee amount in AIC 070 and offset to AIC 528 on the RA's PS Form 1412. Do not issue a money order.

c. Credit the amount of the refund back to the customer's account.

d. File the PS Form 3533, PS Form 3544 or the system-generated receipt or report, and the customer's written request locally.

e. Cancel the fee payment for the customer's account on PS Form 25.

Note: If the customer is also requesting a refund of the amount on balance, process the refund for the balance according to the instructions for non-*PostalOne!* units, after the fee amount has been credited to the customer's account. (See section Non-PostalOne! Units.)

16-6.3.1 Meter or Pre-Canceled Stamp Accounts at Non-PostalOne! Units

To refund annual fees to a customer with meter or pre-canceled stamp accounts due to inactivity at non-*PostalOne!* units, the PRU does the following:

a. Verifies that no mailings have been made during the corresponding 12-month period.

b. Certifies the customer completed PS Form 3533.

c. Enters the amount of the refund in AIC 528 and offsets to AIC 280 on PS Form 1412.

d.   Attaches the required supporting documentation to the PS Form 3533 as follows:

Units that use this reporting technology…	Attach…
RSS	the system-generated receipt (PS Form 3544) for AIC 280.
–e1412	a copy of the unit's PS Form 1412, which shows the AIC 280 entry.

e.   Enter and submit the data on the completed PS Form 3533 in eIWS Online Forms for processing.

f.   Files a copy of PS Form 3533 locally.

Note: PRU employees must not disburse payments for refunds of annual fees locally.

16-7 Closing Customer Accounts for Inactivity

Inactive permit imprint, meter, or pre-canceled accounts are defined as having no mailings or payment of fees during a 2-year period from the date of fee expiration. Inactive Add-Pos accounts are defined as having no postage adjustments during a 2-year period.

Non-PostalOne! Sites:

The postmaster, unit manager, or designated employee must close inactive permit, meter, pre-canceled, or Add-Pos accounts as follows:

a.   If the account balance exceeds $25, send a cancellation notice and a PS Form 3533 to the customer.

b.   Allow the customer 30 days from the date of the notice to respond.

c.   Close the account if:

1)   The customer does not respond to the cancellation notice*.

2)   The letter is returned as undeliverable as addressed*.

3)   The customer submits PS Form 3533 requesting a refund of the account balance.

PostalOne! *Sites Only:*

No further action is necessary. The system will automatically close the account at the end of 26 months of no activity.

See parts Issuing a Refund for Inactive Permit Accounts, Issuing a Refund for Inactive Permit Accounts, Sample Non-Use Cancellation Notice, Sample Non-Use Cancellation Notice, Sample Add-Pos Non-Use Cancellation Notice, Sample Add-Pos Non-Use Cancellation Notice, and Appendix E, Refunds Quick Reference Guide

16-7.1 Issuing a Refund for Inactive Permit Accounts

Follow the flowchart process to refund a customer's Permit advance deposit account due to inactivity for both *PostalOne!* and Non-*PostalOne!* Offices.

Verify customer's account balance

Is Account Balance $25.00 or less?

No → - in *PostalOne!* At least 60 days prior to the month of cancellation, the NCSC will generate and send non-use letters.

- in Non-*PostalOne!* the unit will send a Customer Cancellation letter and PS Form 3533

Yes

Received completed & signed PS Form 3533 from customer

No → Authorized employee completes PS Form 3533 for local records

Yes

Process refund in *PostalOne!* (Refund from Trust to AIC 126) in Non-*PostalOne!* AICs 126 & 470

Process refund:
- in *PostalOne!* (Refund from Trust to Customer)
- in Non-*PostalOne!* (AICs 280 & 470)

Process refund in *PostalOne!* (Refund from Trust to AIC 126) in Non-*PostalOne!* AICs 126 & 470

- *PostalOne!* Units DO NOT submit the customer's 3533 and the 3533X through eIWS OnLine Forms. *PostalOne!* electronically processes the refund.

- Non-*PostalOne!* Units submit the original 3533 and the system generated 3544 through eIWS OnLine Forms.

File completed PS Form 3533 locally*

File copies of the completed PS Form 3533 and the cancellation letter locally

File completed PS Form 3533 & cancellation letter locally*

*If a customer requests a refund (regardless of the amount) and their account balance has been "zeroed out", then *PostalOne!* Units would reverse *"Refund from Trust to AIC 126"* and then follow normal refund process.

If the account has been cancelled for non-use and cannot be viewed, submit the customer completed PS Form 3533 to the PRU to process. The refund method will be based on the amount:
- $25.00 or less will be cash & AIC 624
- $25.01 - $1000.00 will be a No Fee MO & AIC 624
- $1000.01 and greater – AIC 280 & AIC 624 – AIC 280 requires submission of PS Form 3533 through eIWS OnLine Forms

Note: The RSS workflow *"Refund – Misc. Non-Postal Revenue"* will produce the correct refund payment type and post the appropriate AIC 624 entry.

Non-*PostalOne!* Units would enter AICs 280 & 624 at the PRU and follow the normal refund process.

16-7.2 **Sample Non-Use Cancellation Notice**

UNITED STATES
POSTAL SERVICE.

Non-Use Cancellation Notice

[Date]

[Name of Permit Holder]
[Address]
[City, State, ZIP+4]

RE: Permit Account Number: [XXXXX]

Dear [Contact Name]   or Postal Customer:

According to our records, the permit account number referenced above has not been used for mailing in the last 2 years. A permit must be revoked for non use during any 2-year period. (See Mailing Standards of the United States Postal Service, Domestic Mail Manual (DMM®) 604.5). Our records indicate the last date of mailing for this permit account was _____, or the account shows no activity. This account has a balance of $_____.

In accordance with the above provision, the permit account is canceled. A written appeal of this action may be submitted to the postmaster at the following address within 30 days of the date of this notice.

POSTMASTER
[POST OFFICE STREET OR PO BOX ADDRESS]
[CITY/STATE/ZIP CODE]

Before we can refund the account balance, you must complete PS Form 3533, Application for Refund of Fees, Products and Withdrawal of Customer Accounts, and mail it to the address above. We will send a refund for the remaining account balance, if applicable, to the account holder's address appearing on this letter. If the account's address is not current, please notify the Post Office at the address listed above. You must submit your notification of an address change in writing and on the account holder's letterhead.

If you wish to resume mailing using a permit account, the appropriate application and fees payment is required. If you need additional assistance, please contact the Post Office that maintains your account.

Sincerely,

[Name/Title]
[Telephone Number]

Enclosure

16-7.3 **Sample Add-Pos Non-Use Cancellation Notice**

UNITED STATES POSTAL SERVICE.

Add-Pos Non-Use Cancellation Notice

[Date]
[Name of Permit Holder]
[Address]
[City, State, ZIP+4]

RE: Permit Account Number: [XXXXX]

Dear [Contact Name]   or Postal Customer:

According to our records, the Add-Pos account number referenced above has not been used for mailing adjustments in the last 2 years. A permit must be revoked for non-use during any 2-year period. (See Mailing Standards of the United States Postal Service, Domestic Mail Manual (DMM®) 604.5.) Our records indicate the last date of a postage adjustment for this Add-Pos account was _____, or the account shows no activity. This account has a balance of $_____.

In accordance with the above provision, the Add-Pos account balance has been closed. A written appeal of this action may be submitted to the postmaster at the following address within 10 days of receipt of this notice.

POSTMASTER

[POST OFFICE STREET OR PO BOX ADDRESS]
[CITY/STATE/ZIP CODE]

Before we can refund the account balance, you must complete PS Form 3533, Application for Refund of Fees, Products and Withdrawal of Customer Accounts, and mail it to the address above. We will send a refund for the remaining account balance, if applicable, to the account holder's address appearing on this letter. If the account's address is not current, please notify the Post Office at the address listed above. You must submit your notification of an address change in writing and on the account holder's letterhead.

If you wish to resume using an Add-Pos account, the appropriate application is required. If you need additional assistance, contact the Post Office that maintains your account.

Sincerely,

[Name/Title]
[Telephone Number]

Enclosure

16-8 Handling Negative Balances in Customer Accounts

If a customer's trust account balance (permit or periodicals) results in a negative balance, it is the responsibility of the unit (PRU or BMEU) to ensure collections of funds from customers to maintain their accounts in good status. The following matrix is a guideline for proper collections for negative balance accounts.

Negative Balance Customer Accounts

Issue	Process	Action
Encountered a negative balance account.	Notify the customer via telephone call or e-mail.	Do not authorize any mailings. If no response from customer by the 15th calendar day, follow the next step.
After 15 calendar days with no response.	Mail notification letter via regular mail and Certified Mail to the customer's address on file; allow 20 calendar days from date of letter for customer resolution.	Do not authorize any mailings. If no resolution from the customer within the allowed 20 calendar days, follow the next step accordingly.
If no response after 20 calendar days from date of letter, and the negative balance amount is $100 or more.	BMEU or PRU initiates a PS Form 1902, *Justification for Billing Accounts Receivable* (January 2009 version); submits with a copy of notification letter to the district finance manager (DFM) for approval. Include Tax Identification Number (TIN) on PS Form 1902. Upon DFM approval, the BMEU or PRU submits PS Form 1902 and a required AIC 636 receipt in eIWS Online Forms for processing. . An accounts receivable will be established at Accounting Services. *PostalOne: BMEU initiates PS Form 1902.* *Non-PostalOne: PRU initiates PS Form 1902.*	Bring the customer's account balance to zero and close the account. Accounting entries: 1. Enter the amount into AIC 070. 2. Offset with AIC 636. 3. Attach the support documentation for the above accounting entries to PS Form 1902. *Note: Accounting entries must be recorded in the PRU's PS Form 1412.* The PRU files a copy of the PS Form 1902 locally.
Customer moved, left no address, address unknown, cannot be reached (any amount). Or Uncollectible negative balance amount below $100.	BMEU or PRU initiates PS Form 2130, *Claim for Loss;* submits with copy of carrier-endorsed notification letter to the DFM for approval. Upon approval, the DFM returns the PS Form 2130 and the supporting documentation to the originating unit. *PostalOne: BMEU initiates PS Form 2130.* *Non-PostalOne: PRU initiates PS Form 2130.*	Bring the customer's account balance to zero and close the account. Accounting entries: 1. Enter the amount into AIC 070. 2. Offset with AIC 633, Claim for Loss (Use Reason Code 09, Uncollectible Customer Account Items). *Note: Accounting entries must be recorded in the PRU's PS Form 1412.* The PRU files PS Form 2130 locally.

16-9 Enterprise Payment Accounts

16-9.1 **Customer Account Funding via Check**

USPS Customers may use checks (electronic or paper) to deposit funds into their accounts. Acceptance of checks is a privilege and convenience the USPS offers to our customers. The USPS accepts checks with the full expectation the checks will be honored by customer's financial institutions. Customers must maintain adequate funds in their accounts for payment of postage and fees for services provided by the USPS.

16-9.2 **Returned Checks**

The return of a check will result in the customer incurring a $30.00 returned check fee per event. If the returned check creates a negative balance, the customer is responsible for clearing the negative balance and paying the return check fee. Customers that experience 3 (three) returned checks, in a 12 (twelve) month period, will lose the privilege of using checks to fund their Enterprise Payment Account (EPA). Discounted rate USPS services provided to the customer may be suspended until amounts owed to the USPS are paid in full.

Accounting Services Center or collection agency will provide instructions to customer to clear the returned check. The customer is expected to follow the instructions and immediately clear the amount due. Failure to comply will result in the customer losing the privilege of presenting checks to the USPS.

16-9.3 **ACH Debit Transactions**

A dishonored Automated Clearing House (ACH) debit transaction will result in the customer incurring a $30.00 fee for each transaction, and suspension of the ACH debit funding option may be placed. The EPS Help Desk will reinstate the ACH debit funding option after the customer calls them, and the EPS Help Desk determines that the ACH issue has been resolved. A third dishonored ACH debit transaction, within a 12 (twelve) month period, results in a permanent suspension of the customers ACH debit funding option. If the dishonored ACH debit creates a negative balance, see 16-9.4.

16-9.4 **Negative Balances**

The occurrence of an EPA negative balance requires immediate payment from the customer. The customer will be required to send funds, including the related fee, via wire transfer to clear the negative balance. Failure to clear the negative balance immediately may result in the following penalties:

1. Suspension of the customer's EPA.
2. The loss of discounted rates for postage and fees until the account is reinstated.
3. Interest accrual on the negative balance at the legally allowable rate.

The negative balance must be paid in full before the customer can resume using the EPA. In circumstances where the negative balances are not cleared within thirty days, the USPS reserves the right to close the EPA permanently and pursue collection through all available legal means. The time period may be shorter in cases where the Postal Services suspects fraud. Additional fees and expenses incurred for collection activity will be passed on to the customer. These expenses may include, but are not limited to:

- Criminal prosecution.
- Civil penalties.
- Collection agency fees.
- Credit reporting fees.
- Related legal fees.
- US Treasury fees.

Customer accounts, such as permits, BRM, etc. must be disabled if they are linked to an EPS account that is deemed to be delinquent per directions from MEPT and Corporate Accounting.

16 Customer Business Mail Activity (Permit Imprint and Periodicals)

This chapter contains the procedures for reporting business mail activity for both *PostalOne!* and non-*PostalOne!* units. This chapter also describes the procedures for accounting for deposits and withdrawals from customer advance deposit accounts. This chapter includes the following subchapters:

There are account identifier codes (AICs) used throughout this chapter. Go to *http://blue.usps.gov/accounting/_xls/AIC-GLA_Crosswalk.xls*, for a list of AIC titles and descriptions.

Note: Refer to Appendix A, Account Identifier Code/General Ledger Account Crosswalk, for the titles and descriptions of AICs that are currently in use.

16-1 General Information

Presort mailers may be authorized to mail material without affixing postage when payment is made at the time of mailing from a permit imprint advance deposit account. See *Mailing Standards of the United States Postal Service,* Domestic Mail Manual (DMM) 604.5.0.

PostalOne! units are business mail entry units (BMEUs) or postal retail units (PRUs) that process all permit activities and maintain customer advance deposit accounts in the *PostalOne!* system.

Non-*PostalOne! units* are PRUs that accept deposits and process all permit activities from customer advance deposit accounts that are maintained using an individual PS Form 25, *Trust Fund Account.* Manage the accounts as follows:

- Enter the deposits and withdrawals and calculate the balance on an individual PS Form 25.
- Maintain a separate PS Form 25 with the daily summary grand total amount of all advance deposit account balances.

16-2 Application and Annual Fees

A mailer may obtain a permit to use a permit imprint indicia by submitting PS Form 3615, *Mailing Permit Application and Customer Profile,* and the applicable fees to the Post Office where the mailings are made or online using the Business Customer Gateway. Two forms of identification are required when submitting the application. One form of ID must contain a photograph of the applicant.

A valid, photo-bearing identification must be one of the following:

- State-issued driver's license.
- State-issued nondriver identification.
- Passport (foreign or domestic).
- U.S. military identification.
- Other U.S. government-issued identification.

Note*:* Social security cards, credit cards, and birth certificates are not acceptable forms of identification.

16-2.1 Collecting Application Fees

PRUs collect a one-time nonrefundable application fee, in advance, for customers who want to qualify for Periodicals rates or who want to use envelopes with a permit imprint.

Record these fees in the following AICs:

Fee	AIC
Periodical Application Fees	139
Permit Imprint Application Fees	140

16-2.2 Collecting Annual Fees

The following table lists the annual fees to be collected at PRUs and the AIC into which the fee is recorded.

Fee	AIC
First-Class Presort Annual Mailing Fee	117
Media and Library Mail Presort Mailing Fees	118

Customer Business Mail Activity (Permit Imprint and Periodicals)

Standard Mail Annual Fees	138
Parcel Select — Annual Mailing Fee	142
Bound Printed Matter Destination BMC Annual Permit Fee	197

16-2.3 Accounting for Fees

All fees must have a PS Form 3544, *USPS Receipt for Money or Services,* or a system-generated receipt (3544).

PRUs must clearly identify each fee on PS Form 3544 to ensure proper AIC entry on PS Form 1412, *Daily Financial Report.*

Fees must be manually entered to the customer's account in the *PostalOne!* system for non-interfaced *PostalOne!* units or on an individual PS Form 25 for non-*PostalOne!* units.

16-3 Presort Mailings — Additional Postage

16-3.1 Overview

Customers may establish an advance deposit account to pay additional postage for postage affixed presort mailings. Alternatively, a customer may request that additional postage be withdrawn (adjustment) from a permit imprint account.

Presort mailings that require additional postage are:

- Metered or precanceled stamp mailings with postage affixed at the lowest qualifying rate in the mailing.
- Mailings that fail a presort or any other mail acceptance verification. Customer Business Mail Activity (Permit Imprint and Periodicals)

16-3.2 Collecting Additional Postage

16-3.2.1 PostalOne! Units

b.   At *PostalOne!* units, collect additional postage as follows:

b.   Establish an "ADDPOS" account within the system to maintain the activity to pay additional postage.

   a.   Withdraw from customer's precancelled, metered, or permit account as applicable and process an adjustment to report additional postage revenue in AIC 113 as documented on the postage statement.

b.   c.   If the customer's account has an insufficient balance, the customer must pay or deposit the difference to the account to at least cover the additional postage.

16-3.2.2 Non-PostalOne! Units

At non-*PostalOne!* units, collect additional postage as follows:

a.   Maintain a PS Form 25 for customers who establish an advance deposit account.

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b.   Withdraw additional postage from the customer's account to pay the additional postage, as documented on the postage statement.

c.   Report revenue in AIC 113 on the ~~retail~~ retail~~sales and service~~ associate's ~~(RA's)~~ (SSRA's) PS Form 1412.

d.   File a copy of the postage statement with the adjustment.

16-4 Advance Deposits

16-4.1 Overview

Advance deposit accounts are trust funds comprised of permit imprint and periodicals accounts in accordance with the following requirements:

a.   Customers must pay for permit imprint and Periodicals mailings by cash, check, or debit card through an advance deposit or Enterprise Payment account before the mailing can be released for processing.

b.   The Postal Service withdraws the funds when payment for postage and fees is incurred.

c.   The Postal Service does not offer credit for postage and does not permit a negative balance in a trust account.

d.   ~~–Mailers may not carry a negative balance in a trust account.~~

~~d.~~

~~d.~~   e.   ~~.~~If funds paid or on deposit~~ed~~ are less than the amount necessary to pay for the mailing, the customer must pay or deposit the difference before the Postal Service will accept the mailing.

~~e.~~   f.   When an advance deposit account requires replenishment, the Postal Service notifies ~~notify~~ the customer.

16-4.2 Reconciling Advance Deposit Accounts

All units that maintain customer advance deposit trust accounts must reconcile their local customer trust balances with Accounting Data Mart (ADM) balances.

The following units…	Reconcile.…
PostalOne!	~~differences~~ ~~Differerences~~Differences identified in the Narrowcast Master Trust Exception Report upon receipt of the report.
Non-*PostalOne!*	PS Form 3083, *Trust Accounts Receipts and Withdrawals,* with the Master Trust Customer Report in the ADM or the weekly Trust and Expense Activity narrowcast report at least once a month.

16-4.3 Accepting Checks for Advance Deposits

Customers must pay at the time they mail or through an advance deposit account.

To accept checks for advance deposit accounts, follow this procedure:

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Customer Business Mail Activity (Permit Imprint and Periodicals)

a. Postmasters must apply standard check acceptance procedures for accepting business checks for permit holders and clients of permit holders (see subchapter 9-3). Do not accept personal or business checks from customers whose name appears on the bad check list.

b. The acceptance employee must examine the check before acceptance to ensure that the check is made payable to either "U.S. Postal Service" or "Postmaster."

c. Either the permit holder or the acceptance employee must record the customer's permit account number and permit type (AIC) on the face of the check.

d. For checks accepted at BMEUs, the accepting employee must record "BMEU" on the front of the check and must ensure that the permit number is an active account.

e. For BMEUs not equipped with a retail terminal (Retail Systems Software (RSS) or e1412)[Point of Service (POS), Integrated Retail terminal (IRT), electronic Money Order Voucher Entry System (eMOVES)], the postmaster or _____ BMEU supervisor is responsible for designating a secure location for check storage. Checks are considered priority one items and require the highest level of security equipment available at the BMEU (see *section* 3-1.1.2, for the types of equipment to use, in priority order for securing accountable items.)

f. The postmaster or BMEU supervisor is responsible for ensuring checks are transferred daily to the appropriate PRU. When transferring checks to the PRU for processing permit account deposits, include a list showing the value of each check, the total dollar amount of the checks, and the number of checks enclosed.

g. PRUs must process checks received from a BMEU for deposit on the current business day.

Note: A mailing agent's check can be accepted for deposit into their customer's advance deposit account.

16-4.4 Recording Payments at Postal Retail Units

Payments to advance deposit accounts must be recorded as follows:

a. Report funds collected and deposited into authorized advance deposit accounts for periodicals, permit imprint, and pending periodicals permits, in AIC 070 on PS Form 1412.

b. Issue an original receipt (either PS Form 3544 or a system-generated receipt) with the customer's name, permit account number, and amount received to the customer.

c. Forward a copy of the receipt (either PS Form 3544 or the system-generated receipt or report) to one of the following:

   (1) The employee responsible for the non-*PostalOne!* customer's trust account and who records deposit into customer's account on PS Form 25.

   (2) The PRU or BMEU employee as follows:

   ▪ At non-interfaced RSS, POS and *PostalOne!* units, to the employee who enters deposits into customers' accounts in the *PostalOne!* system.

   ▪ At interfaced RSS POS and *PostalOne!* units, to the designated employee to validate against *PostalOne!* entries.

The PRU must maintain copies of receipts as follows:

a. Maintain a copy of the PS Form 3544 or system-generated receipt or report locally.

b. Maintain PS Forms 3544 in sequential order at the unit to ensure continuity of issuance.

Note: RSS POS units interfaced with the *PostalOne!* system must provide a copy of the Permit Account Activity Report (PAAR) to the *PostalOne!* unit or BMEU site for validating that deposits were

correctly processed.

16-4.5 Collecting on Nonsufficient Funds Checks

If a permit holder writes a nonsufficient funds (NSF) check, Accounting Services will coordinate collection efforts with the BMEU or PRU. The BMEU or PRU may reduce the permit holder's account by the amount of the NSF check and applicable surcharge if the permit holder does not pay upon demand.

16-5 Withdrawals from Customer Advance Deposit Accounts

16-5.1 Overview

16-5.1.1 Definition

Withdrawals are disbursements from a customer's permit account to pay for mailing transactions, to issue a refund of any part of a customer's balance, or to transfer money to another account.

16-5.1.2 Acceptance Employee Responsibilities

When a customer brings a mailing to the PRU with a postage statement, the acceptance employee must do the following:

a. Verify that funds are available in the customer's account.

b. Verify the postage mailing statement.

c. Compute the amount of the postage for the mailing.

d. ~~d.~~ Perform all applicable acceptance and verification procedures. (See MAPs, Job Aids, User Guides at http://blue.usps.gov/bma/~~.~~ ~~(See Handbook DM-109,~~ *Business Mail Acceptance,* ~~chapter 3.)~~

At *PostalOne!* units, the acceptance employee must do the following:

a. Withdraw the total amount from the customer's permit account by entering the postage statement data in the *PostalOne!* system. This will automatically generate an accounting entry of the mailing (revenue) AIC with an offset to AIC 470 on PS Form 1412.

b. Initiate the appropriate clearance of the mailing. (See MAPs, Job Aids, User Guides at http://blue.usps.gov/bma/ .w ~~(See Handbook DM-109.)~~

At non-*PostalOne!* units, the acceptance employee must do the following:

a. Enter the amount in the corresponding mailing (revenue) AIC and offset the amount to AIC 470 on PS Form 1412.

b. Withdraw the total amount from the individual customer's permit account maintained on PS Form 25 and calculate the balance.

If a customer pays the exact amount when they mail, do not record any accounting entries for deposits or withdrawals (AICs 070 and 470) on the PRUs' PS Form 1412. Instead the acceptance employee must follow these steps:

a. At the time of mailing, record the amount of postage for the mailing in the appropriate subsidiary ledger PS Form 25 or PS Form 3543, *(Special) Record of Periodicals Postage.*

b. Verify the postage statement(s).

c. Ensure the amount on the postage statement(s) is reported into the revenue AIC corresponding to the type of mailing listed.

d. ~~d.~~ File a copy of the postage statement(s) locally.

16-5.2 Recording Postage Statements

RecordSeparate postage statements by the following revenue categories:

Permit Imprint	AIC
First-Class Mail	121
Media and Library Mail	124
Nonprofit Standard Mail	125
Regular Standard Mail	130
Bound Printed Matter	131
International (only) Postage	132
Periodicals — Outside County	135
Periodicals — In-County	224
Periodicals — International (Foreign)	238
Parcel Post Postage	223
International Surface Air Lift (ISAL)	234
International Priority Airmail (IPA)	235
Global Package Link (GPL)	236
Priority Mail Postage	237
Global Direct Inbound	240

16-5.2.1 PostalOne! Units

At *PostalOne!* Units, record postage statements as follows:

a.   a.   On PS Form 3083 verify that the opening balance matches the previous day's closing balance.

b.   b.   Record and finalize postage statements in the *PostalOne!* system.

e.   Group all postage statements by AIC.

e.   Keep postage statements separate for these categories:

e.   Permit imprint mailings.

e.   Metered mailings.

e.   Precanceled stamp mailings.

e.   Periodicals mailings.

e.   c.   c. Keep the original of all postage statements to support entries on PS Form 3083.

f.   d.   Maintain PS Form 3083 and postage statements locally.

Note: Unit managers must reconcile differences when the Narrowcast Master Trust Exception Report is received.

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Customer Business Mail Activity (Permit Imprint and Periodicals)

Non-PostalOne! Units

At non-*PostalOne!* units, the acceptance employee must transfer data to the Postal Service forms listed below.

Revenue Category	Form	Title
Permit Imprint	PS Form 25	*Trust Fund Account*
Periodicals	PS Form 3543	*(Special) Record of Periodicals Postage*

Payments and mailings must be controlled as follows:

a. a. Use PS Form 3083 and individual account forms related to the specific revenue category.

b. For each account type included in the PS Form 3083, verify that the opening balance matches the previous day's closing balance.

c. Verify the totals of the forms below to withdrawals of the appropriate column.

- PS Form 3541, *Postage Statement — Periodicals — One Issue or One Edition.*
- PS Form 3541-MW, *Postage Statement — Periodicals — All Issues in a Calendar Month.*
- PS Form 3533, *Application for Refund of Fees, Products and Withdrawal of Customer Accounts.*

d. d. Compare the amount shown as received in each column with the duplicate PS Form 3544 or system-generated receipt or report received and resolve any discrepancies.

e. e. Submit PS Form 3083 to the PRU.

f. f. Enter revenue to the appropriate AIC(s) on the RA's PS Form 1412 and make the appropriate withdrawal entries.

g. g. Maintain PS Form 3083 and postage statements locally.

Note: Unit managers must ensure that PS Form 3083 balances are reconciled with ADM balances at least once a month.

16-5.3 **Payment of Annual Permit Fees from Customer Accounts**

16-5.3.1 **Customer Request**

To request payment of an annual permit fee from an account balance, the customer must do the following:

a. a. Submit a written request on the account holder's letterhead with the customer's authorized signature.

b. Complete and submit PS Form 3533.

16-5.3.2 **PostalOne! Units**

At *PostalOne!* units the procedure for paying annual fees from a customer account is as follows:

a. a. Verify that funds are available in the customer's account.

b. Certify PS Form 3533.

c. Withdraw funds from the customer's account in the *PostalOne!* system in the Fee Payment screen by clicking on the box next to the left of the "Pay from Account" option.

d.   The payment method will reflect that payment was made from the account.

e.   The system will generate account entries to the appropriate fee AIC (e.g., 117 and 138), which is offset by trust withdrawal AIC 470 on the *PostalOne!* PS Form 1412.

f.   Print two copies of the Fee Payment Confirmation page.

    (1)   Give one copy to the customer.

    (2)   File the second copy locally with the written request and PS Form 3533.

16-5.3.3 Non-PostalOne! Units

At non-*PostalOne!* units the procedure for paying annual fees from a customer account is as follows:

a.   Verify that funds are available in the customer's account.

b.   Certify PS Form 3533.

c.   Withdraw funds and record fee payment on individual PS Form 25.

d.   Enter the amount to the appropriate fee AIC (e.g., 117 and 138) and offset to AIC 470 on the SRSA's RA's PS Form 1412.

e.   Provide the PS Form 3544 or system-generated receipt (3544) to the customer.

f.   File the PS Form 3533, PS Form 3544 or the system-generated receipt or report, and the customer's written request locally.

16-5.4 Transfers

Transfers are any movement of funds from one permit account to another.

16-5.4.1 Customer Request

To request a transfer of funds, the customer must do the following:

a.   Submit a written request on the account holder's letterhead with the customer's authorized signature.

b.   Submit a completed PS Form 3533 if requesting a transfer of funds between accounts not maintained at the same finance number.

16-5.4.2 Procedures

The following tables outline the procedures for transferring funds.

	Transfer of Funds Within the Same	
Step	***PostalOne!* Finance Number**	**Postal Retail Unit (Not on the *PostalOne!* System)**
a. Verify the customer's account balance for available funds.	Yes	Yes
b. Transfer the funds from the customer's account to the requested account.	Yes, select **Transfer** option in the *PostalOne!* system to transfer funds.	Yes, record the amount to be transferred "to" and "from" on each individual PS Form 25.

Customer Business Mail Activity (Permit Imprint and Periodicals)

Step		
c. Make accounting entries on PS Form 1412.	Yes, the *PostalOne!* system automatically makes AIC entries 070 and 470 for the transfers on the *PostalOne!* PS Form 1412.	No
d. File the customer's written request locally.	Yes	Yes

	Transfer of Funds Not Within the Same	
Step	***PostalOne!* Finance Number**	**Postal Retail Unit (Not on the *PostalOne!* System)**
a. Verify the customer's account balance for available funds.	Yes	Yes
b. Certify PS Form 3533.	Yes	Yes
c. Withdraw the requested amount from the customer's account.	Yes, select **Refund from Trust to Customer** in the *PostalOne!* system. AICs 280 and 470 are automatically entered on the *PostalOne!* PS Form 1412.	Yes, enter the withdrawn amount in AIC 280 and offset to AIC 470 on PS Form 1412. ***Note:*** Do not issue a money order.
d. Submit as attachments ~~the~~ system-generated receipts (for documentation) along with the completed PS Form 3533 to EIWS Online Forms ~~the Scanning and Imaging Center (SIC)~~ for processing.	Yes, *PostalOne!* automatically generates PS Form 3533-X, *Refund from Trust to Customer Confirmation,* for supporting documentation.	Yes, ~~for~~ for RSS ~~IRT and POS~~ units the system automatically generates a PS Form 3544 receipt or report for supporting documentation. ~~e1412 Electronic Money Order Voucher Entry System (eMOVES)~~ units must submit a copy of the unit's PS Form 1412 as supporting documentation.
e. File a copy of the PS Form 3533 and customer's written request locally. ***Note:*** When the customer receives the requested funds, he or she may deposit the amount into the account at the other unit.	Yes, in addition, locally file system-generated PS Form 3533-X.	Yes

16-5.5 Customer Requested Withdrawals

16-5.5.1 Customer Request

To request a withdrawal of all or part of the unused balance or to close a permit account with a balance, the customer must do the following:

a. Submit a written request on the account holder's letterhead with the customer's authorized signature.

b. Complete and submit PS Form 3533.

16-5.5.2 PostalOne! Units

At *PostalOne!* units, employees process a customer request for a withdrawal as follows:

a. Verify that funds are available in the customer's account.

b. Certify PS Form 3533.

c. Withdraw the requested funds from the customer's account in *PostalOne!* by selecting the Refund Option "Refund from Trust to Customer." The system will generate PS Form 3533-X.

d. ~~Submit the customer's PS Form 3533 with the system-generated PS Form 3533-X to the SIC for processing.~~ The PostalOne! system generates accounting entries to AIC 470 with an offset to AIC 280

e. File a copy of PS Form 3533-X locally with the customer's written request.

16-5.5.3 Non-PostalOne! Units

At non-*PostalOne!* units, employees process a customer request for a withdrawal as follows:

a. Verify that funds are available in the customer's account.

b. Certify PS Form 3533.

c. Regardless of the amount, withdraw the requested funds from the customer's account, enter the amount in AIC 280, and offset the amount to AIC 470 on PS Form 1412.

d. Attach the required supporting documentation to the PS Form 3533 as follows:

Units that use this reporting technology…	Attach…
RSS ~~POS or IRT~~	the system-generated receipt (PS Form 3544) for AIC 280.
E1412 ~~eMOVES~~	a copy of the unit's PS Form 1412, which shows the AIC 280 entry.

e. ~~Submit the completed PS Form 3533 to the SIC~~ Enter and submit the data on the completed PS Form 3533 in eIWS Online Forms for processing.

f. File a copy of PS Form 3533 locally with the customer's written request.

Note: PRU employees must not disburse local payments for withdrawals (refunds) from the customer's advance deposit account.

16-6   Refund of Annual Permit Fees

16-6.1   Customer Request

A customer may submit a written request on the account holder's letterhead and a completed
PS Form 3533 for a refund of an annual presort mailing fee payment if no mailings have been made
during the corresponding 12-month period. (See DMM 604.9.0.)

16-6.2   PostalOne! Units

If the fee was paid at the retail window, follow these steps:

a. ~~a.~~   Verify that no mailings have been made during the corresponding 12-month period.

b. ~~b.~~   Enter the amount in the *PostalOne!* system by selecting the Refund Option "Refund To Trust." Use "Other" as the reason code and explain in "Comments" that the annual fee was refunded per customer's _request.

c. ~~c.~~   The fee amount is credited to the customer's account. The system will generate PS Form 3533-X.

d. ~~d.~~   File a copy of PS Form 3533-X along with the customer's written request locally.

e. ~~e.~~   Cancel the fee payment from the customer's account.

If the fee was paid by withdrawing from customer's trust account, follow these steps:

a. ~~a.~~   Verify that no mailings have been made during the corresponding 12-month period.

b. ~~b.~~   Reverse the fee payment from the customer's account; the fee amount is automatically credited to the customer's account.

Note: If the customer is also requesting a refund of the amount on balance, process the refund for the balance as per instructions for *PostalOne!* units, after the fee amount has been credited to the customer's account. (See section PostalOne! Units~~16-5.5.2~~.)

16-6.2.1   Meter or Pre-Canceled Stamp Accounts at PostalOne! Units

Meter and pre-canceled stamp accounts are not linked to a "Trust" account and a refund of the annual fees cannot be processed in *PostalOne!*

To refund annual fees to a customer with meter or pre-canceled stamp accounts due to inactivity, *PostalOne!* units do the following:

- Verify that no mailings have been made during the corresponding 12-month period.
- Reverse the fee entry in *PostalOne!* (This will not create a financial transaction.)
- Certify the customer completed PS Form 3533 and submit to the PRU.

The PRU does the following:

a. Enters the amount of the refund in AIC 528 and offset to AIC 280 on PS Form 1412.

b. Attaches the required supporting documentation to the PS Form 3533 as follows:

Units that use this reporting technology…	Attach…
RSS POS or IRT	the system-generated receipt (PS Form 3544) for AIC 280.
eMOVES e1412	a copy of the unit's PS Form 1412, which shows the AIC 280 entry.

c. Submits the completed PS Form 3533 to the SIC Enter and submit the data on the completed PS Form 3533 in eIWS Online Forms for processing.

d. Files a copy of PS Form 3533 locally.

Note: PRU employees must not disburse payments for refunds of annual fees locally.

16-6.3 Non-PostalOne! Units

If the fee was paid at the retail window, follow these steps:

a. Verify that no mailings were made during the corresponding 12-month period.

b. Enter the fee amount in AIC 070 and offset to AIC 528 on the RA's PS Form 1412. Do not issue a money order.

c. Credit the amount of the refund back to the customer's account.

d. File the PS Form 3533, PS Form 3544 or the system-generated receipt or report, and the customer's written request locally.

e. Cancel the fee payment for the customer's account on PS Form 25.

Note: If the customer is also requesting a refund of the amount on balance, process the refund for the balance according to the instructions for non-*PostalOne!* units, after the fee amount has been credited to the customer's account. (See section Non-PostalOne! Units16-5.5.3.)

16-6.3.1 Meter or Pre-Canceled Stamp Accounts at Non-PostalOne! Units

To refund annual fees to a customer with meter or pre-canceled stamp accounts due to inactivity at non-*PostalOne!* units, the PRU does the following:

a. Verifies that no mailings have been made during the corresponding 12-month period.

b. Certifies the customer completed PS Form 3533.

c. Enters the amount of the refund in AIC 528 and offsets to AIC 280 on PS Form 1412.

d. ~~d.~~ Attaches the required supporting documentation to the PS Form 3533 as follows:

Units that use this reporting technology…	Attach…
~~POS or IRT~~ RSS	the system-generated receipt (PS Form 3544) for AIC 280.
~~eMOVES~~ e1412	a copy of the unit's PS Form 1412, which shows the AIC 280 entry.

e. ~~e.~~ ~~Submits the completed PS Form 3533 to the SIC~~ Enter and submit the data on the completed PS Form 3533 in eIWS Online Forms for processing.

f. ~~f.~~ Files a copy of PS Form 3533 locally.

Note: PRU employees must not disburse payments for refunds of annual fees locally.

16-7 Closing Customer Accounts for Inactivity

Inactive permit imprint, meter, or pre-canceled accounts are defined as having no mailings or payment of fees during a 2-year period from the date of fee expiration. Inactive Add-Pos accounts are defined as having no postage adjustments during a 2-year period.

Non-PostalOne! Sites:

The postmaster, unit manager, or designated employee must close inactive permit, meter, pre-canceled, or Add-Pos accounts as follows:

a. ~~a.~~ If the account balance exceeds $25, send a cancellation notice and a PS Form 3533 to the customer.

b. ~~b.~~ Allow the customer 30 days from the date of the notice to respond.

c. ~~c.~~ Close the account if:

 ~~(1)~~ 1) The customer does not respond to the cancellation notice*.

 ~~(2)~~ 2) The letter is returned as undeliverable as addressed*.

 ~~(3)~~ 3) The customer submits PS Form 3533 requesting a refund of the account balance.

*PostalOne! *Sites Only:*

No further action is necessary. The system will automatically close the account at the end of 26 months of no activity.

See parts ~~Issuing a Refund for Inactive Permit Accounts16-7.1~~, Issuing a Refund for Inactive Permit Accounts, ~~Sample Non-Use Cancellation Notice16-7.2~~, Sample Non-Use Cancellation Notice, ~~Sample Add-Pos Non-Use Cancellation Notice16-7.3~~, Sample Add-Pos Non-Use Cancellation Notice, and Appendix ~~C~~E, Refunds Quick Reference Guide.

16-7.1 **Issuing a Refund for Inactive Permit Accounts**

Customer Business Mail Activity (Permit Imprint and Periodicals)

Follow the flowchart process to refund a customer's Permit advance deposit account due to inactivity for both *PostalOne!* and Non-*PostalOne!* Offices.

Verify customer's account balance

Is Account Balance $25.00 or less?

No → - in *PostalOne!* At least 60 days prior to the month of cancellation, the NCSC will generate and send non-use letters.
- in Non-*PostalOne!* the unit will send a Customer Cancellation letter and PS Form 3533

Yes

Received completed & signed PS Form 3533 from customer

No → Authorized employee completes PS Form 3533 for local records

Yes

Process refund in *PostalOne!* (Refund from Trust to AIC 126) in Non-*PostalOne!* AICs 126 & 470

Process refund:
- in *PostalOne!* (Refund from Trust to Customer)
- in Non-*PostalOne!* (AICs 280 & 470)

Process refund in *PostalOne!* (Refund from Trust to AIC 126) in Non-*PostalOne!* AICs 126 & 470

- *PostalOne!* Units DO NOT submit the customer's 3533 and the 3533X through eIWS OnLine Forms. *PostalOne!* electronically processes the refund.
- Non-*PostalOne!* Units submit the original 3533 and the system generated 3544 through eIWS OnLine Forms.

File completed PS Form 3533 locally*

File completed PS Form 3533 & cancellation letter locally*

File copies of the completed PS Form 3533 and the cancellation letter locally

*If a customer requests a refund (regardless of the amount) and their account balance has been "zeroed out", then *PostalOne!* Units would reverse *"Refund from Trust to AIC 126"* and then follow normal refund process.

If the account has been cancelled for non-use and cannot be viewed, submit the customer completed PS Form 3533 to the PRU to process. The refund method will be based on the amount:
- $25.00 or less will be cash & AIC 624
- $25.01 - $1000.00 will be a No Fee MO & AIC 624
- $1000.01 and greater – AIC 280 & AIC 624 – AIC 280 requires submission of PS Form 3533 through eIWS OnLine Forms

Note: The RSS workflow *"Refund – Misc. Non-Postal Revenue"* will produce the correct refund payment type and post the appropriate AIC 624 entry.

Non-*PostalOne!* Units would enter AICs 280 & 624 at the PRU and follow the normal refund process.

16-7.1

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Follow the flowchart process to refund a customer's Permit advance deposit account due to inactivity for both *PostalOne!* and Non-*PostalOne!* offices.

Verify customer's account balance

Is Account Balance $95.00 or less? — NO → Send Customer Cancellation letter and PS Form 3533

YES

Received completed and signed PS Form 3533 for refund? — NO → Authorized employee completed PS Form 3723 for local records

YES

Process refund in *PostalOne!* (Refund from Trust to AIC 126) in Non-*PostalOne!* (AICs 126 & 470)

Process refund in *PostalOne!* (Refund from Trust to Customer) in Non-*PostalOne!* (AICs 126 & 470)

Process refund in *PostalOne!* (Refund from Trust to AIC 126) in Non-*PostalOne!* (AICs 126 & 470)

Send original PS Form 3533 along with appropriate documentation to the CIC

File completed PS Form 3533 locally[**]

File copies of both the completed PS Form 3533 and the cancellation letter locally

File completed PS Form 3533 & cancellation letter locally[**]

[**]*PostalOne!* units submit a system-generated Form 3533-A.

Non-*PostalOne!* units (IRT and POS) submit a system-generated receipt (0544) eMOVES units must submit a copy of the unit's PS Form 1412

[*]If a customer requests a refund (regardless of the amount) and their account balance has been "claimed out", the *PostalOne!* unit should process "Refund from Trust to AIC 126" and then follow normal refund process.

If the account is in a delete status and cannot be viewed, submit the customer-completed PS Form 3533 to the PRU to process. The PRU enters AIC 280 & 624 and follows the normal refund process.

Non-*PostalOne!* units must use AICs 280 & 624 at the PRU and follow the normal refund process.

16-7.2 **Sample Non-Use Cancellation Notice**

UNITED STATES POSTAL SERVICE

Non-Use Cancellation Notice

[Date]

[Name of Permit Holder]
[Address]
[City, State, ZIP+4]

RE: Permit Account Number: [XXXXX]

Dear [Contact Name] or Postal Customer:

According to our records, the permit account number referenced above has not been used for mailing in the last 2 years. A permit must be revoked for non use during any 2-year period. (See Mailing Standards of the United States Postal Service, Domestic Mail Manual (DMM®) 604.5). Our records indicate the last date of mailing for this permit account was _____, or the account shows no activity. This account has a balance of $_____.

In accordance with the above provision, the permit account is canceled. A written appeal of this action may be submitted to the postmaster at the following address within 30 days of the date of this notice.

POSTMASTER
[POST OFFICE STREET OR PO BOX ADDRESS]
[CITY/STATE/ZIP CODE]

Before we can refund the account balance, you must complete PS Form 3533, Application for Refund of Fees, Products and Withdrawal of Customer Accounts, and mail it to the address above. We will send a refund for the remaining account balance, if applicable, to the account holder's address appearing on this letter. If the account's address is not current, please notify the Post Office at the address listed above. You must submit your notification of an address change in writing and on the account holder's letterhead.

If you wish to resume mailing using a permit account, the appropriate application and fees payment is required. If you need additional assistance, please contact the Post Office that maintains your account.

Sincerely,

[Name/Title]
[Telephone Number]

Enclosure

16-7.3   **Sample Add-Pos Non-Use Cancellation Notice**

UNITED STATES POSTAL SERVICE.

Add-Pos Non-Use Cancellation Notice

[Date]
[Name of Permit Holder]
[Address]
[City, State, ZIP+4]

RE: Permit Account Number: [XXXXX]

Dear [Contact Name]   or Postal Customer:

According to our records, the Add-Pos account number referenced above has not been used for mailing adjustments in the last 2 years. A permit must be revoked for non-use during any 2-year period. (See Mailing Standards of the United States Postal Service, Domestic Mail Manual (DMM®) 604.5.) Our records indicate the last date of a postage adjustment for this Add-Pos account was _____, or the account shows no activity. This account has a balance of $_____.

In accordance with the above provision, the Add-Pos account balance has been closed. A written appeal of this action may be submitted to the postmaster at the following address within 10 days of receipt of this notice.

POSTMASTER

[POST OFFICE STREET OR PO BOX ADDRESS]
[CITY/STATE/ZIP CODE]

Before we can refund the account balance, you must complete PS Form 3533, Application for Refund of Fees, Products and Withdrawal of Customer Accounts, and mail it to the address above. We will send a refund for the remaining account balance, if applicable, to the account holder's address appearing on this letter. If the account's address is not current, please notify the Post Office at the address listed above. You must submit your notification of an address change in writing and on the account holder's letterhead.

If you wish to resume using an Add-Pos account, the appropriate application is required. If you need additional assistance, contact the Post Office that maintains your account.

Sincerely,

[Name/Title]
[Telephone Number]

Enclosure

16-8 Handling Negative Balances in Customer Accounts

If a customer's trust account balance (permit or periodicals) results in a negative balance, it is the responsibility of the unit (PRU or BMEU) to ensure collections of funds from customers to maintain their accounts in good status. The following matrix is a guideline for proper collections for negative balance accounts.

Negative Balance Customer Accounts

Issue	Process	Action
Encountered a negative balance account.	Notify the customer via telephone call or e-mail.	Do not authorize any mailings. If no response from customer by the 15th calendar day, follow the next step.
After 15 calendar days with no response.	Mail notification letter via regular mail and Certified Mail to the customer's address on file; allow 20 calendar days from date of letter for customer resolution.	Do not authorize any mailings. If no resolution from the customer within the allowed 20 calendar days, follow the next step accordingly.
If no response after 20 calendar days from date of letter, and the negative balance amount is $100 or more.	BMEU or PRU initiates a PS Form 1902, *Justification for Billing Accounts Receivable* (January 2009 version); submits with a copy of notification letter to the district finance manager (DFM) for approval. Include Tax Identification Number (TIN) on PS Form 1902. Upon DFM approval, the BMEU or PRU submits ~~sends~~ PS Form 1902 and a required AIC 636 receipt in eIWS Online Forms for processing. ~~to the Scanning and Imaging Center (SIC)~~. An accounts receivable will be established at Accounting Services. *PostalOne: BMEU initiates PS Form 1902. Non-PostalOne: PRU initiates PS Form 1902.*	Bring the customer's account balance to zero and close the account. Accounting entries: 1. Enter the amount into AIC 070. 2. Offset with AIC 636. 3. Attach the support documentation for the above accounting entries to PS Form 1902. *Note: Accounting entries must be recorded in the PRU's PS Form 1412.* The PRU files a copy of the PS Form 1902 locally.
Customer moved, left no address, address unknown, cannot be reached (any amount). Or Uncollectible negative balance amount below $100.	BMEU or PRU initiates PS Form 2130, *Claim for Loss;* submits with copy of carrier-endorsed notification letter to the DFM for approval. Upon approval, the DFM returns the PS Form 2130 and the supporting documentation to the originating unit. *PostalOne: BMEU initiates PS Form 2130. Non-PostalOne: PRU initiates PS Form 2130.*	Bring the customer's account balance to zero and close the account. Accounting entries: 1. Enter the amount into AIC 070. 2. Offset with AIC 633, Claim for Loss (Use Reason Code 09, Uncollectible Customer Account Items). *Note: Accounting entries must be recorded in the PRU's PS Form 1412.* The PRU files PS Form 2130 locally.

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16-9 Enterprise Payment Accounts

16-9.1 Customer Account Funding via Check

USPS Customers may use checks (electronic or paper) to deposit funds into their accounts. Acceptance of checks is a privilege and convenience the USPS offers to our customers. The USPS accepts checks with the full expectation the checks will be honored by customer's financial institutions. Customers must maintain adequate funds in their accounts for payment of postage and fees for services provided by the USPS.

16-9.2 Returned Checks

The return of a check will result in the customer incurring a $30.00 returned check fee per event. If the returned check creates a negative balance, the customer is responsible for clearing the negative balance and paying the return check fee. Customers that experience 3 (three) returned checks, in a 12 (twelve) month period, will lose the privilege of using checks to fund their Enterprise Payment Account (EPA). Discounted rate USPS services provided to the customer may be suspended until amounts owed to the USPS are paid in full.

Accounting Services Center or collection agency will provide instructions to customer to clear the returned check. The customer is expected to follow the instructions and immediately clear the amount due. Failure to comply will result in the customer losing the privilege of presenting checks to the USPS.

16-9.3 ACH Debit Transactions

A dishonored Automated Clearing House (ACH) debit transaction will result in the customer incurring a $30.00 fee for each transaction, and suspension of the ACH debit funding option may be placed. The EPSA Help Desk will reinstate the ACH debit funding option after the customer calls them, and the EPSA Help Desk determines that the ACH issue has been resolved. A third dishonored ACH debit transaction, within a 12 (twelve) month period, results in a permanent suspension of the customers ACH debit funding option.

If the dishonored ACH debit creates a negative balance, see 16-9.4 policy below regarding Enterprise Payment Accounts – Negative Balances.

16-9.4 Negative Balances

The occurrence of an Enterprise Payment Account (EPA) negative balance requires immediate payment from the customer. The customer will be required to send funds, including the related fee, via wire transfer to clear the negative balance. Failure to clear the negative balance immediately may result in the following penalties:

1. Suspension of the customer's EPA.
2. The loss of discounted rates for postage and fees until the account is reinstated.
3. Interest accrual on the negative balance at the legally allowable rate.

The negative balance must be paid in full before the customer can resume using the EPA.

In circumstances where the negative balances are not cleared within thirty days, the USPS reserves the right to close the EPA permanently and pursue collection through all available legal means. The time period may be shorter in cases where the Postal Services suspects fraud. Additional fees and expenses

incurred for collection activity will be passed on to the customer. These expenses may include, but are not limited to:

- Criminal prosecution.;
- Civil penalties.;
- Collection agency fees.;
- Credit reporting fees.;
- Related legal fees.;
- US Treasury fees.

Customer accounts, such as permits, BRM, etc. must be disabled if they are linked to an EPS account that is deemed to be delinquent per directions from MEPT and Corporate Accounting.

20 **Payment Types**

This chapter describes the responsibilities and procedures for the various types of payments and reimbursements. This chapter includes the following subchapters:

Note: There are account identifier codes (AICs) used throughout this chapter. Refer to Appendix A, Account Identifier Code/General Ledger Account Crosswalk, for the titles and descriptions of AICs that are currently in use.

20-1   Customer Domestic Claims

20-1.1   Overview

Customers may file domestic claims online or by mail.

All claims are adjudicated by Accounting Services. PRUs must not adjudicate any claims locally, regardless of the amount.

PRUs do not process repayments for previously paid claims. Repayment instructions are provided in the letter mailed to the customer by Accounting Services. For questions related to claims, advise the customer to contact the Accounting Help Desk (AHD) via email, *helpdeskaccounting-st.louis@usps.gov*; or by phone, 866-974-2733.

The following resources and links provide more information on domestic claims:

- Accounting Website — Claims
- http://blue.usps.gov/*accountingaccounting*accounting*accounting*/claims.htm.
- Filing Indemnity Claims for Loss or Damage (DMM 609) *http://pe.usps.gov/text/dmm300/609.htm*.

- How to File Insurance Claims (usps.com)
  http://www.usps.com/insuranceclaims/welcome.htm.
- Publication 122, Customer Guide to Filing Domestic Insurance Claims or Registered Mail Inquiries
  http://about.usps.com/publications/pub122.pdf.

20-1.2 **Filing Domestic Claims**

PUB 122, *Domestic Claims: Customer Reference Guide*, contains a table listing the time limits for filing customer claims for both domestic and international services.

Note: PRUs no longer process domestic claims or distribute PS Form 1000.

To file a domestic claim online, customers must go to *www.usps.com/ship/file-insurance-claims.htm*. The online system captures all the required information about the claim. Customers who file a domestic claim online must upload JPG or PDF file(s) to provide evidence of insurance, proof of value, and, if applicable, proof of damage or missing contents. Once the online claim is submitted, the customer may print a copy as a record. The customer can check online at any time for the status of the claim.

To file a domestic claim by mail, customers must call 800-ASK-USPS (800-275-8777) to have a PS Form 1000 mailed to them. Customers send the completed form with all other required supporting documentation for loss or damage of an item mailed with insured services to the address printed on the form.

Note: Customer must submit original PS Form 1000. Copies or other variations of the PS Form 1000 are not permitted and will delay processing.

Damaged or Missing Contents

Upon inspection of a damaged domestic or missing contents item presented by a customer, Retail Associates (RAs) must do the following:

  a. Perform the verification of the damaged article and documents submitted by the customer as evidence of mailing and value.

  b. Prepare a PS Form 3831, Receipt for Article(s) Damaged in Mails, and give it to the customer.

  c. Prepare a PS Form 2856, Damage Report of Insured Parcel and Contents via MyPO but do not provide a copy of the PS Form 2856 to the customer.

d.   Submit completed PS Form 2856 online via MyPO.

e.   Do not fax or mail PS Form 2856.

Note: PRUs do not mail damaged articles to St. Louis Accounting Service Center.

Appealing a Denied Domestic Claim

For domestic claims, with insurance purchased, that were denied, the procedure for customers is as follows:

- For a denied claims, customers may appeal a decision by sending a copy of the denial letter and a written appeal focusing on the basis of the claim denial within **30** days of the date of the original decision to the following address:

  DOMESTIC CLAIM APPEALS
  ST. LOUIS ACCOUNTING SERVICE CENTER
  PO BOX 80141
  ST LOUIS MO 63180-0141

- If the original claim was filed online, customers may file an appeal online by signing into their account at *www.usps.com/ship/file-insurance-claims.htm*. The appeal must be filed **within 30 days** of the date of the original decision.

- If a customer receives a check for a lessor amount than the requested amount, the customer may submit a copy of the partial pay letter and a written appeal focused on the basis of the partial pay **within 30 days** of the date of the original decision.

  If first appeal send to the following address:
  DOMESTIC CLAIM APPEALS
  ST. LOUIS ACCOUNTING SERVICE CENTER
  PO BOX 80141
  ST LOUIS MO 63180-0141

  If second appeal send to the following address:
  CONSUMER ADVOCATE
  US POSTAL SERVICE - DOMESTIC CLAIMS APPEALS
  475 L'ENFANT PLAZA SW, ROOM 4131
  WASHINGTON, DC 20260-0343

20-2   Customer International Claims

Overview

An inquiry refers to a request for information or to a report of the disposition of an article received via international mail.

The International Research Group (IRG) handles all inquiries for international articles.

Customers must contact the IRG at 800-222-1811 to report the loss, damage, and/or rifling (missing contents) of articles mailed via Global Express Guaranteed, Priority Mail Express International (PMEI), Priority Mail International (PMI), insured or ordinary service, or Registered Mail.

Inquiries are not accepted for First-Class International letters, PMI flat-rate envelopes, PMI small flat-rate boxes, or M-bags.

How to Initiate an Inquiry

Depending on the type of service, inquiries may be initiated by phone or online.

Customers can initiate an inquiry by phone by contacting the International Research Group (IRG) at 800-222-1811 within the time limits listed in the International Mail Manual (IMM), Exhibit 921.2 at *http://pe.usps.com/cpim/ftp/manuals/Imm/immc9.pdf*.

The IMM also lists the types of International services that inquiries can be initiated for, and information on payments and limitations.

International inquiries for some services may be submitted online. Customers can visit *https://www.usps.com/help/claims.htm* for more information on services eligible for online inquiry.

The customer must be the U.S. sender and must submit the inquiry within the time limits listed in the IMM, Exhibit 921.2.

After an inquiry is received by the IRG, the IRG will correspond with the post in the foreign country. If the investigation determines that a claim for the item should be initiated, the IRG will send a claim packet to the customer with instructions for completing the claim form and mailing the claim to St. Louis Accounting Service Center., Claims Accounting Branch.

All claims are adjudicated by St. louis Accounting Service Center. PRUs must not adjudicate any claims locally, regardless of the amount or distribute PS Form 2855.

The following resources and links provide more information on international claims:

- Accounting Website — International Claims at *https://blue.usps.gov/accounting/international.htm*.

- How to File Insurance Claims: USPS.com at *https://www.usps.com/help/international-claims.htm*.

- International Inquiries and Claims at *http://www.usps.com/international-claims*.

- International Mail Manual (IMM 920) at *http://pe.usps.com/cpim/ftp/manuals/Imm/immc9.pdf*.

- Consumer Programs and Policies at *http://blue.usps.gov/caweb/privacy/consumer/welcome.htm*.

- Universal Postal Union (UPU) at *http://www.upu.int*.

20-2.2   ## Lost Articles

To report the loss of an article sent to a foreign country, customers must call the IRG at 800-222-1811andand provide the relevant information regarding the item, including, but not limited to, the following:

a. Article number appearing under the barcode.

b. Names, addresses, and telephone numbers of the mailer and addressee.

c. Date of mailing, weight, postage paid, and additional fees (if applicable).

d. Description and value of contents

Inquiries for Priority Mail International flat-rate envelopes and small flat-rate boxes will not be accepted unless registered service is purchased.

Before initiating an inquiry of an article mailed to a foreign country, the customer must allow sufficient time for delivery of the mail piece to the foreign country.

20-2.3   ## Damaged, Rifled, or Missing Items

For damaged articles that are held in a foreign country, the U.S. sender must initiate an inquiry by calling the IRG at 800-222-1811IRG.

For damaged articles that are held in the United States, an inquiry is not required.

To start the claims process for a damaged international article, U.S. senders must do the following:

a. Call 800-222-1811 to initiate an inquiry.
b. Take the damaged item to any PRU immediately for inspection.
c. Instruct the foreign sender to file a claim with his or her foreign postal administration.

Upon inspection of a damaged international item presented by a customer, RAs do the following:

a. Perform the verification of the damaged article and documents submitted by the customer as evidence of mailing and value.

b. Prepare a PS Form 3831, Receipt for Article(s) Damaged in Mails, and give it to the customer.

c. Prepare a PS Form 2856, Damage Report of Insured Parcel and Contents but do not provide a copy of the PS Form 2856 to the customer.

d. Complete the PS Form 2856 in MyPO.

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e. Print, then Mail or Fax:

> INTERNATIONAL RESEARCH GROUP
> UNITED STATES POSTAL SERVICE
> PO BOX 512318
> LOS ANGELES, CA 90051-0318
>
> FAX: 651-306-6165

Note: PRUs do not mail damaged articles to St. Louis Accounting Service Center.

To obtain the status or information regarding a filed claim, both Postal Service employees and customers may contact the Accounting Help Desk (AHD) via email, *helpdeskaccounting-st.louis@usps.gov*; or by phone,866-974-2733.

For GXG claims, customers may call the IRG at 800-222-1811. The call will be transferred to our alliance partner, Federal Express. For more information on GXG service, go to *https://www.usps.com/international/gxg.htm*.

20-3   Tort Claims

Tort claims are claims for damage to or loss of property, for personal injury, or for death to non-Postal Service personnel caused by the negligent or wrongful act or omission of an employee while acting within the scope of employment.

To process a Tort claim, field units do the following:

Complete a PS Form 2551, *Non-Goods and Services Payment* Authorization. Ensure the expense is applied to AIC 597 by using the following account numbers:

- 55101: Commercial Hired Motor Vehicles – Tort Claims
- 55103: Hired for Postal Employee Motor Vehicle – Tort Claims
- 55105: Rural Carriers Motor Vehicles – Tort Claims
- 55107: US Government Owned Motor Vehicles – Tort Claims
- 55212: Accidents on government Owned Property – S/T/F
- 55213: Accidents on Leased Property Other Than US Government
- 55215: Other Non-Vehicle Accidents
- 55216: Tort Claims Paid at MSC - $100 or Less

Submit the completed PS Form 2551 using the eIWS OnLine Forms application for processing.

For additional information, see part 19-6, Payment Process Table. See also Administrative Support Manual (ASM), chapter 25.

20-4 Health Benefit (HB) 202 Payments

The following table explains how Health Benefit Premium reimbursement payments are processed:

What are HB 202 payments?	HB 202 payments are health benefit premium reimbursements to postal employees who have been on OWCP for more than a year. The health benefits premiums are charged at the OPM higher rate for those on OWCP greater than one year.
What documentation is required to authorize an HB 202 payment?	PS Form 2551 along with the HB 202 form to authorize payment
What information must be recorded on PS Form 2551?	Complete PS Form 2551 as follows: Item 1: Select the Payment checkbox. Item 2: Use the employee's SSN for the Tax Identification Number (TIN). Item 3: Select the Postal Employee checkbox. Item 4: Enter the Payee Name. Item 5: Enter the Remit to Address. Item 6: Enter the Invoice number as Health Code/Last name of Employee/Last service Date; (ex., 402/Smith/Dec202013). Item 7: Enter GLA Account #. Use GLA 51209, along with the finance number to be charged for the fines and the dollar amount. Item-8: Enter the Gross Amount to be paid. Item 9: Enter the Post Office Contact Information with the name and telephone number of the contact person at the local office. Print the contact person's name. Item 10: Obtain the signature and enter the title of the certifying official. Enter the date certified and the originating office ZIP Code.
Where do I send HB 202 invoices?	Submit PS Form 2551 along with supporting documentation (system-generated HB 202 form) using the eIWS OnLine Forms application for processing.
How do I inquire about HB payments?	Go to EDW/ADM to inquire about the status of a payment. If payment status is not available in EDW/ADM, call the AHD at 866-974-2733.

20-5 Occupational Safety and Health Administration Payments

The following table explains how Occupational Safety and Health Administration (OSHA) payments are processed.

What is an OSHA payment?	OSHA payments are court-approved fines assessed for violations of OSHA regulations at postal facilities
What documentation is required to authorize an OSHA payment?	An original invoice and settlement documentation must be provided with PS Form 2551 to authorize payment
What information must be recorded on PS Form 2551?	Complete PS Form 2551 as follows: Item 1: Select the Payment checkbox. Item 2: Use **000006742** for the Tax Identification Number (TIN). Item 3: Select the Government Agency checkbox. Item 4: Enter the Payee Name. Item 5: Enter the Remit to Address. Item 6: Enter the Vendor Invoice number, which is located on the OSHA settlement documentation (the Penalty Number). Item 7: Enter GLA Account #. Use GLA **55324 for civil cases** and GLA **55325 for criminal cases**, along with the finance number to be charged for the fines and the dollar amount. Item 8: Enter the Invoice Gross Amount of the settlement (this might be different from the original OSHA invoice). Item 9: Enter the Post Office Contact Information with the name and telephone number of the contact person at the local office. Print the contact person's name. Item 10: Obtain the signature and enter the title of the certifying official. Enter the date certified and the originating office ZIP Code.
Where do I send OSHA invoices?	Submit OSHA invoices using the eIWS OnLine Forms application for processing. To avoid payment of additional penalties or interest, immediately submit OSHA payments
How do I inquire about OSHA payments?	Go to EDW/ADM to inquire the status of a payment. If payment status is not available in EDW/ADM, call the AHD at 866-974-2733.

20-6   Non-Postal Service Training Payments

20-6.1 Overview

Employee and Labor Relations Manual (ELM) 740 defines nonpostal training as training provided by nonpostal sources under a tuition or registration fee arrangement funded wholly or partially by the Postal Service.

ELM policies and procedures take precedence and must be followed to determine whether employee training is appropriate.

To request training, the Postal Service employee must submit an eBuy Plus requisition (when available) for all nonpostal training budget and commitment approval.

20-6.2 Classifications and Limits

Once approved, employees may charge tuition and books for nonpostal training (for commercial courses and college and university tuition) on their Postal Service individually-billed travel card or pay individually (personal credit card or check) and be reimbursed through eTravel. (Refer to ELM 740)

Contact Human Resources for additional restrictions covering university and college courses and degree programs.

While this section reflects individual payment processing for nonpostal training, group training enrollment costs for commercially available training courses may be paid under local buying procedures and payment methods up to $10,000 (see ASM 722, Local Buying Authority). Group enrollment requests in excess of $10,000 require a contract and must follow contractual payment procedures. Contact the Travel, Retail, and Temporary Services Category Management Center for assistance at the Supply Management Website at *http://blue.usps.gov/purchase*. (Click the *Who Buys My Stuff?* link.)

Payment of professional or technical training services as described requires issuance of a contract and is therefore prohibited under local buying authority. Contact the Professional, Printing, and Creative Services CMC at the Supply Management Website.

20-6.3 Payment Methods

The following methods of payment and reimbursement are in the preferred descending order for tuition, course fees, books, and supplies (for commercial courses and college and university tuition).

a. *eTravel.* Employees with access to eTravel and who paid with a Postal Service individually-billed travel card or by personal means (e.g., personal credit card or check) must use eTravel for reimbursement as follows:

   (1) Use of the individually-billed government travel card is preferred to pay for properly approved nonpostal training (for any dollar amount), with reimbursement to be made to the card service through eTravel.

   (2) If the employee made payment using a personal credit card or check, they may also be reimbursed through eTravel.

   (3) Payments manually entered on the expense entry page of eTravel, as opposed to pre-populating the data from the credit card page, may require submittal of receipt(s) with the eTravel receipt report.

   (4) Ensure that a training expense type is selected in eTravel.

   See Travel Website for additional information *https://blue.usps.gov/accounting/travel.htm*

b. *Purchase card.* When nonpostal training payments are within the responsible manager's local buying delegation authority (cannot exceed $10,000), payments may be made with the responsible office's purchase card (may be an advance payment or after an invoice is received).

   (1) A copy of the approved eBuy Plus requisition and delivery documentation must be kept with the cardholder's records. (See Handbook AS-709, *Credit Card Policies and Procedures for Local Buying,* section 335.1, for further guidelines.)

c. *PS Form 2551.* When use of eTravel or the Postal purchase card is not an option, advance payment or employee reimbursement may be sought through the PS Form 2551 process using the following requirements:

(1) A copy of the approved eBuy Plus requisition and supporting receipts must be submitted with the PS Form 2551 request for payment.

(2) Payments exceeding $10,000 will only be processed when approval from the manager of Corporate Accounting is included on or with the PS Form 2551.

20-7   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 $35.00) 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; all 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.

20-8   EZ Pass and Toll Collection

The district finance office (DFO) processes payment of billing statements for EZ Pass badges and stickers or toll collections for official use vehicles. Individuals responsible for official use vehicles are also responsible for billing statements for automated toll collection.

The DFO manages the accounts for maintenance and administrative vehicles. The Transportation Networks office manages the accounts for mail delivery and pick-up vehicles.

Transportation Networks and Administrative Services managers (or their respective designees) are responsible for analyzing the benefits of using the automated toll collection system in their jurisdiction.

When deemed beneficial, the DFO and Transportation Network managers do the following:

a.   Open an advance deposit account with the local, state, or city transportation commission for EZ Pass, not to exceed an estimated quarterly use.

b.   Review account balances every quarter to determine if the quarterly use estimate needs to be adjusted.

c.   Maintain a control record of the account numbers assigned to the EZ Pass badges and stickers with the identified vehicle.

d.   Secure unused EZ Pass badges and stickers to prevent unauthorized use.

e.   Review monthly statements to verify that only authorized personnel used the EZ Pass badges and stickers.

f.   Ensure that payments to the account are paid by one of the following methods:

    (1) Purchase card (preferred method).

    (2) Submission of a correctly completed PS Form 2551, only if the agency does not accept the Purchase card.

20-9   Injury Compensation Settlement Funds (Third-Party Liability)

To process disbursements of injury compensation settlements from third- party payments, Injury Compensation does the following:

a.   Determines to whom the check is made payable.

b.   If the third-party check is made payable to the Office of Workers' Compensation Programs (OWCP) and includes only the OWCP payment, then Injury Compensation sends the check and OWCP Form EN-1108, *Long Form Statement of Recovery,* or Form EN-1122, *Short Form Statement of Recovery,* as applicable, directly to the appropriate OWCP lockbox address.

What are third-party payments?	Third-party payments can be made to employees, attorneys. or OWCP when reimbursement is made to USPS.
What documentation is required to authorize a third-party payment?	Either the EN-1108 or EN-1122 along with PS Form 2551 to authorize payment.

What information must be recorded on PS Form 2551?	Complete PS Form 2551 as follows: Item 1: Select the Payment checkbox. Item 2: Use the Tax Identification Number (TIN) for OWCP or the attorney or use the SSN of the employee. Item 3: Select the appropriate box (the Government Agency checkbox for OWCP, the EIN checkbox for an attorney, or the Postal Service Employee checkbox for a USPS employee). Item 4: Enter the Payee Name. Item 5: Enter the Remit to Address. Item 6: Enter the Invoice number as a combination of the file number from either the EN-1108 or EN-1122 documentation as follows. If payment is made to the employee for file number 02345, the invoice number would be: **Third Party 02345EMP**. For OWCP, it would be: **Third Party 02345OWCP**. For Attorney, it would be: **Third Party 02345ATTORNEY**. Item 7: Enter GLA Account # 51208, along with the finance number to be charged and the dollar amount. Item 8: Enter the Gross Amount of the from either the EN-1108 or EN-1122 documentation. Item 9: Enter the Post Office Contact Information with the name and telephone number of the contact person at the local office. Print the contact person's name. Item 10: Obtain the signature and enter the title of the certifying official. Enter the date certified and the originating office ZIP Code.
Where do I send third-party payments?	Submit PS Form 2551 along with supporting documentation (either the EN-1108 or EN-1122) using the eIWS OnLine Forms application for processing— if payment amount is $10,000.00 or greater, a copy of the settlement check is also required. To avoid payment of additional penalties or interest, immediately submit payment requests.
How do I inquire about third-party payments?	Go to EDW/ADM to inquire the status of a payment. If payment status is not available in EDW/ADM, call the AHD at 866-974-2733.

c.   If the check is made payable to the Postal Service, then Injury Compensation sends the third-party check to the Disbursing Branch with a cover letter indicating the office finance number. Annotate GLA 51208 on the check and mail it to the following address:

> DISBURSING OFFICER
> ACCOUNTING SERVICES
> 2825 LONE OAK PKWY
> EAGAN MN 55121-9640

Note: The Disbursing Branch deposits the third-party check and credits GLA 51208, Workers Compensation.

d.   Mails the original OWCP Form EN-1108 or OWCP Form EN-1122 directly to the OWCP central mailroom.

e.   Completes a separate PS Form 2551 for each disbursement (e.g., OWCP, employee, and attorney).

f.   Attaches a copy of the OWCP Form EN-1108 or OWCP Form EN-1122 to each PS Form 2551 as the invoice.

g.   Identifies the address of each payee on separate PS Forms 2551 (OWCP payment to OWCP lockbox address).

h.   Annotates the third party, the claim number, and check recipient (e.g., OWCP, Emp, or Atty) in Item 6, Invoice #, on PS Form 2551. This information appears on the remittance advice.

i.   Submit PS Forms 2551 using the eIWS OnLine Forms application for processing.

j.   If the third party is paying by installment, forward checks as received to Accounting Services, Disbursing Branch, with a cover letter identifying the finance number to credit and GLA 51208. Once the recovery is final, complete the appropriate PS Form 2551 for disbursement, as indicated above, and submit using the eIWS OnLine Forms.

Accounting Services processes the payment to OWCP and other payees, as identified, on PS Form 2551. The information in Item 6, Vendor Invoice, of the PS Form 2551, must appear on the remittance advice. Accounting Services debits GLA 51208 for this transaction.

20-10 Contract Cleaning Services

20-10.1 Guidelines

The Cleaning Services Local Buying Agreement Guidelines (CSLBAG) is available on the Accounting Website at *http://blue.usps.gov/accounting/*

Under "References," click *Cleaning Services Local Buying Agreement Guidelines.*

The direct URL for the guidelines is *http://blue.usps.gov/supplymanagement/_pdf/localcleanguide.pdf*.

PS Form 7355, *Cleaning Agreement,* is available on the Forms Website. Go to *http://blue.usps.gov/forms*For information about the status of a payment, contact the Accounting Help Desk (AHD) via email, helpdeskaccounting-st.louis@usps.gov, or by phone, 866-974-2733. For information about contractual issues, call the proper purchasing specialist. A list of frequently asked questions (FAQs) is available on the Supply Management Website.

a.   Go to *http://blue.usps.gov/supplymanagement/facilities-services-home.htm*

b.   Under "Introduction," click Cleaning Services.

c.   Under "Information & Resources," click Cleaning Services FAQs.

The direct URL for the Cleaning Services FAQs is *http://blue.usps.gov/supplymanagement/_pdf/CleanerFAQs.pdf*

20-10.2 Local Cleaning Agreements

Local cleaning agreements are established as follows:

a.   Use local agreements for annual payments under $10,000 to a self-employed individual or under $2,500 to a cleaning service company.

b.   If the annual payments are equal to or for more than these amounts, the contract request must be submitted through an approved eBuy Plus requisition.

c.   The eBuy Plus requisition must be set up with routing instruction to Supply Management, Facility Services CMC, for establishing a Postal Service contract at:

> FACILITY SERVICES CMC
> 3300 S. PARKER RD, STE 400
> AURORA, CO 80014-3500

d.   Each PRU that uses contract cleaners must have on file a completed and signed copy of PS Form 7355.

Note: PS Form 7355 states that either the Postal Service or the supplier may terminate the contract on 30 days' written notice to the other party. If the contract cleaner fails to abide by this requirement, immediately submit CSLBAG Attachment 6 to Accounting Services, indicating the date that service was terminated.

20-10.2.1 **Recurring Cleaning Services — Between 1 and 2 Years**

Local cleaning agreements for services that recur for 1 year to 2 years are paid by the Contractual Payables Branch as follows:

a.   Complete PS Form 7227, Local Cleaning Service Agreement and Payment Authorization, and submit in the eIWS OnLine Forms application.

b.   After submission, print the completed PS Form 7227 from the eIWS Online Forms application.

c.   Keep a copy locally for 2 years after the agreement expires. Accounting Services establishes the supplier account and makes the payments every 2 weeks through the Accounts Payable System. Electronic funds transfer (EFT) can be set up by completing a PS Form 3881-X, Supplier and Payee Electronic Funds Transfer (EFT) Enrollment. To set up EFT payments for the first time, the supplier/payee must bring the form to their financial institution for verification before they submit it to the USPS for processing. Mail the completed form to: Submit PS Form 3881-X along with the PS Form 7227 using eIWS Online Forms application.

PS Form 7227 requires bi-weekly and annual payment information. Calculate the bi-weekly amount as follows:

a.   Calculate the daily pay rate by dividing the annual payment amount by the number of days to be worked annually. Do not calculate an hourly rate.

b.   Multiply the daily pay rate by the number of days to be worked each 2-week period to determine the bi-weekly amount.

c.   Also use the daily amount when sending PS Form 7228, Cleaning Services Modification, to Accounting Services to increase or decrease a payment to the contract cleaner.

d.   The beginning date of work must be the Saturday of week 2 of a pay period and the ending date must be Friday of week 1 of a pay period. Current agreements will not be changed.

Upon expiration, you are required to complete PS Form 7227, Local Cleaning Service Agreement and Payment Authorization. The renewal contract beginning date must be Saturday of week 1 of a pay period. If this creates a gap (1 week or more) between the end of the current contract and the beginning of the new contract, the field unit must submit PS Form 2551 to process payment for the gap.

20-10.2.2 Recurring Cleaning Services — Less Than One Year

To process payments to cleaning contractors, do the following:

a.   Use the Purchase card (or Purchase card checks) for each 2-week period of work. Do not complete PS Form 7227.

b.   Calculate the daily rate amount as follows:

(1)   Divide the total amount to be paid by the number of days the supplier will work during the length of the agreement. Do not calculate an hourly rate.

(2)   Multiply the daily pay rate by the number of days worked during the 2-week period; this will be the amount to be entered as the Invoice Gross Amount for payment.

c.   Maintain a copy of the form and invoice locally.

20-10.3 Nonrecurring One-Time Cleaning Services

Payments to suppliers who provide one-time cleaning services may be made locally with a no-fee money order (not to exceed $1,000) or cash (not to exceed $35). See part 19-1.5 for local payment procedures.

Postmasters must record such payments as they are made on PS Form 8231, *Vendor Payment 1099 Reporting Form,* and submit using the eIWS OnLine Forms application for processing.

20-10.4 Renewing a Local Agreement

To renew a cleaning agreement for up to $10,000 (self-employed individuals) or $2,500 (service companies), do the following:

a.   Ensure the cleaning services are included in your budget.

b.   Submit an eBuy Plus requisition for approval.

c.   Complete and retain a new PS Form 7355.

d.   Complete and sign a new PS Form 7227, *Local Cleaning Services Payment Authorization*. Make a copy of the completed form and retain it with the PS 7355.

e.   Complete, submit and eSign PS Form 7227, *Local* Cleaning *Service* Agreement and Payment Authorization using eIWS Online Forms application.

Note: The Contractual Payables Branch must receive this form at least 15 business days prior to the expiration of the existing contract.

Keep local agreements in the local office for two years after the expiration date.

20 **Payment Types**

This chapter describes the responsibilities and procedures for the various types of payments and reimbursements ~~processed by field units~~. This chapter includes the following subchapters:

Note: **Note:** 20-1   ~~Customer Domestic Claims~~.

Note: ~~20-2   Customer International Claims~~.

Note: ~~20-3   Tort Claims~~.

Note: ~~20-4   Occupational Safety and Health Administration Payments~~.

Note: ~~20-5   Non-Postal Service Training Payments~~.

Note: ~~20-6   Employee Uniform Cap Reimbursement~~.

Note: ~~20-7   EZ Pass and Toll Collection~~.

Note: ~~20-8   Injury Compensation Settlement Funds (Third-Party Liability)~~.

Note: ~~20-9   Contract Cleaning Services~~.

Note: There are account identifier codes (AICs) used throughout this chapter. Refer to Appendix A, Account Identifier Code/General Ledger Account Crosswalk, for the titles and descriptions of AICs that are currently in use.

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20-1   Customer Domestic Claims

Overview

Customers may file domestic claims online or by mail.

All claims are adjudicated by Accounting Services. PRUs must not adjudicate any claims locally, regardless of the amount.

PRUs do not process repayments for previously paid claims. Repayment instructions are provided in the letter mailed to the customer by Accounting Services. For questions related to claims, advise the customer to contact the Accounting Help Desk (AHD) via email, *helpdeskaccounting-st.louis@usps.gov*, or by phone, 866-974-2733.

The following resources and links provide more information on domestic claims:

- Accounting Web site — Claims
  http://blue.usps.gov/*accounting*/claims.htm.

- Accounting Web site — Domestic Claims
  http://blue.usps.gov/wps/portal/accounting/processes/claims/domestic.

- Filing Indemnity Claims for Loss or Damage (DMM 609)

  http://pe.usps.gov/text/dmm300/609.htm.

- How to File Insurance Claims (usps.com)
  http://www.usps.com/insuranceclaims/welcome.htm.
-
- Consumer Programs and Policies
  http://blue.usps.gov/caweb/privacy/consumer/wel-come.htm.
- Retail Standard Operating Procedures
  http://blue.usps.gov/customerservicesoperationsandretail/policyandprocedures/standardoperatingprocedures/standard_operating_procedures.shtml.
- Publication 122, Customer Guide to Filing Domestic Insurance Claims or Registered Mail Inquiries

http://about.usps.com/publications/pub122.pdf.
-

20-1.2   Filing Domestic Claims

PUB 122, *Domestic Claims: Customer Reference Guide,* PS Form 1000, *Domestic or*International Claim, contains a table listing the time limits for filing customer claims for both domestic and international services.

Note: PRUs no longer process domestic claims or distribute PS Form 1000.

Note: **To file a domestic claim online**, customers must go to *www.usps.com/ship/file-insurance-claims.htm.* A PS Form 1000 is not required for insurance claims filed online. The online system captures all the required information about the claim. Customers who file a domestic claim online mustmay upload JPG or PDF file(s)files to provide evidence of insurance, proofevi- dence of value, and, if applicable, proof of damage or missing contents. Once the online claim is submitted, the customer may print a copy as a record. The customer can check online at any time for the status of the claim.

To file a domestic claim by mail, customers must call 800-ASK-USPS (800-275-8777) to have a PS Form 1000 mailed to them. Customers send thea completed form with all other required supporting documentation for loss or damage of an item mailed with insured services to the address printed on the form.

Note: Customer must submit original PS Form 1000. CNo copies or other variations of the PS Form 1000 are not permitted and. for it This will de-lays processing.

Damaged or Missing Contents

Upon inspection of a damaged domestic or missing contents item presented by a customer, ~~the Sales & Service~~Retail Associates (~~Ras SSR~~As) must do the following:

a. Perform the verification of the damaged article and documents submitted by the customer as evidence of mailing and value.

b. Prepare a PS Form 3831, Receipt for Article(s) Damaged in Mails, and give it to the customer.

c. Prepare a PS Form 2856, Damage Report of Insured Parcel and Contents via MyPO — but do ~~Do~~ not provide a copy of the PS Form 2856 to the customer.

d. Submit completed PS Form 2856 online via MyPO.

e. Do not fax or mail PS Form 2856.

Note: PRUs do not mail damaged articles to St. Louis Accounting Service Center.

Note: **If a postmaster has an urgent customer situation and needs a domestic claim form, it can be found on the Accounting web page at** Error! Hyperlink reference not valid.

~~20.1.3~~

Payment Types

To file a claim at a PRU, **customers must complete a PS Form 1000 and submit it to a PRU employee. Upon receiving a claim (PS Form 1000), a PRU employee must verify that the form is complete and all required supporting doc-umentation is attached. At the end of each day, PRUs must mail any claim forms received that day along with any required supporting documentation to Accounting Ser-vices at the following address:**

20-1.3 **USPS Domestic Claims Accounting Services PO Box 80143 St Louis MO 63180-0143**

20-1.3

Appealing a Denied Domestic Claim

For domestic claims with insurance purchased that were denied, the procedure for customers is as follows:

- If the original claim was filed online, the customer may file an appeal online by signing into their account at *www.usps.com/ship/file-insurance-claims.htm*. The appeal must be filed **within 30 days** of the date of the original decision.

  DOMESTIC CLAIM APPEALS
  ST. LOUIS ACCOUNTING SERVICE CENTER
  PO BOX 80141
  ST LOUIS MO 63180-0141

- If a customer receives a check for a lessor amount than the requested amount, the customer may submit a copy of the partial pay letter and a written appeal focused on the basis of the partial pay **within 30 days** of the date of the original decision.

  If first appeal send to the following address:

  DOMESTIC CLAIM APPEALS
  ST. LOUIS ACCOUNTING SERVICE CENTER
  PO BOX 80141
  ST LOUIS MO 63180-0141

  If second appeal send to the following address:

  CONSUMER ADVOCATE
  US POSTAL SERVICE - DOMESTIC CLAIMS APPEALS
  475 L'ENFANT PLAZA SW, ROOM 4131
  WASHINGTON, DC 20260-0343

ST. LOUIS ACCOUNTING SERVICE CENTER
CHECK PROTEST ACCOUNTING SERVICES
CHECK PROTEST
ACCOUNTING SERVICES
PO BOXBOX 80141
ST LOUIS
St Louis MO 63180-0141
ST LOUIS MO 63180-0141

20-1.4 20-1.4 Registered Mail Inquiries

A mailer may file an inquiry for the alleged loss of Registered Mail by completing a domestic claim form. The mailer must call 800-ASK-USPS (800-275-8777) to receive a domestic claim form by mail. The customer sends the completed form to the address printed on the form.

PS Form 1000. Only the mailer may file an inquiry. For merchandise return service, only the permit holder may file an inquiry. The mailer may not file any inquiry until 15 days after the mailing date of the article. A duplicate inquiry may not be filed sooner than 30 days after the original inquiry.

20-2 Customer International Claims

20-2.1 Overview

An inquiry refers to a requestrequests for information or to a report ofcomplaints about the disposition of an article received viaentered in international mail (will be deferred to the Global Business Group).

The International Research Group (IRG) handles all inquiries for international articles.

Customers must contact the IRG at 800-222-1811 to report the loss, damage, and/or rifling (missing contents) of articles mailed via Global Express Guaranteed, Priority Mail Express International (PMEI), Priority Mail International (PMI), insured or ordinary service, or Registered Mail.

Inquiries are not accepted for First-C class International letters, PMI flat-rate envelopes, PMI small flat-rate boxes, or M-bags.

20-2.2 How to Initiate an Inquiry

Depending on the type of service, inquiries may be initiated by phone or online.

Customers can initiate an inquiry by phone by contacting the The

International Research Group (IRG) at 800-222-1811 within the time limits listed in the International Mail Manual (IMM), Exhibit 921.2 at *http://pe.usps.com/cpim/ftp/manuals/Imm/immc9.pdf.*

The IMM also lists the types of International services that inquiries can be initiated for, and information on payments and limitations.

International inquiries for some services may be submitted online. Customers can visit *https://www.usps.com/help/claims.htm* for more information on services eligible for online inquiry.

The customer must be the U.S. sender and must submit the inquiry within the time limits listed in the IMM, Exhibit 921.2.

~~The International Research Group (IRG~~Inquiry Center (IIC) handles all ~~inquiries for international articles.~~

~~Customers must contact the IRG~~IIC at 800-222-1811 to report the loss, ~~damage, and~~/or rifling (missing contents) of articles mailed via Global Express ~~Guaranteed, Priority Mail~~ Express Mail International (PMEI),, Priority Mail ~~International (PMI), insured, Registered Mail, Insured, or ordinary service~~, or ~~Registered Mail....~~

~~Inquiries are not accepted for First class International~~ordinary letters, PMI flat-~~rate envelopes, PMI small flat-rate boxes, or M-bags.~~

After an inquiry is received by the ~~IRG~~IIC, the ~~IRG~~IIC will correspond with the post in the foreign country. If the ~~investigation~~IIC determines that a claim for the item should be initiated, the ~~IRG~~IIC will send a claim packet to the customer with instructions for completing the claim form and mailing the claim to ~~Accounting Services~~St. Louis Accounting Service Center.,, ~~International Accounting Branch~~Claims Accounting Branch.

All claims are adjudicated by St. louis Accounting Service Center. PRUs must not adjudicate any claims locally, regardless of the amount or distribute PS Form 2855. ~~Accounting Services~~St. Louis Accounting Service Center~~Services handles the adjudication of claims (claim processing) functions for all international articles.~~

~~Postal Retail Units (PRUs) must not adjudicate any claims locally, regardless of the amount.~~

The following resources and links provide more information on international claims:

- Accounting ~~Web site~~Website — International Claims at ~~*http://blue.usps.gov/wps/portal/accounting/processes/claims/international,*~~ *https://blue.usps.gov/accounting/international.htm* ~~http://blue.usps.gov/wps/portal/accounting/processes/claims/ international~~

- How to File Insurance Claims: USPS.com at *https://www.usps.com/help/international-claims.htm*

- International Inquiries and Claims at http://www.usps.com/international-claims.

- International Mail Manual (IMM 920) at http://pe.usps.com/cpim/ftp/manuals/Imm/immc9.pdf.

- Consumer Programs and Policies at *http://blue.usps.gov/caweb/privacy/consumer/welcome.htm*.

- Universal Postal Union (UPU) at *http://www.upu.int*.

20-2.2 Lost Articles

To report the loss of an article sent to a foreign country, customers must call the IRG at 800-222-1811 and provide the relevant information regarding the item, including, but not limited to, the following:

a. Article number appearing under the barcode.

b. Names, addresses, and telephone numbers of the mailer and addressee.

c. Date of mailing, weight, postage paid, and additional fees (if applicable).

d. Description and value of contents

Inquiries for Priority Mail International flat-rate envelopes and small flat-rate boxes will not be accepted unless registered service is purchased.

Before initiating an inquiry of an article mailed to a foreign country, the customer must allow sufficient time for delivery of the mail piece to the foreign country. PS Form 1000 contains a table listing the time limits for filing customer claims for both domestic and international services.

20-2.3 Damaged, Rifled, or Missing Items

For damaged articles that are held in the United States, an inquiry is not required. For damaged articles that are held in a foreign country, the U.S. sender must initiate an inquiry by calling the IRG at 800-222-1811.

For damaged articles that are held in the United States, an inquiry is not required.

9

Customers who receive a damaged article or one that has missing contents from Canada must contact the Canadian sender and instruct him/her to file a claim with Canada Post.

Customers who receive a damaged article or one that has missing contents from a foreign country, except an item from Canada, must take the item to any PRU immediately for inspection.

To start the claims process for a damaged international article, U.S. senders must do the following:

a. Call 800-222-1811 to initiate an inquiry.

b. Complete a PS Form 1000.

Submit the PS Form 1000 and the damaged item to a PRU.

b. Supply the following documentation to accompany the claim form:

c. Instruct the foreign sender to file a claim with his or her foreign postal administration.

Evidence of Mailing — original mailer receipt or an original sales receipt from a Point of Service (POS) retail terminal that includes the mailing receipt number and insurance amount, or for inbound articles, the article number.

Evidence of Value:

A sales receipt, invoice, or bill of sale is required.

A statement of reconstruction costs should be included for Express Mail documents.

For Internet purchases, a copy of the canceled check, money order, credit or debit card receipt, or billing statement directly related to the damaged item(s) is required.

For purchases made using an Internet account, a final or completed transaction sheet indicating the amount deducted from the account and a description of the item(s).

Upon inspection of a damaged international item presented by a customer, RAs do the following:

a. Ensure the customer completes and submits a PS Form 1000.

a. Perform the verification of the damaged article and documents submitted by the customer as evidence of mailing and value.

b. Prepare a PS Form 3831, Receipt for Article(s) Damaged in Mails, and give it to the customer.

c. Prepare a PS Form 2856, Damage Report of Insured Parcel and Contents but do.

a.   Before submitting to Accounting Services, ensure that the completed claim packet includes the follow-ing:

b.   Completed PS Form 1000.

c.   Completed PS Form 2856.

d.   Evidence of Mailing.

e.   Evidence of Value.

Give the customer a copy of the claims packet and documents submitted. Do

c.   Do not provide a copy of the PS Form 2856 to the customer.

d.   Complete the PS Form 2856 in MyPO.

Print, then and Fax or Mail or Fax: to: Mail the PS Form 2856 to the following address:

e.

United States Postal Service
Customer Care Center
FAX: 651-306-6165

ATTN: INTERNATIONAL RESEARCH GROUP
UNITED STATES POSTAL SERVICE
PO BOX 512318
7001 S. CENTRAL AVE
LOS ANGELES, CA 90051-031890052 4200

FAX: 651-306-6165

Note: PRUs do not mail damaged articles to St. Louis Accounting Service Center.

To obtain the status or information regarding a filed claim, both Postal Service employees and customers may contact the Accounting Help Desk (AHD) via email, *helpdeskaccounting-st.louis@usps.gov*; or by phone,at 866-974-2733.

For GXG claims, customers may call the IRG at IIC (800-222-1811.) The call will be transferred to our alliance partner, Federal Express. For more information on GXG service, go to *https://www.usps.com/international/gxg.htm.*

20-3 Tort Claims

Tort claims are claims for damage to or loss of property, for personal injury, or for death to non-Postal Service personnel caused by the negligent or wrongful act or omission of an employee while acting within the scope of employment.

To process a Tort claim, field units do the following:

a. Complete a PS Form 2551, *Non-Goods and Services Payment 8230, Authorization for Payment*. EUse General Ledger Account number 5521655216000 to ensure the expense is applied to AIC 597 by using the following . These account numbers should be included:

- 55101: CommericalCommercial Hired Motor Vehicles – Tort Claims
- 55103: Hired for Postal Employee Motor Vehicle – Tort Claims
- 55105: Rural Carriers Motor Vehicles – Tort Claims
- 55107: US Government Owned Motor Vehicles – Tort Claims
- 55212: Accidents on government Owned Property – S/T/F
- 55213: Accidents on Leased Property Other Than US Government
- 55215: Other Non-Vehicle Accidents
- 55216: Tort Claims Paid at MSC - $100 or Less

b. Submit the completed PS Form 2551 using 8230 to the eIWS OnLine Forms application for processing. Scanning and Imaging Center (SIC).

For additional information, see part 19-67.1, Payment Process Table. See also Administrative Support Manual (ASM), chapter 25.

20-4 Health Benefit (HB) 202 Payments

The following table explains how Health Benefit Premium reimbursement payments are processed:

What are HB 202 payments?	HB 202 payments are health benefit premium reimbursements to postal employees who have been on OWCP for more than a year. The health benefits premiums are charged at the OPM higher rate for those on OWCP greater than one year.
What documentation is required to authorize an HB 202 payment?	PS Form 2551 along with the HB 202 form to authorize payment

What information must be recorded on PS Form 2551?	Complete PS Form 2551 as follows: Item 1: Select the Payment checkbox. Item 2: Use the employee's SSN for the Tax Identification Number (TIN). Item 3: Select the Postal Employee checkbox. Item 4: Enter the Payee Name. Item 5: Enter the Remit to Address. Item 6: Enter the Invoice number as Health Code/Last name of Employee/Last service Date; (ex., 402/Smith/Dec202013). Item 7: Enter GLA Account #. Use GLA 51209, along with the finance number to be charged for the fines and the dollar amount. Item-8: Enter the Gross Amount to be paid. Item 9: Enter the Post Office Contact Information with the name and telephone number of the contact person at the local office. Print the contact person's name. Item 10: Obtain the signature and enter the title of the certifying official. Enter the date certified and the originating office ZIP Code.
Where do I send HB 202 invoices?	Submit PS Form 2551 along with supporting documentation (system-generated HB 202 form) using the eIWS OnLine Forms application for processing.
How do I inquire about HB payments?	Go to EDW/ADM to inquire about the status of a payment. If payment status is not available in EDW/ADM, call the AHD at 866-974-2733.

~~20-4~~ 20-5 Occupational Safety and Health Administration Payments

The following table explains how Occupational Safety and Health Administration (OSHA) payments are processed.

What is an OSHA payment?	OSHA payments are court-approved fines assessed for violations of OSHA regulations at postal facilities.
What documentation is required to authorize an OSHA payment?	An original invoice and settlement documentation must be provided with PS Form 2551 ~~8230~~ to authorize payment.

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What information must be recorded on PS Form 2551 8230?	Complete PS Form 2551 as follows 8230 must contain the following information: Item 1: Select the Payment Invoice checkbox. Item 2: Use **000006742** for the Tax Identification Number (TIN). Item 3: Select the Government Agency PPA Exempt checkbox. Item 4: Enter the Vendor/Payee Name. Item 5: Enter the Remit to Address. Item 6: Enter the Vendor Invoice number, which is located on the OSHA settlement documentation (the Penalty Number). Item 7: Enter the Invoice Date. Item 8: Enter the Invoice Received Date. Item 9: Enter the Goods Rec'd Date. Use the same date as the Invoice Received Date. Item 10: Enter the Invoice Gross Amount of the settlement (may be different from the original OSHA invoice). Item 11: Enter GLA Account #. Use GLA **55324 for civil cases** and GLA **55325 for criminal cases**, along with the finance number to be charged for the fines and the dollar amount. Item 8: Enter the Invoice Gross Amount of the settlement (this might be different from the original OSHA invoice). Item 9 Item 12: Enter the Post Office Contact Information with the name and telephone number of the contact person at the local office. Print the contact person's name. Item 10 13: Obtain the signature and enter the title of the certifying official. Enter the date certified and the originating office ZIP Code.
Where do I send OSHA invoices?	Submit Mail OSHA invoices using to the eIWS OnLine Forms application for processing. SIC. To avoid payment of additional penalties or interest, immediately submit OSHA payments. Submit copies of this documentation to the appropriate Office of Inspector General (OIG). See Appendix B-2 for the list of OIG field offices.
How do I inquire about OSHA payments?	Go to EDW/ADM to inquire the status of a payment. If payment status is not available in EDW/ADM, call Call the AHD at 866-974-2733.

20-6   Non-Postal Service Training Payments

20-5.1   20-6.1 20-6.1 _____ **Overview**

Employee and Labor Relations Manual (ELM) 740 defines nonpostal training as training provided by nonpostal sources under a tuition or registration fee arrangement funded wholly or partially by the Postal Service.

ELM policies and procedures take precedence , and must be followed to determine whether employee training is appropriate.

To request training, the Postal Service employee must submit an eBuy Plus2 requisition (when available) for all nonpostal training budget and commitment approval.do the following:

20-5.2   20-6.2   **Regardless of how the training is paid, always execute a PS Form 1782, *Training Request and Authorization,* for nonpostal training.**

20-5.2   **Obtain approval, document class completion, and forward the PS Form 1782 in accordance with local Human Resources requirements.**

20-5.2   **Submit an eBuy requisition (when available) for all nonpostal training budget and commitment approval.**

20-5.2   Classifications and Limits

Once approved, employeesEmployees may charge tuition and books for nonpostal training (for commercial courses and college and university tuition) on their Postal Service individually-billed travel card or pay individually (personal credit card or check) and be reimbursed through eTravel. (Refer to ELM 740)

Contact Human Resources for aSee the Human Resources' Senior Vice President's letter of January 4, 2005, for additional restrictions covering university and college courses and degree programs.

While this section reflects individual payment processing for nonpostal training, group training enrollment costs for commercially available training courses may be paid under local buying procedures and payment methods up to $10,000 (see ASM 722, Local Buying Authority). Group enrollment requests in excess of $10,000 require a contract and must follow contractual payment procedures. Contact the Travel, Retail, and Temporary Services Category Management Center for assistance at the Supply Management Web siteWebsite at *http://blue.usps.gov/purchase.* (Click the *Who Buys My Stuff?* link.)

Payment of professional or technical training services as described requires issuance of a contract and is therefore prohibited under local buying authority. Contact the Professional, Printing, and Creative Services CMC at the Supply Management Web siteWebsite.

20-5.3   20-6.3   Payment Methods

The following methods of payment and reimbursement are in the preferred descending order for tuition, course fees, books, and supplies (for commercial courses and college and university tuition).

a.   *eTravel.* Employees with access to eTravel and who paid with a Postal Service individually-billed travel card or by personal means (e.g., personal credit card or check) must use eTravel for reimbursement as follows:

    (1)   Use of the individually-billed government travel card is preferred to pay for properly approved nonpostal training (for any dollar amount), with reimbursement to be made to the card service through eTravel.

    (2)   If the employee made payment using a personal credit card or check, they may also be reimbursed through eTravel.

    (3)   Payments manually entered on the expense entry page of eTravel, as opposed to pre-populating the data from the credit card page, may require submittal of receipt(s) with the eTravel receipt report.

(4)   Ensure that a training expense type is selected in eTravel.

See Travel ~~travelhelp~~ ~~Web site~~Website for additional information ~~– http://blue.usps.gov/travelhelp)~~https://blue.usps.gov/accounting/travel.htm~~:.):.):.h~~**Error! Hyperlink reference not valid.**http://blue.usps.gov/~~travelhelp~~).

Payment Types

b. *Purchase card.* When nonpostal training payments are within the responsible manager's local buying delegation authority (cannot exceed $10,000), payments may be made with the responsible office's purchase card (may be an advance payment or after an invoice is received).

   (1)   A copy of the approved eBuy Plus2 requisition and delivery documentation must be kept with the cardholder's records. (See Handbook AS-709, *Credit Card Policies and Procedures for Local Buying,* section 335.1, for further guidelines.)

c. *PS Form 8230.* When use of eTravel or the Postal purchase card is not an option, advance payment or employee reimbursement may be sought through the PS Form 2551 process using the following requirements:

   (1)   A copy of the approved eBuy Plus2 requisition and supporting receipts must be submitted with the PS Form 2551 request for payment.

   (2)   Payments exceeding $10,000 will only be processed when approval from the manager of Corporate Accounting, is included on or with the PS Form 2551.

20-7 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; all 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.

20-8   EZ Pass and Toll Collection

The district finance office (DFO) processes payment of billing statements for EZ Pass badges and stickers or toll collections for official use vehicles.

Individuals responsible for official use vehicles are also responsible for billing statements for automated toll collection.

The DFO manages the accounts for maintenance and administrative vehicles.

The Transportation Networks office manages the accounts for mail delivery and pick-up vehicles.

Transportation Networks and Administrative Services managers (or their respective designees) are responsible for analyzing the benefits of using the automated toll collection system in their jurisdiction.

When deemed beneficial, the DFO and Transportation Network managers do the following:

a.   Open an advance deposit account with the local, state, or city transportation commission for EZ Pass not to exceed an estimated quarterly use.

b.   Review account balances every quarter to determine if the quarterly use estimate needs to be adjusted.

c.   Maintain a control record of the account numbers assigned to the EZ Pass badges and stickers with the identified vehicle.

d.   Secure unused EZ Pass badges and stickers to prevent unauthorized use.

e.   Review monthly statements to verify that only authorized personnel used the EZ Pass badges and stickers.

f.   Ensure that payments to the account are paid by one of the following methods:

   (1)   Purchase~~SmartPay purchase~~ card (preferred method).

   (2)   Submission of a correctly completed PS Form 2551, only if the agency does not accept the Purchase card~~8230~~.

~~20-8~~   20-9 Injury Compensation Settlement Funds (Third-Party Liability)

To process disbursements of injury compensation settlements from third- party payments, Injury Compensation does the following:

a.   Determines to whom the check is made payable.

b.   If the third-party check is made payable to the Office of Workers' Compensation Programs (OWCP) and includes only the OWCP payment, then Injury Compensation sends the check and OWCP Form EN-1108, *Long Form Statement of Recovery,* or Form EN-1122, *Short Form Statement of Recovery,* as applicable, directly to the appropriate OWCP lockbox address.

What are third-party payments?	Third-party payments can be made to employees, attorneys. or OWCP when reimbursement is made to USPS.

What documentation is required to authorize a third-party payment?	Either the EN-1108 or EN-1122 along with PS Form 2551 to authorize payment.
What information must be recorded on PS Form 2551?	Complete PS Form 2551 as follows: Item 1: Select the Payment checkbox. Item 2: Use the Tax Identification Number (TIN) for OWCP or the attorney or use the SSN of the employee. Item 3: Select the appropriate box (the Government Agency checkbox for OWCP, the EIN checkbox for an attorney, or the Postal Service Employee checkbox for a USPS employee). Item 4: Enter the Payee Name. Item 5: Enter the Remit to Address. Item 6: Enter the Invoice number as a combination of the file number from either the EN-1108 or EN-1122 documentation as follows. If payment is made to the employee for file number 02345, the invoice number would be: **Third Party 02345EMP**. For OWCP, it would be: **Third Party 02345OWCP**. For Attorney, it would be: **Third Party 02345ATTORNEY**. Item 7: Enter GLA Account # 51208, along with the finance number to be charged and the dollar amount. Item 8: Enter the Gross Amount of the from either the EN-1108 or EN-1122 documentation. Item 9: Enter the Post Office Contact Information with the name and telephone number of the contact person at the local office. Print the contact person's name. Item 10: Obtain the signature and enter the title of the certifying official. Enter the date certified and the originating office ZIP Code.
Where do I send third-party payments?	Submit PS Form 2551 along with supporting documentation (either the EN-1108 or EN-1122) using the eIWS OnLine Forms application for processing— if payment amount is $10,000.00 or greater, a copy of the settlement check is also required. To avoid payment of additional penalties or interest, immediately submit payment requests.
How do I inquire about third-party payments?	Go to EDW/ADM to inquire the status of a payment. If payment status is not available in EDW/ADM, call the AHD at 866-974-2733.

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c. If the check is made payable to the Postal Service, then Injury Compensation sends the third-party check to the Disbursing Branch with a cover letter indicating the office finance number. Annotate GLA 51208 on the check and mail it to the following address:

DISBURSING OFFICER
ACCOUNTING SERVICES
2825 LONE OAK PKWY
EAGAN MN 55121-9640

Note: The Disbursing Branch deposits the third-party check and credits GLA 51208, Workers Compensation.

d. Mails the original OWCP Form EN-1108 or OWCP Form EN-1122 directly to the OWCP central mailroom.

e. Completes a separate PS Form 2551 8230 for each disbursement (e.g., OWCP, employee, and attorney).

f. Attaches a copy of the OWCP Form EN-1108 or OWCP Form EN-1122 to each PS Form 2551 8230 as the invoice.

g. Identifies the address of each payee on separate PS Forms 2551 8230 (OWCP payment to OWCP lockbox address).

h. Annotates the third party, the claim number, and check recipient (e.g., OWCP, Emp, or Atty) in Item 6, Vendor Invoice #., on PS Form 2551 8230. This information appears on the remittance advice.

i. Submit Sends PS Forms 2551 using 8230 to the eIWS OnLine Forms application for processing SIC.

j. If the third party is paying by installment, forward checks as received to Accounting Services, Disbursing Branch, with a cover letter identifying the finance number to credit and GLA 51208. Once the recovery is final, complete the appropriate PS Form 2551 8230 for disbursement, as indicated above, and submit using forward them to the eIWS OnLine Forms SIC.

Accounting Services processes the payment to OWCP and other payees, as identified, on PS Form 2551 8230. The information in Item 6, Vendor Invoice, of the PS Form 2551 8230, must appear on the remittance advice. Accounting Services debits GLA 51208 for this transaction.

20-10 Contract Cleaning Services

20-9.1 **20-10 Contract Cleaning Services**

20-9.1 **20-10.1** **Guidelines**

The Cleaning Services Local Buying Agreement Guidelines (CSLBAG) is available on the Accounting Web site Website at *http://blue.usps.gov/accounting/.*

d. Go to *http://blue.usps.gov.*

d. Click the *Inside USPS* tab.

d. Under "Finance," click *Accounting.*

d. Under "References," click *Cleaning Services Local Buying Agreement Guidelines.*

The direct URL for the guidelines is *http://blue.usps.gov/supplymanagement/_pdf/localcleanguide.pdf.*

PS Form 7355, *Cleaning Agreement,* is available on the Forms Website. Go to *http://blue.usps.gov/forms*

For information about the status of a payment, contact the Accounting Help Desk (AHD) via email, helpdeskaccounting-st.louis@usps.gov; or by phone, 866-974-2733.

For information about contractual issues, call the proper purchasing specialist. A list of frequently asked questions (FAQs) is available on the Supply Management Website.

a.   Go to *http://blue.usps.gov/supplymanagement/facilities-services-home.htm*

d.   Go to http://blue.usps.gov.

d.   Click the Inside USPS tab.

d.   Under "Introduction," click Cleaning.

b.   Under "Organizations," click Services.

f.   Under "Information & Teams," click Western Services CMC.

c.   Under "Resources," click Cleaning Services FAQs.

The direct URL for the Cleaning Services FAQs is *http://blue.usps.gov/supplymanagement/_pdf/CleanerFAQs.pdf* **Error! Hyperlink reference not valid.**ttp://blue.usps.gov/purchase/_doc/ser_cleaning_services_faq.doc.

20-10.2   Local Cleaning Agreements

Local cleaning agreements are established as follows:

a.   Use local agreements for annual payments under $10,000 to a self-employed individual or under $2,500 to a cleaning service company.

b.   If the annual payments are equal to or for more than these amounts, the contract request must be submitted through an approved eBuy Plus requisition.

c.   The eBuy Plus requisition must be set up with routing instruction to Supply Management, Facility Services CMC, for establishing a Postal Service contract at:

FACILITY SERVICES CMC
3300 S. PARKER RD, STE 400
AURORA, CO 80014-3500

d.   PURCHASING SERVICE CENTER (WESTERN)
390 MAIN ST STE 602
SAN FRANCISCO CA 94105-5016

d.   Each PRU that uses contract cleaners must have on file a completed and signed copy of PS Form 7355.

Note: PS Form 7355 states that either the Postal Service or the supplier may terminate the contract on 30 days' written notice to the other party. If the contract cleaner fails to abide by this requirement, immediately submit CSLBAG Attachment 6 to Accounting Services, indicating the date that service was terminated.

Payment Types

~~20-9.2.1~~ **20-10.2.1** Recurring Cleaning Services — **Between 1 and 2 Years**~~One Year or Longer~~

Local cleaning agreements for services that recur for 1 year to ~~or longer (~~2 years ~~maximum)~~ are paid by the Contractual Payables Branch as follows:

a. Complete PS Form 7227, Local~~CSLBAG Attachment 5,~~ Cleaning Service~~Services~~ Agreement and Payment Authorization~~n,n~~ and submit in the eIWS OnLine Forms application.

b. After submission, print the completed PS Form 7227 from the eIWS Online Forms application.

~~b. Send the form to the following address: After submission, print the completed PS Form 7227 from the eIWS Online Forms application.~~

~~CONTRACT CLEANER UNIT~~

~~ACCOUNTING SERVICESST. LOUIS ACCOUNTING SERVICE CENTER, SAN MATEO~~

~~2700 CAMPUS DR~~

~~SAN MATEO CA 94497-9426~~

c. Keep a copy locally for 2 years after the agreement expires.

Accounting Services establishes the supplier account and makes the payments every 2 weeks through the Accounts Payable System.

Electronic funds transfer (EFT) can be set up by completing a PS Form 3881-X, Supplier and Payee Electronic Funds Transfer (EFT) Enrollment. To set up EFT payments for the first time, the supplier/payee must bring the form to their financial institution for verification before they submit it to the USPS for processing. ~~Mail the completed form to:~~ Submit PS Form 3881-X along with the PS Form 7227 using eIWS Online Forms application.

~~ACCOUNTS PAYABLE SUPPLIER MAINTENANCE GROUP~~
~~ACCOUNTING SERVICESST. LOUIS ACCOUNTING SERVICE CENTER, SAN MATEOST. LOUIS ASC SATELLITE OFFICE~~
~~2700 CAMPUS DR~~

~~SAN MATEO CA 94497-9432~~

PS Form 7227~~CSLBAG Attachment 5~~ requires bi-weekly and annual payment information. Calculate the bi-weekly amount as follows:

a. Calculate the daily pay rate by dividing the annual payment amount by the number of days to be worked annually. Do not calculate an hourly rate.

b. Multiply the daily pay rate by the number of days to be worked each 2-week period to determine the bi-weekly amount.

c. Also use the daily amount when sending PS Form 7228~~7228CSLBAG Attachment 6~~, Cleaning Services Modification, to Accounting Services to increase or decrease a payment to the contract cleaner.

d. The beginning date of work must be the Saturday of week 2 of a pay period and the ending date must be Friday of week 1 of a pay period. Current agreements will not be changed.

Upon expiration, you are required to complete PS Form 7227, Local Cleaning Service Agreement and Payment Authorization. The renewal contract ~~of a current agreement that will be renewed, the~~ beginning date must be Saturday~~Friday~~ of week 1 of a pay period. If this creates a gap (1 week or more)~~lag~~ between the end of the current contract and the beginning of the new contract, the field unit must submit PS Form 2551 ~~8230~~ to process payment for the gap~~this 1 week~~.

20-10.2.2 Recurring Cleaning Services — Less Than One Year

To process payments to cleaning contractors, do the following:

a.   Use the Purchase card (or Purchase card checks)PS Form 8230 for each 2-week period of work. Do not complete PS Form 7227CSLBAG Attachment 5.

b.   Calculate the daily rate amount as follows:

   (1) Divide the total amount to be paid by the number of days the supplier will work during the length of the agreement. Do not calculate an hourly rate.

   (2) Multiply the daily pay rate by the number of days worked during the 2-week period; this will be the amount to be entered as the Invoice Gross Amount for paymenton PS Form 8230.

c.   Forward PS Form 8230 with the original invoice to the SIC.

d.   Maintain a copy of the form and invoice locally.

20-10.3 Nonrecurring One-Time Cleaning Services

Payments to suppliers who provide one-time cleaning services may be made locally with a no-fee money order (not to exceed $1,000500) or cash (not to exceed $23525). See part 19-1.5 for local payment procedures.

Postmasters must record such payments as they are made on PS Form 8231, *Vendor Payment 1099 Reporting Form,* and submit usingmail the eIWS OnLine Forms application for processingform to the SIC.

20-10.4 Renewing a Local Agreement

To renew a cleaning agreement for up to $10,000 (self-employed individuals) or $2,500 (service companies), do the following:

a.   Ensure the cleaning services are included in your budget.

b.   Submit an eBuy Plus2eBuy requisition for approval.

c.   Complete and retain a new PS Form 7355.

d.   Complete and sign a new PS Form 7227, *Local* "Cleaning Services *Agreement and* Payment Authorization. Make a copy of the completed" form and retain it with the PS 7355.

e.   Mail the original completed "Cleaning Services Agreement and Payment Authorization" (Attachment 5 (included in the Cleaning Services Local Buying Agreement Guidelines) to the following address: Complete, submit and eSign PS Form 7227, *Local* Cleaning *Service* Agreement and Payment Authorization using eIWS Online Forms application.

   CONTRACT CLEANER UNIT
   ACCOUNTING SERVICESST. LOUIS ACCOUNTING SERVICE CENTER
   ST LOUIS ASC SATELLITE OFFICE, SAN MATEO

   2700 CAMPUS DR

   SAN MATEO CA 94497-9426

Note: **Note:** The Contractual Payables Branch in San Mateo must receive this form at least 15 businessworking days prior to the expiration of the existing contract.

If the contract is being renewed for less than a year, complete PS Form 8230 and submit it along with the original cleaning vendor's invoice to the SIC.

Keep local agreements in the local office for two years after the expiration date.

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21 Refunds and Exchanges

This chapter describes the requirements, responsibilities, and procedures for reporting and documenting refund and exchange activities. This chapter includes the following subchapters:

Overview   Overview.

Postage   Postage.

Miscellaneous Non-Postal Revenue   Miscellaneous Non-Postal Revenue.

Postage Label Printer Labels and Post Office Me   Postage Label Printer Labels and Post Office Me.

Self-Service Kiosks (SSK) *Self-Service Kiosk*.

Post Office Box Rents, Caller Service Fees, and Key De Post Office Box Rents, Caller Service Fees, and Key De.

21-7 Premium Forwarding.

21-8 mPOS.

Note: There are account identifier codes (AICs) used throughout this chapter. Refer to Appendix A, Account Identifier Code/General Ledger Account Crosswalk, for the titles and descriptions of AICs that are currently in use.

21-1 Overview

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

a.   The customer completes and signs Part 1, Application, of PS Form 3533 and submits to the postal retail unit (PRU) for processing.

b.   The retail associate (RA) reviews the PS Form 3533 for completeness and accuracy and ensures the appropriate box in the Request Disbursement For section is checked.

c.   The RA completes Part 2, Verification of Disbursements, of PS Form 3533 prior to issuing the refund locally or submitting PS Form 3533 through eIWS OnLine Forms for processing. The RA must sign the Form under Certifying Employee Signature.

d.   A witness to the refund transaction signs the Witness Signature line in Part 2. In offices where multiple employees work concurrently, the PS Form *3533* should have a witness signature. In offices where there is just one employee, enter "NWA" on the witness signature line indicating no witness available and process the PS Form *3533* accordingly. It is the responsibility of the postmaster/unit manager to review PS Form 3533 to ensure the refund is warranted and that PS Form 3533 is completed properly.

PRUs do not locally issue refunds for more than $1000 except when refunding Sure Money principal and fee amounts.

SDA offices must reference Chapter 24 for further guidelines pertaining to SDA offices.

See Appendix E for a quick reference guide for refunds.

See *Mailing Standards of the United States Postal Service,* Domestic Mail Manual (DMM) 604.9.0, for policy on refunds and exchanges.

21-1.1   Refunds for $1000 or Less

To issue a refund for $1000 or less, the RA does the following:

a.   Ensures Part 1 and Part 2 of PS Form 3533 is completed as detailed in subchapter Overview, Overview.

b.   If the refund is paid in cash (limited to $35), instruct the payee to sign and date Part 5, Disbursements for Refunds, of PS Form 3533.

c.   If the refund amount is greater than $35, a no-fee money order is issued and the money order serial number and date are recorded 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, confirms the fee amount is reported in AIC 586 using appropriate reason code listed in Exhibit B-4.

f.   Submits the completed PS Form 3533 to the closeout employee as supporting documentation for PS Form 1412 entries.

PRUs do not locally refund balances from customer trust accounts, regardless of the amount. See parts 16-5.5, 17-6.3, or Appendix E for procedures for refunding customer trust account requests.

21-1.2   Refunds for More Than $1000

Refunds for more than $1000 are issued by Accounting Services. To process a refund for more than $1000, the RA does the following:

a.   Ensures a PS Form 3533 is submitted for each refund. (PS Forms 3533 containing multiple refunds will be rejected.)

b.   Ensures Part 1 and Part 2 of PS Form 3533 is completed as detailed in subchapter Overview, Overview.

c.   Follows the instructions in Part 6, Disbursements Processed by the Accounting Service Center (ASC), of PS Form 3533.

d.   Enters the amount into the corresponding refund AIC and offsets the amount to AIC 280 on PS Form 1412.

e.   Submits the completed PS Form 3533 to the closeout employee as supporting documentation for PS Form 1412 entries.

f.   Submits the completed PS Form 3533 using eIWS OnLine Forms application for processing:

       1)   RSS Units: The RSS system-generated customer receipt (PS Form 3544) confirming the entry in AIC 280, needs submitted as an attachment in eIWS OnLine Forms.

       2)   e1412 Units: A copy of the transmitted unit PS Form 1412 confirming the entry in AIC 280 needs to be submitted as an attachment in eIWS OnLine Forms. .

See the *eIWS OnLine Forms Toolkit* for instructions on completing the Refund in eIWS OnLine Forms.

The customer will receive a commercial check in the mail.

Refunds and Exchanges

Do not use the procedures in this section for refunds of postage validation imprinter (PVI) or Post Office meter labels, refer to procedures in subchapter Postage Label Printer Labels and Post Office Me.

21-2 Postage

21-2.1   Types of Postage Refunds

RAs may issue a refund for the following types of postage:

a.   Postage stamps affixed on Business Reply Mail (BRM) pieces. (Record in AIC 528.)

b.   Postage meter stamps or meter impressions. (Record in AIC 526.)

c.   Permit imprint mailings. (Record in AIC 528.)

21-2.2   Procedure for Postage Refunds

Follow the procedure in part Refunds for $1000 or Less for refunds of $1000 or less or part Refunds for More Than $1000 for refunds for more than $1000.

A Business Reply Mail (BRM) permit holder may request a credit to an advance deposit account for postage affixed to returned BRM pieces. Only the value of the postage affixed may be credited or refunded. Refunds are not given for foreign postage affixed to BRM.

Additional procedures are as follows:

a.   The customer submits BRM pieces with postage affixed or postage meter stamps for refund along with PS Form 3533 within 60 days of date of mailing.

b.   A PRU employee calculates the amount to be refunded and completes Part 3, *Postage or Meter Stamps*, on PS Form 3533.

c.   An employee and a witness destroy the submitted postage stamps affixed on BRM pieces or postage meter stamps.

d.   The manager/supervisor and a witness certify the destruction by signing Part 3 of PS Form 3533.

e.   Refund must be processed within 30 days.

f.   Refunds related to BRM postage affixed are issued to the customer's PostalOne! or EPS account. Do not submit the PS Form 3533 through eIWS OnLine forms.

g.   If an advance deposit is not used or is unavailable, a refund may be issued for postage affixed to BRM following procedures in Refunds for $1000 or Less or Refunds for More Than $1000

Note: In offices where multiple employees work concurrently, the PS Form 3533 should have a witness signature. In offices where there is just one employee, enter "NWA" on the witness signature line indicating no witness available and process the PS Form 3533 accordingly.

For additional information see Appendix E, Refunds Quick Reference.

21-2.3   OMAS Postage Refund Procedures

Official mail is mail matter sent by and relating exclusively to the business of the U.S. government. The postage for mail in this category is paid using the Official Mail Accounting System (OMAS).

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The OMAS customer submits OMAS spoiled postage (including meter strips) along with PS Form 3533, *Application for Refund of Fees, Products and Withdrawal of Customer Accounts* for each refund. (PS Forms 3533 containing multiple refunds will be rejected.)

Refunds for OMAS postage are issued by Headquarters. To process an OMAS refund, the RA does the following:

a. Review the PS Form 3533 to ensure the customer has completed Part 1 to include the Postage Meter (OMAS) Number section. Confirm the appropriate box was checked in the "Request Disbursement For" section.

b. Calculate the amount to be refunded and complete Part 3, *Postage or Meter Stamps*, on PS Form 3533.

c. Send the PS Form 3533 and a photocopy of mailpieces with spoiled postage by email to OMASHQ@usps.gov.

After receipt of refund notice from HQ, an employee and a witness destroy the OMAS spoiled postage.

The manager/supervisor and a witness certify the destruction by signing Part 3 of PS Form 3533.

 Note: Follow the witness procedures listed in 21-2.2

OMAS customers will receive adjustments to their OMAS accounts. (OMAS customers receive monthly reports with transactions and adjustments.)

21-2.4 Priority Mail Express Postage Labels — Service Failure

The policy for refunding postage labels purchased ~~through~~ for a domestic Priority Express Mail package is as follows:

a. A claim for postage refund of a Priority Express Mail package may only be made by the mailer.

b. A customer must present an original Label 11-B or the receipt if no Label 11-B was used.

c. The refund request must be made within 30 days after the date of mailing, as shown in the 'Date In' box on Label 11-B, or on the receipt if no Label 11-B was used. If an extra service was purchased with the Priority Mail Express package, the refund request must be made no sooner than 30 days and no later than 60 days after the date of mailing, as shown in the 'Date In' box on Label 11-B, or on the receipt if no Label 11-B was used

d. If the mailer is entitled to a refund, USPS refunds the postage immediately in cash or with a no-fee money order.

To complete a Priority Express Mail refund, the RA must do the following:

a. Use an original Priority Express Mail receipt to validate claim.

b. When applicable, annotate on the Priority Express Mail receipt: 'Refund given' and initial.

c. Ensure PS Form 3533 is properly completed and includes all required signatures and dates.

d. Report the refund in AIC 676, Express Mail Refunds.

e. Give the customer cash (not to exceed $35) or a no-fee money order for the same total value.

Refunds and Exchanges

f.   Make a copy of the PS Form 3533 and Express Mail receipt.

g.   Submit the original PS Form 3533, Label 11-B or Express Mail receipt, and proof of service failure as supporting documentation for PS Form 1412 entries.

a.   Hand the copy of PS Form 3533 and all supporting documentation to a servicing employee to file in the Refund Document folder.

21-3 Miscellaneous Non-Postal Revenue

A complete and certified PS Form 3533 is required for all refunds of miscellaneous nonpostal revenue (see subchapter Overview, Overview).

To issue a refund for miscellaneous nonpostal revenue, follow the procedure in part Refunds for $1000 or Less for refunds of $1000 or less or part Refunds for More Than $1000 for refunds for more than $1000.

Enter the reason for the Refund in Part 4 with explanation.

The RA enters the amount of the refund in AIC 624 on PS Form 1412.

21-4 Postage Label Printer Labels and Post Office Meter Strips

21-4.1   **Postage Label Printer Label – Voided Prior to Tender**

To account for postage label printer labels erroneously printed, damaged, or spoiled prior to tendering the transaction, the RA must use the RSS void functionality workflow. The RA ensures the following:

a.   The postage label printer label(s) printed are marked as Void.

b.   Print the RSS receipt for supporting documentation (do not use PS Form 3533).

c.   Attach the unused, damaged, spoiled, or misprinted postage label printer label to the receipt.

d.   Submit this receipt as supporting documentation for AIC 509, Voided postage label printer labels.

21-4.2   **Postage Label Printer Label — Voided After Tender**

Postage Label Printer: Label — Available

A postage label printer label should be considered "available" if the amount can be determined. To account for available postage label printer labels erroneously printed, damaged, or spoiled after tendering the transaction, the RA must use the refund functionality in RSS. The RA ensures the following:

a.   Print the RSS receipt for supporting documentation (do not use PS Form 3533).

b.   Attach the unused, damaged, spoiled, or misprinted postage label printer label to the receipt.

c.   Submit this receipt as supporting documentation for AIC 509, *Voided postage label printer labels*.

Postage Label Printer: Label — Not Available

A postage label printer label should be considered "not available" if the label is blank or missing, or if the dollar amount cannot be determined. To account for a postage label printer labels, that is not available, that was erroneously printed, damaged, or spoiled after tendering the transaction, the RA must use the refund functionality in RSS. The RA ensures the following:

   a. A witness is required and a witness certification logon box will be displayed for witness Logon ID and Password (must be someone other than yourself).

   b. The RSS receipt for supporting documentation is printed with the witness's logon ID, name, and the amount.

   c. Submit this receipt as supporting documentation for AIC 509, *Voided postage label printer labels*.

If a witness is not available, select <No Witness Available>. The closeout person is notified, and the transaction is recorded. If a witness was not available, the RSS receipt will indicate "No Witness Available". Retain this receipt as supporting documentation for AIC 509.

21-4.3 **Post Office Postage Meter Strips**

To account for an erroneously printed, damaged, or spoiled Post Office meter strip, the RA must do the following:

   a. Complete Part 1, Application, of PS Form 3533 by printing his/her RA's name in the customer block.

   b. Check the "Post Office Postage Meter/PVI Error" box in the Request Disbursement For section.

   c. Attach the Post Office postage meter strips to PS Form 3533.

   d. Complete Part 2, Verification of Disbursements, and sign as the certifying employee.

   e. Submit PS Form 3533 as supporting documentation for AIC 509.

21-4.4 **RSS Business Partners (RSSBP) Postage Meter Strips**

No refunds are processed locally. All refunds are processed through Pitney Bowes. To process a refund the RSSBP completes the RSSBP PC Postage refund form. The RSSBP submits the form to Pitney Bowes for processing.

Follow instructions listed in RSS for Business Partners Procedure Guide, which can be located at: *https://blue.usps.gov/retail/reporting-systems-applications/applications/retail-systems-software.htm*

21-5 Self-Service Kiosks (SSK)

> **Commented [BM-SFC2]:**
> SSKs now

The refund and exchange policy for Self-Service Kiosks (SSK) is as follows:

a. No cash (or cash equivalent) refunds are allowed and the refund request date must be within 60 days of the SSK transaction date.

b. Exchanges are allowed for equivalent value stamps only.

c. Exchanges may only be made at the office where purchased.

d. Refunds may be given for postage on Express Mail packages if there is a service failure.

RA must exchange SSK merchandise as follows:

Refunds and Exchanges

a. Complete PS Form 3533.

b. Ensure that the "Request Disbursement For" in Part 1 on PS Form 3533 section is completed by checking the Other Refunds box and write in "SSK" in the explanation line and use AIC 552.

Record the transaction amount in AIC 552 and offset the amount with a postage sale transaction on PS Form 1412.

c. Explain the reason for the exchange and attach all variable rate meter strips or shipping labels to the form.

d. File a copy of the PS Form 3533 in the SSK refund document file.

   (1) Establish a file folder to track all SSK exchanges. This folder allows managers to easily analyze SSK exchange activity.

   (2) Keep this file folder separate from all other daily documents.

21-5.1   Variable Rate Postage Labels — Customer Error

The policy for exchanging variable-rate postage labels purchased through an SSK is as follows:

Commented [BM-SFC3]: Replace with SSK

a. Customers may not exchange variable-rate postage labels purchased through an SSK for cash.

b. Customers may exchange labels only for stamps of an equivalent value.

c. SSK postage labels may not be reused, modified, or cut.

d. SSK postage labels removed from letters and packages will not be accepted.

e. Exchanges must be at 100 percent of value.

RAs must exchange variable rate postage labels as follows:

a. Physically mark the label submitted by the customer as "void."

b. Ensure PS Form 3533 is completed and attach the variable rate postage label(s) to the back of the form.

c. Ensure that the "Request Disbursement For" section is completed by checking the Other Refunds box. Write in "SSK" and an explanation for the exchange.

d. Record the transaction amount in AIC 552 and offset the amount with a postage sale transaction on PS Form 1412.

e. Only give the customer stamps for the same total value.

f. Submit the PS Form 3533 as supporting documentation for the PS Form 1412 entries.

g. Give a copy of the PS Form 3533 to the SSK servicing employee.

21.5.2   Print-on-Demand (POD) Labels

The policy for refunding postage labels purchased through an SSK for a Print on Demand label that was not dispensed successfully to the customer is as follows:

a. Verify the customer's receipt to ensure that the bank card was charged and the system did not credit customer's account.

b. Check inside the kiosk to see if the POD labels are in the kiosk and just did not drop-down dispenser shoot.

c. Ensure PS Form 3533 is properly completed and includes all required signatures and dates.

d. Complete the "Request Disbursement For" section by checking the "Other Refunds" box. Write in "SSK" and an explanation for the exchange.

e. Record the transaction amount in AIC 486 and offset the amount with a postage sale transaction on PS Form 1412.

f. Give the customer stamps only for the same total value.

g. Submit the PS Form 3533 as supporting documentation for the PS Form 1412 entries.

   Give a copy of the PS Form 3533 to the SSK servicing employee. The SSK servicing employee files the copy of PS Form 3533 in the SSK refund document file.

21-5.3 **Partial Exchange**

A *partial exchange* occurs when a customer purchased multiple items but wants to exchange one or some of them.

The process for a partial exchange is as follows:

a. Circle the exchanged amount. Initial and photocopy the receipt.

b. Give the customer the annotated copy.

c. Follow the procedure in part 21-5.1   for stamp exchanges and Variable Rate Postage Labels — Customer Error1 and **Error! Reference source not found.** for postage label exchanges.

21-6 Post Office Box Rents, Caller Service Fees, and Key Deposits

To issue a refund for Post Office Box rents, caller service fees, or key deposits, follow the procedure in part Refunds for $1000 or Less for refunds of $1000 or less or part Refunds for More Than $1000 for refunds for more than $1000.

The RA follows the workflow for their reporting technology and confirms the refund is recorded in AIC 535 on PS Form 1412.

See DMM 508.4.0 for Post Office Box service and DMM 508.5.0 for Caller Service.

21-7   Premium Forwarding Refunds

Application fees are not refundable.

Premium Forwarding refunds are for the unused portion of the weekly mailing charges.

   a. Ensure PS Form 3533 is properly completed and includes all required signatures and dates.

   b. Note the change requested on the customer's original application.

   c. Use *Premium Forwarding* AIC 623 to reimburse locally.

   d. File PS Form 3533 locally with the original PFS application.

Refunds and Exchanges

Note: For applications submitted On-line the refund process must be requested On-line at USPS.com.

21-8   mPOS

The refund and exchange policy for mPOS transactions is as follows:

No cash refunds are allowed; exchange for equivalent value stamps only or perform credit card reversal.

    a. mPOS postage labels may not be reused, modified or cut.

    b. mPOS postage labels removed from letters and packages will not be accepted.

    c. Exchanges will be at 100% of value.

    d. Obtain label from customer and physically mark it as void.

    e. Complete a PS Form 3533 with signature of the mPOS user and submit and store with Unit End of Day reports and PS Form 1412.

Note: mPOS labels may not be sold for future use. The printing of the label includes an Acceptance scan sent to Product Tracking System (PTS). Therefore, the label must be applied to packages that are ready for mailing and acceptance.

21-8.1   mPOS Label Voids/Refunds

This process is used when the mPOS device prints a label and it is damaged, a customer changes their mind prior to swiping credit card, a credit card is declined, or the customer decides to cancel mailing following the credit card approval but prior to mPOS being closed for the day.

If the payment has processed in mPOS than go to "Back Office" and the "Transaction Log" and locate the transaction to be voided (use the time of transaction if unsure).

21-8.2   mPOS Electronic Postage Labels for Priority Mail Flat-Rate Mail Pieces (only)

The RA voids the mPOS transaction and mPOS returns a Success/Fail message to alert the user to the completion of the postage void. The RA must remove the electronic postage label from the customer's mail piece and write "VOID" across the label.

Physically take the electronic postage label and apply to a PS Form 3533. Mark or write void/spoiled across the label. If the label did not print correctly, indicate the intended amount on the label and reason (i.e., label jam).

At the end of the employee's mPOS shift, print an mPOS sales report and match the amount in AIC 551 with the amount of spoiled labels attached to PS Form 3533s to ensure they match for supporting documentation. If they do not match, research must be conducted and the issue corrected.

File the PS Form 3533 forms with the mPOS sales report attached showing amounts match, with the daily mPOS paperwork.

Note: For label refunds after mPOS Final 1412 close out, follow workflow process for refunds of postage in RSS using a PS Form 3533. No Cash Refunds.

21-8.3 **mPOS Stamp Booklet Exchange**

No Cash refunds, exchange for equivalent value stamps only. Exchanges may only be made at the office where purchased.

Full Service Window RSS
   a.   The RA will utilize the Exchange Stamp Products option in the RSS system.
   b.   Enter the value of the stamps to be exchanged as a 1-cent "Redeemed Stamp".
   c.   Attach "Redeemed Stamp" to a sheet of paper and submit at closeout to be placed in redeemed stock location in retail floor stock.
   d.   Enter or scan the item number and quantity of replacement stamps.
   e.   Issue the customer the replacement stamps of the same value.

21 Refunds and Exchanges

This chapter describes the requirements, responsibilities, and procedures for reporting and documenting refund and exchange activities. This chapter includes the following subchapters:

Note: There are account identifier codes (AICs) used throughout this chapter. Refer to Appendix A, Account Identifier Code/General Ledger Account Crosswalk, for the titles and descriptions of AICs that are currently in use.

21-1 Overview

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

a. The customer completes and signs Part 1, Application, of PS Form 3533 and submits to the postal retail unit (PRU) for processing.

b. The retail associate (RA) reviews the PS Form 3533 for completeness and accuracy and ensuresand checks the appropriate box in the Request Disbursement For section is checked.

c.   The RA completes Part 2, Verification of Disbursements, of PS Form 3533 prior to issuing the refund locally or submitting ~~the~~ PS Form 3533 through eIWS OnLine Forms ~~to the Scanning and Imaging Center (SIC)~~ for processing. The RA must~~should~~ sign the Form under Certifying Employee Signature.   ~~the refund payment.~~

d.   A witness to the refund transaction signs the Witness Signature line in Part 2. In offices where multiple employees work concurrently, ~~It is at~~ the PS Form 3533 should have~~discretion of the postmaster or unit manager to determine if~~ a witness signature. In offices where there is just one~~postal~~ employee, enter "NWA" on the witness signature line indicating no witness ~~is~~ available and process~~to witness~~ the PS Form 3533 accordingly~~. refund transaction.~~ It is the responsibility of the postmaster~~/ or~~ unit manager to review PS Form 3533 to ensure the refund is warranted and that PS Form 3533 is completed properly.

PRUs do not locally issue refunds for more than $~~500~~1000 except when refunding Sure Money principal and fee amounts.

SDA offices must reference Chapter 24 for further guidelines pertaining to SDA offices.

See Appendix E ~~Cforfor~~ a quick reference guide for refunds.

See *Mailing Standards of the United States Postal Service,* Domestic Mail Manual (DMM) 604.9.0, for policy on refunds and exchanges.

21-1.1   Refunds for $1000~~500~~ or Less

To issue a refund for $1000~~500~~ or less, the RA ~~does the following:~~does the following:

a.   Ensures Part 1 and Part 2 of PS Form 3533 is completed as detailed in subchapter Overview~~21-121-1,~~ Overview~~OverviewOverview~~.

b.   If the refund is paid in cash (limited to $~~235~~25), instruct~~s~~ the payee to sign and date Part 5, Disbursements for Refunds, of PS Form 3533.

c.   If the refund amount is greater than $~~3~~25, ~~issues~~ a no-fee money order is issued ~~to the customer~~ and ~~records~~ the money order serial number and date are recorded ~~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.~~ e.   If a no-fee money order is issued, confirms ~~ensures~~ the fee amount is reported in AIC 586 using appropriate reason code listed in ~~Appendix C, Exhibit B~~C-4. ~~(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 entries.

PRUs do not locally refund balances from customer trust accounts, regardless of the amount. See parts 16-5.5, 17-~~6~~5.3, or Appendix E for procedures for refunding customer trust account requests~~balances~~.

21-1.2   Refunds for More Than $1000~~500~~

Refunds for more than $1000~~500~~ are issued by Accounting Services. To process a refund for more than $1000~~500~~, the ~~SSARA~~RA does the following:

a.   Ensures a PS Form 3533 is submitted for each refund. (PS Forms 3533 containing multiple refunds will be rejected.)

b. Ensures Part 1 and Part 2 of PS Form 3533 is completed as detailed in subchapter Overview21-121-1, OverviewOverviewOverview.

c. Follows the instructions in Part 6, Disbursements Processed by the Accounting Service Center (ASC), of PS Form 3533.

d. Enters the amount into the corresponding refund AIC and offsets the amount to AIC 280 on the PS Form 1412.

e. Submits the completed PS Form 3533 to the closeout employee as supporting documentation for PS Form 1412 entries.

e. f. Submits the completed Sends the original PS Form 3533 using eIWS OnLine Forms application to the SIC for processing:

   1) At RSS Units: The RSS system-generated customer receipt (PS Form 3544) confirming the entry in AIC 280 offices that use the RSSPointPoint of Service (POS) system or integrated retail terminals (IRTs), needs to submitted as an attachment in eIWS OnLine Forms.

   (2) attach to PS Form 3533 the system-generated customer receipt (3544) for AIC 280.

   2) e1412 Units: A copy of the transmitted unit PS Form 1412 confirming the entry in AIC 280 needs to be submitted as an attachment in eIWS OnLine Forms. At offices that use the e1412electronicAt offices that use the electronic Money Order Voucher Entry System (eMOVES), attach to PS Form 3533 a copy of the transmitted (printed from e1412eMoveseMoves) unit PS Form 1412, which confirms the AIC 280 entry.

   (2) See the eIWS OnLine Forms Toolkit —— for instructions on completing the Refund in eIWS OnLine Forms.

Submits a copy of the completed PS Form 3533 to the closeout employee as supporting documentation for PS Form 1412.

The customer will receive a commercial check in the mail.

Do not use the procedures in this section for refunds of postage validation imprinter (PVI) or Post Office meter labels, and instead refer to procedures in subchapter Postage Label Printer Labels and Post Office Me21-421-4.

21-2 Postage

21-2.1 Types of Postage Refunds

RAs may issue a refund for the following types of postage:

a. Postage stamps affixed on Business Reply Mail (BRM) pieces. (Record in AIC 528.)

b. Postage meter stamps or meter impressions. (Record in AIC 526.)

c. Permit imprint mailings. (Record in AIC 528.)

21-2.2 Procedure for Postage Refunds

Follow the procedure in part Refunds for $1000 or Less21-1.121-1.1 for refunds of $1000500 or less or part Refunds for More Than $100021-1.221-1.2 for refunds for more than $1000500.

Additional procedures are as follows:.

DMM 604 . 9.2.7 Postage Affixed to Business Reply Mail

A Business Reply Mail (BRM) permit holder may request a credit to an advance deposit account for postage affixed to returned BRM pieces. A refund may be requested for postage affixed to BRM only if an advance deposit is not used or is unavailable.. Only the value of the postage affixed may be credited or refunded. Refunds are not given for foreign postage affixed to BRM.

Additional procedures are as follows:

a. The customer submits BRM pieces with postage affixed or, postage meter stamps, or other evidence requested for refund along with PS Form 3533 within 60 days of date of mailing.

b. A PRU employee calculates the amount to be refunded and completes Part 3, *Postage or Meter Stamps*, on PS Form 3533.

c. An employee and a witness destroy the submitted postage stamps affixed on BRM pieces or, postage meter stamps., or other evidence submitted.

d. The manager/supervisor and a witness certify the destruction by and signingsign in Part 3 of PS Form 3533.

e. Refund must be processed within 30 days.

f. Refunds related to BRM postage affixed are issued to the customer's PostalOne! or EPS account. Do not submit the PS Form 3533 through eIWS OnLine forms.

d. g. If an advance deposit is not used or is unavailable, a refund may be issued for postage affixed to BRM following procedures in Refunds for $1000 or Less21-1.1 or Refunds for More Than $100021-1.2.

Note: In offices where multiple employees work concurrently, the PS Form 3533 should have a witness signature. In offices where there is just one employee, enter "NWA" on the witness signature line indicating no witness available and process the PS Form 3533 accordingly. In offices with 950 or less revenue units (cost ascertainment group H–L), a witness must be used if available. If a witness is not available, the postmaster must note "NWA" on the PS Form 3533 and the postmaster will follow steps 2 and 3 and sign on PS Form 3533, Part 3. This exception does not apply to offices with more than 950 revenue units.

For additional information see Appendix E, Refunds Quick Reference.

21-2.3   OMAS Postage Refund Procedures

Official mail is mail matter sent by and relating exclusively to the business of the U.S. government. The postage for mail in this category is paid using the Official Mail Accounting System (OMAS).

The OMAS customer submits OMAS spoiled postage (including meter strips) along with PS Form 3533, *Application for Refund of Fees, Products and Withdrawal of Customer Accounts* for each refund. (PS Forms 3533 containing multiple refunds will be rejected.)

Refunds for OMAS postage are issued by Headquarters. To process an OMAS refund, the SSARA does the following:

Review the PS Form 3533 to ensure the customer has completed Part 1 to include the Postage Meter (OMAS) Number section.

a.   Confirm the appropriate box was checked in the "Request Disbursement For" section.

b.   Calculate the amount to be refunded and complete Part 3. *Postage or Meter Stamps*, on PS Form 3533.

c.   Send the PS Form 3533 and a photocopy of mailpieces with spoiled postage by email to OMASHQ@usps.gov or by fax to 202-268-2605.

After receipt of refund notice from HQ, an employee and a witness destroy the OMAS spoiled postage.

The manager/supervisor and a witness certify the destruction by signing Part 3 of PS Form 3533.

Note: Follow the witness procedures listed in 21-2.2

OMAS customers will receive adjustments to their OMAS accounts. (OMAS customers receive monthly reports with transactions and adjustments.)

21-2.4   Priority Mail Express Postage Labels — Service Failure

The policy for refunding postage labels purchased through for a domestic Priority Express Mail package is as follows:

a.   A claim for postage refund of a Priority Express Mail package may only be made by the mailer.

b.   A customer must present an original Label 11-B or the receipt if no Label 11-B was used.

c.   The refund request must be made within 30 days after the date of mailing, as shown in the 'Date In' box on Label 11-B, or on the receipt if no Label 11-B was used. If an extra service was purchased with the Priority Mail Express package, the refund request must be made no sooner than 30 days and no later than 60 days after the date of mailing, as shown in the 'Date In' box on Label 11-B, or on the receipt if no Label 11-B was used

d.   When the Postal Service can determine If the mailer is entitled to a refund, USPS refunds the postage immediately in cash or with a no-fee money order.

To complete a Priority Express Mail refund, the RA must do the following:

a.   Use an original Priority Express Mail receipt to validate claim.

b.   When applicable, annotate on the Priority Express Mail receipt: 'Refund given' and initial.

c.   Ensure PS Form 3533 is properly completed and includes all required signatures and dates.

d.   Report the refund in AIC 676, Express Mail Refunds.

e.   Give the customer cash (not to exceed $35) or a no-fee money order for the same total value.

f.   Make a copy of the PS Form 3533 and Express Mail receipt.

g.   Submit the original PS Form 3533, Label 11-B or Express Mail receipt, and proof of service failure as supporting documentation for PS Form 1412 entries.

a.   Hand the copy of PS Form 3533 and all supporting documentation to a servicing employee to file in the Refund Document folder.

21-3 Miscellaneous Non-Postal Revenue

A completed and certified PS Form 3533 is required for all refunds of miscellaneous nonpostal revenue (see subchapter Overview21-1, OverviewOverview).

To issue a refund for miscellaneous nonpostal revenue, follow the procedure in part Refunds for $1000 or Less21-1.1 for refunds of $1000500 or less or part Refunds for More Than $100021-1.2 for refunds for more than $1000500.

Enter the reason for the Refund in Part 4 with explanation.

The RA enters the amount of the refund in AIC 624 on PS Form 1412.

21-4 Postage Label Printer Validation Imprinter Labels and Post Office Meter Strips

21-4.1   Postage Label Printer Label – Voided Prior to TenderPVI Labels

POS ONE Offices

To account for pPostage lLabel pPrinter PVI labels erroneously printed, damaged, or spoiled prior to tendering the transaction, the RA must use the RSS system void functionality workflow. To void the label, the SSA RA must do the following: The RA ensures the following:

b.   Use the UP Arrow to access the Edit Mode function.

b. a.   TheVoid the pPostage lLabel pPrinter PVI label(s) printed are marked as Void.

c. b.   Print the RSS POS ONE receipt for supporting documentation (do not use PS Form 3533).

d. c.   Attach the unused, damaged, spoiled, or misprinted pPostage lLabel pPrinter PVI label to the receipt.

e. d.   Submit this receipt as supporting documentation for AIC 509, Voided pPostage lLabel pPrinter Validation Imprinter (PVI) lLabels.

End customer visit.

To account for Postage Label Printer PVI labels erroneously printed, damaged, or spoiled after tendering the transaction, the SSARA must use the refund

functionality in RSS. For a PVI refund, tThe SSARA ensuresthe RA must do the following:

21-4.2 **Go to [Other Customer Services].**

Select <Inquiries, Claims, & Refunds> <Refunds> <PVI Refund>.

Enter the PVI label amount.

Select <PVI Label — Available> or <PVI Label — Not Available>.

Postage Label Printer PVI Label — Voided After Tender

Postage Label Printer: Label — Available

A postage label printer label should be considered "available" if the amount can be determined. **Available**To account for an available postage label printer labels erroneously printed, damaged, or spoiled after tendering the transaction, the RA must use the refund functionality in RSS.

A Postage Label PrinterA PVI label should be considered "available" as long as the amount can be determined. The RA ensures the following:

(2) Select the payment option, <Cash> or <No Fee Money Order>.

a. Print the RSS POS ONE receipt for supporting documentation (do not use PS Form 3533).

(3) b. Attach the unused, damaged, spoiled, or misprinted pPostage lLabel pPrinter PVI label to the receipt.

a. Submit this receipt as supporting documentation for AIC 509, *Voided pPostage lLabel pPrinter Validation Imprinter (PVI)   lLabels .*

b. Press [Payment or End of Visit] and complete the transaction.

c.

Print a second receipt similar to other refund receipts. This receipt is to be provided to the customer, if there is a customer involved in the refund.

Postage Label Printer: PVI Label — Not Available

A pPostage lLabel pPrinterA PVI label should be considered "not available" if the label is blank or missing, or if the dollar amount cannot be determined. To account for a postage label printer labels, that is not available, that was erroneously printed, damaged, or spoiled after tendering the transaction, the RA must use the refund functionality in RSS. The RA ensures the following:

(2)

(2) A witness is required for supporting documentation.

(2)   Select <Witness Certification>.

(3) a.   A witness is required and aA witness certification logon box will be displayed for witness Logon ID and Password (must be someone other than yourself).

(4) b.   The RSSPOS ONE receipt for supporting documentation is printed with the witness's logon ID, name, and the amount.

(5) c. Submit this receipt as supporting documentation for AIC 509, *Voided pPostage lLabel pPrinter Validation Imprinter (PVI) lLabels.*

Note: If a witness is not available, select <No Witness Available>. The closeout person is notified, and the transaction is recorded. If a witness was not available, the RSSPOS ONE receipt will indicate "No Witness Available". Retain this receipt as supporting documentation for AIC 509.

21 4.2 21-4.3   IRT Offices

21 4.2 **To account for PVI labels erroneously printed, damaged, or spoiled, the RA must void the label as follows:**

21 4.2 **Press the Misc AIC key.**

21 4.2 **Enter AIC 509, Voided Postage Validation Imprinter (PVI) Labels.**

21 4.2 **Enter the amount of the PVI label.**

21 4.2 **Print the IRT receipt for supporting documentation (do not use PS Form 3533).**

21 4.2 **Attach the unused, damaged, spoiled, or misprinted PVI label to the receipt. No witness is required if a PVI label is attached.**

21 4.2 **If a PVI label is not available or is jammed in the PVI device, or if the dollar amount cannot be determined:**

21 4.2 **A witness signature is required on the IRT receipt.**

21 4.2 **You cannot be your own witness; someone other than yourself must sign as a witness.***

21 4.2 **If no witness is available:**

21 4.2 **The RA must write "NWA" on the witness line.**

21 4.2 **The supervisor or closeout person must be notified and must initial the receipt.**

21 4.2 **Submit this receipt as supporting documentation for AIC 509, Voided Postage Validation Imprinter (PVI) Label.**

21 4.2 **Working postmasters in cost ascertainment group H through L offices with no witness available should write "NWA" and their initials.**

21 4.2 **Post Office Postage Meter Strips**

To account for an erroneously printed, damaged, or spoiled Post Office meter strip, the ~~SSARA~~RA must do the following:

a. ~~a.~~ Complete Part 1, Application, of PS Form 3533 by printing ~~his/her~~ RA's name in the customer block.

b. ~~b.~~ Check the "~~Other Refunds~~Post Office Postage Meter/PVI Error" box in the Request Disbursement For section.

~~c.~~ ~~Enter AIC 509, Voided~~ ~~pPostage lLabel pPrinter Postage Validation Imprinter (PVI)l Labels.~~

d. ~~c.~~ Attach the Post Office postage meter strips to PS Form 3533.

e. ~~d.~~ ~~e.~~ Complete Part 2, Verification of Disbursements, and sign as the certifying employee.

f. ~~e.~~ Submit PS Form 3533 as supporting documentation for AIC 509.

21-4.4 RSS Business Partners (RSSBP) ~~Contract Access Retail System (CARS)~~ Postage Meter Strips

No refunds are processed locally.

All refunds are processed through Pitney Bowes~~Stamps.com~~. To process a refund the RSSBP~~CPU~~ completes the RSSBP PC Postage refund form. The RSSBP~~CPU~~ submits the form to Pitney Bowes~~Stamps.com~~ for processing.

Follow instructions listed in RSS for Business Partners Procedure Guide, which can be located at: *https://blue.usps.gov/retail/reporting-systems-applications/applications/retail-systems-software.htm* ~~http://blue.usps.gov/customerservicesoperationsandretail/reportingsystemsandapplications/applications/retail_systems_software.shtml? and click the link named RSS for Business Partners.~~

21-5

21-5 Refunds for unused CARS postage meter strips are authorized only by the Host Administrative Officer (HAO) at the host Post Office. The CARS contractor must do the following:

21-5 Complete PS Form 3533, *Application for Refund of Fees, Products and Withdrawal of Customer Accounts,* with name, address, date, and signature of the CARS contractor.

21-5 Complete the Unused Postage Reimbursement and Reconciliation Form for CARS System CPUs.

The HAOs will mail the updated Unused Postage Reimbursement and Reconciliation Form immediately to each CARS contractor. For HAOs, this form is available on the Accounting website under PS Form 3533 under Forms at: h**Error! Hyperlink reference not valid.**ttp://blue.usps.gov/wps/portal/accounting/library/forms.

21-5 Unused printed postage labels must be:

21-5 Unused and readable.

21-5 Within 30 days of the date printed on the labels.

21-5 Attached to the completed and signed Unused Postage Reimbursement and Reconciliation Form for CARS System CPUs.

21-5 Submitted with Unused Postage Reimbursement and Reconciliation Form for CARS System CPUs along with completed and signed PS Form 3533 to HAO.

21-5 For meter postage misprints that did not print or that jammed:

21-5 Print the Misprint Label Report from the CARS system.

21-5 Attach the Misprint Label Report to the completed and signed PS Form 3533.

21-5 Submit Misprint Label Report attached to the completed PS Form 3533 to HAO.

21-5 For transactions that were cancelled:

21-5 Print the Cancellation Receipt from the CARS system.

21-5 Attach the Cancellation receipt to the completed and signed PS Form 3533.

21-5 Submit the Cancellation receipt attached to the completed PS Form 3533 to HAO.

21-5 The following criteria are required for reimbursement:

21-5 Unused postage must total at least $100.00 before submitting to the HAO or within 30 days of the date printed on the labels or meter postage misprint.

21-5 For meter postage misprints or cancelled transactions, the Misprint Label Report or the Cancellation receipt must be attached to the PS Form 3533 to receive a 100 percent reimbursement.

21-5 The HAO must:

21-5 Certify the unused postage is valid and/or the Misprint Label Report.

21-5 Ensure the calculation is correct.

21-5 Mark "VOID" on the unused postage labels.

21-5 Issue the CPU a no-fee money order for the authorized amount of refund (use AIC 526 and offset to no-fee money order on the unit 1412).

21-5 File locally the PS Form 3533, *Reconciliation Form, or Misprint Label Report.*

21-5   Self-Service Kiosks (SSKs)Automated Postal Center Transactions

The refund and exchange policy for Self-Service Kiosks (SSK) Automated Postal Center (APC) transactions is as follows:

a. a. No cash (or cash equivalent) refunds are allowed and the refund request date must be within 60 days of the SSK transaction date.

b. Exchanges are allowed for equivalent value stamps only.

c. Exchanges may only be made at the office where purchased.

d. Refunds may be given for postage on Express Mail packages if there is a service failure.

SSARARAs must exchange SSKAPC merchandise as follows:

a. a. Complete PS Form 3533.

b. Ensure that the "Request Disbursement For" in Part 1 on PS Form 3533 section is completed by checking the Other Refunds box and write in "SSK" in the explanation line and use AIC 552. . Write in "SSKAPCAPC."

b.

b. Record the transaction amount in AIC 5523553 and offset the amount with a postage sale transaction on PS Form 1412.

c. Explain the reason for the exchange and attach all variable rate meter strips or shipping labels to the form.

d. File a copy of the PS Form 3533 in the SSKAPC refund document file.

(1) Establish a file folder to track all SSKAPC exchanges. This folder allows managers to easily analyze SSKAPC exchange activity.

(2) Keep this file folder separate from all other daily documents.

(2)

~~21-5.2~~ **21-5.1** ~~Exchange of Stamps~~

~~21-5.2~~ ~~Stamps may not be exchanged for cash. Customers may exchange stamps only for equivalent value stamps. (Only for SSK sites with accountability)~~

~~21-5.2~~ ~~At RSS POS units, units, the SSAs RAs must use the Exchange option in the RSS POS system to record exchanges and do the following:~~

~~21-5.2~~ ~~Enter the value of the stamps to be exchanged as a 1-cent redeemed item.~~

~~21-5.2~~ ~~Enter the item number and quantity of replacement stamps.~~

~~21-5.2~~ ~~Provide the customer with stamps of the same value.~~

~~21-5.2~~ ### Variable Rate Postage Labels — Customer Error

The policy for exchanging variable-rate postage labels purchased through an SSK ~~APC~~ is as follows:

a. ~~a.~~ Customers may not exchange variable-rate postage labels purchased through an SSK ~~APC~~ for cash.

~~b.~~ b. Customers may exchange labels only for stamps of an equivalent value.

c. SSK ~~APC~~ postage labels may not be reused, modified, or cut.

d. SSK ~~APC~~ postage labels removed from letters and packages will not be accepted.

~~e.~~ e. Exchanges must be at 100 percent of value.

~~SSARA~~RAs must exchange variable rate postage labels as follows:

a. ~~a.~~ Physically mark the label submitted by the customer as "void."

~~b.~~ b. Ensure PS Form 3533 is completed, and attach the variable rate postage label(s) to the back of the form.

c. Ensure that the "Request Disbursement For" section is completed by checking the Other Refunds box. Write in "SSKAPC" and an explanation for the exchange.

d. Record the transaction amount in AIC 552~~3553~~ and offset the amount with a postage sale transaction on PS Form 1412.

~~e.~~ e. Only give the customer stamps for the same total value.

f. Submit the PS Form 3533 as supporting documentation for the PS Form 1412 ~~accounting~~ entries.

g. Give a copy of the PS Form 3533 to the SSK~~APC~~ servicing employee.

~~g.~~

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1. The SSKAPCAPC servicing employee files the copy of PS Form 3533 in the SSKAPCAPC refund document file.

1.   Establish a file folder to track all SSKAPCAPC exchanges. This folder allows managers to easily analyze SSKAPCAPC exchange activity.

21.5.23   **Print-on-Demand (POD) Labels**

The policy for refunding postage labels purchased through an SSK for a Print on Demand label that was not dispensed successfully to the customer is as follows:

a.   Verify the customer's receipt to ensure that the bank card was charged and the system did not credit customer's account.

b.   Check inside the kiosk to see if the POD labels are in the kiosk and just did not drop-down dispenser shoot.

c.   Ensure PS Form 3533 is properly completed and includes all required signatures and dates.

       Complete the "Request Disbursement For" section by checking the

d.   "Other Refunds" box. Write in "SSK" and an explanation for the exchange.

e.   Record the transaction amount in AIC 486 and offset the amount with a postage sale transaction on PS Form 1412.

f.   Give the customer stamps only for the same total value.

g.   Submit the PS Form 3533 as supporting documentation for the PS Form 1412 entries.

       21.5.3 Give a copy of the PS Form 3533 to the SSK servicing employee. The SSK servicing employee files the copy of PS Form 3533 in the SSK refund document file.

h. Keep this file folder separate from all other daily documents.

h. 21.5.4 **Priority Mail Express Mail Postage Labels — Service Failure**

h. The policy for refunding postage labels purchased through an SSK APC for a domestic Express Mail package is as follows:

h. A claim for postage refund of an Express Mail package may only be made by the mailer.

h. A customer must present an original Label 11-B or the receipt from the SSKAPC if no Label 11-B was used.

h. The refund request must be made within 90 days after the date of mailing, as shown in the 'Date In' box on Label 11-B, or on the receipt from the SSKAPC if no Label 11-B was used.

h. When the Postal Service can determine the mailer is entitled to a refund, USPS refunds the postage immediately in cash or with a no-fee money order.

h. To complete an Express Mail refund, the SSARA must do the following:

h. Use an original Express Mail receipt to validate claim.

h. When applicable, annotate on the Express Mail receipt: 'Refund given' and initial.

~~h. Ensure PS Form 3533 is properly completed and includes all required signatures and dates.~~

~~h. Report the refund in AIC 676, Express Mail Refunds.~~

~~h. Give the customer cash~~ (not to exceed $35) or a~~or no-fee money order for the same total value.~~

~~h. Make a copy of the PS Form 3533 and Express Mail receipt.~~

~~h. Submit the original PS Form 3533, Label 11-B or Express Mail receipt, and proof of service failure as supporting documentation for PS Form 1412 accounting entries.~~

~~Hand the copy of PS Form 3533 and all supporting documentation to an~~ servicing employee SE ~~to file in the SSK~~APC Refund Document folder~~.~~

~~h.~~

~~21-5.4~~ 21-5.3 **Partial Exchange**

A *partial exchange* occurs when a customer purchased multiple items but wants to exchange one or some of them.

The process for a partial exchange is as follows:

~~a.~~ a.   Circle the exchanged amount. Initial and photocopy the receipt.

~~b.~~ b.   Give the customer the annotated copy.

c.   Follow the procedure in part 21-5.1 ~~21-5.1~~21-5.1 for stamp exchanges and Variable Rate Postage Labels — Customer Error~~21-5.2~~21-5.2 and ~~21-5.23~~21-5.3 for postage label exchanges.

~~21-6 Full responsibility rests with the mailer to comply with Bureau of Alcohol, Tobacco, and Firearms and Explosives (BATFE) regulations before mailing. A legible photocopy of the Mailing Standards Manager's approval letter must be presented by the mailer to the Postal Service acceptance clerk at the time of mailing.~~

21-6 Post Office Box Rents, Caller Service Fees, and Key Deposits

To issue a refund for Post Office Box rents, caller service fees, or key deposits, follow the procedure in part Refunds for $1000 or Less~~21-1.1~~21-1.1 for refunds of $1000~~500~~ or less or part Refunds for More Than $1000~~21-1.2~~21-1.2 for refunds for more than $1000~~500~~.

The SSARA follows the workflow for their reporting technology and confirms the refund is recorded~~The RA enters the amount of the refund~~ in AIC 535 on PS Form 1412.

See DMM 508.4.0 for Post Office Box service and DMM 508.5.0 for Caller Service.

21-7   Premium Forwarding Refunds

Application fees are not refundable.

Premium Forwarding refunds are for the unused portion of the weekly mailing charges.

a.   Ensure PS Form 3533 is properly completed and includes all required signatures and dates.

~~Complete PS Form 3533, *Application for Refunds of Fees, Products and Withdrawal of Customer Accounts.*~~

b.   Note the change requested on the customer's original application.

c.   Use *Premium Forwarding* AIC 623 to reimburse locally.

d.   File PS Form 3533 locally with the original PFS application.

Note: For applications submitted On-line the refund process must be requested On-line at USPS.com.

21-8   mPOS

The refund and exchange policy for mPOS transactions is as follows:

No cash refunds are allowed; exchange for equivalent value stamps only or perform credit card reversal.

a.   mPOS postage labels may not be reused, modified or cut.

b.   mPOS postage labels removed from letters and packages will not be accepted.

c.   Exchanges will be at 100% of value.

d.   Obtain label from customer and physically mark it as void.

e.   Complete a PS Form 3533 with signature of the mPOS user and submit and store with Unit End of Day reports and PS Form 1412.

Note: mPOS labels may not be sold for future use. The printing of the label includes an Acceptance scan sent to Product Tracking System (PTS). Therefore, the label must be applied to packages that are ready for mailing and acceptance.

21-8.1 mPOS Label Voids/Refunds

This process is used when the mPOS device prints a label and it is damaged, a customer changes their mind prior to swiping credit card, a credit card is declined, or the customer decides to cancel mailing following the credit card approval but prior to mPOS being closed for the day.

If the payment has processed in mPOS than go to "Back Office" and the "Transaction Log" and locate the transaction to be voided (use the time of transaction if unsure).

21-8.2 mPOS Electronic Postage Labels for Priority Mail Flat-Rate Mail Pieces (only).

The RA voids the mPOS transaction and mPOS returns a Success/Fail message to alert the user to the completion of the postage void. The RA must remove the electronic postage label from the customer's mail piece and write "VOID" across the label.

Physically take the electronic postage label and apply to a PS Form 3533. Mark or write void/spoiled across the label. If the label did not print correctly, indicate the intended amount on the label and reason (i.e., label jam).

At the end of the employee's mPOS shift, print an mPOS sales report and match the amount in AIC 551 with the amount of spoiled labels attached to PS Form 3533s to ensure they match for supporting documentation. If they do not match, research must be conducted and the issue corrected.

File the PS Form 3533 forms with the mPOS sales report attached showing amounts match, with the daily mPOS paperwork.

Note: For label refunds after mPOS Final 1412 close out, follow workflow process for refunds of postage in RSS using a PS Form 3533. No Cash Refunds.

21-8.3 mPOS Stamp Booklet Exchange

No Cash refunds, exchange for equivalent value stamps only.
Exchanges may only be made at the office where purchased.

Full Service Window RSS
a. The RA will utilize the Exchange Stamp Products option in the RSS system.
b. Enter the value of the stamps to be exchanged as a 1-cent "Redeemed Stamp".
c. Attach "Redeemed Stamp" to a sheet of paper and submit at closeout to be placed in redeemed stock location in retail floor stock.
d. Enter or scan the item number and quantity of replacement stamps.
e. Issue the customer the replacement stamps of the same value.

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23 Payroll

This chapter describes the requirements, responsibilities, and procedures for issuing payroll checks, processing payroll adjustments, and issuing emergency salary to employees. This chapter includes the following subchapters:

Payroll Checks Payroll Checks.

Payroll Adjustments Payroll Adjustments.

Employee Emergency Salary Issuance Employee Emergency Salary Issuance.

Carrier Drive-Out Agreements Carrier Drive-Out Agreements.

23-5 Requests for Payroll Information.

23.6

23-6 Payroll-Related Forms Processed in eeIWS Online Form Application.

Note: There are account identifier codes (AICs) used throughout this chapter. Go to *http://blue.usps.gov/accounting/_xls/AIC-GLA_Crosswalk.xls*, for a list of AIC titles and descriptions.

23-1 Payroll Checks

23-1.1 Receiving and Distributing

The policy for receiving and distributing payroll checks at field units is as follows:

a. The postmaster must appoint a designee to receive and distribute payroll checks. It is recommended that more than one designee be identified and trained to cover scheduled and unscheduled absences. Distribute checks in the best manner for the facility.

b. Each postal retail unit (PRU) must maintain a separation of duties. Employees who are responsible for distributing payroll checks must not be involved with processing personnel documents. (See Handbook F-21, *Time and Attendance,* section 113.12.) *https://blue.usps.gov/cpim/ftp/hand/f21.pdf*

c. Postal Service employees who have access to employee payroll information must not disclose employee's earnings except to carry out official duties.

d. Postmasters must not release checks to employees who were not in a pay status during the pay period for which the check is issued.

e. Postmasters must keep salary checks and earning statements in a secured place.

Mailed salary checks should reach PRUs by the Thursday immediately following the close of each pay period. Upon receipt, immediately verify the contents of salary check shipments.

If the shipment…	Then…
Includes checks for another installation.	Call the intended installation and send the checks to the correct installation by the fastest method. Contact the Accounting Help Desk at 866-974-2733.
Has not arrived by noon on the day before the designated pay day.	Notify the disbursing officer, Accounting Services.
Is missing 100 or more checks.	Accounting Services will initiate the stop payment procedure for the original checks.
Is missing fewer than 100 checks.	See section Emergency Salary Issued for Non-receipt of a Salary Check, Emergency Salary Issued for Nonreceipt of a Salary Check.

Distribute payroll checks on a date other than the salary check date under the following conditions:

a. After the local banks close on Thursday, distribute checks to employees whose regular tour of duty ends after local banks close on Friday.

b. If checks are available at the employee's pay location, and the employee is not scheduled for duty on payday, or is scheduled for leave on payday, the employee can do the following:

   1) Establish direct deposit through *PostalEASE*.

   2) Make arrangements to receive the check at the end of the tour on Thursday.

   3) Complete, sign, and submit PS Form 3077, *Request to Forward Salary Check,* to the custodian of the salary checks for mailing the check to another address.

When Friday is a national holiday, Thursday is payday, and checks are available at the employee's pay location, distribute the salary checks at the end of an employee's tour on Wednesday.

Note: The "Check Mail" finance number in the Finance Number Control Master system defines the mailing address used for payroll check distribution. To request a payroll check mailing address change, send an email containing the PRU's finance number, the new address, and the finance number of the new address to *FNCM - HQ*.

23-1.2   **Payroll Register Distribution**

Managers at field units must use the Payroll Register to reference issued checks and net to bank payments.

Note: Access to the Payroll Register in granted in eAccess. Request access to EDW – Payroll Register at the Finance Number, Lead Finance Number, PFC, Area or National level.

23-1.3   Direct Deposits and Allotments

The Postal Service honors employee requests to forward all or part of their salaries for credit to their accounts at financial organizations.

An employee may add, cancel, or make changes to allotments or net to bank via the following methods:

a. *PostalEASE.* To log in, employees need their Postal Service employee identification number and password.

b. *PostalEASE* Interactive Voice Response. Employees must call the Human Resources Shared Service Center (HRSSC) at 877-477-3273, menu option 5.

23-1.4 Checks Mailed to a Designated Address

Employees may request that their salary check be forwarded under the following conditions:

a. Employee is on leave.

b. Employee is on temporary detail to another duty station.

The procedure for forwarding salary checks at the request of the employee is as follows:

a. The employee completes, signs, and submits PS Form 3077 to the custodian of the salary checks.

b. The custodian forwards the salary check to the employee's designated address in a penalty envelope.

Note: Management must deny requests for continuous mailing of salary checks.

23-1.5 Payroll Checks Mailed to Terminated Employees

Terminal leave and the final payroll payment for a terminated employee will be disbursed as follows:

a. For employees with a current direct deposit, the funds will be sent to the employee's financial institution as a net to bank deposit.

b. For employees who do not have direct deposit, a commercial Postal Service check will be sent to the employee's work location which is determined by the duty station finance number on file in the Employee Master File.

The procedure for mailing a payroll check to a terminated employee is as follows:

a. The installation head or designee is responsible for mailing the check to the employee's address of record.

b. The check must be sent to the employee's address on file in the Employee Master Record.

c. Return undeliverable employee payroll checks with a buck slip or memo providing the reason for non-delivery to:

> Disbursing Officer
> Accounting Services
> 2825 Lone Oak Parkway
> Eagan MN 55121-9642

Note: Eagan Finance will not release checks to the local office for distribution to the employee if there is an unresolved employee receivable.   If an outstanding employee receivable balance exists, the check will be pulled, and payment applied to clear the outstanding invoice(s).   Payment for any differences due to the employee will be issued to the employee's address of record on file.

In addition, field units are responsible for monitoring and pursuing collection of employee debts following the collection and appeal procedures specified in Employee and Labor Relations Manual.

23-1.6 **Stop Pay or Replacement of Payroll Check**

If a payroll check is lost, stolen, or destroyed after the employee receives it, the employee must notify the manager at his or her office.   Because the employee received the check, issuance of an emergency salary is not authorized.

The manager must notify the disbursing officer to stop pay or replace a payroll check by doing one of the following:

a. For Replacement checks (non-stale dated checks) use the Payroll Checks Stop Pay Photocopy Request online tool which is available on the Accounting Web site at *https://blue.usps.gov/accounting/welcome.htm*.

b. Create an Incident ticket by calling the Help Desk at 866-974-2733.

Note: Once a request for a stop payment or replacement check has been processed, the request cannot be canceled. If the original payroll check is recovered at the unit, do not give the recovered paycheck to the employee. The check has been stopped and is no longer valid. The check must be returned to the Disbursing Branch at the following address:

> Accounting Services
> Disbursing Branch
> 2825 Lone Oak Parkway
> Eagan, MN 55121-9640

23-1.7 **Undeliverable Payroll Checks**

Return undeliverable employee payroll checks with a buck slip or a memo providing the reason for non-delivery to the Accounting Services Disbursing Branch (see part **Error! Reference source not found.** for the address).

23-1.8 **Deceased Employee Payroll Checks**

Return payroll checks for deceased employees to the Accounting Services Disbursing Branch with a brief explanation. (See part **Error! Reference source not found.** for the address).

The lump sum benefits for money or compensation due (unpaid compensation) to beneficiaries may be delayed until return of these payroll checks.

23-1.9 **Erroneous or Overpayment Payroll Check**

Return the salary check and the appropriate PS Form 2240, *Pay, Leave, or Other Hours Adjustment Request,* PS Form 2240-R, *Rural Pay or Leave Adjustment Request for PS Form 1314,* or PS Form 2240-RA, *Rural Pay or Leave Adjustment Request for PS Form 1314-A,* to Accounting Services, Disbursing Branch with an explanation when:

a. An error is in the name or EIN of the payee.

b. A payroll check is received that is greater than the amount due to the employee.

NEVER deface the returned check (do not write "void" across the front or back of the returned check).

(See section **Error! Reference source not found.** for the address of the Disbursing Branch.)

Note: Use eIWS OnLine Forms (OLF) to only generate and print, not submit, PS 2240 form types used to support returned checks sent to the Disbursing Branch.

If an emergency salary is required because of the error, treat it like non-receipt of a payroll check (see section <u>Emergency</u> Salary Issued for Non-receipt of a Salary Check).

23-1.10 Separated Employee Overpayment

For a separated employee overpayment, return the payroll check and the appropriate PS Forms 2240, 2240-R, or 2240-RA directly to the disbursing officer with an explanation. (See part **Error! Reference source not found.** for the address).

Note: Use eIWS OnLine Forms (OLF) to only generate and print, not submit, PS 2240 form types used to support returned checks sent to the Disbursing Branch.

23-2 Payroll Adjustments

23-2.1 Payroll and Missing Check Adjustments

AdjustPay application is used for processing payroll adjustments. The AdjustPay application enables authorization of basic payroll hours adjustments for non-rural, rural (1314) employees and missing checks for all employees, for the most recent 53 pay periods.

Upon completion of the AdjustPay transaction, retain a copy of the AdjustPay Adjustment Certification Certificate on file locally.

Note: Contact the TACS Helpdesk for assistance in completing adjustment form using eIWS OnLine Forms when unable to access and process via AdjustPay application. (See 23-6)

If an emergency salary issuance is authorized by the employee's supervisor, follow the procedures for issuing an emergency salary in part Issuing Emergency Salary. Fully complete the emergency salary advance authorization and receipt section at the bottom of the form and obtain the employee signature when the advance is issued.

For additional information, reference the TACS website at *https://blue.usps.gov/tacs* and Accounting Services > Salary Advance website at *https://blue.usps.gov/accounting/salaryadvance/salaryadvance.htm*.

23-2.2 Back Pay Claims

Back pay claims include, but are not limited to, the following:

a.   Grievance/arbitration-related hour's adjustments equaling one full pay period or more.

b.   Other qualifying grievance/arbitration-related awards and settlements (see Back Pay Management Instruction (MI) EL- 430 for more information).

c. Equal Employee Opportunity Commission (EEOC) settlements and decisions.

d. EEOC redress settlements.

e. Merit System Protection Board (MSPB) settlements and decisions.

f. Other third-party agency settlements and decisions.

g. Erroneous separation for retirement cases referred by OPM.

h. Court of law decisions and pretrial settlements.

Accounting Services, Payroll Services processes all back pay adjustment cases. For specific instructions and guidance on submitting back pay claims for processing, Back Pay Management Instruction (MI) EL-430.

To process a back pay claim, do the following:

a.   Complete PS Form 8038, *Employee Statement to Recover Back Pay,* and PS Form 8039, *Back Pay Decision/Settlement Worksheet,* for all back-pay claim adjustments.

b.   Submit PS Forms 8038 and 8039 directly to the address on last page of the PS Form 8039.

c.   Complete and submit all back-pay claim documents no later than 30 days after settlement date to ensure prompt payment is made to the employee.

d.   For specific instructions and guidance, see Back Pay Management Instruction (MI) EL-430.

Note: Incomplete forms will be returned. Offices that are not Web-enabled, should contact the Greensboro HRSSC at 877-477-3273, option 5 for assistance.

Decisions resulting from arbitration, administrative agency, court, and pre-arbitration settlements must be initiated using PS Forms 8038 and 8039.

23-3   Employee Emergency Salary Issuance

23-3.1   Overview

23-3.1.1   Authorized Conditions

Salary advances must be issued through AdjustPay and processed (paid) at RSS offices.   e1412 offices are not permitted to process salary advances.

Postmasters and supervisors are authorized to issue an emergency salary to an employee in the following circumstances:

a.   An employee receives a salary check that is at least a full day of pay less than the amount due. AIC 554, *Payroll Adjustment Payment Issued,* will be posted*.*

b.   An employee does not receive a salary check, which is listed in the payroll register as being issued (not direct deposit). AIC 754*, Authorized Emergency Salary Issued*, will be posted*.*

      Note: Access to the Payroll Register is granted in eAccess. Request access to EDW – Payroll Register at the Finance Number, Lead Finance Number, District, Area or National level.

c.   New employees who do not receive a salary check due to a late PS Form 50, *Notification of Personnel Action.* AIC 554, *Payroll Adjustment Payment Issued,* will be posted*.*

See part _Issuing Emergency Salary for information on issuing an authorized emergency salary.

23-3.1.2 Unauthorized Conditions

Postmasters and supervisors are not authorized to issue emergency salary in the following circumstances:

a.   The direct deposit amount is validated in the payroll register. The employee must contact his or her bank for resolution.

b.   The claim is for less than a full day of pay.

      Note: Eight (8) hours equal a full day's pay for full time employees. Non-full time employees day's pay is based on the number of hours they are scheduled to work on a given day.

c.   The employee has been terminated.

d. For rural equipment maintenance allowance.

e. For an employee business expense.

f. For back pay awards.

g. For grievance settlements, if payment is due to the employee within 60 days.

h. Employee receives a check and the check is subsequently lost or destroyed. (Follow procedure in part **Error! Reference source not found.**.)

i. OWCP payments.

j. For premium hours if basic pay was received.

k. For a nationwide issue.

23-3.2 Issuing Emergency Salary

23-3.2.1 Payroll adjustments associated with a Salary Advance

Payroll adjustments associated with a Salary Advance are required to be processed in the AdjustPay application.

The AdjustPay (Pay Adjustment with Salary Advance) process will perform the following functions:

a. AdjustPay will automatically calculate the authorized salary advance amount.

   Note: If the net amount cannot be determined for an emergency salary authorization, the unit manager may authorize an amount equal to 65 percent of the estimated gross as a guideline to calculate the net amount due.

b. AdjustPay will produce an AdjustPay Certification Form (barcoded) which will be printed, signed and presented for processing at an RSS Full Window Service Post Office window to issue the advance.

   Note: e1412 offices are not permitted to process salary advances.

c. RSS screens will be automatically populated with information from AdjustPay when barcoded certification form is scanned.

d. AIC 554, *Payroll Adjustment Payment Issued,* for the amount of the salary advance issued will be system-generated onto the PS Form 1412.

e. Retain a signed copy of the AdjustPay Certification Form for support of all AdjustPay entries.

Exception: For system reasons that result in non-use of AdjustPay, use manual specific PS Forms 2240 for non-rural or rural, including 1314-A.

Reference the TACS website at *https://blue.usps.gov/tacs* for additional information.

Note: If conditions indicate a payroll adjustment is authorized under 23-3.1, under no circumstances may the salary advance be issued to an employee prior to payday, unless allowed under the distribution guidelines.

For additional information, reference the TACS website at *https://blue.usps.gov/tacs* and Accounting Services > Salary Advance website at *https://blue.usps.gov/accounting/salaryadvance/salaryadvance.htm*.

23-3.2.2 Emergency Salary Issued for Non-receipt of a Salary Check

All employees (rural and non-rural) will be issued a Salary Advance using the AdjustPay module for a missing check.

The AdjustPay Salary Advance (missing check) process will perform the following functions:

a. AdjustPay will auto-populate the original check amount.

b. AdjustPay will automatically process a stop payment on the original check.

c. AdjustPay will produce an AdjustPay Emergency Salary Issuance (PS Form 1608) which will be printed, signed and presented for processing at an RSS Full Window Service Post Office window to issue the advance.

An Unresolved Employee Item (UEI) will not be created and the advance is not collected locally, as Eagan will clear the UEI in the AdjustPay Process.

Note: If a salary advance has been issued to the employee at the retail unit and the original payroll check is received after the advance is issued, do NOT give the recovered check to the employee and do not allow the check to be cashed.

The check must be returned to the Disbursing Branch at:

> Accounting Services Disbursing Branch
> 2825 Lone Oak Parkway
> Eagan MN 55121-9642

For additional information, reference the TACS website at *https://blue.usps.gov/tacs* and Accounting Services > Salary Advance website at *https://blue.usps.gov/accounting/salaryadvance/salaryadvance.htm*.

23-3.2.3 Grievance Settlement Prepayment

If an employee is not paid within 60 days after submission of all the necessary grievance settlement documentation, then an interim emergency salary may be issued equal to 70 percent of the gross amount due, as long as the adjustment is for less than 80 hours. (See the following table for guidelines.)

If the employee…	Can Emergency Salary Be Issued?	Documentation	Process	AIC
Is due a payment for grievance settlement within 60 days.	No	Appropriate documentation as required by Compensation.	The postmaster, manager, or supervisor submits the appropriate documentation as required by Back Pay Management Instruction (MI) EL-430.	N/A

Does not receive payment within 60 days after the grievance settlement is submitted to Accounting Services and the claim is for less than 80 hours. **Note***:* Grievance prepayments of 80 hours or more cannot be issued locally.	Yes	Appropriate documentation as required by Compensation and an authorized PS Form 2240.	The postmaster, manager, or supervisor does the following: a. Submit the appropriate documentation as required by Back Pay Management Instruction (MI) EL-430. b. Complete PS Form 2240, 2240-R or 2240-RA (as applicable), including the Emergency Salary Authorization section, and submit through the eIWS OnLine Forms application for processing. c. Issue salary advance using the "Emergency Salary" workflow in RSS. d. File PS Form 2240 as supporting documentation for PS Form 1412.	554
Does not receive payment within 60 days after the grievance settlement is submitted to Accounting Services and the claim is for 80 hours or more.	No	Appropriate documentation as required by Compensation.	The postmaster, manager, or supervisor submits the appropriate documentation as required by Back Pay Management Instruction (MI) EL-430.	N/A

Note*:* Lump-sum grievance adjustments must be processed through GATS. Adjustment requests submitted using the eIWS OnLine Forms application will be returned unprocessed to the PRU for local entry into GATS.

To request a grievance prepayment for settlements of 80 hours or more, the authorizing manager or supervisor must send the request via one of the following:

a. E-mail request to *Eagan.Grievance.Prepay@usps.gov.*

b. Submit a written notification to the following address:

> PAYROLL SERVICES – PL 9600
> ACCOUNTING SERVICES
> 2825 LONE OAK PKWY
> EAGAN MN 55121-9631

23-4   Carrier Drive-Out Agreements

In accordance with Handbook EL-901, *Agreement between USPS and National Association of Letter Carriers, AFL-CIO,* carriers under the National Association of Letter Carriers (NALC) are eligible for carrier drive-out payments.

To compensate a NALC carrier for using his or her private vehicle for delivering mail and parcels follow these procedures:

a. Prepare PS Form 1839, *Payment Record for Carrier Drive Out Agreements,* in triplicate each pay period. Record the carrier's name, EIN, and the amount due.

b. Submit the approved PS Form 1839 immediately after the end of the relevant pay period using the eIWS OnLine Forms application for processing.   Allow one full pay period after submission to eIWS for processing.

c. Give a copy of PS Form 1839 to the carrier.

d. File a copy of PS Form 1839 locally.

To find out the status of a payment, open an AHD incident (ticket) online using the **MyAccounting**, self-service portal: https://myaccountinghelp.usps.gov.

23-5   Requests for Payroll Information

23-5.1 Payroll Journal, Duplicate Earnings Statement, and Time and Attendance History

All employees (except for retired or separated former USPS employees) are eligible to view their earnings statements online.

To obtain Payroll Journals (earnings statements):

a. Log into *www.liteblue.usps.gov*

b. Enter your Employee ID and Self-Service Password.

c. Click the **My HR** tab at the top of the page.

d. Click the **Access ePayroll** link under **I want to:**

Note: Terminated/Separated employees must contact management from their former employing office to request a Payroll Journal for that pay period.

For time and attendance history, contact the TACS Help Desk for assistance.

23-5.2 Court-Related Salary Inquiries, Mortgage, Employment Verifications, and Other Agency Inquiries

When a field unit receives a court-related salary inquiry, mortgage inquiry, or other agency inquiry, they should do one of the following:

a. Forward the request to the Greensboro HRSSC 877-477-3273, option 5.

b. Inform the person seeking proof of employment of how to use the Work Number. The Work Number is an automated process for employment and income verification. The Postal Service employer code number is 12946. Access the Work Number by the following two options:

    (1) Online at *http://www.theworknumber.com.*

    (2) By calling 800-367-5690.

23-5.3 Garnishment, Tax Levy, and Other External Deductions

When an employee or other party requests information related to involuntary payroll deductions (e.g., garnishments, tax levies, child or spousal support, agency offsets, and bankruptcy), instruct the employee or other party to contact the Involuntary Deductions Unit:

■ The telephone number is 651-406-3600.

■ Office hours are Monday, Tuesday, Thursday, and Friday from 9:00 A.M. to 12:00 P.M. and from 1:00 P.M. to 3:00 P.M. Central Time.

- The address is as follows:

  INVOLUNTARY DEDUCTIONS UNIT
  ACCOUNTING SERVICES
  2825 LONE OAK PKWY
  EAGAN MN 55121-9650

This includes original requests for income withholding, as well as follow-up requests and inquiries.

23-5.4 Postal Union Inquiries

Direct all requests from the union for payroll information to the relevant supervisor or Labor Relations office.

23-5.5 Office of Inspector General Inquiries

Submit Office of Inspector General inquiries to Greensboro HRSSC at 877-477-3273, option 5.

23-5.6 U.S. Savings Bonds (Replacement Requests), Thrift Savings Plan Inquiries, and Insurance Program Inquiries

Contact the Greensboro HRSSC at 877-477-3273, option 5.

23-5.7 W-2 Duplicate Requests and Income Tax Withholding Inquiries

Use *PostalEASE* to request duplicate W-2s, or call the AHD at 866-9SHARED (866-974-2733).

23-6 Payroll-Related Forms Processed in eIWS OnLine Form (OLF) Application

The Enterprise Imaging Workflow System (eIWS) processes the following payroll-related forms:

a. PS Form 1164-A, *Claim for Reimbursement for Postal Supervisors.*

b. PS Form 1221, Advanced Sick Leave Authorization.

c. PS Form 1839, Payment Record for Carrier Drive-Out Agreements.

d. PS Form 2240, Pay, Leave, or Other Hours Adjustment Request.

e. PS Form 2240-R, Rural Pay or Leave Adjustment Request for PS Form 1314.

f. PS Form 2240-RA, Rural Pay or Leave Adjustment Request for PS Form 1314-A.

g. PS Form 8127, Rural Carrier Supplemental Payment.

h. PS Form 3970-T, Donated Leave Transfer.

Indebtedness. When accompanied with an overpayment salary check, submit PS Forms 2240, 2240-R, and 2240-RA following procedure in part Erroneous or Overpayment Payroll Check.

Note: Information on the eIWS OnLine Forms application, including training resources, job aids, and access to the application is located at eIWS Online Forms (OLF) *eIWS Online Forms (OLF) (usps.gov)*.

23 Payroll

This chapter describes the requirements, responsibilities, and procedures for issuing payroll checks, processing payroll adjustments, and issuing emergency salary to employees. This chapter includes the following subchapters:

Note: There are account identifier codes (AICs) used throughout this chapter. Go to *http://blue.usps.gov/accounting/_xls/AIC-GLA_Crosswalk.xls* for a list of AIC titles and descriptions.

23-1   Refer to Appendix A, Account Identifier Code/General Ledger Account Crosswalk, for the titles and descriptions of AICs that are currently in use.

23-1 Payroll Checks

23-1.1 Receiving and Distributing

The policy for receiving and distributing payroll checks at field units is as follows:

a. The postmaster must appoint a designee to receive and distribute payroll checks. It is recommended that more than one designee be identified and trained to cover scheduled and unscheduled absences. Distribute checks in the best manner for the facility.

b. b. Each Post Office and postal retail unit (PRU) must maintain a separation of duties. Employees who are responsible for distributing payroll checks must not be involved with processing personnel documents. (See Handbook F-21, *Time and Attendance,* section 113.12.) *https://blue.usps.gov/cpim/ftp/hand/f21.pdf*http://blue.usps.gov/cpim/ftp/hand/f21/f21c1_003.htm.)

c. c. Postal Service employees who have access to employee payroll information must not disclose employee's earnings except to carry out official duties.

d. d. Postmasters must not release checks to employees who were not in a pay status during the pay period for which the check is issued.

e. Postmasters must keep salary checks and earning statements in a secured place.

Mailed or transmitted salary checks and the payroll register should reach PRUs by the Thursday immediately following the close of each pay period. Upon receipt, immediately verify the contents of salary check shipments.

If the shipment…	Then…
Includes checks for another installation.	Ceall the intended installation and the disbursing officer at Accounting Services and send the checks to the correct installation by the fastest method. Contact the Accounting Help Desk at 866-974-2733. The telephone number of the disbursing officer is 651-406-1354.
Has not arrived by noon on the day before the designated pay day.	Nnotify the disbursing officer, Accounting Services.
Is missing 100 or more checks.	Accounting Services will initiate the stop payment procedure for the original checks.
Is missing fewer than 100 checks.	Ssee section Emergency **Salary Issued for Non-receipt of a Salary Check**23-3.2.23. Emergency Salary Issued for Nonreceipt of a Salary Check.

Distribute payroll checks on a date other than the salary check date under the following conditions:

a. After the local banks close on Thursday, distribute checks to employees whose regular tour of duty ends after local banks close on Friday.

a.

b. If checks are available at the employee's pay location, and the employee is not scheduled for duty on payday, or is scheduled for leave on payday, the employee can do the following:

b.

1) Establish direct deposit through *PostalEASE*.
2) Make arrangements to receive the check at the end of the tour on Thursday.
3) Complete, sign, and submit PS Form 3077, *Request to Forward Salary Check,* to the custodian of the salary checks for mailing the check to another address.

~~Make arrangements to receive his or her check at the end of the tour on Thursday.~~

~~Complete, sign, and submit PS Form 3077, *Request to Forward Salary Check,* to the custodian of the salary checks.~~

~~Establish direct deposit through *PostalEASE* for forwarding salaries to employee's account at a financial organization.~~

When Friday is a national holiday, Thursday is payday, and checks are available at the employee's pay location, distribute the salary checks at the end of an employee's tour on Wednesday.

~~**Note:**~~

Note: The "Check Mail" finance number in the Finance Number Control Master system defines the mailing address used for payroll check distribution. To request a payroll check mailing address change, send an email containing the PRU's finance number, the new address, and the finance number of the new address to *FNCM - HQ*.~~see Appendix B~~C, ~~Exhibit B-6~~C-12.

23-1.2 Payroll Register Distribution

Managers at field units must use the Payroll Register to reference issued checks and net to bank payments.

~~A copy of the Payroll Register~~ **Note:** Access to the Payroll Register in granted in eAccess. Request access to EDW – Payroll Register at the Finance Number, Lead Finance Number, PFC, Area or National level.

~~23-1.3 will print on the district Finance printer each pay period and is to be distributed to the appropriate locations by district Finance personnel.~~

23-1.3 Direct Deposits and Allotments

The Postal Service honors employee requests to forward all or part of their salaries for credit to their accounts at financial organizations.

An employee may add, cancel, or make changes to allotments or net to bank via the following methods:

a. *PostalEASE.* To log in, employees need their Postal Service employee identification number and password~~personal identification number (PIN)~~.

b. *PostalEASE* Interactive Voice Response. Employees must call the Human Resources Shared Service Center (~~HRSDC~~HRSSC) at 877-477-3273, menu option 5.

23-1.4 Checks Mailed to a Designated Address

Employees may request that their salary check be forwarded under the following conditions:

a. Employee is on leave.

b. Employee is on temporary detail to another duty station.

The procedure for forwarding salary checks at the request of the employee is as follows:

a. a.   The employee completes, signs, and submits PS Form 3077 to the custodian of the salary checks.

b. b.   The custodian forwards the salary check to the employee's designated address in a penalty envelope.

Note: Management must deny requests for continuous mailing of salary checks.

23-1.4   ~~Do not use PS **Form** 3077 for terminated employees unless all Postal Service property charged to the employee is accounted for and all known indebtedness is liquidated.~~

23-1.5 Payroll Checks Mailed to Terminated Employees

Terminal leave and the final payroll payment for a terminated employee will be disbursed as follows:

a.   For employees with a current direct deposit, the funds will be sent to the employee's financial institution as a net to bank deposit.

b.   For employees who do not have direct deposit, a commercial Postal Service check will be sent to the employee's work location which is determined by the duty station finance number on file in the Employee Master File.

The procedure for mailing a payroll check to a terminated employee is as follows:

a.   The installation head or designee is responsible for mailing the check to the employee's address of record.

b.   The check must be sent to the employee's address on file in the Employee Master Record.

c.   Return undeliverable employee payroll checks with a buck slip or memo providing the reason for non-delivery to:

> Disbursing Officer
> Accounting Services
> 2825 Lone Oak Parkway
> Eagan MN 55121-9642

Note: Eagan Finance will not release checks to the local office for distribution to the employee if there is an unresolved employee receivable. If an outstanding employee receivable balance exists, the check will be pulled, and payment applied to clear the outstanding invoice(s). Payment for any differences due to the employee will be issued to the employee's address of record on file.

In addition, field units are responsible for monitoring and pursuing collection of employee debts following the collection and appeal procedures specified in Employee and Labor Relations Manual.

23-1.6 The last payroll check for terminated employees must be a commercial Postal Service check even if the individual has direct deposit.

23-1.6 The procedure for mailing a payroll check to a terminated employee is as follows:

23-1.6 The manager is responsible for mailing the check to the employee's address of record.

23-1.6 Before sending the check, the postmaster must ensure that the employee has no unresolved employee items (e.g., stamp or cash credit shortages, travel advances, or emergency salary authorizations). **If there is an unresolved employee item, it must be resolved prior to releasing the final check.**

The check must be sent to the employee's address on file in the Employee Master Record.

NOTE: Do not use PS Form 3077 for terminated employees unless all Postal Service property charged to the employee is accounted for and all known indebtedness is liquidated.

23-1.6

If the employee's address is not known, contact **your local Manager Financial Programs Compliance (MFPC) for assistance.** the Time and Attendance Collection System (TACS) Deskoffice. At 1-855-411-8227 or via email *TACS@usps.gov*office.

23-1.6 **Payroll Check Stop Payment or Replacement After the Employee Receives It.Stop Pay or Replacement of Payroll Check**

If a payroll check is lost, stolen, or destroyed after the employee receives it, the employee must notify the manager at his or her office. Because the employee received the check, issuance of an emergency salary is not authorized.

The manager must notify the disbursing officer to stop pay or replace a payroll check by doing one of the following:

For Replacement checks (non-stale dated checks) use refer to section 23-3.2.3

a. ~~Using~~Complete the Payroll Checks Stop Pay ~~— Check Replacement and~~ Photocopy Request online tool~~Form,~~ which is available on the Accounting Web site at *https://blue.usps.gov/accounting/welcome.htm*.

a. **Error! Hyperlink reference not valid.**~~at~~ *http://blue.usps.gov/wps/portal/accounting/services/paychecks/stoppayreqform*.

b. ~~#2.~~ Create an Incident ticket by calling the Help Desk at 866-974-2733.

a. ~~Submit the form through one of the following processes:~~

b. ~~Complete the form via the Web. This is the preferred method.~~

c. ~~Send a message via e-mail along with the completed form.~~

d. ~~Fax the completed form to 651-406-2749.~~

e. ~~Mail the completed form to:~~

f. ~~DISBURSING BRANCH~~
~~ACCOUNTING SERVICES~~
~~2825 LONE OAK PKWY~~
~~EAGAN MN 55121-9642~~

g.a. See Appendix C, Exhibit C-13, for a sample copy of this form.

Once a request for a stop payment or replacement check has been processed, the request cannot be canceled. ~~If the original check is recovered, it must be returned to the Accounting Services Disbursing Branch~~office making the request and destroyed ~~at the following address:.~~ If the original payroll check is recovered at the unit, do not give the recovered paycheck to the employee. The check has been stopped and is no longer valid. The check must be returned to the Disbursing Branch at the following address:

Note:

Accounting Services
Disbursing Branch
2825 Lone Oak Parkway
Eagan, MN 55121-9640
~~Disbursement~~

~~23-1.7~~23-1.7 Undeliverable Payroll Checks

Return undeliverable employee payroll checks with a buck slip or a memo providing the reason for non-delivery~~nondelivery~~ to the Accounting Services Disbursing Branch (see part 23-1.5~~6~~ for the address).

~~23-1.8~~23-1.8 Deceased Employee Payroll Checks

Return payroll checks for deceased employees to the Accounting Services Disbursing Branch ~~Disbursing Branch~~ with a brief explanation. (See part 23-1.5~~6~~ for the address). ~~(See section 23-1.6 for the address.)~~

The lump sum benefits for money or compensation due (unpaid compensation) to beneficiaries may be delayed until return of these payroll checks.

~~23-1.9~~23-1.9 Erroneous or Overpayment Payroll Check

Return the salary check and the appropriate PS Form 2240, *Pay, Leave, or Other Hours Adjustment Request,* PS Form 2240-R, *Rural Pay or Leave Adjustment Request for PS Form 1314,* or

PS Form 2240-RA, *Rural Pay or Leave Adjustment Request for PS Form 1314-A*, to Accounting Services, Disbursing Branch with an explanation when: (See section 23-1.5 23-1.6 for the address of the Disbursing Branch. Also, NEVER deface the returned check (do not write "void" across the front or back of the returned check).

a. a. An error is in the name or EIN of the payee.

b. A payroll check is received that is greater than the amount due to the employee.

NEVER deface the returned check (do not write "void" across the front or back of the returned check). (See section 23-1.5 for the address of the Disbursing Branch.)

Note: Use eIWS OnLine Forms (OLF) to only generate and print

, not submit, PS 2240 form types used to support returned checks sent to the Disbursing Branch.

If an emergency salary is required because of the error, treat it like non-receiptnonreceipt of a payroll check (see section Emergency Salary Issued for Non-receipt of a Salary Check23-3.2.23).

23-1.10 23-1.10 Separated Employee Overpayment

For a separated employee overpayment, return the payroll check and the appropriate PS Forms 2240, 2240-R, or 2240-RA directly to the disbursing officer with an explanation. (See part 23-1.523-1.6 for the address). (See section 23-1.6 for the address of the Disbursing Branch.)

Note: Use eIWS OnLine Forms (OLF) to only generate and print, not submit, PS 2240 form types used to support returned checks sent to the Disbursing Branch.

23-2   Payroll Adjustments

23-2.1   TACS AdjustPayNon-Rural, RuralPayroll a(1314) and Missing Check Adjustments

To process a Non- Rural hours and all Missing check adjustment, follow the procedures listed below.

23-2.1.1 TACS AdjustPayTACS AdjustPay application is used for processing payroll adjustments. The AdjustPay application enables authorization of basic payroll hours adjustments for non-rural, rural (1314) employees and missing checks for all employees, for the most recent 53 pay periods.

Exception: For system reasons that result in non-use of AdjustPay, use manual specific PS Forms 2240 for non-rural or rural, including 1314-A.

Upon completion of the AdjustPay transaction, retain a copy of the TACS AdjustPay Adjustment Certification Certificate on file locally.

Note: Contact the TACS Helpdesk for assistance in completing adjustment form using eIWS OnLine Forms when unable to access and process via AdjustPay application. (See 23-6)

If an emergency salary issuance is authorized by the employee's supervisor, follow the procedures for issuing an emergency salary in part ▲Issuing Emergency Salary23-3.2. Fully complete the emergency salary advance authorization and receipt section at the bottom of the form and obtain the employee signature when the advance is issued. ▲

For additional information, reference the TACS website at *https://blue.usps.gov/tacs* and Accounting Services > Salary Advance website at *https://blue.usps.gov/accounting/salaryadvance/salaryadvance.htm.*

23-2.2

23-2.3   **TACS AdjustPay is a web-based application that has simplified the payroll adjustment process through technology enhancements and automation, eliminating the manual process and paperwork. The supervisor is now able to authorize a payroll adjustment in TACS AdjustPay simply by entering a minimum amount of information through the web.** The TACSThe AdjustPay system enables authorization of basic payrollrollpayroll adjustments online. a supervisor or postmaster to authorize an adjustment online.

Basic hour**hours** adjustments for non-rural**, rural (1314)** employees and missing checks for all employees, which are for the most recent **53** 27 pay periods.**. Adjustments for pay periods no longer accessible in AdjustPay require a manual PS Form 2240, 2240R or 2240RA.** can be authorized online via TACS AdjustPay. Do not use AdjustPay if an emergency salary advance is authorized for the pay period being adjusted.AdjustPay.

Non-bargaining employees who have supervisory or /managerial authority must complete training and request access to AdjustPay to submit basic payroll adjustments. This includes any employee detailed into a non-bargaining supervisory or. /managerial position and non-bargaining delegates of PCES. To request access to AdjustPay, go to the eAccess website *(https://eaccess).(https://eaccess)*. Requests for access should only be approved afteruponafter completion of the applicable AdjustPay training course.

Training is provided by the local TACS Coordinator, other locally designated trainer, or through the Learning Management System (LMS) HERO — Integrated HR System. The AdjustPay). A user's guide can be found online at: *https://adjustpay.usps.gov/PamsAPWeb/resources/file/TACS_AdjustPay_Train*

ing_Guide.pdfhttps://adjustpay.usps.gov/PamsAPWeb/resources/file/TACS_AdjustPay_Training_Guide.pdf.

Authorized users will need to key in the hours adjustment data into the AdjustPay system.   The following Data elements will be needed to access the employee in AdjustPay:

Social Security Number (SSN) or Employee Identification Number (EIN).

Pay Period the adjustment is for.

Pay Period week the adjustment is for.

. Payroll adjustments using AdjustPay can be authorized within the following requirements:

Upon completion of the AdjustPay transaction,   a. Employees noted above who completed the training and obtained access can process payroll adjustments.

b. rRetain a copy ofRetain approved PS Form 2240s on file locally for those adjustments entered into the AdjustPay application.the TACS AdjustPay Adjustment Certification Certificate on file locally.

.

NOTE:

Prior to receiving AdjustPay access and on an interim basis, submit adjustments on PS Form 2240 according to the local District process.

Rural employee hour's adjustments must be submitted using PS Form 2240-R or PS Form 2240-RA for processing. They cannot be processed in AdjustPay.

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TACS AdjustPay Operating Schedule – Central Time

Day of Pay Period	00:00-04:00	04:00-05:00	05:00-19:00	19:00-21:00	21:00-24:00
01-04	Closed	Closed	Closed	Closed	Closed
05	Closed	Closed	**Open**	Closed	**Open**
06-13	**Open**	Closed	**Open**	Closed	**Open**
14	**Open**	Closed	**Open**	Closed	Closed

For more information, visit the TACS website at *https://blue.usps.gov/tacs*.

> **Field Code Changed**

23-2.3

23-2.3   Training is provided byavailable on the local TACS officeTACS Help Desk website. A user's guide is provided to each supervisor or postmaster who has access to TACS AdjustPay.

> **Commented [lrp4]:** There are no local TACS offices. Training is posted on the TACS Help Desk website but is there other training as well?   Also - is there an electronic user's guide?   Does each supervisor or postmaster with access to AdjustPay still get a hard copy user's guide?

23-2.3   The AdjustPay user is a manager or supervisor whose job description contains primary responsibility for directing subordinates. To request access to AdjustPay, go to the eAccess Web site (at *https://eaccess*).

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23-2.3   Do not grant non-EAS (Executive and Administrative Schedule) employees access to AdjustPay as they do not have responsibilities for subordinates.

23-2.3   The supervisor's responsibility is to authorize employee payroll adjustments within the following requirements:

23-2.3   The authorization cannot be delegated to any other employee.

23-2.3   Supervisors must authorize payroll adjustments for the employees they directly supervise.

23-2.3   One supervisor should not authorize payroll adjustments for the entire tour, station, branch, installation, etc., unless all employees report to that supervisor.

23-2.3   Supervisors or acting (204B) supervisors who do not have access to AdjustPay must submit their adjustment requests on PS Form 2240 to the Scanning and Imaging Center (SIC).

23-2.3   For more information, visit the TACS Web site at *https://blue.usps.gov/tacs*.

23-2.3   Rural employee adjustments must be submitted manually using PS Form 2240-R or PS Form 2240-RA for processing. They cannot be processed in AdjustPay at this time.

ManualRural Hour Adjustment Manual Processing

23-2.3   Forms

To manually process a manual rural hour's pay adjustment, follow theuse the forms aprocedures listed below.

23-2.3   Note: If conditions indicate an emergency salary issuance is authorized under 23-3.1, under no circumstances may the salary advance be issued to an employee prior to paydaythe salary check date, as shown inunless following   the distribution guidelines.   See subchapter 23-1.1.Receiving and Distributing.

Forms

23-2.3   To manually process a payroll rural hour's adjustment, use the following forms:

23-2.3   For non-ruralnonrural employees, use PS Form 2240.

23-2.3   For regular rural carriers, use PS Form 2240-R.

23-2.3   For auxiliary rural carriers, use PS Form 2240-RA..

SWhen submitting PS Forms 2240, 2240-R, or 2240-RA using the eIWS OnLine Forms application. D, do not include supporting documentation. Do not submit timecards. If the person preparing the payroll adjustment is unsure how to prepare the form correctly, contact the TACS Help Desk for guidance.

If there is a specific reason why the employee cannot sign the form, please indicate in the Remarks section of the form. (An example is when an employee is on extended sick leave or otherwise not available for a long period of time.)

23-2.3

After Payroll Services processes the adjustment, they will not return a copy of the PS Forms 2240,2240-R, or 2240-RA to the local office. Please retain a copy of the adjustment form for your records.

Lump-sum grievance adjustments must be processed through GATS. Adjustment requests submitted using the eIWS OnLine Forms application will be returned unprocessed to the PRU for local entry into GATS.

23-2.3

23-2.3 **Procedure for PS Form 2240 (non-rural)**

23-2.3 **The procedure for processing a non-rural payroll adjustment form is as follows:**

Choose the appropriate Postal Service formPS Form 2240form, and complete all blanks in the employee information section at the top.

For non-rural employees, a separate form is required for each pay week being adjusted.

23-2.3

23-2.3 **Enter the number of hours that the employee was actually paid in the 'Was Paid' section of the form. The TACS 'Employee All' report is helpful to ensure all paid hours/codes are accounted for.**

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23-2.3   Enter the number of hours that the employee should have been paid in the 'Should be Paid' section of the form.

23-2.3   Verify that both the 'Was Paid' and 'Should Be Paid' hours each cross-foots correctly to a 40-hour work week.

23-2.3   (4) Obtain the employee signature on the form.

23-2.3   Print the name and telephone number of the authorizing supervisor.

23-2.3   Remarks (required) should include a brief description of or reason for the adjustment. If the adjustment is for a grievance, also write the grievance number step, grievance number, or the Grievance and Arbitration Tracking System (GATS) number in the remarks section.

23-2.3   Authorizing supervisor must sign the form.

23-2.3   For nonrural employees, a separate form is required for each pay week requiring adjustment.

23-2.3   Submit the form using the eIWS OnLine Forms application for processing. to the SIC or to the appropriate finance designee per your district protocol..

Keep a copy of the form and all supporting documentation for 3 years.

23-2.3   If an emergency salary issuance is authorized by the employee's supervisor, follow the procedures for issuing an emergency salary in part 23-3.2.. Fully complete the emergency salary authorization section at the bottom of the form and obtain employee and authorizer signatures when the advance is issued. Do not issue the salary advance until the salary check date as shown in 23-1.1, Receiving and Distributing.23-3.2.

23-2.3   When sending PS Forms 2240, 2240-R, or 2240-RA to the SIC, do not include supporting documentation. Do not submit timecards. If the person preparing the payroll adjustment is unsure how to prepare the form correctly, contact the Do not submit timecards. If the person preparing the payroll adjustment is unsure how to prepare the form correctly, contact the

local TACS office~~TACS Help Desk at 1-855-411-8227~~office **for guidance. The supervisor or postmaster must file a copy of the form for 3 years.**

23-2.3   **If there is a specific reason why the employee cannot sign the form, please indicate in the Remarks section of the form. (An example is when an employee is on extended sick leave or otherwise not available for a long period of time.)**

23-2.3   **After Payroll Services processes the adjustment, they will not return a copy of the PS Forms 2240, 2240-R, or 2240-RA to the local office.**

23-2.3   **Lump-sum grievance adjustments must be processed through GATS. Adjustment requests sent to SIC will be returned unprocessed to the PRU for local entry into GATS.**

Procedure for PS Form 2240-R (rural carriers)

Rural hour adjustments for regular rural carriers (1314 including replacement carriers) submitted via Form 2240-R should be entered in to the AdjustPay Application if possible. For all other rural payroll adjustments follow the below procedure for processing a payroll adjustment form for **rural carriers** is as follows:

Choose PS Form 2240-R, and complete all blanks in the employee information section at the top.

For rural carriers, a separate form is required for each 2-week pay period being adjusted for PS Form 1314, *Regular Rural Carrier Time Certificate*.

Enter the number of hours and hundredths the employee should have been paid for both weeks of the pay period along with the appropriate DACA codes.

Obtain the employee signature on the form.

Obtain signatures from all relief employees whose pay will be affected by the adjustment. Relief employee signatures can be written in the remarks section just above the regular rural carrier**'s signature**.

Print the name and telephone number of the authorizing supervisor.

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Remarks (required) should include a brief description of the/ reason for the adjustment. If the adjustment is for a grievance, write the grievance number step, grievance number, or the Grievance and Arbitration Tracking System (GATS) number in the remarks section.

Authorizing supervisor must sign the form.

Submit the form tusing the eIWS OnLine Forms application for processing.the SIC or the appropriate finance designee per your district protocol.

Keep a copy of the form and all supporting documentation for 3 years.   form and all supporting documentation for 3 years.

    If an emergency salary issuance is authorized by the employee's supervisor, follow the procedures for issuing an emergency salary in part 23-3.2. Fully complete the emergency salary advance authorization and receipt section at the bottom of the form and obtain the employee signature when the advance is issued.   Do not issue the salary advance until the salary check date as shown in 23-1.1, Receiving and Distributing.

When sending PS Forms 2240-R to the SIC, do not include supporting documentation. Do not submit timecards. If the person preparing the payroll adjustment is unsure how to prepare the form correctly, contact the TACS Help Desk at1-855-411-8227 for guidance. The supervisor or postmaster must file a copy of the form for 3 years.

If there is a specific reason why the employee cannot sign the form, please indicate in the Remarks section of the form. (An example is when an employee is on extended sick leave or otherwise not available for a long period of time.)

After Payroll Services processes the adjustment, they will not return a copy of the PS Forms 2240-R to the local office.

Lump-sum grievance adjustments must be processed through GATS. Adjustment requests sent to SIC will be returned unprocessed to the PRU for local entry into GATS.

Procedure for PS Form 2240-RA (rural carrier associates)

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The procedure for processing a payroll adjustment form for a rural carrier associate (RCA) is as follows if the RCA gave auxiliary assistance or performed other work that did not replace a regular rural carrier:

Choose PS Form 2240-RA, and complete all blanks in the employee information section at the top.

For RCAs, a separate form is required for each 2-week pay period being adjusted for PS Form 1314-A, *Auxiliary Rural Carrier Time Certificate*.

Enter the number of hours and hundredths the employee should have been paid for both weeks of the pay period along with the appropriate DACA codes.

Obtain the employee signature on the form.

Print the name and telephone number of the authorizing supervisor.

Remarks (required) should include a brief description of / reason for the adjustment. If the adjustment is for a grievance, write the grievance number step, grievance number, or the Grievance and Arbitration Tracking System (GATS) number in the remarks section.

Authorizing supervisor must sign the form.

Submit the form using the eIWS OnLine Forms application for processing. Keep a copy of the form and all supporting documentation for 3 years.

to the SIC or the appropriate finance designee per your district protocol.

Keep a copy of the form and all supporting documentation for 3 years.

If an emergency salary issuance is authorized by the employee's supervisor, follow the procedures for issuing an emergency salary in part 23-3.2. Fully complete the emergency salary advance authorization and receipt section at the bottom of the form and obtain the employee signature when the advance is issued. Do not issue the salary advance until the salary check date as shown in 23-1.1, Receiving and Distributing.

When sending PS Forms 2240-RA to the SIC, do not include supporting documentation. Do not submit timecards. If the person preparing the payroll

adjustment is unsure how to prepare the form correctly, contact the TACS Help Desk at1-855-411-8227 for guidance. The supervisor or postmaster must file a copy of the form for 3 years.

If there is a specific reason why the employee cannot sign the form, please indicate in the Remarks section of the form. (An example is when an employee is on extended sick leave or otherwise not available for a long period of time.)

After Payroll Services processes the adjustment, they will not return a copy of the PS Forms 2240-RA to the local office.

Lump-sum grievance adjustments must be processed through GATS. Adjustment requests sent to SIC will be returned unprocessed to the PRU for local entry into GATS.

23 2.3 Back Pay Claims

Back pay claims include, but are not limited to, the following:

a. a. Grievance/arbitration-related hour's adjustments equaling one full pay period or more.

b. b. Other qualifying grievance/arbitration-related awards and settlements (see Back Pay Management Instruction (MI) EL- 430 2009-5, *Back Pay,* at http://blue.usps.gov/cpim/ftp/manage/el430171.pdf*hhttp://blue.usps.gov/cpim/ftp/manage/el43020095.pdf* f or more information).

c. Equal Employee Opportunity Commission (EEOC) settlements and decisions.

d. EEOC redress settlements.

e. Merit SystemerviceService Protection Board (MSPB) settlements and decisions.

f. Other third-party agency settlements and decisions.

g. Erroneous separation for retirement cases referred by OPM.

h. Court of law decisions and pretrial settlements.

Accounting Services, Payroll Services processes all back pay adjustment cases. Complete and submit all back pay claim documents no later than 30 days after the date of the award. For specific instructions and guidance on submitting back pay claims for processing, Back Pay Management Instruction (MI) EL- 430. see Management Instruction (MI) EL-430-2009-5, *Back Pay,.,* at *http://blue.usps.gov/cpim/ftp/manage/el43020095.pdf.*

Incomplete forms will be returned. Offices that are not web-enabled should contact the Greensboro HRSDC HRSSC at 877-477-3273, option 5 for assistance.

To process a back payback pay, claim, do the following:

a. a. Complete PS Form 8038, *Employee Statement tTo Recover Back Pay,* and PS Form 8039, *Back Pay Decision/Settlement Worksheet,* for all back- pay claim adjustments.

b. Submit PS Forms 8038 and 8039 directly to the address on last page of the PS Form 8039.

c. Complete and submit all back pay claim documents no later than 30 days after settlement date to ensure prompt payment is made to the employee.

d. For specific instructions and guidance, see Back Pay Management Instruction (MI) EL-430.

Note: The letter is available at http://blue.usps.gov/humanresources/professionalportal/directreports/compensation/toolsandresources_c ompensationletters_cl04_050.shtml??

Note: For specific instructions and guidance, see also Management Instruction (MI) EL-430-90-8, Back Pay, at http://blue.usps.gov/cpim/ftp/manage/e430908.pdf.

Note: Incomplete forms will be returned. Offices that are not Web-enabled, should contact the Greensboro HRSSC at 877-477-3273, option 5 for assistance.

Decisions resulting from arbitration, administrative agency, court, and pre-arbitration settlements must be initiated using PS Forms 8038 and 8039.

23-3   Employee Emergency Salary Issuance

23-3.1   Overview

23-3.1.1   Authorized Conditions

Salary advances must be issued through AdjustPay and processed (paid) at RSS offices. e1412 offices are not permitted to process salary advances.

Postmasters and supervisors are authorized to issue an emergency salary to an employee in the following circumstances:

a. An employee receives a salary check that is at least a full day of pay less than the amount due. AIC 554, *Payroll Adjustment Payment Issued,* will be posted.

b. An employee does not receive a salary check, which is listed in the payroll register as being issued (not direct deposit). AIC 754, *Authorized Emergency Salary Issued,* will be posted.

b. **Note**: Access to the Payroll Register is granted in eAccess. Request access to EDW – Payroll Register at the Finance Number, Lead Finance Number, District, Area or National level.

c. New employees who do not receive a salary check due to a late PS Form 50, *Notification of Personnel Action.* AIC 554, *Payroll Adjustment Payment Issued,* will be posted.

See part Issuing Emergency Salary23-3.2 for information on issuing an authorized emergency salary.

23-3.1.2   Unauthorized Conditions

Postmasters and supervisors are not authorized to issue emergency salary in the following circumstances:

a. The direct deposit amount is validated in the payroll register. The employee must contact his or

her bank for resolution.

b. The claim is for less than a full day of pay.

b.

Note: Eight (8)8 hours equalsequal a full day's pay for fFull time eEmployees. Non-full time employee's day's pay is based on the number of hours they are scheduleds to work on a given day.

c. c. The employee has been terminated.

d. d. For rural equipment maintenance allowance.

e. e. For an employee business expense.

f. f. For back pay awards.

g. g. For grievance settlements, if payment is due to the employee within 60 days.

h. Employee receives a check and the check is subsequently lost or destroyed. (Follow procedure in part 23-1.6.)

i. i. OWCP payments.

j. j. ForNo Advance on premium hours if basic pay was received.???

k. k. For a No Advance for nationwide technical issues.???

23-3.2 23-3.2 Issuing Emergency Salary

23-3.2.1 Forms UsedPayroll adjustments associated with a Salary Advance

Payroll adjustments associated with a Salary Advance are required to be processed in the TACS AdjustPay application.

The AdjustPay (Pay Adjustment with Salary Advance) process will perform the following functions:

a. AdjustPay will automatically calculate the authorized salary advance amount.

Note: If the net amount cannot be determined for an emergency salary authorization, the unit manager may authorize an amount equal to 65 percent of the estimated gross as a guideline to calculate the net amount due.

b. AdjustPay will produce an AdjustPay Certification Form (barcoded) which will be printed, signed and presented for processing at an RSS Full Window Service Post Office window to issue the advance.

Note: e1412 offices are not permitted to process salary advances.

c. RSS screens will be automatically populated with information from AdjustPay when barcoded certification form is scanned.

d. AIC 554, *Payroll Adjustment Payment Issued,* for the amount of the salary advance issued will be system-generated onto the PS Form 1412.

e. Retain a signed copy of the AdjustPay Certification Form for support of all AdjustPay entries.

Exception: For system reasons that result in non-use of AdjustPay, use manual specific PS Forms 2240 for non-rural or rural, including 1314-A.

23-3.2.1 Reference the TACS website at *https://blue.usps.gov/tacs* for additional information.

If the net amount cannot be determined for an emergency salary authorization, the unit manager may authorize an amount equal to 65 percent of the estimated gross as a guideline to calculate the net amount due.

Note: If conditions indicate a payroll adjustment is authorized under 23-3.11, under no circumstances may the salary advance be issued to an employee prior to payday, unless allowed under the distribution guidelines.

Note: Under no circumstances should a salary advance be issued prior to pay day unless following the distribution guidelines as outlined in subchapter 23-1.1.

Note:

Note: If a non-rural employee receives a payroll check that is at least a full day of pay less than the amount due or a rural or non-rural employee does not receive a payroll check listed on the Payroll Register, the payroll adjustment and salary advance must be entered into AdjustPay. Retain a signed copy of the the payroll register does not show that a check was issued to the employee, the supervisor completes top and bottom of the appropriate form and provides the form to the employee.

Note: PS Form 2240 for non-rural carriers.AdjustPay Certification Form for non rural carriers.support of all AdjustPay entries. Please refer to the AdjustPay-Salary Advance Enhancement Quick Reference Guide for AdjustPay procedures and work steps. *http://blue.usps.gov/tacs/files/AdjustPay-Salary%20Advance%20Enhancement%20Quick%20Reference%20Guide.pdf*

Note: For additional information, reference the TACS website at *https://blue.usps.gov/tacs* and Accounting Services > Salary Advance website at *https://blue.usps.gov/accounting/salaryadvance/salaryadvance.htm.*

Employee Type	Pay Issue	Adjustemnt Proces or Form	Advance Authorized
Non-Rural Employee	Missing Check	AdjustPay	Yes - Advance equal to original check amount
Rural Carrier	Missing Check	AdjustPay	Yes - Advance equal to original check amount
Rural Carrier Associate	Missing Check	AdjustPay	Yes - Advance equal to original check amount
Non-Rural Employee	Hours Adjustment	AdjustPay	Yes - If pay is at least a full day of pay less than the amount due
Rural Carrier	Hours Adjustment	2240-R via EWIS	Yes - If pay is at least a full day of pay less than the amount due
Rural Carrier Associate	Hours Adjustment	2240-RA via EWIS	Yes - If pay is at least a full day of pay less than the amount due
Grievance Settlement	All	See F -101 section 23.3-4 for guidance	See F -101 section 23.3-4 for guidance
Back Pay Claims	All	PS Form 8038, Employee Statement to Recover Back Pay, and PS Form 8039, Back Pay Decision/Settlement Worksheet. See MI - EL 430 -2017-6.	No Advance Allowed

The following forms will be used for rural carrier hour's adjustments:

Note: PS Form 2240 for nonrural carriers.

Note: PS Form 2240-R for regular rural carriers.

PS Form 2240-RA for auxiliary rural carriers.

Note: Do not authorize a payroll adjustment in AdjustPay if an emergency salary is issued.

 PS Form 2240 (non-rural) Emergency Salary Advance

Note: If an emergency salary advance is authorized (as described in 23-3.1.1 and 23-3.1.2) and issued to a non-ruralnonrural employee and is for both weeks of a pay period, the supervisor must do the following:

Note: Complete one PS Form 2240 for week 1 and another PS Form 2240 for week 2 following instructions in 23-2.3.

Note: Only onOn the Week 2 PS Form 2240, do the following:

Note: Complete entire bottom portion of the form, in lieu of PS Form 1608, *Emergency Salary Authorization.*

Note: Enter the amount of emergency salary to be issued for each week (Week 1 and Week 2).

Note: Complete the **Issuing Retail Unit Number (10 digitsdigit)** section of PS Form 2240 with the appropriate number.

Note: Enter the total amount of emergency salary issued in the **Total Amount of Advance for Pay Period** section of PS Form 2240.

 Ensure an amount is entered in both the Week and the Total box.

 Authorizing supervisor must print name and phone number and sign the form.

 Employee takes the completed form to the PRU for processing.   See PRU procedures at 23-3.2.2PS Form 2240 to the PRU assigned on or after the pay check date and signs the bottom section of the form when the advance is transacted. Skip to PRU Procedure.

 If an emergency salary advance is authorized (as described in 23-3.1.1 and 23-3.1.2) and issued to a non-rural employee and is for just one week of a given pay period, the supervisor must follow steps 1-57 above using one form per for only that payweek., but enter the salary advance information on the bottom of the form representing the week being adjusted.

 PS Form 2240-R or –RA (rural) Emergency Salary Advance

 If an emergency salary advance is authorized (as described in 23-3.1.1 and 23-3.1.2) and issued to a regular rural carrier or RCA, the supervisor must do the following:

 Rural hour adjustments for regular rural carriers (1314-including replacement carriers) submitted via Form 2240-R should be entered in to the AdjustPay Application if possible. For all other rural payroll adjustments follow the below procedure for processing a payroll adjustment form for **rural carriers** is as follows:

 C

 Complete one PS Form 2240-R or –RA per pay period affected using the instructions in 23-2.3.

 On the PS Form 2240-R or –RA, do the following:

 Complete the entire bottom portion of the form, *Emergency Salary Advance Authorization and Receipt.*

 Enter the amount of emergency salary advance to be issued for the 2-week pay period.

 Complete the **Issuing Unit Number (10-digits)** section of PS Form 2240-R or –RA with the appropriate number.

Employee takes the completed form PS Form 2240-R or –RA to the PRU assigned on or after the pay check date   to the PRU for processing.   See PRU procedures at 23-3.2.2and signs the bottom of the form when the advance is transacted.   See PRU Procedure.

Note: PRU Procedure

Note: The **employee** does the following:

Note: Signs the bottom of the appropriate PS Forms 2240, 2240-R, or 2240-RA indicating that the advance was received and agrees to repay the advance.

Note: b. Presents authorized PS Form 2240, 2240-R, or 2240-RA to the PRU.

Note: The **PRU** does the following:

Note: Ensures that PS Form 2240, 2240-R, or 2240-RA is signed by both the employee and the authorizer .

Note: Issues a salary advance via no-fee money order (AIC 100 and AIC 101) for the authorized amount according to the PS Form 2240, 2240-R, or 2240-RA and offsets with AIC 554 and AIC 586 on PS Form 1412. (For AIC 586, POS and eMOVES RSS and e1412 units use Reason Code 27, Payroll Adjustment, Paymentand Payment Issued.). For instructions how to issue a salary advance, refer to the appropriate online User's Guide based on the site's technology..)

Note: Ensures the no-fee money order and the PS Form 3544, *USPS Receipt for Money or Services,* or system-generated receipt (3544) is provided to the employee.

Note: Attaches the money order receipt and a copy of PS Form 3544 or system-generated receipt (3544) to a copy of the PS Form 2240, 2240-R, or 2240-RA and files locally.

Note: Submits the original PS Form 2240, 2240-R, or 2240-RA to the using the eIWS OnLine Forms application for processing. SIC timelySIC.

Note: Following above procedures will result in automatic collection.

23-3.2.3 23-3.2.2 Emergency Salary Issued for Non-receiptNonreceipt of a Salary Check

All employees (rural and non-non-rural) will be issued a Salary Advance using the TACS AdjustPay module for a missing check.   Please refer to the AdjustPay-Salary Advance Enhancement Quick Reference Guide for AdjustPay procedures and work steps.   *http://blue.usps.gov/tacs/files/AdjustPay-Salary%20Advance%20Enhancement%20Quick%20Reference%20Guide.pdf*

The AdjustPay Salary Advance (missing check) process will perform the following functions:

a.   AdjustPay will auto-populate the original check amount.

b.   AdjustPay will automatically process a stop payment on the original check.

c.   AdjustPpay will produce an AdjustPay Emergency Salary Issuance (PS Form 1608) which will be printed, signed and presented for processing at an RSS Full Window Service Post Office window to issue the advance.

An No local Unresolved Employee Item (UEI) will be not be created and the advance is not collected locally or need to be collected locally, as Eagan will clear the UEI in the AdjustPay Process.

Note: If a salary advance has been issued to the employee at the retail unit and the original payroll check is received after the advance is issued, do NOT give the recovered check to the employee and do not allow the check to be cashed.

The check must be returned to the Disbursing Branch at:

> Accounting Services Disbursing Branch
> 2825 Lone Oak Parkway
> Eagan MN 55121-9642

For additional information, reference the TACS website at *https://blue.usps.gov/tacs* and Accounting Services > Salary Advance website at *https://blue.usps.gov/accounting/salaryadvance/salaryadvance.htm.*

23-3.2.4   If an employee does not receive a salary check which is listed in the payroll register as being issued, follow these procedures.

23-3.2.4   The supervisor does the following:

23-3.2.4   Refers to the payroll register for the amount to be issued.

23-3.2.4   Completes PS Form 1608 and provides to the employee.

23-3.2.4   The employee does the following:

23-3.2.4   Signs the PS Form 1608.

23-3.2.4   Presents authorized PS Form 1608 to the PRU.

23-3.2.4   The PRU does the following:

23-3.2.4   The RA SSA issues an emergency salary advance viaa no-fee money order (AIC 100 and AIC 101) for the authorized amount indicated on the PS Form 1608 and offsets with AIC 754 and AIC 586 on PS Form 1412. (For AIC 586, POS and eMOVES RSS and e1412 units use Reason Code 26, Emergency Salary.) For instructions how to issue a salary advance, refer to the appropriate online User's Guide based on the site's technology.

23-3.2.4   The RA SSA gives the no fee money order and the PS Form 3544 or system-generated receipt (3544) to the employee.

23-3.2.4   The RA SSA attaches the money order receipt and a copy of PS Form 3544 to the PS Form 1608.

23-3.2.4   The closeout employee files the PS Form 1608 locally as supporting documentation for PS Form 1412 entry. Do not send PS Form 1608 to the SIC.

23-3.2.4   The unit manager monitors and documents emergency salary issued and cleared using the Unresolved Employee Items report provided in the RSS and e1412 systems.:

23-3.2.4   POS RSS units — The Unresolved Employee Items module in POS RSS maintains the details of all pending employee items to be resolved by the unit.

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23-3.2.4 ~~eMOVES e1412 units — The Unresolved Employee Item report in eMOVES e1412 maintains the details of all pending employee items to be resolved by the unit.~~

23-3.2.4 ~~IRT units — Use the Unresolved Employee Items Log — AIC 754 Emergency Salary Issued (see Appendix C, Exhibit C-9).~~

~~The emergency salary issued for a nonreceipt of a salary check must be collected from the employee when the original or replacement check is received by the employee.~~

23-3.2.4 ~~See 23-1.6 for instructions on requesting a stop payment and replacement salary check to be used to clear the emergency salary.~~

23-3.2.4 ~~The supervisor of the unit reporting the emergency salary issued is responsible for local collection.~~

~~23-3.2.4~~ 23-3.2.3 Grievance Settlement Prepayment

If an employee is not paid within 60 days after submission of all the necessary grievance settlement documentation, then an interim emergency salary may be issued equal to ~~65~~ 70 percent of the gross amount due, as long as the adjustment is for less than 80 hours. (See the following table for guidelines.)

If the employee…	Can Emergency Salary Be Issued?	Documentation	Process	AIC
Is due a payment for grievance settlement within 60 days.	No	Appropriate documentation as required by Compensation.	The postmaster, manager, or supervisor submits the appropriate documentation as required by Back Pay Management Instruction (MI) EL-430.~~Compensation Letter 2004-050.~~	N/A

| Does not receive payment within 60 days after the grievance settlement is submitted to Accounting Services and the claim is for less than 80 hours. Note: Grievance prepayments of 80 hours or more ~~can not~~cannot be issued locally. | Yes | Appropriate documentation as required by Compensation and an authorized PS Form 2240~~1608~~. | The postmaster, manager, or supervisor does the following: a. Submit the appropriate documentation as required by Back Pay Management Instruction (MI) EL-430.~~Compensation Letter 2004-050.~~ b. Complete PS Form 2240, 2240-R or 2240-RA (as applicable), including the Emergency Salary Authorization section, and submit through the eIWS OnLine Forms application for processing. c. Issue salary advance using the "Emergency Salary" workflow in RSS. ~~a. File PS Form 2240 as supporting documentation for PS Form 1412.The postmaster, manager, or supervisor submits the appropriate documentation as required by Compensation Letter 2004-050.~~ ~~b. The employee signs the PS Form 1608 and presents the authorized form to the PRU.~~ ~~c. The PRU does the following:~~ ~~d. Issues a no-fee money order for the authorized amount and offsets with AICs 754 and 586 on PS Form 1412. (For AIC 586, POS and eMOVESRSS and e1412eMOVES units use Reason Code 26.)~~ ~~e. Files PS Form 1608 as supporting documentation for PS Form 1412.~~ ~~f. Documents emergency salary issued and cleared using the Unresolved Employee Items report provided by the RSS and e1412 systems.~~ ~~g. POS and eMOVESRSS and e1412eMOVES units use the Unresolved Employee Items report in POS or eMOVESRSS or e1412eMOVES.~~ h.d. ~~IRT units — use the Unresolved Employee Items Log — AIC 754 Emergency Salary Issued (see Appendix C, Exhibit C-9).~~ ■ ~~Emergency salary issued must be collected from the employee no later than receipt of check~~ | 5754 354 |

~~containing the adjustment.~~
~~■ **Note:** The supervisor of the unit issuing the no-fee money order is responsible for local collection of the emergency salary issued.~~

Does not receive payment within 60 days after the grievance settlement is submitted to Accounting Services and the claim is for 80 hours or more.	No	Appropriate documentation as required by Compensation.	The postmaster, manager, or supervisor submits the appropriate documentation as required by Back Pay Management Instruction (MI) EL-430~~Compensation Letter 2004-050~~.	N/A

~~Note~~OTE: Lump-sum grievance adjustments must be processed through GATS. Adjustment requests submitted using the eIWS OnLine Forms application will be returned unprocessed to the PRU for local entry into GATS.

To request a grievance prepayment for settlements of 80 hours or more, the authorizing manager or supervisor must send the request via one of the following:

~~a.~~ a. E-mail request to *Eagan.Grievance.Prepay@usps.gov*.

~~b.~~ b. Submit a written notification to the following address:

    PAYROLL SERVICES — PL 96~~003~~1
    ACCOUNTING SERVICES
    2825 LONE OAK PKWY
    EAGAN MN 55121-9631

23-6 Military Leave

23-6 Inquiries

23-6 *Paid military leave* is authorized absence from postal duties without loss of pay, time, or performance rating. Paid military leave is granted to eligible employees who are National Guard members or Armed Forces Reservists.

23-6 Direct all employee inquiries to the employee's supervisor.

23-6 Direct all supervisor inquiries to the local TACS office TACS Help Desk.

23-6 Allowance

23-6 Postmasters and supervisors may request that a military leave allowance be established. The procedure is as follows:

23-6 The postmaster or supervisor calls the local TACS office TACS Help Desk.

23-6 The manager of the local TACS office TACS Help Desk processes the request by contacting Payroll Services. If the employee is eligible, Payroll Services will establish the military leave allowance.

23-6 Military leave allowance can be verified by the employee's supervisor or the local TACS officeTACS Help Desk.

23-6 The supervisor may view military leave balance information in TACS or TACS AdjustPay. The AAD935P3 and AAD935P4, Military Leave Report, may also be used to determine whether military leave has been advanced.

23-6 Leave Buyback

23-6 Leave buyback may be approved for those employees who are injured on the job with an approved claim for compensation. Leave buy back requests will result in an invoice to the employee. The leave in question will not be restored to the employee's balance until after the invoice is paid in full.

23-6 All employee requests for leave buyback must be submitted to the District Injury Compensation Office.

23-6 District Injury Compensation Offices process an employee's requests for leave buyback and forward the documentation directly to Payroll Services:

23-6 For Social Security number range…	23-6 Mail the leave buyback request to the

	following address…
23-6 000-xx-xxxx to 365-xx-xxxx	23-6 PAYROLL SERVICES 2825 LONE OAK PKWY EAGAN MN 55121-9633
23-6 366-xx-xxxx to 999-xx-xxxx	23-6 PAYROLL SERVICES 2825 LONE OAK PKWY EAGAN MN 55121-9634

23-6 23-4

23-6 Use the U.S. Department of Labor forms available at http://webapps.dol.gov/libraryforms/FormsByNum.asp.

23-6 Carrier Drive-Out Agreements

In accordance with Handbook EL-901, *Agreement between USPS and National Association of Letter Carriers, AFL-CIO,* carriers under the National Association of Letter Carriers (NALC) are eligible for carrier drive-out payments.

To compensate an NALC carrier for using his or her private vehicle for delivering mail and parcels follow these procedures:

a. Prepare PS Form 1839, *Payment Record for Carrier Drive Out Agreements,* in triplicate each pay period. Record the carrier's name, EIN, and the amount due.

b. b.   Submit the approved ~~original~~ PS Form 1839 immediately after the end of the relevant pay period using the eIWS OnLine Forms application for processing.   Allow one full pay period after submission to eIWS for processing. ~~to the SIC.~~ ~~to the SIC. Allow one full pay period after submission to the SIC for processing.~~

c. c.   Give a copy of PS Form 1839 to the carrier.

d. d.   File a copy of PS Form 1839 locally.

To find out the status of a payment, open an AHD incident (ticket) online using the **MyAccounting** self-service portal: https://myaccountinghelp.usps.gov.   ~~To find out the status of a payment, call the Accounting Help Desk (AHD) at 866-974-2733.~~

~~23-8~~ 23-5   ~~7~~ Purchase of Right-Hand Drive Vehicles

~~23-8 In accordance with the Memorandum Of Understanding Between The United States Postal Service and The National Rural Letter Carriers' Association, for the term of the 2006 National Agreement, a regular rural carrier, part-time flexible rural carrier, substitute, rural carrier relief, or rural carrier associate employee who has~~

~~RESEARCH NEEDED TO SEE WHY HYPERLINKS DO NOT WORK.~~

~~completed his or her probationary period, who purchases a manufactured right-hand drive vehicle, will receive a one-time payment of $1,000 for purchasing and utilizing~~

the right-hand drive vehicle for the purpose of providing service on his or her assigned route(s).

23-8 All federal, state, and local taxes as well as Federal Insurance Contributions Act and Medicare deductions are deducted from the $1,000 payment.

23-8 The procedure for applying for the $1,000 Right Hand Drive award is as follows:

23-8 The eligible rural carrier submits the dealership-signed purchase order, vehicle invoice, bill of sale, or title to the supervisor or manager, who keeps the paperwork on file.

23-8 The supervisor or manager submits the Request for Incentive Payment and/or USPS Waiver Offer for Purchase of Right-Hand Drive Vehicles with supporting documentation to the district Finance manager (DFM) for approval.

23-8 The DFM verifies the form and supporting documentation. If approved, the local office maintains the supporting documentation.

23-8 The DFM processes the award via the eAwards system. Do not submit award forms to the SIC.

Furthermore, a $500 incentive payment is made for converting a vehicle to an acceptable right-hand drive vehicle, or for purchasing a qualified, used manufactured or converted right-hand drive vehicle. Refer to the memorandum for more information at:.

http://blue.usps.gov/cpim/ftp/hand/el902.pdf.

23-8   Requests for Payroll Information

23-8.1 23-5.1   Payroll Journal, Duplicate Earnings Statement, and Time and Attendance History

The following table explains how to handle requests for information related to the Payroll Journal, duplicate earnings statements, or time and attendance history.

Questions about…	Are handled by…
Payroll Journal	theThe local TACS officeTACS Help Desk.
Duplicate earnings statement (employee inquiry)	theThe employee's assigned supervisor.
Duplicate earnings statement (supervisor inquiry)	theThe local TACS officeTACS Help Desk.
Time and attendance history	theThe supervisor of the local TACS officeTACS Help Desk.

All employees (except for retired or separated former USPS employees) are eligible to view their earnings statements online.

To obtain Payroll Journals (earnings statements):

a.   Log into *www.liteblue.usps.gov*.

b.   Enter your Employee ID and Self-Service Password.

c.   Click the **My HR** tab at the top of the page.

d.   Click the **Access ePayroll** link under **I want to**;

Note: Terminated/Separated employees must contact management from their former employing office to request a Payroll Journal for that pay period.

For time and attendance history, contact the TACS Help Desk for assistance.

23-5.2 Court-Related Salary Inquiries, Mortgage, Employment Verifications, and Other Agency Inquiries

When a field unit receives a court-related salary inquiry, mortgage inquiry, or other agency inquiry, they should do one of the following:

a. Forward the request to the Greensboro HRSSC 877-477-3273, option 5.

b. Inform the person seeking proof of employment of how to use the Work Number. The Work Number is an automated process for employment and income verification. The Postal Service employer code number is 12946. Access the Work Number by the following two options:

(1) Online at *http://www.theworknumber.com.*

(2) By calling 800-367-5690.

23-5.3 Garnishment, Tax Levy, and Other External Deductions

When an employee or other party requests information related to involuntary payroll deductions (e.g., garnishments, tax levies, child or spousal support, agency offsets, and bankruptcy), instruct the employee or other party to contact the Involuntary Deductions Unit:

- The telephone number is 651-406-3600.

-

- Office hours are Monday, Tuesday, Thursday, and Friday from 9:00 A.M. to 12:00 P.M. and from 1:00 P.M. to 3:00 P.M. Central Time.

- The address is as follows:

    INVOLUNTARY DEDUCTIONS UNIT
    ACCOUNTING SERVICES
    2825 LONE OAK PKWY
    EAGAN MN 55121-9650

This includes original requests for income withholding, as well as follow-up requests and inquiries.

23-5.4 Postal Union Inquiries

Direct all requests from the union for payroll information to the relevant supervisor or Labor Relations office.

23-5.5 Office of Inspector General Inquiries

Submit Office of Inspector General inquiries to Greensboro HRSSC at 877-477-3273, option 5.

23-5.6 U.S. Savings Bonds (Replacement Requests), Thrift Savings Plan Inquiries, and Insurance Program Inquiries

Contact the Greensboro HRSSC at 877-477-3273, option 5.

23-5.7 W-2 Duplicate Requests and Income Tax Withholding Inquiries

Use *PostalEASE* to request duplicate W-2s, or call the AHD at 866-9SHARED (866-974-2733).

23-9 23-6 8 Payroll-Related Forms Processed in eby the Scanning and Imaging Center eIWSWIS OnLline Form (OLF) Application

The Enterprise Imaging Workflow System (eIWS)The SIC processes the following payroll-related forms:

a. a. PS Form 1164-A, *Claim for Reimbursement for Postal Supervisors.*

b. b. PS Form 1221, Advanced Sick Leave Authorization.

c. c. PS Form 1839, Payment Record for Carrier Drive-Out Agreements.

d. d. PS Form 2240, Pay, Leave, or Other Hours Adjustment Request.

e. e. PS Form 2240-R, Rural Pay or Leave Adjustment Request for PS Form 1314.

f. f. PS Form 2240-RA, Rural Pay or Leave Adjustment Request for PS Form 1314-A.

g. g. PS Form 8127, Rural Carrier Supplemental Payment.

h. h. PS Form 3970-T, Donated Leave Transfer.

Note: PS Form 3239, *Payroll Deduction Authorization to Liquidate Postal Service Indebtedness*

Note: When*Indebtedness.* When accompanied with an overpayment salary check, submit PS Forms 2240, 2240-R, and 2240-RA following procedure in part Erroneous or Overpayment Payroll Check23-1.9.

23-9.1 Information on the eIWS OnLine Forms application, including training resources, job aids, and access to the application is located at eIWS Online Forms (OLF) *eIWS Online Forms (OLF) (usps.gov).*Submitting PS Forms 1221 or 3970-T

If the PS Form 1221 or PS Form 3970-T is related to a PS Form 2240 or PS Form 2240-R and requires an adjustment, place the PS Form 2240 or PS Form 2240-R on top of the package and attach with a paper clip.

Documents submitted together must relate to the same year, pay period, and week and the same employee.

Submitting PS Form 3239

Note: Both voluntary and involuntary deductions for postal indebtedness must be submitted on PS Form 3239 and must include the invoice number.

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15 Employee Items

This chapter contains the responsibilities and procedures for resolving and documenting unresolved employee items. This chapter also describes the requirements and procedures for establishing an accounts receivable. This chapter includes the following subchapters:

There are account identifier codes (AICs) used throughout this chapter. For the titles and descriptions of AICs that are currently in use, refer to Appendix A.

15-1 Locally Managed Employee Items

15-1.1 Overview

Locally Managed Employee Items include the following:

a.   Any advance travel issued.

b.   Employee stamp stock and/or cash credit overages or shortages.

Each field unit must maintain the following:

a.   A master control of employee items by category of employee items, showing the total amounts. The master control can be either a system-generated report or a manual ledger.

b.   A list of unresolved employee items using the Unresolved Employee Items report in RSS or e1412.

15-1.2 Reporting and Clearing

Exhibit 15-2.1a lists the AICs that employees must use to report unresolved employee items.

Exhibit 15-1.2a
AICs for Reporting Unresolved Employee Items

Use AIC…	To record…
AIC 755, *Emergency Travel Advance Issued*	emergency one-time nonrecurring advance issued to a bargaining unit employee on official business travel. Do not exceed $1,000. See Handbook F-15, section 4-2.1.1.
AIC 764, *Employee Cash Shortage*	employee cash shortage amount that results from either a cash credit count or an employee's daily bank deposit shortage.
AIC 767, *Employee Stamp Credit Shortage*	employee stamp stock credit shortage amount that results from a stamp credit count.
AIC 057, *Employee Stamp Credit Overage*	employee stamp stock credit overage amount that results from a stamp credit count.
AIC 068, *Employee Cash Overage*	employee cash overage amount that results from either a cash credit count or an employee's daily bank deposit overage.

Exhibit 15-2.1b lists the AICs that employees must use to clear unresolved employee items:

Exhibit 15-1.2b
AICs for Clearing Unresolved Employee Items

Use AIC…	To record…
AIC 355, *Emergency Travel Advance Cleared*	the payment (pay off) for an emergency travel advance issued.
AIC 364, *Employee Cash Shortage Cleared*	the payment (pay off) for an employee cash shortage.
AIC 367, *Stamp Credit Shortage Cleared*	the payment (pay off) for an employee stamp credit shortage.
AIC 457, *Employee Stamp Credit Overage Withdrawal*	the withdrawal amount, either partial or full, of employee stamp credit overage. RSS and e1412 automatically clear after 365 days.
AIC 468, *Employee Cash Overage Withdrawal*	the withdrawal amount, either partial or full, of employee cash overage. RSS and e1412 automatically clear after 90 days.

15-1.3 Monitoring Employee Items

At least once a month, the postmaster, manager, supervisor, or designated employee must reconcile Employee Item balances using Accounting Data Mart (ADM) or the Customer Trust and Employee Items Narrowcast report to local records of individual employee items, and must research and resolve any differences.

The Open Employee Items report identifies all unresolved employee items. Access the following report in ADM: **Accounting>Shared Reports>SAFR>Trust and Suspense>Open Employee Items.**

The 3544 Receipt Detail report allows the applicable employee to query detailed data for the entire field unit's unresolved employee items. Access the following report in ADM: **Accounting>Shared Reports>SAFR>Unreconciled Transmission Reports>Receipt Detail>3544 Receipt Detail.**

15-2 Accounts Receivable

15-2.1 Overview

A field unit manager is responsible for monitoring and pursuing collection of employee debts upon a determination that a nonbargaining employee is indebted to the Postal Service following the collection and appeal procedures specified in *Employee and Labor Relations Manual* (ELM) 450.

When a bargaining employee is indebted to the Postal Service, the field unit manager or designee must follow the collections procedures in accordance with conditions set forth in Article 28 of the employee's respective collective bargaining agreement and in ELM 460.

A field unit manager or designee does the following tasks:

a. When applicable, initiate PS Form 1902, *Justification for Billing Accounts Receivable*, using the eIWS OnLine Forms application at *https://olf.usps.gov/OLF*.

   Note: Do *not* establish an accounts receivable unless the debt is at least $25.

b. When applicable, coordinate any ongoing involvement with USPS functional departments (e.g., Labor Relations, Legal, Human Resources) to pursue collection or resolution of the employee debt.

c. When applicable, initiate PS Form 1007, *Employee Debt Modification Request,* using the eIWS OnLine Forms application at *https://olf.usps.gov/OLF*.

d. When applicable, respond to employee questions or requests for records related to the debt timely.

e. Maintain all related notifications and/or documents on file locally.

Accounting Services is responsible for managing and monitoring accounts receivable activity and for generating invoices, monthly statements, and delinquency notices for accounts receivable items.

Accounting Services does the following tasks:

a. Review and process PS Form 1902*.*

b. Initiate the Debt Collection Act Notifications:

(1) Issue the invoice and either a Letter of Demand (LOD, which is issued to bargaining unit employees) or a Letter of Debt Determination (LDD, which is issued to nonbargaining unit employees) to the employee's official mailing address of record, and provide a copy to the USPS official at the employee's office of record.

(2) After waiting 15 days from the date of issuing the invoice and either the LOD or LDD to the employee's official mailing address of record, issue the Notice of Involuntary Administrative Salary Offset to the employee's official mailing address of record, and provide a copy to the USPS official at the employee's office of record.

c. Initiate the Automatic Payroll Debt Collection process.

d. Process PS Form 1007 and flag receivables based on notification to prevent or reestablish automatic payroll debt collection.

e. Respond to field inquiries.

f. Process debt collection payments.

15-2.2 Establishing Accounts Receivable

15-2.2.1 Overview

The field unit manager or designee must exhaust all attempts to collect a debt owed the Postal Service before either establishing an accounts receivable or clearing the debt.

The field unit manager or designee must *not* establish an accounts receivable unless the debt is at least $25.

15-2.2.2 Debts of Less Than $25

For debts of less than $25, the field unit manager or designee must *not* establish an accounts receivable. Instead, the field unit manager or designee must attempt to collect the debt from the employee.

15-2.2.3 Debts of at Least $25

For debts of at least $25, the field unit manager or designee establishes an accounts receivable as follows:

a. Complete and submit PS Form 1902 using the eIWS OnLine Forms application at *https://olf.usps.gov/OLF*.

b. If the debt is a locally managed employee item or field unit expense, record the appropriate entries to the PRU's PS Form 1412 as follows:

   (1) Record the amount from PS Form 1902 into AIC 636, *Employee Receivables*, and in the appropriate offset AIC for clearing the employee item or expense item.

   (2) Print the PS Form 1902 and attach the required supporting documentation for the AIC 636 entry as follows:

      (a) RSS: Attach the system-generated receipt — PS Form 3544, *USPS Receipt for Money or Services*.

      (b) e1412: Attach a copy of the field unit's PS Form 1412, *Daily Financial Report,* with the AIC 636 entry.

c. Retain the printed PS Form 1902 with required signatures and support documentation on file locally.

15-2.3 Debt Collection Act Notifications

Accounting Services issues the invoice and either the LOD or LDD to the employee's official mailing address of record and provides a copy to the USPS official at the employee's office of record. The USPS official must maintain the copy of the invoice and either the LOD or LDD in the employee folder.

After waiting 15 days from the date of issuing the invoice and either the LOD or LDD to the employee's official mailing address of record, Accounting Services issues the Notice of Involuntary Administrative Salary Offset to the employee's official mailing address of record, and provides a copy to the USPS official at the employee's office of record. The USPS official must maintain the copy of the LOD or the LDD in the employee folder.

Note: Do *not* use this process to handle employee debts and invoices that are *not* subject to the Debt Collection Act.

15-2.4 Payroll Collection to Liquidate Indebtedness

15-2.4.1 Nonbargaining Unit Employee

When a nonbargaining employee is indebted to the Postal Service, the postmaster must follow the collection and appeal procedures specified in ELM 450.

15-2.4.2 Bargaining Unit Employee

When a bargaining employee is indebted to the Postal Service, the USPS official must follow the collections procedures in accordance with conditions set forth in Article 28 of the employee's respective collective bargaining agreement and in ELM 460.

15-2.5 Employee Receivable Report

The field unit manager or designee of each lead finance number receives an Employee Receivable report, which identifies open employee debts. Due to the sensitivity of the data, the field unit manager or designee must not share

the report with other personnel, unless the field unit manager or designee deems it necessary.

The field unit manager or designee must store any hard copy reproduction of the report in a secured location and, after initiating the collections process, must destroy the report.

For additional information and resources, visit the Employee Receivable Toolkit located on the Accounting website at *http://blue.usps.gov/accounting/welcome.htm*.

15-2.6 Automatic Payroll Collection Process

15-2.6.1 Overview

Upon completion of the Debt Collection Act notifications, the Postal Service automatically begins collecting the debt, by deducting 15 percent of an employee's disposable pay, unless notified as indicated in section 15-2.6.2, 15-2.6.3, 15-2.6.4, or 15-2.6.5.

The term "disposable pay" refers to that part of an employee's salary that remains after all required deductions, such as the following:

a. Normal retirement contributions.

b. Federal Insurance Contributions Act (FICA) taxes.

c. Medicare insurance taxes.

d. Federal income tax.

e. State and local income taxes.

f. Employee-paid federal health insurance program.

Notes:

a. If the individual's employment ends before collection of the full debt, the Postal Service may make deductions from subsequent payments of any nature due the employee.

b. Employees also have the option for voluntary payroll debt collection that exceed 15 percent. The USPS official must complete and submit PS Form 1007 using the eIWS OnLine Forms application at *https://olf.usps.gov/OLF*, and must notify Accounting Services of the employee's use of this option.

c. If the employee does not repay the debt by the end of the same calendar year, the IRS requires that payroll-related overpayments be treated as reportable income subject to applicable tax withholdings.

d. The Postal Service does not use these procedures to handle employee debts and invoices that are *not* subject to the Debt Collection Act. Examples include a noncareer health benefit (PRD prefix L and T) or an OWCP authorized leave buy back request (PRD prefix R) related invoice.

15-2.6.2 Full Repayment

An employee can repay a debt within 30 days of notice as follows:

a. To pay by check or money order, submit the payment with the invoice to the appropriate USPS official and address listed on the debt letter.

b. To pay by credit card or debit card, the employee must have a valid email address. Send an email with the employee's name, employee identification number, invoice number, and the total amount to be paid to the following email address: *yvvqj0@usps.gov*.

Note: The secured link to pay online is provided in a return email notification.

15-2.6.3 Stopping Automatic Payroll Debt Collection

To stop the automatic payroll debt collection, the USPS official must complete and submit to Accounting Services PS Form 1007 using the eIWS OnLine Forms application at *https://olf.usps.gov/OLF*.

Additionally, when there is a resolution or a change in status (i.e., after a Grievance or a Judicial Hearing), the USPS official must complete and submit to Accounting Services PS Form 1007 using the eIWS OnLine Forms application at *https://olf.usps.gov/OLF*.

The Postal Service stops the Automatic Payroll Debt process when one of the following conditions are met:

a. The employee pays the debt in full to Accounting Services.

b. The employee files a Grievance or requests a Judicial Hearing (see section 15-2.6.4).

c. The employee is on active Military Duty leave.

15-2.6.4 Formal Proceedings Resolution Process

Formal proceedings occur when an employee files a grievance or a judicial hearing related to the debt. Based upon the adjudication of the formal proceedings, the USPS official must complete and submit PS Form 1007 using the eIWS OnLine Forms application at *https://olf.usps.gov/OLF*, and must upload signed copies of the resolution.

Accounting Services takes appropriate action, as follows, based on the resolution of the formal proceedings:

a. Cancel the debt.

b. Adjust the amount of the debt and initiate automatic payroll debt collection based on the resolution.

c. Initiate the automatic payroll debt collection process on the original debt.

15-2.6.5 Severe Hardship Requests

15-2.6.5.1 Employee's Responsibility

To make a severe hardship request, the employee must submit the proposed offset schedule to his or her immediate manager and include a justification for believing that the Postal Service's proposed deductions would result in a severe financial hardship.

The employee must provide all information in his or her possession relating to the debt and to his or her financial ability to repay it so that the manager of Field Accounting Support can make an informed decision on the employee's request.

The employee's proposal must include the following items:

a. A written statement.

b. The total amount to be paid each pay period.

c. The number of pay periods required to repay the debt.

d. The date that the first payment would be made.

e. Supporting documentation, which must show the following information relating to the employee and his or her spouse and dependents for the

1-year period preceding the Postal Service's notice and the repayment period in the employee's proposed offset schedule:

(1) Total family income.

(2) Assets and liabilities.

(3) Number of dependents.

(4) Total expenses for food, housing, clothing, transportation, medical care, and any exceptional expenses.

15-2.6.5.2 Field Unit Manager's Responsibility

The USPS official must complete and submit PS Form 1007 using the eIWS OnLine Forms application at *https://olf.usps.gov/OLF*, and must upload all supporting documentation into the online system and must attach supporting documentation.

The OnLine Forms application routes PS Form 1007 for higher-level approval.

Upon the higher-level approval, eOLF routes PS Form 1007 to Accounting Services for processing. Payroll collection for a specific dollar amount must align with the following maximum repayment schedule:

a. Debts of $25–$3,000 (inclusive): The maximum repayment timeframe is 10 pay periods.

b. Debts greater than $3,000: The maximum repayment timeframe is 26 pay periods.

Note: For either level of debt, the minimum acceptable dollar amount per pay period is $50.

All applicable employees must complete and approve the severe hardship request no later than 30 calendar days from the date the employee receives the LOD or LDD. Severe hardship payroll collections begin the first pay period after Accounting Services fully processes the PS Form 1007 submission.

Note: The Postal Service will not accept a severe hardship request that is not completed and approved by all applicable employees within the timeframe noted above. Upon completion of the Debt Collection Act notifications, the Postal Service automatically begins collecting the debt, by deducting 15 percent of an employee's disposable pay.

15-2.7 Monitoring Accounts Receivable

The USPS official must perform the following actions:

a. Maintain a copy of PS Form 1902, the invoice, the LOD or the LDD, the Notice of Involuntary Administrative Salary Offset (issued/sent by Accounting Services), and in the event of a Grievance or a Judicial Hearing, all the supporting documentation.

b. Provide the employee with a copy of the invoice, the LOD or the LDD, and/or the Notice of Involuntary Administrative Salary Offset if the employee indicates that he or she did not receive the document(s).

c. Provide timely responses with the required information when the employee has questions or provides a written request for records.

d. Monitor the Employee Receivable report.

e. If the employee files a Grievance or requests a Judicial Hearing, complete PS Form 1007 using the eIWS OnLine Forms application at *https://olf.usps.gov/OLF* to notify Accounting Services of the following:

(1) Stop the automatic collection process.

(2) Change the status.

(3) Report a resolution.

15 Employee Items

This chapter contains the responsibilities and procedures for resolving and documenting unresolved employee items. This chapter also describes the requirements and procedures for establishing an accounts receivable. This chapter includes the following subchapters:

Note: There are account identifier codes (AICs) used throughout this chapter. For the titles and descriptions of AICs that are currently in use, refer to Appendix A.

15-1 Locally Managed Employee Items

15-1.1 Overview

Locally Managed Employee Items include the following:

a. Any advance travel issued.

b. Employee stamp stock and/or cash credit overages or shortages.

Each field unit must maintain the following:

a. A master control of employee items, by category of employee items, showing the total amounts. The master control can be either a system-generated report or a manual ledger.

b. A list of unresolved employee items using the Unresolved Employee Items report in RSS or e1412.

Units that use this reporting tool…	Maintain a list of unresolved employee items using…
Point of Service (POS) and electronic Money Order Voucher Entry System (eMOVES)	the Unresolved Employee Items report in POS or eMOVES.

| IRT | the Unresolved Employee Items Log (see Appendix C, Exhibits 7–12). |

15-1.2 Reporting and Clearing

Exhibit 15-2.1a lists the AICs that postal retail unit (PRU) employees must use to report unresolved employee items.

Exhibit 15-1.2a
AICs for Reporting Unresolved Employee Items

Use AIC…	To record…
AIC 754	emergency salary issued to employees who did not receive a payroll check by scheduled pay date. Use PS Form 1608, *Emergency Salary Authorization*, and file locally.
AIC 755, *Emergency Travel Advance Issued*	emergency one-time nonrecurring advance issued to a bargaining unit employee on official business travel. Do not exceed $500 1,000. See Handbook F-15, section 4-2.1.1.
AIC 764, *Employee Cash Shortage*	employee cash shortage amount that results from either a cash credit count or an employee's daily bank deposit shortage.
AIC 767, *Employee Stamp Credit Shortage*	employee stamp stock credit shortage amount that results from a stamp credit count.
AIC 057, *Employee Stamp Credit Overage*	employee stamp stock credit overage amount that results from a stamp credit count.
AIC 068, *Employee Cash Overage*	employee cash overage amount that results from either a cash credit count or an employee's daily bank deposit overage.

Exhibit 15-2.1b lists the AICs that PRU employees must use to clear unresolved employee items.

Exhibit 15-1.2b
AICs for Clearing Unresolved Employee Items

Use AIC…	To record…
AIC 354	the payment (pay off) for an emergency salary issued.
AIC 355, *Emergency Travel Advance Cleared*	the payment (pay off) for an emergency travel advance issued.
AIC 364, *Employee Cash Shortage Cleared*	the payment (pay off) for an employee cash shortage.
AIC 367, *Stamp Credit Shortage Cleared*	the payment (pay off) for an employee stamp credit shortage.
AIC 457, *Employee Stamp Credit Overage Withdrawal*	the withdrawal amount, either partial or full, of employee stamp credit overage. IRT units must withdraw any unresolved employee stamp credit overage amounts over 1 year old and offset to AIC 123. RSS and e1412 automatically clear after 365 days.
AIC 468, *Employee Cash Overage Withdrawal*	the withdrawal amount, either partial or full, of employee cash overage. IRT units must withdraw any unresolved employee cash overage amounts over 90 days old and offset to

AIC 123 RSS and e1412 automatically clear after 90 days.

See part 15-2.6 for collection of unresolved employee items.

15-1.3 Monitoring Employee Items

At least once a month, the postmaster, manager, supervisor, or designated employee must reconcile Employee ItemsItem balances in theusing Accounting Data Mart (ADM) or the Customer Trust and Employee Items Narrowcast report to local records of individual employee items. Research. and must research and resolve any differences.

Employee items can be verified in the Enterprise Data Warehouse (EDW) via the ADM.

The Open Employee Items by Site report in the ADM provides a running balance for the unit'sreport identifies all unresolved employee items such as AICs 057, 068, 754, 755, 764, and 767. To obtain this report do. Access the following:

a.   Log on to the EDW.

b.   Click report in ADM: Accounting>Shared Reports>Postmaster>SAFR>Trust and Suspense>Open Employee Items by Site.

c.   For **Select Location**, enter the 10-digit unit finance number (UFN).

d.   For **Beginning GL Post Date**, enter the beginning date for the time period requested.

e.   For **Ending GL Post Date**, enter the ending date for the time period requested.

f.   Click **Run Report**.

g.   After the report displays, click the **Print** icon to print the report.

The 3544 Receipt Detail report in the ADM allows queryingthe applicable employee to query detailed data for the entire field unit's unresolved employee items. To obtain this report, doAccess the following:

a.   Click report in ADM: Accounting>Shared Reports>SAFR>Unreconciled Transmission Reports>Receipt Detail>3544 Receipt Detail.

b.   Click **Qualify**.

c.   For **Select Time Period**, select in Attribute: Month (ID), Is: Greater Than, and Value: 1.

d.   For **Select Location**, enter the 10-digit UFN and select.

e.   For **Transmitted 3544 AICs**, select AICs 057, 068, 754, 755, 764, and 767 and the clearing AICs 457, 468, 354, 355, 364, and 367.

f.   Click **Run Report**.

g.   After the report displays, click the **Print** icon to print the report.

h.   Use this report to determine individual items for the balances of unresolved (outstanding) employee items.

POS and eMOVES units use the Open Employee Items report in the ADM to identify and monitor individual unresolved employee items. This report is available in the ADM at:

Accounting>Shared Reports>SAFR>Trust and Suspense>Open Employee Items.

15-2 Accounts Receivable

15-2.1   Establishing Accounts Receivable

Field units must exhaust all attempts to collect a debt owed the Postal Service before establishing an Accounts Receivable.

The postmaster or installation head establishes accounts receivable as follows:

a.   Complete PS Form 1902, *Justification for Billing Accounts Receivable*.

Section 15-2.1   Overview

(1)   A, Installation Information.

(2)   Section B, Debt/Debtor Information.

(3)   Section C, Circumstances of Debt (Check one box only).

(4)   Section D, Description (Required).

(5)   Section E, Installation Head Certification.

b.   If the debt is a postal employee item or field unit expense, ensure that the appropriate entries are made to the PRU's PS Form 1412. Enter the amount on PS Form 1902 in AIC 636 and in the appropriate offset AIC for clearing the employee item or expense item.

c.   Attach the required supporting documentation to the PS Form 1902 for the AIC 636 entry as follows:

Units that use this reporting technology…	Attach…
POS and IRT	the system-generated receipt (PS Form 3544, *USPS Receipt for Money or Services)*.
eMOVES	a copy of the unit's PS Form 1412, *Daily Financial Report,* which shows the AIC 636 entry.

d.   Submit the original completed PS Form 1902 to the appropriate address:

For…	Submit to:
employee-related financial indebtedness, contract postal unit (CPU), or revenue deficiency	USPS SCANNING AND IMAGING CENTER
nonemployee related financial indebtedness (see part 6-7.1)	ACCOUNTING UNIT ACCOUNTING SERVICES 2700 CAMPUS DR SAN MATEO CA 94497-9441

A field unit

e.   File a copy of PS Form 1902 locally as supporting documentation for the unit's PS Form 1412.

Accounting Services does the following:

a. Issues PS Form 1903, *Invoice and Statement*.

b. Sends PS Form 1903 to the postmaster or installation head.

For debts of $25 or less, follow this procedure:

a. The postmaster, manager or supervisor must ensure the following are met:

(1) Letter of Demand (LOD) must have been issued to the employee.

(2) A copy of the LOD is on file.

(3) No grievance has been initiatedresponsible for the debt.

(4) Employee must be on the active payroll.

(5) *Notice of Involuntary Administrative Salary Offsets Under the Debt Collection Act*monitoring and *Statement*pursuing collection of *Debtor's Right and Responsibility must* have been issued to the employee.

b. Only after the five criteria's listed in a above have been met and 30 days after the *Notice of Involuntary Administrative Salary Offsets Under the Debt Collections Act* was issued and no hearing was requested by the employee postmaster, manager, or supervisor does the following:

(1) Completes PS Form 1902, *Justification for Billing Accounts Receivable*.

(2) Completes PS Form 3239, *Payroll Deduction Authorization to Liquidate Postal Service Indebtedness*. (For instructions on completing PS Form 3239, see sections 15-2.5.2 and 15-2.5.3.)

(3) Submits PS Form 1902 and PS Form 3239 to the SIC. (**Note:** Accounting Services will return PS Form 1902 to the sender if it is for a terminated employee or if a PS Form 3239 is not attached.)

15-2.2   **Written Notice on Monies Demanded**

All employees must receive written notice of any demand for money for any reason. The postmaster or designee must sign an LOD, which does the following:

a. Notifies the employee of a Postal Service debts upon a determination of the existence, nature, and amount of debt.

b. Specifies the options available to the employee to (1) repay the debt, or (2) appeal the Postal Service determination of the debt or the proposed method for repaying.

15-2.3   **Nonbargaining Unit Employee Collections**

Whenthat a nonbargaining employee is indebted to the Postal Service, postmasters must follow following the collection and appeal procedures specified in Employee and Labor Relations Manual (ELM) 450.

15-2.4   **Bargaining Unit Employee Collections**

When a bargaining unit employee is financially liableindebted to the Postal Service, any demand for paymentthe field unit manager or designee must be in writing and signed by the postmaster.

Followfollow the collections procedures in accordance with conditions set forth in Article 28 of the employee's respective collective bargaining agreement and in ELM 460.

A field unit manager or designee does the following tasks:

a.   When applicable, initiate PS Form 1902, *Justification for Billing Accounts Receivable*, using the eIWS OnLine Forms application at *https://olf.usps.gov/OLF*.

   Note: Do *not* establish an accounts receivable unless the debt is at least $25.

b.   When applicable, coordinate any ongoing involvement with USPS functional departments (e.g., Labor Relations, Legal, Human Resources) to pursue collection or resolution of the employee debt.

c.   When applicable, initiate PS Form 1007, *Employee Debt Modification Request,* using the eIWS OnLine Forms application at *https://olf.usps.gov/OLF*.

d.   When applicable, respond to employee questions or requests for records related to the debt timely.

e.   Maintain all related notifications and/or documents on file locally.

Accounting Services is responsible for managing and monitoring accounts receivable activity and for generating invoices, monthly statements, and delinquency notices for accounts receivable items.

Accounting Services does the following tasks:

a.   Review and process PS Form 1902.

b.   Initiate the Debt Collection Act Notifications:

   (1) Issue the invoice and either a Letter of Demand (LOD, which is issued to bargaining unit employees) or a Letter of Debt Determination (LDD, which is issued to nonbargaining unit employees) to the employee's official mailing address of record, and provide a copy to the USPS official at the employee's office of record.

   (2) After waiting 15 days from the date of issuing the invoice and either the LOD or LDD to the employee's official mailing address of record, issue the Notice of Involuntary Administrative Salary Offset to the employee's official mailing address of record, and provide a copy to the USPS official at the employee's office of record.

c.   Initiate the Automatic Payroll ~~Deduction~~Debt Collection process.

d.   Process PS Form 1007 and flag receivables based on notification to prevent or reestablish automatic payroll debt collection.

e.   Respond to field inquiries.

f.   Process debt collection payments.

15-2.2 Establishing Accounts Receivable

15-2.2.1 Overview

The field unit manager or designee must exhaust all attempts to collect a debt owed the Postal Service before either establishing an accounts receivable or clearing the debt.

The field unit manager or designee must *not* establish an accounts receivable unless the debt is at least $25.

15-2.2.2 Debts of Less Than $25

For debts of less than $25, the field unit manager or designee must *not* establish an accounts receivable. Instead, the field unit manager or designee must attempt to collect the debt from the employee.

15-2.2.3 Debts of at Least $25

For debts of at least $25, the field unit manager or designee establishes an accounts receivable as follows:

a. Complete and submit PS Form 1902 using the eIWS OnLine Forms application at *https://olf.usps.gov/OLF.*

b. If the debt is a locally managed employee item or field unit expense, record the appropriate entries to the PRU's PS Form 1412 as follows:

    (1) Record the amount from PS Form 1902 into AIC 636, *Employee Receivables,* and in the appropriate offset AIC for clearing the employee item or expense item.

    (2) Print the PS Form 1902 and attach the required supporting documentation for the AIC 636 entry as follows:

        (a) RSS: Attach the system-generated receipt — PS Form 3544, *USPS Receipt for Money or Services.*

        (b) e1412: Attach a copy of the field unit's PS Form 1412, *Daily Financial Report,* with the AIC 636 entry.

c. Retain the printed PS Form 1902 with required signatures and support documentation on file locally.

15-2.3 Debt Collection Act Notifications

Accounting Services issues the invoice and either the LOD or LDD to the employee's official mailing address of record and provides a copy to the USPS official at the employee's office of record. The USPS official must maintain the copy of the invoice and either the LOD or LDD in the employee folder.

After waiting 15 days from the date of issuing the invoice and either the LOD or LDD to the employee's official mailing address of record, Accounting Services issues the Notice of Involuntary Administrative Salary Offset to the employee's official mailing address of record, and provides a copy to the USPS official at the employee's office of record. The USPS official must maintain the copy of the LOD or the LDD in the employee folder.

Note: Do *not* use this process to handle employee debts and invoices that are *not* subject to the Debt Collection Act.

15-2.5 15-2.4 Payroll Collection to Liquidate Indebtedness

15-2.4.1 Nonbargaining Unit Employee

When a nonbargaining employee is indebted to the Postal Service, the postmaster must follow the collection and appeal procedures specified in ELM 450.

15-2.4.2 Bargaining Unit Employee

When a bargaining employee is indebted to the Postal Service, the USPS official must follow the collections procedures in accordance with conditions set forth in Article 28 of the employee's respective collective bargaining agreement and in ELM 460.

15-2.5 Employee Receivable Report

The field unit manager or designee of each lead finance number receives an Employee Receivable report, which identifies open employee debts. Due to the sensitivity of the data, the field unit manager or designee must not share the report with other personnel, unless the field unit manager or designee deems it necessary.

The field unit manager or designee must store any hard copy reproduction of the report in a secured location and, after initiating the collections process, must destroy the report.

For additional information and resources, visit the Employee Receivable Toolkit located on the Accounting website at *http://blue.usps.gov/accounting/welcome.htm*.

15-2.5.1 15-2.6 Automatic Payroll Collection ~~Percentage Limitations~~Process

~~Payroll deductions to liquidate a postal debt may not exceed~~15-2.6.1 Overview

Upon completion of the Debt Collection Act notifications, the Postal Service automatically begins collecting the debt, by deducting 15 percent of an employee's disposable pay ~~for any one period unless the employee agrees in writing to a greater salary offset amount~~, unless notified as indicated in section 15-2.6.2, 15-2.6.3, 15-2.6.4, or 15-2.6.5.

The term "disposable pay" refers to that part of an employee's salary that remains after all required deductions ~~are made~~, such as the following:

a. a.   Normal retirement contributions.

b. b.   Federal Insurance Contributions Act (FICA) taxes.

c. c.   Medicare insurance taxes.

d. d.   Federal income tax.

e. e.   State and local income taxes.

f. f. Employee-paid federal health insurance program.

Notes:

Note: a.   If the individual's employment ends before collection of the full debt, ~~deduction~~the Postal Service may ~~be made~~ make deductions from subsequent payments of any nature due the employee.

15-2.5.2 ~~Voluntary Payroll Deductions~~

b. ~~Generally,~~ Employees also have the option for voluntary payroll ~~deductions must be in the amounts of~~ debt collection that exceed 15 percent ~~or more of an~~. The USPS official must complete and submit PS Form 1007 using the eIWS OnLine Forms application at *https://olf.usps.gov/OLF*, and must notify Accounting Services of the employee's ~~biweekly disposable~~use of this option.

   c. If the employee does not repay the debt by the end of the same calendar year, the IRS requires that payroll-related overpayments be treated as reportable income subject to applicable tax withholdings.

   d. The Postal Service does not use these procedures to handle employee debts and invoices that are *not* subject to the Debt Collection Act. Examples include a noncareer health benefit (PRD prefix L and T) or an OWCP authorized leave buy back request (PRD prefix R) related invoice.

15-2.6.2 Full Repayment

An employee can repay a debt within 30 days of notice as follows:

   a. To pay. A greater salary offset may be made if the employee agrees by check or money order, submit the payment with the Postal Service,invoice to the appropriate USPS official and address listed on the debt letter.

   b. To pay by credit card or debit card, the employee must have a valid email address. Send an email with the employee's name, employee identification number, invoice number, and the total amount to be paid to the following email address: *yvvqj0@usps.gov.*

   Note: The secured link to pay online is provided in a return email notification.

15-2.6.3 Stopping Automatic Payroll Debt Collection

To stop the automatic payroll debt collection, the USPS official must complete and submit to Accounting Services PS Form 1007 using the eIWS OnLine Forms application at *https://olf.usps.gov/OLF.*

Additionally, when there is a resolution or a change in writing,status (i.e., after a Grievance or a Judicial Hearing), the USPS official must complete and submit to Accounting Services PS Form 1007 using the eIWS OnLine Forms application at *https://olf.usps.gov/OLF.*

The Postal Service stops the Automatic Payroll Debt process when one of the following conditions are met:

   a. The employee pays the debt in full to Accounting Services.

   b. The employee files a Grievance or requests a Judicial Hearing (see section 15-2.6.4).

   c. The employee is on such greateractive Military Duty leave.

15-2.6.4 Formal Proceedings Resolution Process

Formal proceedings occur when an employee files a grievance or a judicial hearing related to the debt. Based upon the adjudication of the formal proceedings, the USPS official must complete and submit PS Form 1007 using the eIWS OnLine Forms application at *https://olf.usps.gov/OLF*, and must upload signed copies of the resolution.

Accounting Services takes appropriate action, as follows, based on the resolution of the formal proceedings:

   a. Cancel the debt.

   b. Adjust the amount. An alternative of the debt and initiate automatic payroll debt collection based on the resolution.

c. Initiate the automatic payroll debt collection process on the original debt.

15-2.6.5 Severe Hardship Requests

15-2.6.5.1 Employee's Responsibility

To make a severe hardship request, the employee must submit the proposed offset schedule to his or her immediate manager and include a justification for ~~smaller salary deduction may be requested in writing by~~believing that the ~~employee based on~~Postal Service's proposed deductions would result in a severe financial hardship~~with~~.

The employee must provide all information in his or her possession relating to the debt and to his or her financial ability to repay it so that the manager of Field Accounting Support can make an informed decision on the employee's request.

The employee's proposal must include the following ~~requirements:~~items:

a. A written statement.

b. The total amount to be paid each pay period.

c. The number of pay periods required to repay the debt.

d. The date that the first payment would be made.

e. Supporting documentation ~~and written statement if the alternative offset schedule for a smaller salary deduction is required based on a severe financial hardship.~~, which must show the following information relating to the employee and his or her spouse and dependents for the 1-year period preceding the Postal Service's notice and the repayment period in the employee's proposed offset schedule:

~~The postmaster or installation head or designee may approve the plan if the proposed alternative offset schedule bears a reasonable relationship to the size of the debt and the employee's ability to pay.~~

(1) ~~An employee's voluntary repayment plan should provide for installments of no less~~Total family income.

(2) Assets and liabilities.

(3) Number of dependents.

(4) Total expenses for food, housing, clothing, transportation, medical care, and any exceptional expenses.

15-2.6.5.2 Field Unit Manager's Responsibility

The USPS official must complete and submit PS Form 1007 using the eIWS OnLine Forms application at *https://olf.usps.gov/OLF*, and must upload all supporting documentation into the online system and must attach supporting documentation.

The OnLine Forms application routes PS Form 1007 for higher-level approval.

Upon the higher-level approval, eOLF routes PS Form 1007 to Accounting Services for processing. Payroll collection for a specific dollar amount must align with the following maximum repayment schedule:

a. Debts of $25–$3,000 (inclusive): The maximum repayment timeframe is 10 pay periods.

■ Debts greater than 10 percent of disposable pay per pay period.

    ■ b. $3,000: The maximum repayment plan must betimeframe is 26 pay periods or fewer. .

The postmaster or installation head or designee implements voluntary payroll deductions as follows:

a. Complete PS Form 3239, *Payroll Deduction Authorization to Liquidate Postal Service Indebtedness,* in triplicate:

    (1) General Information (Employee's Name, EIN, Finance Number, PRD Reference Number, Invoice Number, Total Debt, Type of Offset, Home Address, and Postal Service Facility Address).

    (2) Pay Period Deductions — Choose *one* of the following:

        ■ Deduction per Pay Period (Nonbargaining or Bargaining Unit Employee salary offset amount or percentage. The amount must be 15 percent or more unless severe financial hardship supported by documentation).

        ■ Alternative Offset Schedule (If requested by employee in writing based on severe financial hardship, check off box and complete Pay Period, Year, and Amount or Percentage. Severe financial hardship written statement and supporting documentation required).

    (3) Voluntary Authorization (Employee's Signature and Date; Installation Head Printed Name, Title, Signature, and Date).

b. Submit the original PS Form 3239 to the Scanning and Imaging Center (SIC).

    Note: For either level of debt, the minimum acceptable dollar amount per pay period is $50.

    All applicable employees must complete and approve the severe hardship request no later than 30 calendar days from the date the employee receives the LOD or LDD. Severe hardship payroll collections begin the first pay period after Accounting Services fully processes the PS Form 1007 submission.

    Note: The Postal Service will not accept a severe hardship request that is not completed and approved by all applicable employees within the timeframe noted above. Upon completion of the Debt Collection Act notifications, the Postal Service automatically begins collecting the debt, by deducting 15 percent of an employee's disposable pay.

15-2.7 Monitoring Accounts Receivable

The USPS official must perform the following actions:

a. Maintain a copy of PS Form 1902, the invoice, the LOD or the LDD, the Notice of Involuntary Administrative Salary Offset (issued/sent by Accounting Services), and in the event of a Grievance or a Judicial Hearing, all the supporting documentation.

c. Provide the duplicate PS Form 3239 to the employee.

d. Maintain the triplicate with a copy on file inof the invoice, the LOD or the local unit.

15-2.5.3 Involuntary Payroll Deductions

b. ALDD, and/or the Notice of Involuntary Administrative Salary Offsets under the Debt Collection Act is issued to the employee as notification of the Postal Service's intention to collect the debt by deducting 15 percent of an employee's disposable pay or for a bargaining unit employee 20 percent of gross pay, whichever is less, each pay period.

(See ELM 452.321) Offset if the employee indicates that he or she did not receive the document(s).

The postmaster or installation head or designee implements involuntary payroll deductions as follows:

a.   Complete PS Form 3239, *Payroll Deduction Authorization to Liquidate Postal Service Indebtedness*, in triplicate:

   (1)   General Information (Employee's Name, EIN, Finance Number, PRD Reference Number, Invoice Number, Total Debt, Type of Offset, Home Address, and Postal Service Facility Address).

   (2)   Deduction per Pay Period (Nonbargaining or Bargaining Unit Employee salary offset amount or percentage. The amount must be 15 percent or more unless severe financial hardship supported by documentation).

   (3)   Involuntary Authorization (Installation Head Printed Name, Title, Signature, and Date).

b.   Submit the original PS Form 3239 to the SIC.

c.   Provide the duplicate PS Form 3239 to the employee.

d.   Maintain the triplicate copy on file in the local unit.

15-2.6   Handling Unresolved Employee Items

It is the responsibility of the Postmaster, manager or supervisor to prepare a file for each employee item with all documentation, maintain a master control for all unresolved employee items, and pursue collection of employee debt while adhering to the National Agreement and the ELM parts 450 and 460, Debt Collection Act.

The following tables describe handling unresolved employee items for bargaining and non-bargaining unit employees.

15-2.6.1 **Bargaining Unit Employees**

Employee Items	Schedule	Process

Stamp Stock Credit or Cash Credit shortage (exceeding tolerance or a final count)… (AIC 764, Employee Cash Shortage) or (AIC 767, Employee Stamp Credit Shortage)	If an employee does not pay in full, the supervisor must initiate collections process immediately…	The installation head or postal official in charge of the unit where the employee shortage occurred, or an emergency salary or advance travel was issued, initiates the collection process by issuing the employee a letter of demand.
		Unless a grievance is filed within 14 days of the issued letter of demand, the installation head/postal official in charge will:
		1. Complete PS Form 1902, *Justification for Billing Accounts Receivable.*
		2. Make the appropriate accounting entries:
		  ■ For AIC 767, clear in AIC 367 and offset to AIC 636.
		  ■ For AIC 764, clear in AIC 364 and offset to AIC 636.
		  ■ For AIC 754, clear in AIC 354 and offset to AIC 636.
		  ■ For AIC 755, clear in AIC 355 and offset to AIC 636.

Employee emergency salary issued… (AIC 754, Authorized Emergency Salary Issued)	Upon employee receipt of original or replacement payroll check, the employee must repay the unit where the emergency salary was issued.
	If not paid within two pay periods, the supervisor of the unit where emergency salary was issued must initiate the collections process.
		3. Attach a system-generated PS Form 3544 and receipt for the PS Form 1902.
		4. Submit the information to the Scanning and Imaging Center (SIC) at the following address:
		  USPS SCANNING AND IMAGING CENTER
		  PO BOX 5212
		  JANESVILLE WI 53547-5212
		Accounting Services will initiate the collection process in compliance with the National Bargaining Agreement and the Debt Collection Act.
		a. Upon receipt of PS Form 1902, Accounting Services will provide to the employee's installation head or postal official the following:
		  ■ A cover page with instructions.
		  ■ An invoice.
		  ■ A letter of demand.
		Follow the instructions included in the cover page. The installation head or postal official in charge must issue the invoice and letter of demand, if it has not already been issued, to the employee.

Travel advance issued… (AIC 755, Emergency Travel Advance Issued)	After the travel is completed, the employee must submit travel expense and pay. If not resolved (paid) within 90 days after travel, the supervisor of the unit where the travel advance was issued must initiate the collections process.	b. Approximately 45 days from date of invoice, Accounting Services will provide: ■ A cover page with instructions. ■ A Notice of Involuntary Administrative Salary Offset Under the Debt Collection Act. ■ A Statement of Debtor's Rights and Responsibility. ■ 39 CFR Part 961 — Rules of Practice in Proceedings Relative to Employee Hearing Petitions under Section 5 of the Debt Collection Act. Follow the instructions included. Issue the Notice, Statement, and 39 CFR Part 961 to the employee if no grievance has been filed, if the invoice has not been paid in full, or if a payroll deduction has not been established. c. Approximately 90 days from the date of invoice, Accounting Services will provide: ■ A cover page with instructions. ■ A completed PS Form 3239, *Payroll Deduction Authorization to Liquidate Postal Service Indebtedness.* Follow the instructions included. The installation head or postal official in charge must complete and sign the PS Form 3239 then submit it to the USPS SIC, if no grievance has been filed within the designated 14 days, if no petition for hearing has been requested, if the invoice has not been paid in full, or if a payroll deduction has not been established. Also, provide a copy to the employee and maintain a copy on file.

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15-2.6.2 **Non-Bargaining Unit Employees**

Employee Items	Schedule	Process

Stamp Stock Credit or Cash Credit shortage (exceeding tolerance or a final count)… (AIC 764, Employee Cash Shortage) or (AIC 767, Employee Stamp Credit Shortage)	If an employee does not pay in full, the supervisor must initiate the collections process immediately…	The installation head or postal official in charge of the unit where the employee shortage occurred, or the emergency salary or advance travel was issued, initiates the collection process as follows:
		a. Complete PS Form 1902, *Justification for Billing Accounts Receivable*.
		b. Make the appropriate accounting entries:
		  ■ For AIC 767, clear in AIC 367 and offset to AIC 636.
		  ■ For AIC 764, clear in AIC 364 and offset to AIC 636.
		  ■ For AIC 754, clear in AIC 354 and offset to AIC 636.
		  ■ For AIC 755, clear in AIC 355 and offset to AIC 636.
		c. Attach a system-generated PS Form 3544 and receipt to the PS Form 1902.
		d. Submit the information to the SIC at the following address:
		  USPS SCANNING AND IMAGING CENTER
		  PO BOX 5212
		  JANESVILLE WI 53547-5212

Employee emergency salary issued… (AIC 754, Authorized Emergency Salary Issued)	Upon employee receipt of original or replacement payroll check, the employee must repay the unit where emergency salary was issued. If not paid within two pay periods, the supervisor of the unit where emergency salary was issued must initiate the collections process.	Accounting Services will initiate the collection process in compliance with the Debt Collection Act.
		a. Upon receipt of PS Form 1902, Accounting Services will provide to the employee's installation head or postal official the following:
		  ■ A cover page with instructions.
		  ■ An invoice.
		  ■ A letter of debt determination.
		  Follow the instructions included. The installation head or postal official in charge must issue the invoice and the letter of debt determination to the employee.
		b. Approximately 45 days from date of invoice, Accounting Services will provide:
		  ■ A cover page with instructions.
		  ■ A Notice of Involuntary Administrative Salary Offset Under the Debt Collection Act.
		  ■ A Statement of Debtor's Rights and Responsibility.
		  ■ 39 CFR Part 961 — Rules of Practice in Proceedings Relative to Employee Hearing Petitions under Section 5 of the Debt Collection Act.
		  Follow the instructions included. Issue the Notice, Statement and 39 CFR Part 961 to the employee, if no reconsideration has been requested, if the invoice has not been paid in full, or if a payroll deduction has not been established.

Travel advance issued… (AIC 755, Emergency Travel Advance Issued)	After the travel is completed, the employee must submit travel expenses and pay. If not resolved (paid) within 90 days after travel, the supervisor of the unit where the travel advance was issued must initiate the collections process.	c. Approximately 90 days from date of invoice, Accounting Services will provide:
		  ■ A cover page with instructions.
		  ■ A completed PS Form 3239, *Payroll Deduction Authorization to Liquidate Postal Service Indebtedness*.
		  Follow the instructions included. The installation head or postal official in charge must sign PS Form 3239 and submit it to the SIC if no reconsideration has been requested, if no petition for hearing has been requested, if the invoice has not been paid in full, or if a payroll deduction has not been established. Also, provide a copy to the employee and maintain a copy on file.

15-2.6.3 Payroll Related Receivables (Non 1902)

Employee Receivables	General Reason	Process
Payroll-related (leave buyback or adjustment, overpayment, payroll adjustments, others)	Late or no submission of required documentation such as: ■ PS Form 50, *Notification of Personnel Action*. ■ PS Form 2240, *Pay, Leave, or Other Hours Pay Adjustment Report*. ■ PS Form 2240-F, FLSA *Overtime Adjustment Request*. ■ PS Form 2240-R (RA), *Rural Pay or Leave Adjustment Request for PS Form 1314 (-A)*.	Accounting Services will initiate the collection process in compliance with the National Bargaining Agreement and the Debt Collection Act. a. Accounting Services will provide to the employee's installation head or postal official in charge: ■ A cover page with instructions. ■ An invoice. ■ A letter of demand or letter of debt determination. Follow the instructions included on the cover page. The installation head or postal official in charge must issue the invoice and, if applicable, the letter of demand or letter of debt determination to the employee. b. Approximately 45 days from date of invoice, Accounting Services will provide: ■ A cover page with instructions. ■ A Notice of Involuntary Administrative Salary Offset Under the Debt Collection Act. ■ A Statement of Debtor's Rights and Responsibility. ■ 39 CFR Part 961 — Rules of Practice in Proceedings Relative to Employee Hearing Petitions under Section 5 of the Debt Collection Act. Follow the instructions included. Issue the Notice, Statement, and 39 CFR Part 961 to the employee if no grievance is filed by bargaining employee, no reconsideration is requested by a non-bargaining employee, if the invoice has not been paid in full, or if a payroll deduction has not been established. c. Approximately 90 days from the date of invoice, Accounting Services will provide: ■ A cover page with instructions. ■ A completed PS Form 3239, *Payroll Deduction Authorization to Liquidate Postal Service Indebtedness*. Follow the instructions included. The installation head or postal official in charge must sign the PS Form 3239 and submit it to the SIC if no grievance is filed by a bargaining employee, if no reconsideration has been requested by a non–bargaining unit employee, if no petition for hearing has been requested, if the invoice has not been paid in full, or if a payroll deduction has not been established. Also, provide a copy to the employee and maintain a copy on file.

15-2.7 Handling Grievance Settlements and Uncollectible Receivables

The following table identifies the process for handling grievance settlements and uncollectible receivables. Use the template in Appendix C, Exhibit C-17, and submit as indicated.

If…	Postmaster or Installation Head must complete the Employee Receivable Resolution template and…

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Grievance Settlement ***Note:*** Grievance settlement related to Payroll requires a completed PS Form 2240.	Attach the completed PS Form 2240 with the Grievance Settlement Document, which includes the following information: ■ Employee remains liable for full amount, or ■ Employee is liable for a portion (state the amount), or ■ Employee is no longer liable for the debt. Approval or signature of the district Finance manager (DFM) is not required for grievance settlement. ***Note:*** May require additional documentation based on Accounting Services review of settlement.
Uncollectible Receivable, Claim for Loss (Non-Payroll Related Only) ***Note:*** No accounting entries made at the unit level.	■ Complete PS Form 2130, Claim for Loss, with date and signature. ■ Provide explanation of collection attempts and/or rationale for clearing uncollectible employee receivable. ■ Submit both forms to the DFM for approval. DFM: ■ Completes the DFM section with decision, date and signature. ■ Returns to postmaster or installation head. Postmaster or Installation Head: ■ Submits approved template and PS Form 2130 with required documentation to the indicated address. ■ Maintains a copy of the template and 2130 on file locally.

For "Letters" and "Quick References", go to: *http://blue.usps.gov/wps/portal/accounting/library/references* under "Handouts."

15-2.8   Employee Receivables Monthly Report

Each month an Employee Receivables narrowcast report is sent to the Installation Head of each Lead Finance Number. The report identifies open employee debts and due to the sensitivity of the data, the report must not be shared. Store any hard-copy reproduction of the report in a secured location and destroy reports after initiating the collections process.

The postmaster or unit manager is responsible for ensuring appropriate collections of outstanding debt for active employees under their jurisdiction.

The following table serves as a guideline to assist with collections:

If…	Then…	Process…

| "Payroll Indebtedness" column is not flagged with "Y"... | Verify all documentation related to this specific employee receivable and research the status of this receivable. | a. If in grievance process:
    (1) Inquire for GATS number from district Labor Relations and request for status every 30, 60, 90 days.
    (2) Annotate this information in the report.
b. If no documentation:
    (1) Issue a LOD (bargaining employee).
    (2) Issue LDD with a copy of invoice (non-bargaining).
c. If LOD or LDD issued:
    (1) Issue "Notice of Involuntary Administrative Salary Offset Under the Debt Collection Act."
    (2) Issue "Statement of Debtor's Rights and Responsibilities."
d. If "Notice of Involuntary Salary Offset" issued:
    (1) After 30-days, complete PS Form 3239, *Payroll Deduction Authorization to Liquidate Postal Service Indebtedness.*
    (2) Submit 3239 to the Scanning and Imaging Center, employee & file. |
| "Payroll Indebtedness" column is flagged with "Y"... | Active payroll deduction is scheduled. | Check "Last Payment Date" column, if stale dated, validate employee status with district Human Resources. |

Additional Information Links:

■ For flowcharts, letters, and quick references, go to *http://blue.usps.gov/wps/portal/accounting/library/references*, under "Handouts" (National Financial Responsibility Meeting Handouts: Employee Items/Debts).

■ For employee receivables frequently asked questions, go to *http://blue.usps.gov/accounting/_pdf/EmployeeReceivablesFAQs.pdf*.

c. For a summary of outstanding debts by area and district, go to *http://blue.usps.gov/accounting/_xls/EmployeeDebtReport.xls.* Provide timely responses with the required information when the employee has questions or provides a written request for records.

d. Monitor the Employee Receivable report.

e. If the employee files a Grievance or requests a Judicial Hearing, complete PS Form 1007 using the eIWS OnLine Forms application at *https://olf.usps.gov/OLF* to notify Accounting Services of the following:

(1) Stop the automatic collection process.

(2) Change the status.

(3) Report a resolution.

■

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To: Shannon Richardson
        Director Contract Administration

The Handbook F-101 is an instrumental resource for consistent and standardized processes on key financial accounting activities. The summary of changes for the chapters listed below align current policy, processes and technologies consistent with what is done by postal employees. Communications regarding these processes and technologies have been done through various means including Postal Bulletins, Informational Alerts, Retail Digest articles, and Functionality Guides.

Chapter 11 – Accountable Paper-Postal Retail Units

    Overview
            • Added Section on Money Orders (11-12)
    11-2
            • Redefined SDOs and SFS
    11-3
            • Updated terminology to reflect current systems (i.e. RSS)
    11-4
            • Updated to match process associated with Stamp Fulfillment Services (SFS)
            • Use of SFS web system to submit stamp orders
    11-5
            • Updated to reflect SFS and processes used
            • Moved information pertaining to Money Orders to its own section
            • Updated terminology to reflect current systems
            • Updated procedure and links to report lost/stolen stamp stock and stock discrepancy procedures
    11-12
            • Money Order steps/processes moved to be in one section

Chapter 12 – Accountable Paper-Stamp Fulfillment Services, Stamp Distribution Offices, and the Material Distribution Center

    Overview
            • Removed separate section on Stamp Fulfillment Services activities (12-8) as all were integrated into the entire chapter
    12-1
            • Updated roles and responsibilities associated with SFS operations
            • Removal of Headquarter Stamp Acquisition and Distribution Manager
            • Removal of SSC Manager
            • Updated MDC roles and responsibilities associated with MDC operations
    12-2 through 12-7
            • Updated terminology and processes to reflect current systems

Chapter 13 – Stamp Stock and Cash Credits

    Overview

- Removed Automated Postal Center Stamp Credit Count section

13-1
- Added "financially" accountable language

13-2
- Updated terminology and processes to reflect current systems
- Updated language to clearly define independent counts
- Cash portion defined to $100.99
- Removed "green logbook"

13-3, 13-4, 13-5
- Updated terminology and processes to reflect current systems

13-6
- Updated terminology and processes to reflect current systems
- Removed language on Imprest Funds

13-7
- Updated terminology and processes to reflect current systems

13-8
- Updated terminology and processes to reflect current systems
- Updated Cash Credit Tolerance amounts within tables

Chapter 15 – Employee Items

- Chapter was updated to include revisions due to changes in the salary advance process and the payroll debt collection process (3/26/2020 Postal Bulletin 22542) and modified Emergency Travel Advance Limit.

15-1, 15-2
- Updated terminology and processes to reflect current systems
- Removed tables since all are found in ELM 450 and 460 which are clearly referenced
- Updated language to reflect current automatic payroll collection process and stopping automatic collection process

Chapter 16 – Customer Business Mail Activity (permit Imprint and Periodicals)

Overview
- Added section on Enterprise Payment Accounts

16-2
- Added more description on allowable forms of identification when applying for a permit

16-3
- Removed "ADDPOS" account language

16-4
- Added EPA account type
- Updated terminology and processes to reflect current systems

16-5
- Updated terminology and processes to reflect current systems

- Stressed Recording by appropriate AIC, and limited language on step by step process to file locally- only stressed that they be maintained and filed locally

16-9
- Section added providing an overview of Enterprise Payment Account activity handled by the Accounting Service Center

Chapter 17 - Non–Trust Account Customer Business Reply Mail and Postage Due Activity

17-1
- Removed Merchandise Return Service (MRS) and updated with USPS Returns

17-2
- Updated table to match current Fee types

17-3
- Removed detailed POS One instructions
- Removed language on verifying PS From 3584

17-4
- Added Enterprise Payment as an option to pay for mailings
- Removed MRS references
- Updated terminology and processes to reflect current systems

17-5
- Updated work flow for BRM and Postage Due to ensure correct AICs (AIC 274 or 114) are recognized
- Included instruction to ensure unit management authorizes 3533
- Included matrix on how to collect outstanding RM annual fees
- Updated terminology and processes to reflect current systems

17-7
- Updated matrix addressing process for handling Negative Balance accounts; now includes up charging BRM mail types after 3 days which is done by the PostalOne! system

Chapter 20 – Payment Types

Overview
- Added section on Health Benefit Payments (20-4)

20-1
- Updated process that removes filing claim at PRU
- Customers must file claim online or by mail
- Updated PRU process which includes completing PS Form 3831 and PS Form 2856 via MyPO
- Updated appeal filing to 30 days
- Process and address updated for second appeals

20-2
- Updated terminology and processes to reflect current systems
- Updated naming and contact information for the International Research Group (IRG)

- 20-3
  - Removed reference to PS Form 1000 and updated process steps which includes PRU includes completing PS Form 3831 and PS Form 2856 via MyPO
  - Updated process to remove PS Form 8230; added PS Form 2551
  - Provided list of GLA numbers to use with AIC 597
- 20-4
  - Section added
  - Matrix provided listing explanations on how Health Benefit Premium reimbursement payments are processed
- 20-5
  - Updated PS Forms to use (removed PS Form 8230 added 2551)
  - Updated process to submit via eIWS Online and not Scanning and Imaging
- 20-6
  - Process for requesting training updated to go through eBuy Plus; removed steps to complete PS Form 1782
  - Updated PS Forms to use (removed PS Form 8230 added 2551)
  - Removed section on Receiving Credit for Training
- 20-7
  - Updated cash up to $35
- 20-8
  - Updated PS Forms to use (removed PS Form 8230 added 2551)
- 20-9
  - Updated PS Forms to use (removed PS Form 8230 added 2551)
  - Included matrix on how to handle and process third party payments
  - Updated process to submit via eIWS Online and not Scanning and Imaging
- 20-10
  - Updated web page links and process steps
  - Updated mailing addresses
  - Updated recurring cleaning services for each time period to include PS Form 7227 and removed CSLBAG Attachment 5
  - Updated nonrecurring one-time payment up to $1000 Money Order or $35 cash
  - Updated process to submit via eIWS Online and not Scanning and Imaging

Chapter 21 – Refunds and Exchanges

Overview
  - Changed 21-5 from Automated Postal Center to Self-Service Kiosk
  - Added sections Premium Forwarding (21-7) and mPOS (21-8)
- 21-1
  - Added signing verbiage to PS Form 3533 process
  - Updated process to submit via eIWS Online and not Scanning and Imaging

- Updated refund amount from $500 to $1000 and cash amount from $25 to $35

21-2

- Updated refund amount from $500 to $1000
- Added requirement to submit refund request within 60 days of mailing
- Changed CAG requirement to offices that have employees working concurrently for witness requirement
- Added OMAS refund procedures
- Added Priority Mail Express Service failure refund procedures

21-3

- Updated refund amount from $500 to $1000

21-4

- Updated terminology and processes to reflect current systems
- Changed Postage Validation Imprinter (PVI) to Postage Label Printer
- Updated correct box to check on PS Form 3533 for postage meter strips
- Updated Contract Access Retail System (CARS) to RSS Business Partners
- Updated the refund process that is no longer done through host office but through Pitney Bowes

21-5

- Name changed from APC to SSK
- Added requirement to submit refund request within 60 days of transaction
- Removed the step by step process for stamp exchanges and Express mail service failures; kept them listed as refundable transactions
- Removed note on mailer responsibility to comply with Bureau of Alcohol, Tobacco, and Firearms and Explosives (BATFE) regulations

21-6

- Updated refund amount from $500 to $1000

21-7 and 21-8

- New sections

Chapter 23 – Payroll

Overview

- Removed sections 23-4 Military Leave, 23-5 Leave Buyback, and 23-7 Purchase of Right-Hand Drive Vehicles as they are addressed in ELM
- Updated to eIWS Online and not Scanning and Imaging

23-1

- Changed contact information from disbursing officer to Accounting Help Desk
- Included FNCM HQ link as part of Finance Number Control Master note
- Changed process on how to obtain Payroll Register
- Added Disbursing Officer mailing address for returned payroll checks
- Updated stop payment or replacement check to create incident ticket via Help Desk

- Added language to ensure that returned checks are not defaced
- Added clarification on how to use eIWS online for submission vs just printing needed forms

23-2

- Updated procedures to align with current systems
- Adjust Pay application now handles Salary Advances and processes updated to match system

23-5

- Updated process to obtain payroll journals

Chapter 24 – Single Drawer Accountability

Overview

- Broke up based on reporting technology: e1412 or RSS

24-5

- Added note to address maximum retained cash at $150

24-6

- Updated references to eBuy Plus
- Removed meter renewal language

24-7

- Changed count overage and shortage AICs from 239 to 222 and 639 to 622

24-10

- Updated cash refunds to $35

24-11

- Updated language to limit exchanges to nor more than $50

Mark Tappe
Manager Field Policy and Reporting