

## **1 The Automated Postal Center (APC) Program**

### **11 Purpose**

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The APC addresses two elements of the United States Postal Service® (Postal Service™) Strategic Transformation Plan, 2006–2010, reducing costs and providing better customer service. The APC is one of the access points designed to increase alternate access revenue to 40% by 2010. The National Strategic Cook Book is available at [http://blue.usps.gov/delret/L2rsnam/nsc\\_updated\\_111706res.pdf](http://blue.usps.gov/delret/L2rsnam/nsc_updated_111706res.pdf) to identify the strategic approach for the APC Program and provide ingredients to develop customized “Recipes for Success”.

### **12 Background**

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#### **121 History**

The Postal Service has provided customers access to stamps via vending machines. In an effort to expand and strengthen this self-service strategy by allowing customers to weigh and rate articles and purchase postage, the Postal Service implemented a self service platform (SSP) that evolved into the Automated Postal Center in 1998.

The Automated Postal Center (APC) is a self-service kiosk that gives customers access to the most frequently needed products and services up to 24 hours a day, seven days a week. The APC provides access to our popular products and customers save time by avoiding the retail line for simple, quick, easy and convenient transactions that do not require assistance.

The APC has a touch screen that shows customers the available services, products, and information. The machine accepts payment by credit, debit, or an Electronic Bank Transaction (EBT) card. Before the APC it was impossible to do a self-service mailing at a single machine.

### **13 Equipment**

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#### **131 Model**

The APC is manufactured by IBM (Model Number G8C) and measures 38-inches wide, 28-inches deep (plus 8-inch deep sign panel), and 56-inches high (81 5/16-inch sign panel height).

#### **132 Description**

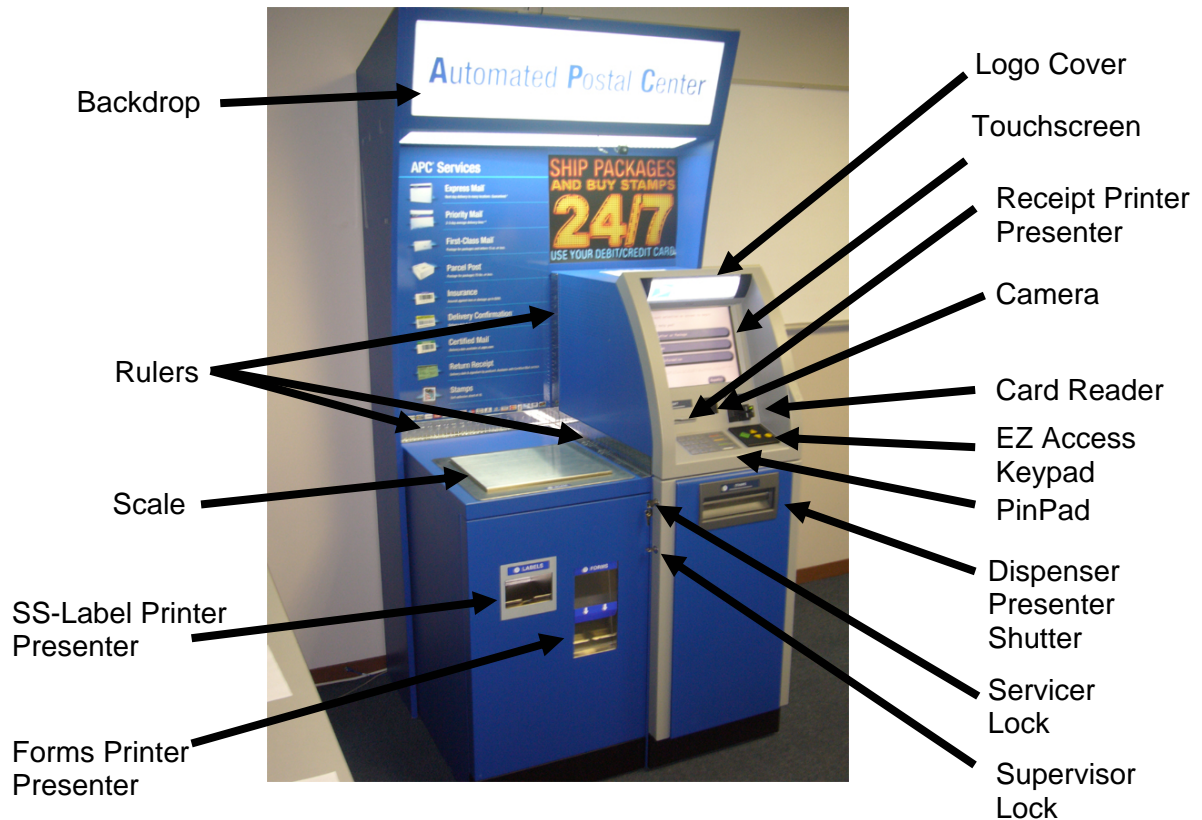
##### **132.1 Automated Postal Center**

The APC (Exhibit 1-3.2.1) is a self-service kiosk that allows the public to weigh and rate packages, purchase and print postage and purchase stamps. The kiosks accept payment by credit, debit, or EBT card.

The APC is comprised of a base kiosk and a side car.

Exhibit 132.1  
Automated Postal Center

***Automated Postal Center With Devices and Product Slots***



**Note: Sidecar is 20" wide and the Main Unit is 18" wide.**

132.2 Additional Components

132.21

Parcel Drop Box

The drop box dimensions are: 33-inches wide; 42-inches deep, and 60 1/2-inches high. The drop box is ready to receive letters and packages when the drum handle is pulled outward.

Exhibit 132.21

**Parcel Drop Box**

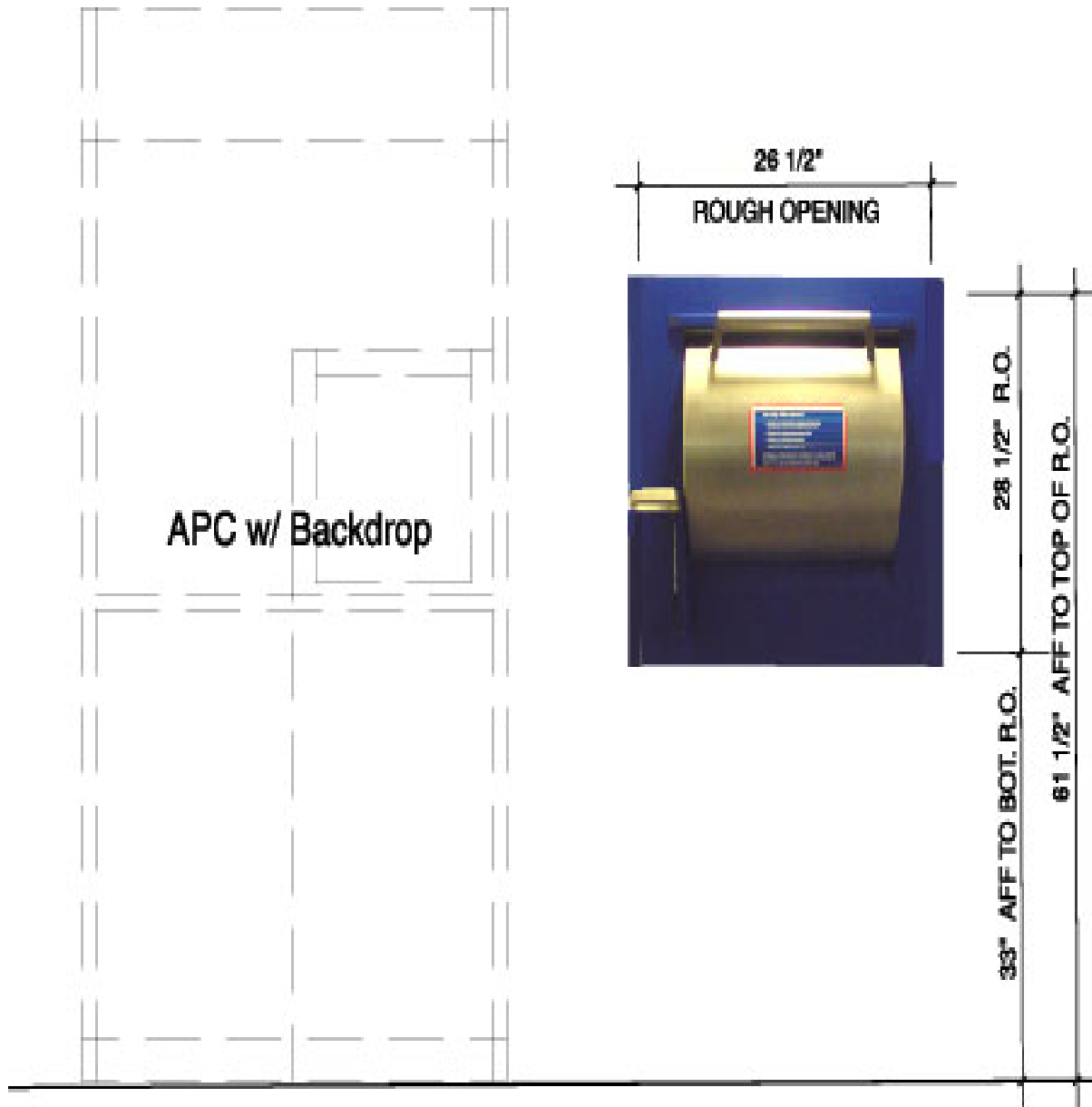


132.22 In-Wall Parcel Drop Box

The in-wall drop box dimensions for the rough opening are 26 1/2-inches wide and 28 1/2-inches high. The in-wall drop box is ready to receive letters and packages when the drum handle is pulled outward.

Exhibit 132.22

**In-Wall Parcel Drop Box**



### 132.3 Functionality

The APC does the following:

- a. Accepts payment by debit, credit and EBT card.
- b. Weighs letters, flats, and small packages (up to 70 pounds) and prints the correct postage.
- c. Provides postage for the following mail classes: First-Class®, Priority, Express Mail and parcel post.
- d. Provides ATM-style First-Class Mail stamp sheetlets.
- e. Provides the option to purchase the following special services; delivery confirmation, insurance and certified.
- f. Provides postage for international letters.
- g. Provides ZIP Code™ look-up.
- h. Provides information on different types of mailing services.
- i. Prints the following items: Express Mail shipping labels, Certified Mail™ and Return Receipt forms when using standard shipping label.
- j. Generates a receipt for payment.
- k. Provides ability to lookup tracking and delivery information.

## 14 **Program Management Objectives**

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### 141 **Objective in Marketing the APC**

The Transformation Plan recognizes that retail products and services are the main areas of growth in the Postal Service. The APC gives customers quick, easy and convenient access to services, and fulfills the following two of the objectives of the plan.

### 142 **Strategies**

#### 142.1 **Move Simple Transactions Out of Post Offices**

The APC gives customers quick, easy and convenient access to the products and services they need where they live, work and shop up to 24 hours each day, 7 days a week.

In the future, machines may be located not only in more Post Offices but also at non-Postal Service locations, such as supermarkets, shopping malls, and other places frequented by the public.

#### 142.2 **Create New, Low-Cost Retail Alternatives**

The APCs are self service mailing kiosks which are designed to process simple transactions normally handled by a retail employee at the window.

#### 142.3 **Optimize the Retail Network**

The retail optimization program tailors retail services to meet the needs of communities. The APC reduces the cost of sales by moving simple transactions to a lower-cost alternative and allows managers to focus resources on more complex, higher-margin business.

#### 142.4 **Develop New Retail Services That Increase Postal Service Revenue**

Moving simple transactions from the counter, the Postal Service will be able to offer new products requiring more attention at the retail counter.

#### 142.4 **Improve Customer Service**

##### 142.4.1 **Training**

Employees that may receive inquiries about the APC should understand what products and services the APC offers.

## **142.5 Improve the Postal Service Image**

### **142.5.1 APC Performance**

Service personnel must be given time to perform their duties, which include timely clearing of alerts, adequately stocking consumables and keeping machines operational at all times.

### **142.5.2 Appearance of the APC**

The equipment and surrounding areas must always be clean and well organized.

### **142.5.3 Signage**

Only Headquarters approved APC signage is allowed.

Note: No locally produced or handwritten notices are permitted.

### **142.5.4 Collection Schedule**

In accordance with chapter 3 of the Postal Operations Manual (POM), local offices must set the collection schedules at all APC locations. The schedule must include regular pickups over weekends and holidays.

### **142.5.5 Courteous Handling of Claims and Refunds**

Employees must process claims and refunds in a timely, courteous, and diplomatic manner in accordance with chapter 8 of this handbook. Employees should refer any claims to the postmaster or designee requiring further resolution.

## **16 Organizational Functions and Responsibility**

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### **161 Headquarters**

#### **161.1 Retail Service Equipment (RSE)**

Retail Service Equipment is responsible for management of the APC Program for the following:

- a. Oversight of the APC program to ensure conformance to policies and fulfillment of objectives.
- b. Developing placement criteria, policies, and instructions for managing and operating APCs.
- c. Developing long-range plans and goals for the APC program.
- d. Coordinating with vendor on any modifications and retrofits of APC equipment.
- e. Coordinating with Engineering on the design and testing of equipment.
- f. Coordinating with Information Technology on network infrastructure support.
- g. Developing handbooks, directives, and instructions applicable to installation and operation.
- h. Collaborating with vendors to develop data reporting systems.
- i. Monitoring performance and coordinating relocations of all APCs.

#### **161.2 Supply Management**

Supply Management works with Retail Service Equipment to obtain parts or supplies for new and existing equipment. As necessary, Supply Management will coordinate with Delivery, Customer Service Equipment, and Purchasing and Materials. RSE coordinates with Supply Management to:

- a. Prepare, evaluate, award, and monitor contracts for new and existing APC equipment and functionality.
- b. Initiate and monitor competitive production contracts for new and existing APC equipment.

#### **161.3 Engineering and Delivery and Retail Services (EDRS)**

Engineering and Delivery and Retail Services are responsible for:

- a. Preparing specifications for new APC equipment.
- b. Justifying, preparing, testing, and evaluating modifications for existing APCs.
- c. Testing and evaluating production models.
- d. Procure initial supplies.
- e. Oversee and test proof-of-concept APC equipment.
- f. Work with vendors to resolve technical issues with deployed equipment.



#### **161.4 Facilities**

Facilities is responsible for all facility work associated with APC relocations at gaining and losing sites:

- a. Site Survey and design development
- b. All required construction (including ACBM abatement if required)
- c. Dedicated electrical GFI circuit installation
- d. IT device/cable/box/conduit installation (back to patch panel location)
- e. Order and installation of backdrop (only if new is required-(may require additional funding)
- f. Installation of IN-Wall Drop receptacle (if required)
- g. Installation of Stand-Alone drop receptacle (if required)
- h. Construction Administration/Inspection

Originating Site Responsibilities:

- a. Review of the site survey document from the original installation to establish scope of work required
- b. Floor patching of holes
- c. Infill of security walls (if through wall drop is removed)
- d. Repair of wall where backdrop signage is removed (IF required)
- e. Removal of security cage (if a cage was installed as part of the original APC deployment)
- f. Painting of wall patches.

NOTE: Scope of work at originating site should include work required to maintain security and safety at the originating site only.

#### **161.5 Retail Operations**

Retail Operations is responsible for:

- a. Developing and administering programs to train supervisors and servicing personnel in how to use the APC.
- b. Developing and maintaining standard operating procedures (SOPs) for duties related to the APC.

#### **161.6 Retail Marketing**

RSE works with Marketing to develop policies and programs to publicize and promote the services provided by the APC.

#### **161.7 Finance**

Finance establishing accounting procedures for APCs.

#### **161.8 Payment Technologies**

Payment Technologies is responsible for:

- a. Getting merchant Ids
- b. Resolving debit and credit card problems
- c. Communicating debit and credit card changes.

## 162 Area Retail

Area retail is responsible for:

- a. Ensuring APCs meet minimum monthly performance standard of \$16,500 revenue.
- b. Managing APC equipment requests.

## 163 District

### 163.1 District Retail Office

The District Retail Office is responsible for:

- a. Ensuring all sites being considered for an APC meet retail guidelines.
- b. Ensuring sites scheduled to receive an APC are ready for installation by utilizing APC checklist in the APC Relocation Procedures at [http://eaqnmnsg10d/apc/files/checklist/APCRelocationProcedures\\_01-22-07.doc](http://eaqnmnsg10d/apc/files/checklist/APCRelocationProcedures_01-22-07.doc).
- c. Coordinating the decision to relocate APC equipment with Area.
- d. Coordinating with the district material management specialists, stamp distribution office (SDO)/, Stamp Service Center (SSC)/, Stamp Distribution Network (SDN) and Finance when locating and relocating equipment.
- e. Serving as an escalation contact, if required, to resolve site issues that are not resolved in a timely manner.

### 163.2 District Finance

A financial services specialist (FSS), using the Finance Number Control Master (FNCM), is responsible for:

- a. Setting up an APC unit in FNCM.
- b. Notifying SDO/SSC/SDN to set up unit in unit file.
- c. Activating unit 30 days before start date.
- d. Notifying SDO/SSC/SDN when active so first shipment can be made. Shipments made to an inactive unit will not be recorded in the Standard Accounting for Retail (SAFR) system.

### 163.3 Stamp Distribution Offices/SDN

Each district's SDO provides stamp stock for that district's APC. Each site getting an APC must request stamp stock from their SDO before installation. Each APC site's initial order may not exceed 5 shrink-wrapped bundles of stamp sheetlets.

The accountable paper custodian is responsible for obtaining enough APC stamp sheetlets for the sites in that area.

## 164 Post Office

### 164.1 Postmasters/Unit Managers

The postmaster/unit manager is responsible for:

- a. Prior to installation, adhering to timeframes established in the preparation checklist, published in the APC Relocation Procedures at [http://56.207.11.95/apc/files/checklist/APCRelocationProcedures\\_01-22-07.doc](http://56.207.11.95/apc/files/checklist/APCRelocationProcedures_01-22-07.doc)
- b. Be available for acceptance on the day of installation to inspect and supervise the installation of equipment in conformance with negotiated agreements and contracts.
- c. Publicizing and promoting the APC program.
- d. Obtaining enough stock to maintain the APC.
- e. Ensuring that at least three trained servicing employees are available during window hours.
- f. Providing an APC security container for the accountable paper custodian to secure the stock credit.
- g. Directing and supervising the APCs at their sites.
- h. Ordering supplies using established procedures.
- i. Reviewing RDM reports and maintaining revenue and efficiency, including evaluating how effectively the APC is being managed at the Post Office level.
- j. Ensuring supervisory and servicing personnel follow accounting and credit examination procedures as outlined in chapter 5 of this handbook.
- k. Ensuring servicing personnel have enough time to properly service the APC equipment, respond to customer complaints, and perform any required accounting duties.
- l. Ensuring all stamp stock is accounted for, which includes maintaining security and preparing written reports on inventory and finances.
- m. Arranging for back-up support in case the designated SE is not available.
- n. Assisting servicing employees with credit exams.
- o. Providing adequate shipping supplies (i.e. Priority Mail Envelopes) for APC customers.
- p. Maintaining the revenue performance requirement for the APC.

### 164.2 **Service Employees**

The servicing employee shall be knowledgeable of all aspects of Level 1 servicing and replenishment as outlined in the *Machine Service Manual (MSM)* at [http://56.207.11.95/apc/files/training/APC\\_MSM.zip](http://56.207.11.95/apc/files/training/APC_MSM.zip).

### 164.3 **APC Host**

The APC Host is responsible to meet, greet and educate customers by:

- a. Helping customers get acquainted with the machine
- b. Encourage customers to use the APC.
- c. Assist customers with their transaction.
- d. Answer any questions about the APC.

### 165 **Collection Employees**

In addition to routine duties, collection employees make visual checks of APC parcel drop boxes and report any apparent malfunctions to the supervisor responsible for the APC.

### 166 **Help Desk**

The Help Desk is the first point of contact if the employee cannot determine the cause of a problem with the APC using the Machine Service Manual or is unable to clear an alert. The Help Desk will help identify the problem, order replacement parts, and contact a higher level of service when needed.

The Help Desk can be reached at 800-USPS-Help (800-877-7435), Automated Postal Center option. Hours of operation for the Help Desk are:

Monday through Friday: 7 a.m. to midnight Eastern Time

Saturday: 7 a.m. to 6 p.m. Eastern Time

Sunday: Closed

The Help Desk is closed on Postal Service-observed holidays.

### 167 **Accounting Help Desk**

Questions about policy and procedures and accounting issues should be directed to the Shared Service Help Desk at 1-866-9shared (866-974-2733).

## **17 Major Assemblies**

The APC has two major assemblies as described in Section 2 of the Machine Service Manual posted on the APC Program Page at [http://56.207.11.95/apc/files/training/APC\\_MSM.zip](http://56.207.11.95/apc/files/training/APC_MSM.zip).

## **18 Backdrop**

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Each machine is installed in front of a Postal Service backdrop that complements the products sold in the machine. The Help Desk does not support the backdrop and associated signage.

Point of Purchase Signage will be updated from Headquarters.

## **19 Pager**

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An APC servicing pager will receive real-time alerts via text messaging if a problem is detected on the machine. Timely responses to APC pages should be within 30 minutes.

Each APC location is assigned one pager. This pager should be assigned to the SE on duty to respond to the following alerts:

## **20 Alerts**

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A listing of real time APC alerts may be found in Section 4 of the MSM at [http://56.207.11.95/apc/files/training/APC\\_MSM.zip](http://56.207.11.95/apc/files/training/APC_MSM.zip).

For critical alert types, the APC Help Desk will be sent a page/e-mail of the alert if the Service Employee has not responded appropriately to the original alert condition. These are considered critical alerts since they may directly impact sales.

## **2 APC Performance**

### **21 Performance Monitoring**

APC performance must be maintained in accordance with Section 23. The postmaster/unit manager must monitor the APC performance by using the APC webpage and the Enterprise Data Warehouse (EDW).

### **22 Determining Locations**

The following criteria will be considered when determining where an APC will be located:

1. Potential APC-able revenue at the location
2. The percentage of credit/debit transactions at the location
3. Population in the immediate ZIP code
4. Median income of the population
5. Wait-time in-line at the location (does not apply to non Mystery Shopped locations)

### **23 Revenue Expectations**

After 3 months each APC is expected to generate revenue which is equal to or greater than:

- 35% achievement of APC-able revenue as measured by the APC Gain report from the Retail Data Mart (RDM).
- or \$16,500 average revenue per month as measured by Accounting Data Mart (ADM). Reports may be found in Stored Revenue Reports in the Accounting Data Mart (ADM) section of the Enterprise Data Warehouse (EDW).

**Note:** Any APC not meeting revenue expectations will become a candidate for relocation.

## **24 Acquiring Equipment**

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Only Headquarters can purchase retail service equipment, including the APC.

## **25 Installing Equipment**

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Initial Installation is defined as the first deployment of an APC conducted by Headquarters.

## **26 Relocating Equipment**

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### **261 General**

All relocating requests (internal and external) must be submitted to and approved by Retail Service Equipment (RSE) at USPS Headquarters and the Area Vice President. Districts must coordinate all activities with the Area Retail Equipment Specialist. The APC Relocation Procedures are posted on the APC website at <http://eagnmnsg10d/apc/index.asp>.

#### **261.1 Internal Relocations**

Internal Relocations are defined as moving the APC within a facility. Internal moves require a minimum of 45 days after Headquarters approval for scheduling purposes.

#### **261.2 External Relocations**

External Relocations are defined as moving the APC from one facility to another facility. External moves require a minimum of 90 days after Headquarters approval for scheduling purposes.

#### **261.3 Emergency Relocations**

Emergency Relocations are defined as internal or external moves as a result of an emergency or safety issue. These moves will be handled on an expedited basis but still require supporting documentation and approvals to document the request.

### **262. Physical Deployments**

The physical installation and relocation of an APC is authorized to be conducted only by Headquarters approved vendors. USPS maintenance is not authorized to install or relocate an APC without written authorization from the APC Program Manager.

### **263 Funding**

The Facilities Services Office (FSO) will be responsible for funding the construction cost associated with the installation and relocation of an APC. This includes site surveys, preparation of the site, and restoration of the losing site.

The cost associated with the physical installation or relocation of an APC and any other costs, including but not limited to the procurement of a collection device, are the responsibility of each area.

Specific guidance regarding funding for relocations and associated costs can be found in the APC Relocation Procedures Guide at [http://56.207.11.95/apc/files/checklist/APCRelocationProcedures\\_01-22-07.doc](http://56.207.11.95/apc/files/checklist/APCRelocationProcedures_01-22-07.doc).

### **3 Selection and Training**

#### **31 Selection**

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##### **311 Selecting an APC Servicing Employee**

The unit manager/postmaster is responsible for selecting the servicing employee.

The APC Servicing Employee is responsible for Level 1 duties as defined in the Machine Service Manual (MSM). The MSM can be found at [http://56.207.11.95/apc/files/training/APC\\_MSM.zip](http://56.207.11.95/apc/files/training/APC_MSM.zip).

Level 1 is the normal everyday replenishment and servicing of the APC. The scope of the duties and responsibilities for Level 1 servicing and replenishment falls within the grade range of Sales and Services Associate (SSA) and Sales, Services and Distribution Associate (SS&DA). Level 1 servicing is performed by bargaining unit employees. Level 1 servicing can be performed by the APC Site Supervisor/Manager.

#### **32 Workload**

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##### **321 Servicing Employee**

The SE responsibilities are:

- a. Responding to kiosk alerts within 30 minutes (alerts present when shift begins should be responded to within 1 hour of shift start).
- b. Replenishing consumables and stamp sheetlets as needed and in response to kiosk alerts.
- c. Providing routine cleaning of the kiosk.
- d. Clearing jams (labels, sheetlets, receipt paper, etc.).
- e. Replacing Level 1 Field Replaceable Units.
- f. Working with the APC Help Desk to resolve problems.
- g. All replaced parts must be return to the depot repair facility within 24 hours.
- h. Accompanying and assisting IBM Level 2 maintenance personnel.
- i. Managing stamp inventory at the kiosk in accordance with Chapter 5.
- j. Perform a visual security inspection of the APC to determine if there has been any vandalism or tampering.
- k. Check the card reader for any unauthorized modifications.
- l. Performing other duties as assigned.



### **33 Training**

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The Unit Manager/Postmaster is responsible for ensuring that a minimum of four servicing employees are trained in each APC location. The Postmaster/Unit Manager is responsible for completing PS Form 1782, *Training Request and Authorization*, for all trained APC employees. Once the training has been successfully completed; the completed PS Form 1782 should be forward to the district PEDC for processing. The National Agreement training procedures must be followed.

Training shall be conducted per the guidelines outlined in Course Number 41202-99, *Automated Postal Center Training*, and completed by all servicing employees prior to servicing the APC. It must be used in conjunction with the APC Machine Service Manual.

## **4 Servicing the APC**

This chapter covers general servicing and alert clear procedures. The *Machine Service Manual* (MSM) available at [http://56.207.11.95/apc/files/training/APC\\_MSM.zip](http://56.207.11.95/apc/files/training/APC_MSM.zip) contains specific servicing procedures and troubleshooting procedures.

### **412 Optimum Equipment Performance**

In order for the customer's interaction with the machine to be satisfactory, the machine must be operational and available for use at all times.

To achieve this goal, the site manager must assure that APC servicing employees (SEs) keep it stocked with accountables and consumables, in good working order, and presentable so that walk-in customers are drawn to using it.

#### **412.1 APC Consumables**

The SE is responsible for:

- Ordering batteries to be used in the APC Pager.
- Ordering consumables, cleaning supplies and stamp stock as needed.

APC consumables must be ordered from the Material Distribution Center (MDC) using the touch tone order entry (TTOE) system.

By referring to the listing of consumable at [http://56.207.11.95/apc/files/APC\\_Consumables.doc](http://56.207.11.95/apc/files/APC_Consumables.doc) the postmaster/unit manager will know how to order consumables used in the APC.

#### **412.2 Cleaning Supplies**

The machine requires periodic cleaning. Keeping the exterior and interior parts clean will ensure optimal performance and improve customer appeal.

The SE will perform periodic cleaning in accordance with the APC Cleaning Manual, available at [http://56.207.11.95/apc/files/APC\\_Cleaning\\_Manual.doc](http://56.207.11.95/apc/files/APC_Cleaning_Manual.doc).

#### **412.3 Stamp Sheetlets**

See Chapter 5, Section 542 for procedures to order stamp sheetlets.

## **42 Revenue Awareness**

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Supervisory personnel must be familiar with the daily revenues of each APC under their supervision by accessing the APC Gain Report available from Retail Data Mart (see Chapter 7, Section 743).

## 43 Types of Servicing

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### 431 Emergency Servicing

Emergency servicing is defined as servicing due to fire, theft, natural disaster, safety, or anything that compromises the security of the equipment, including man-made hazards. Emergency servicing can be proactive.

Emergency Preparedness Information for Hurricane Preparedness for Automated Postal Centers can be found at <http://56.207.11.95/apc/files/EmergencyPreparednessforAutomatedPostalCenters.doc>. This document may also be used as a guide for other emergency situation.

**Note:** The machine is serviced only when servicing personnel are able to follow all safety policies and procedures. Emergency servicing should NOT be performed unless it is safe to do so. Local safety policies and procedures must be followed.

#### 431.1 Suspending Service

When emergency servicing is scheduled to suspend service and retrieve accountability before a pending event (e.g., lobby renovations, relocations, flood or hurricane), machine credits must be secured individually with a separate PS Form 3294, *Automated Postal Center Stock Count and Summary* (see *Exhibit 612*) certifying stock removed from each machine. The SE will do the following:

1. Notify the APC Help Desk (Help Desk) that the machine will be powered off.
2. Print a PS Form 1412, *APC Financial Report* (see *Exhibit 613*) from the APC.
3. Remove stamps.
4. Complete PS Form 3294.
5. Store stamps and the PS Form 1412 in the Storage Repository.
6. Power off the machine, following procedures in the *Machine Service Manual*:
  - a. Log on to the system.
  - b. Touch *Systems Functions*.
  - c. Touch *Shutdown Software*
  - d. Wait for the display, "*it is safe to turn off your computer.*"
  - e. Turn the power switch to the *off* position.
  - f. Turn off the uninterruptible power supply (UPS).
7. Cover kiosk with plastic where there is potential for water damage.
8. As soon as possible, notify the District Retail Manager which machines are not functioning and the potential cause.

### 431.2 Restoring Service

The SE who suspended service should also restore it. If the SE both suspended and restored service, he or she will not be required to count the retrieved stamp stock. If a replacement employee restores service, the stamp stock retrieved must be counted using PS Form 3293.

The SE should do the following:

1. Call the Help Desk and advise them that the APC is being placed backed into service.
2. Check the machine for obvious damage before powering on.
3. If there is obvious damage, contact the Help Desk before proceeding.
4. Follow the procedures in the MSM to power on the kiosk:
  - a. Turn on the UPS.
  - b. Press the power switch to the *on* position.

Note: The revenue for the last day of operation will be combined with the revenue for the next day that the APC transmits.

### 432 General Servicing

General servicing involves resolving alerts generated by the APC and stocking consumables. The SE must respond to the alert within 30 minutes and attempt to resolve it.

Alerts advise the SE that either some or all the consumables in the kiosk need replenishment (e.g., stamp stock, Postage Printer paper, etc) or a problem has occurred with an APC component.

### 433 General Cleaning

The SE is responsible for keeping the APC free of any debris as described in the MSM.

## 44 Procedures

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### 441 Emergency Shut Down Procedures

**The following procedures should only be used in extreme emergencies or when directed by the Help Desk:**

Shutting off power to the machine without following standard shutdown procedures using the Servicing Screens designed for this purpose may cause damage to the hardware or software components. However, should an emergency arise that requires the machine to be shut down quickly, the SE should do the following:

1. Open the main door and top hatch.
2. Locate the power switch on the power distributor in the top hatch.
3. Turn the power distributor switch to the *off* ("0") position.



**Warning!** The emergency power-down sequence removes power from the entire machine except for the uninterrupted power supply (UPS) and the power distributor.

#### **463 On-Site (Level 1) Servicing Procedures**

Level 1 service is provided by the SE, whose responsibilities are:

- Responding to machine alerts, sent via pager messages, within 30 minutes.  
Note: Alerts present when shift begins should be responded to within one hour of shift start.
- Replenishing consumables and stamp sheetlets in response to machine alerts.
- Clearing jams (labels, sheetlets, receipt paper, etc).
- Exchanging Level 1 Field Replaceable Units and if needed, working with the Help Desk to resolve problems.
- All replaced parts must be returned to the depot repair facility within 24 hours.
- Accompanying and assisting IBM Level 2 maintenance personnel.
- Accessing the kiosk service screens and providing log-in for Level 2 personnel.
- Managing stamp inventory at the kiosk.

#### **463.1 Reporting Trouble Conditions to the Help Desk**

If the SE discovers a problem with the machine or if a customer complains of experiencing difficulties with a purchase, the SE should try to resolve the problem using the MSM. If the SE is unable to resolve the problem, he or she should contact the Help Desk.

#### **464 Help Desk Procedures**

The Help Desk will help identify the problem, order replacement parts, refer a problem to IBM Technical Support when a higher level of service is needed, or dispatch IBM (Level 2) maintenance to the site. The Help Desk can be reached at 800-877-7435, Automated Postal Center Option.

During the Help Desk call, the SE should have the servicing keys, the MSM, and a telephone close enough to the APC that the SE can speak to the Help Desk while standing at the machine. The SE should be prepared to provide the following information:

- His or her name, telephone number and user ID.
- USPS address or site identification number or APC ID of the failing machine.
- Description of problem.
- Type of alert received.
- Current status of the machine, including actions taken since problem was first observed or reported.
- Condition of machine; is it operational or not?

This should be sufficient information for the Help Desk to create a trouble ticket or case. However, the Help Desk may ask some additional questions or require some additional tasks in order to diagnose the problem. The SE must cooperate with the Help Desk.

Once the problems are resolved, the SE must document the resolution by entering a “Log Action” on the APC.

#### **465 IBM (Level 2) Maintenance**

If the SE and the Help Desk cannot resolve a Level 1 problem or the problem has been identified as a Level 2 issue, the IBM Level 2 maintenance support representative will be dispatched to the site. Level 2 representatives must respond to the service call and coordinate the site visit with the assigned SE within four hours.

When the IBM representative arrives the SE:

1. should accompany him or her to the APC.
2. log on the machine.
3. assist as needed.

**Note:** The SE must remain with the IBM representative at the machine at all times.

#### **464 Post-Servicing Procedures**

The SE must use the “Log Actions” menu on the APC to indicate what was done to resolve all alerts. Every action performed on the machine must be recorded using the APC Log Actions menu.

This information should also be entered into the “Help Desk Log Book” for the APC location.

## 5 Financial Accountability

### **51 Authorized Accounting Procedures**

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Handbook F-1, *Post Office Accounting Procedures*, covers regulations on accounting procedures. Anyone involved in accounting procedures for the APC must be familiar with the following sections of Handbook F-1:

- a. Chapter 1, General Information (All)
- b. Chapter 4, Managing Accountable Paper
  1. Section 416: Securing a Place for Accountable Paper
  2. Section 422: Accepting Custody
  3. Section 423: Handling Main Stamp Stock and Unit Reserve Stamp Stock from SDO
  4. Section 424: Handling Unit Reserve Stamp Stock from SSC
  5. Section 426: Handling Stamp Credits
  6. Section 429: Conducting Examinations
  7. Section 452: Procedures for Withdrawing Stamp Stock

### **53 APC Stamp Products**

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The APC is stocked with First Class™ stamp sheetlets (18 per sheet).

### **54 APC Credit**

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#### **541 Definition of APC Credit**

The APC credit is defined as the stamp stock assigned to the APC and must not exceed 3 months of stamp sales (defined as average reported sales in AIC 152 during the preceding three month period). When a site has multiple APCs, each APC must have separate accountability. Do not shift stamp stock among machines.

**Note:** Servicing personnel must maintain separate accountability for each APC.

#### **542 Accountability**

APC accountability consists of two types of stock:

- Storage repository inventory
- Kiosk inventory
  - Stamp cassette
  - Reject/retract cassette

##### **542.1 Establishing Accountability**

- APC accountability is assigned to the APC, not to an individual; but like segmented inventory accountability (SIA), individuals must provide a level of security, protection, and performance as if the stock were assigned to an individual.
- APC accountability is similar to SIA except that instead of all retail associates (RA) having access to the floor stock, only designated individuals have access to the APC and its stock. However, APC accountability does not require RAs to maintain a cash reserve of \$100.00.

**542.2 Role of the Postmaster/Designee**

The Installation Head must:

- Have an ACE (Advanced Computing Environment) logon for the APC machine.
- When issuing the initial stamp stock, prepare in triplicate PS Form 3369-P, *Consigned Credit Receipt* (Exhibit 542.2).
- Keep the original and one copy of PS Form 3369-P and file the third copy with the APC Credit.

**Note:** Form 3369-P must be signed by the Installation Head accepting responsibility, not liability, for the total value of the consigned credit for the Automated Postal Center.

Exhibit 542.2

**PS Form 3369-P, Consigned Credit Receipt**



**Consigned Credit Receipt**

Name		Location of Credit	
(Check One)  <input type="checkbox"/> Stamp Credit  <input type="checkbox"/> Cash Credit	Credit Amount		
	Maximum Authorized Cash		
Issued by (Signature)		Date	

I will faithfully account to the U.S. Postal Service for the consigned credit amount shown above or modified by transactions recorded on my Daily Financial Reports. I have read the following statements and have been advised of the priorities of protection to be given to funds and accountable paper in Chapter 4 of Handbook F-1, *Post Office Accounting Procedures*. Employees and contractors will be held responsible for losses of stamps and funds from stamp or cash credits resulting from failure to give the best available protection during and after business hours. Withdrawals of official funds for personal use, whether temporary or permanent, may subject employees or contractors to removal from office, cancellation of contract, and criminal prosecution.

Signature	Date
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**543 Initial Stamp Stock Requisition**

The Postmaster/Designee/Stamp Stock Custodian is responsible for the following:

1. Submitting completed PS Form 17, *Stamp Requisition/Stamp Return* (see Exhibit 543), to the SDO/SSC.
2. Using the copy of PS Form 17 returned with the stamp stock order to verify that the order is complete. (See Handbook F-1, 444.)
3. Retaining the returned copy of PS Form 17.
4. Entering in the APC software system the total value of the stamp sheetlets as soon as they are received.
5. Storing stamp stock in the assigned secure area.

Note: The initial shipment of stock shall be limited to 5000 sheetlets.

Exhibit 543  
PS Form 17, Stamp Requisition/Stamp Return



Stamp Requisition/Stamp Return

Location ID (10-digit unit finance #) of shipping unit _ _ _ _ - _ _ _	Name of Postal Retail Unit			Postmark
Telephone No.	City	State	5-Digit ZIP Code™	Date
Signature of Submitter	Required for all Stock Shipped or Returned			
	Location ID (10-digit unit finance #) of receiving unit _ _ _ _ - _ _ _			
Signature of Shipper	Registry Number Used		Shipment # (10-digit)	
Signature of Witness	<p>Stamp Requisition - Prepare in duplicate. Submit ORIGINAL and keep a COPY at the unit. Print clearly all information.</p> <p>Stamp Return to SDO/SSC - Prepare four copies, ORIGINAL in an envelope taped to the outside of package, two COPIES inside, and keep a COPY at the unit.</p> <p>Ship to Other Locations - Prepare in duplicate, submit ORIGINAL inside of package to receiving unit, and keep a COPY at the unit. Use the location ID (10-digit unit finance #) of receiving unit.</p>			

Type: (Check One)  Scheduled Order  Emergency Order  Return Stock  Return for Destruction  Ship to Other Location

Do Not Substitute	Item No.	Quantity	Redemption Rate (Destruction)	Dollar Value	Denomination and Description
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					

Total Value \_\_\_\_\_ Signature of Person Receiving Stock \_\_\_\_\_  
 \_\_\_\_\_ Signature of Witness \_\_\_\_\_  
**\$**

**Section to Be Completed by Stamp Destruction Committee**

Method of Disposition	Value (in words)	(SDO/SSC USE ONLY CORRECTED VALUE)
-----------------------	------------------	------------------------------------

<p>Certificate of Destruction Committee</p> <p>We certify that the stock value (in words) was verified and disposed by the method specified above. Further, each member witnessed the verification and disposal of that stock.</p> <p>Member of Committee and Title</p> <p>Member of Committee and Title</p> <p>Member of Committee and Title</p>	<p>Postmark</p> <p>Date</p>
---	-----------------------------

#### 544 Replenishment Process for Stamp Stock

Following are guidelines for replenishing stamp stock:

- The individual in charge of ordering stamp stock for the retail unit (Stamp Stock Custodian) will order stamp sheetlets for the APC using PS Form 17 (Exhibit 543).
- The Stamp Distribution Office ships the stock to the host Post Office, using the host Post Office mailing address along with a 10-digit reporting ID unique to the APC. This 10-digit reporting ID consists of the current 6-digit finance number of the host Post Office plus a 4-digit Unit ID assigned to the APC by District Finance.
- Once the stock is received at the unit, any SE authorized to service the APC will be permitted to verify the order and note receipt of the stamp sheetlets using the “replenishment” function of the machine (see below for details).
- If not loaded into the APC, the stock is placed into a repository designated for APC stamps only.
- The APC stamp stock is not entered into the host POS ONE Terminal and is to be kept separate from the stamp stock and other credits of the host Post Office.

The Stamp Stock Custodian is responsible for the following:

- Submitting the original PS Form 17 (Exhibit 543) to the custodian of the Unit Reserve stamp stock of the office, station, or branch.
- Using the copy of PS Form 17, returned with the stamp stock order, to verify that the order is complete (See Handbook F-1, 444).
- Retaining the returned copy of PS Form 17.

#### 545 Frequency of Replenishment

The Stamp Stock Custodian requisitions stamp stock according to the schedule established by District Stamp Distribution Office (SDO).

Current Contents Report should be run from the APC Kiosk in order to determine the level of stock on hand.

The SE must ensure that the APC has an appropriate quantity of APC Sheetlets available up to the maximum of 2000 sheetlets.

Following are some useful tips:

- When the APC is low or out of stock, it sends an alert text message to a pager carried by one of the unit's designated APC SEs.
- Any authorized employee then opens the APC Storage Repository, retrieve the stock, and load it into the APC. Although procedures may vary from site to site, it is recommended that stock levels be checked and replenished if the SE will not be able to maintain the machine for long periods of time (e.g., over a long holiday weekend). This way, the kiosk will be less likely to run out of stock before the SE has a chance to re-load.
- SEs do not have to wait for an alert to replenish the machine.

## **55 Security**

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### **551 Stamp Stock Security**

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Each APC requires separate accountability. The Storage Repository is the area designated for storage of the APC stamp sheetlets and non-saleable stock. All Storage Inventory must be secured in a safe compartment or vault, called the Storage Repository, separate from the stamp stock and other credits of the Unit Reserve.

Access to the Storage Inventory is limited to the SEs.

#### **551.1 Security between Servicing Visits**

The servicing person must keep all stamp stock not loaded into the APC locked in a safe or vault. The APC Credit must be secured separately from any other stamp credits consigned to the SE and other credits of the Unit Reserve.

#### **551.2 Security While Servicing Equipment**

Stamp stock must be kept in places inaccessible to the public and concealed from public view. Stamp stock not loaded in the APC must not be stored in the machine. All stamp stock not loaded into the machine must be returned to the safe.

### **552 Key Security**

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There are two levels of key authorization to access the APC: Service Employee Key and Supervisor Key.

Staffing and Accountable keys issued to each APC site: (9 per site)

- APC Service Employee Keys -Six (6) delivered with each machine.
- APC Supervisor Keys – Three (3) delivered with each machine.

#### **552.1 Supervisor Keys**

Supervisor keys are required to open the machine during a power outage situation, while conducting an audit, when requested by the Help Desk or during an emergency situation. The supervisor key must be assigned to the site manager or designee; and secured using PS Form 3977, *Duplicate Key Envelope* (Exhibit 554).

The three supervisor keys must be sealed in a PS Form 3977 and stored with the other PS Form 3977s as required in F-1 (Chapter 3, Part 372, Securing Combinations and Keys).

Missing supervisor keys must be immediately reported to the local branch of the Inspection Service.

#### **552.2 Service Employee Keys**

The Service Employee Key Log identifies the person or persons responsible for the daily servicing of the APC as required. Servicing responsibilities should be assigned to multiple individuals so someone is available throughout the workday.

Use of this key also requires a logon ID and password to open the safe area of the machine. Employees assigned APC Service Employee responsibilities will be issued two (2) Servicer keys. These keys are identical. One key is necessary to open the main APC cabinet for normal servicing. The second key is required to open the safe and must be used in addition to the first key.

**Note:** Servicing keys must be secured when not assigned to an individual.

### **553 APC Logon and Password**

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Use of this Service Employee Key requires a logon ID and password to open the safe area of the machine. An APC Logon and Password is granted through completion of an eAccess application.

**Note:** The Postmaster/Designee must remove logons for individuals who no longer require access to the APC.

### **554 APC Accountability Log**

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Service Employee and Supervisor key accountability requires completion of the APC Key Accountability Log, (Exhibit XXX). The purpose of this log is to identify daily responsibility for the service employee and, when necessary, the supervisor keys. Each APC site is required to complete and retain this form to document APC servicing responsibility. Servicing responsibilities are designated by the unit manager or supervisor and may be assigned to multiple individuals during the workday as necessary to support breaks and lunches to ensure continuity of APC support.

Each individual assigned servicing responsibilities must complete the APC Key Accountability Log when they pickup and return their keys at the start and close of the business day. The keys must be returned to the designated location at the end of the business day.

PS Form 1627, *General Purpose Ruled Form* (Exhibit 555.2), may be configured to create the APC Accountability Log. The form should be titled *APC Key Accountability Log*. Following are procedures for using the log:

- Each person assigned servicing responsibility must sign the log when keys are accepted and returned.
- Each APC site must complete and retain the log to document APC key usage.
- The log must include the date, employee signature, time keys were taken out, time keys were returned, and the signature of the clearance employee.

**Note:** Keys must not leave the APC facility at any time.



**554 Duplicate Keys**

PS Form 3977, *Duplicate Key Envelope*, (Exhibit 554) will be used to store duplicate keys for each stamp cabinet, safe compartment, envelope drawer, as well as the APC keys and APC password. Exhibit 554

**{Insert Revised PS Form 3977, Duplicate Key Envelope} - Article 19**

Exhibit 563

**PS Form 2018, Duplicate Key, PIN & Combination Inventory**

United States Postal Service		Model/Type	
<b>Duplicate Key, PIN &amp; Combination Inventory</b>		Serial No.	
Employee Name (Last, First, and MI)	PIN Enclosed?	Combination Enclosed?	
	Yes   No	Yes   No	
Operating Unit/Location	<p><b>INSTRUCTIONS:</b> See sections 552, Employee Access, and 553, Assigning Responsibilities, of Handbook PO-106, Self-Service Vending, Operation and Marketing Program.</p> <p>Use a separate envelope for each machine or security combination. After the duplicate keys, PIN, and/or combination are enclosed, seal the flap, and both you (the employee to whom the contents are assigned) and the witness to the sealing must sign across both flaps. Also affix a red and light blue postmark across both flaps. Give the signed and postmarked envelope to the appropriate supervisor who will be personally responsible for its protection.</p> <p>If you must temporarily withdraw the contents of this envelope (e.g., in the presence of a witness), cut along one side, covering the signatures and postmarks first. Both you, and the witness, must endorse and date the envelope. When the contents are returned, keep the opened envelope and prepare a new one.</p> <p>If access to one of your machines is necessary while you are not on duty, the designated witness and the emergency repair person will remove the contents from this envelope and a log, reason for withdrawing the contents. The emergency repair person will determine and correct the cause of the malfunction in the presence of the designated witness.</p>		
<b>Kind of Key</b>	<b>How Many?</b>	<b>Serial No(s).</b>	
Door			
Alarm Box			
Coin Box			
Bill Acceptor			
Data			
Printed Designated Witness Name	Printed Designated Witness Name		
PS Form <b>2018</b> , January 2002			

**555 Key Log and Lock Examination**

Each supervisor or designee with custody of PS Forms 3977 must use PS Form XXX, *Duplicate Key Log and Lock Examination*, to maintain a list showing each PS Form 3977, and record the key examination when performed.

At least once every 6 months, examine each PS Form 3977 to assure it is on hand and intact. To safeguard the APC stamp credit, an annual examination of all locks and keys in the unit must be performed and must be logged in the PS Form XXX, *Duplicate Key Log and Lock Examination*.

Exhibit 555

**Insert PS Form XXX, Key Log and Lock Examination (pending)**



## 556 Lost Keys

### 556.1 Lost Supervisor Keys

A lost supervisor key which is not located may result in the replacement of the supervisor lock and the issuance of new keys. If a supervisor key is lost or misplaced, the loss must be reported immediately to the Inspection Service and the Help Desk. After reporting to the Help Desk immediately do the following:

- Record the remedy ticket number obtained from the Help Desk. An IBM Technician will be sent to the site to replace the lock.
- All supervisor keys must be secured in PS Form 3977 immediately upon receipt.

**Note:** The cost of the IBM service call is significant and will be charged to the APC site.

**Note:** Failing to report a missing supervisor key may result in disciplinary action.

### 556.2 Lost Service Employee Keys

If an SE key is lost or misplaced, the loss should be reported immediately to the supervisor/manager. The supervisor may obtain a duplicate key from the key envelope, PS Form 3977. Lost Service Keys may be replaced by ordering keys through the Help Desk.

## 557 APC Pager

Each APC site is assigned a pager to alert servicing employees of APC servicing needs. This pager will receive real-time alerts via text messaging if a problem is detected on the APC, such as paper jams or low stock. Details regarding the alert will be sent to the Servicing Employee (SE) via the APC servicing pager, as well as an email to the IBM Tier 1 Help Desk. The IBM Help Desk will track all alerts.

### 557.1 Distribution

Each pager and its serial number is assigned to a specific APC site.

### 557.2 Assignments

Each office is required to assign an on-site SE to monitor the servicing pager during all hours of window operation. The pager must be transferred to another SE as needed (during lunch relief and end of tour duty) so that it is constantly monitored during business hours.

The SE is required to respond to the alert in 30 minutes. After two hours, the alert is escalated.

### 557.3 Security

While the pager is not considered an accountable item, proper security must be maintained. During working hours, the pager must be in the immediate possession of an SE. At closing, the pager must be placed in a secure area.

**Note:** The pager must not leave the APC facility at any time.

### 557.31 Returns

Nonfunctioning or missing pagers must be reported to the Help Desk.

When returning pagers for credit the following address should be used:

**USA Mobility Returns**  
**2800 Technology Dr. Suite 200**  
**Plano, TX 75074**

***Note: Enclose in the package the account number 92634, your APC number and address. Send the pager back priority mail with delivery confirmation. Retain the receipt for your files.***

### 56 Employee Access

Other than the assigned SE with proper logon credentials, no employee, supervisor, or postmaster shall have access to the APC except as provided in Handbook F-1, 372.2, and in the instructions printed on PS Form 3977.

## 6 Examining the APC Credit

### 61 Procedures

---

A supervisor must examine the APC credit (defined as the value of all products) every month for the first three months. After the first three counts, an examination must be conducted once every three months. To avoid setting a pattern, examinations are unannounced and staggered.

All counts will be considered official. There is no tolerance.

#### **611 Who Participates**

A supervisor with assigned supervisor access and a service employee (SE) must each conduct an independent stock count.

---

#### **612 Forms Used**

PS Form 3294-APC (Exhibit 612) must be used when performing credit examinations. One PS Form 3294-APC will be used by the supervisor and one by the SE.

#### **613 Credit Exam**

All results must be entered into the system utilizing the Credit Exam option on the APC.

Before beginning the credit exam you must:

- Have received any stock in transit.
- Validate the Accountability (the value of all products) of the APC through the Accounting Data Mart (ADM) program. Confirm that the stock on hand (AIC 853) in the "Stock Ledger Balances" Report matches AIC 853 on the prior day's 1412. If it does not, any discrepancies must be resolved before initiating the credit exam.

Instruction for report

Shared Reports SAFR Stock Ledger Reports Stock Ledger Balances

Select the Prior Days date and enter the APC's cost center id.

- Have two PS Forms 3294-APC available, one for the supervisor and one for the SE
- Label a white # 10 envelope, *Redeemed Stock*.

Preparation for a credit exam:

- Log onto the APC:
  - Run the most recent preliminary version (trial) of PS Form 1412, *Post Office Accounting Procedures* (see Exhibit 613).
  - Run an Inventory Current Item Contents report.
  - Remove the Reject/Retract Cassette (R/RC).
  - Remove the Stamp Cassette (SC).
- Lock the APC while away conducting exam.
- Log off.
- Take both cassettes into a secure area inside the Post Office.

Exhibit 612  
**PS Form 3294-APC (Draft) (Page 1 of 1)**



**Automated Postal Center Stock Count and Summary**

Unit Name	Unit ID No.	Date of Examination
-----------	-------------	---------------------

	Kiosk	Quantity	Price per sheetlet	Total Value	
1	Kiosk Stamp Cassette				
2	Kiosk Reject Cassette (sheetlets only)				
3	<b>Kiosk Total:</b>				← (Line 1+2)

	Storage Repository	Quantity	Price per sheetlet	Total	
4	First Class Sheetlets: Current Rate				
5	Holiday Stamps				
6	First Class Sheetlets: Prior Rate				
7	<b>Storage Repository Total:</b>				← (Line 4+5+6)

8 **Total APC Inventory as Counted**  ← (Line 3+7)

9 **PS1412 Stock Inventory (AIC 853)**

10 **Difference**  ← (Line 9-8)

Form 3358, Stamp Credit Examination Record	
AIC 175, Overage	
AIC 612, Shortage	
PS Form 571 (Discrepancy of \$100.00 or more)	

15

List variable rate labels from Reject cassette:

NOTE: Do NOT include with total on line 8.

I have examined this credit:

---

Printed Name of Supervisor

---

Signature of supervisor Postmark

I agree to the count:

---

Printed name of employee

---

Signature of employee Postmark

**Exhibit 613**

**APC Financial Report (1412)**

```
**** U.S. POSTAL SERVICE ****
APC Financial Report (1412)
-----
Final
-----
██████████
██████████
██████████
UNIVERSITY STATION - MERRIFIELD LAB
97201-9998 ██████████
APC Finance Number ██████████ 406760-9550
Operator Logon ID: ██████████ MCAT2SE
Reported at: 02/08/07 10:41 PM
=====
Receipts
-----
AIC Description Amount
0080 Tot Trst Fds Rec'd $ .00
0152 APC Stamp Stk Sale $161.46
0247 Fin Diff - Overage $ .78
0272 APC Postage Meter $867.23
0353 Cash Retained Prev $ .00
0400 Cash Required $1029.47
=====
Disbursements
-----
AIC Description Amount
0480 Trust Funds W/D $ .00
0553 Refund Stamps/Fees $9.65
0751 Cash Remit Advance $ .00
0752 Cash Remit Final $ .00
0753 Cash Retaind Today $ .00
0762 Credit Card Remitd $871.02
0772 Debit Card Remit'd $148.80
0800 Cash Accounted for $1029.47
=====
Stamp Accountability
-----
AIC Description Amount
0840 Stamp Account Open $105033.24
0841 Stamp Stock Recvd $77220.00
0845 Stock Acct Subtot $182253.24
0848 Stamp Stock Retrnd $69498.00
0851 Stamp Acct Subtot $112755.24
0852 Total Stamp Sales $161.46
0853 Stmp Account Close $112593.78
=====
```

## 62 Examining the Storage Repository Inventory

---

The Storage Inventory consists of stamp sheetlets not loaded into the SC and redeemed stamp stock from previous credit exams. To determine the value of stamps contained in the Storage Inventory:

- The SE must count the inventory and enter the results in one PS Form 3294-APC (Draft).
- The supervisor must do an independent count and enter the results using a separate PS Form 3294-APC (Draft).
- Supervisor and SE must each verify the counted items and resolve discrepancies after the entire Storage Inventory has been counted.

Note: Remember to include the value of all redeemed stock stored in the Storage Inventory from prior stock count as part of the Storage Repository Count. Redeemed stock is only sheetlets that are damaged/mutilated and can not be sold.

- Record quantity and dollar value on Line 17 of PS Form 3294.

## 63 Examining the Reject/Retract Cassette

---

The R/RC could contain both stamp sheetlets and variable rate postage. Items found in the R/RC **CAN NOT** be reused or resold. The supervisor and the SE together must take the following steps:

- The SE must count all stamp sheetlets in the R/RC and enter the results on one PS Form 3294-APC.
- The supervisor must do an independent count using a separate PS Form 3294-APC.
- Supervisor and SE must each verify the counted items and resolve discrepancies after the entire R/RC has been counted.
- Record total of all stamp sheetlets on Line 16 of PS Form 3294-APC (Draft). Enter both quantity and dollar value.
- Place rejected stamp sheetlets from the R/RC in an envelope labeled *Redeemed Stock* and store in Storage Repository.
- Total the value of the variable rate APC postage and record under “*Comments*” on page 3 of PS Form 3294-APC , i.e. 4 @ .39, 2@ .18, etc.
- Attach each variable rate postage label to PS Form 3533 *Application for Refund of Fees, Products, and Withdrawal of Customer Accounts* (Exhibit 81)
- Draw a line through each label to cancel the value.
- Attach PS Form 3533 to the PS Form 3294-APC used for the count.

**Note:** APC variable rate labels are not part of the Accountability at this time. Do not include the value of APC postage on Page 1 of PS Form 3294-APC.

**Note:** Redeemed Stock for the APC is to be returned as a SEPARATE shipment following the SAME guidelines as Redeemed Stock Returns for the retail window using the SAME return schedule.

#### 64 Examining the Stamp Booklet Cassette

---

The SBC contains stamp sheetlets only. Examination procedures are as follows:

- The SE must count all stamp sheetlets in the SC and enter the results on one PS Form 3294-APC.
- The supervisor will enter an independent count on a separate PS Form 3294-APC.
- Supervisor and SE must each verify the counted items and resolve discrepancies after the entire SC has been counted.
- Record total of all stamp sheetlets, both quantity and dollar value, on Line 15 of PS Form 3294-APC.

#### 65 APC Inventory Summary

---

Both counters must agree to each type of stock counted:

- Line 15 will reflect Kiosk Stamp Cassette Inventory
- Line 16 will reflect Kiosk Reject Cassette (sheetlets) Inventory
- Line 17 will reflect Storage Repository (safe) Inventory

Add Line 15, 16 and 17 for Total Kiosk Inventory

The supervisor and the SE must record the dollar value of AIC 853, Closing Stamp Accountability, from the preliminary PS Form 1412, on Line 20 of PS Form 3294-APC.

#### 66 Completing the Exam

---

All counts will be considered official. There is no tolerance. All results will be entered into the system using the *Credit Exam* option on the APC. The system will automatically make the adjustments to AIC 175, *Vending Machine Overages*, or AIC 612, *Vending Machine Shortages*.

Overages and shortages in excess of \$100 must be reported to the OIG (Office of Inspector General) using PS Form 571, *Discrepancy of \$100 or More in Financial Responsibility* (see Exhibit 66).

**Note:** Only an employee with supervisor access may access the *Credit Exam* option on the APC.

**Exhibit 66**

**PS Form 571, Discrepancy of \$100 or More in Financial Responsibility**



**Discrepancy of \$100 or More in Financial Responsibility**  
*(Shortage or Overage)*

---

<b>From:</b>	Post Office, State, and ZIP + 4	Branch or Station	CAG
	Employee or Contractor <i>(Name and Title)</i>	Date of Birth	Amount of Accountability
		Social Security Number	
<b>To:</b>	POSTAL INSPECTOR IN CHARGE		Examiner <i>(Name and Title)</i>
			Type of Discrepancy <i>(Check One)</i> <input type="checkbox"/> Shortage <input type="checkbox"/> Overage
			Amount \$
			Date Disclosed

---

**Funds** *(Check All That Apply)*

Replaced by:     Cash     Check     Installment     Overage Placed in Trust Funds     Not Replaced *(Explain under remarks)*

**Results of Prior Inventories** *(Show the six prior inventories of credits assigned the same employee or contractor.)*

Date of Count	Amount of Credit	Stock	Cash	Overage or Shortage	Adjustment Date

---

Does the employing office have any knowledge of employee's financial difficulties?  
 Yes     No *(If "Yes," explain)*

---

Are any of the shortages or overages unresolved?     Yes     No  
 If so, how are these amounts being carried in the Postal Account?  
 Trust Fund AIC 080 \$ \_\_\_\_\_ Suspense Account AIC 814 \$ \_\_\_\_\_

---

In the judgment of the PM/Supervisor or PSE is the protective equipment assigned adequate?     Yes     No

---

Has written demand been made on the employee by management to replace shortage?     Yes     No

---

Is the employee in a regularly assigned bid position or on detail to the position?     Yes     No

---

In shortage cases, indicate the nature of any adjustment made between employees.

---

Have there been other significant shortages (\$100 or more) for accountability assigned to other employees in this unit in the past 12 months?  
 Yes     No *(If "Yes," include dates and amounts in Remarks.)*

---

Remarks

---

Signature <i>(Name and title of postmaster or designated official)</i>	Date Submitted
--	----------------

---

Note: This form is not to replace telephone or telegraphic report required by Administrative Support Manual, Section 220.

PS Form 571, June 1993 **ORIGINAL - POSTAL INSPECTOR IN CHARGE**

**NOTE: Must be mailed to your Area Office of Inspector General**



### 661 Recording the Exam on PS Form 3294-APC

Following the examination of the APC, the servicing person and supervisor do the following on their respective PS Forms 3294-APC (see Exhibit 611b):

- Add values in Lines 16 and 17 and enter sum on Line 18.
- Add values in Lines 15 and 18 and enter sum on Line 19.
- Subtract Line 20 from Line 19.
- Note difference on Line 21.

**Note:** Both counters must (1) agree to the count of each type of inventory item and (2) sign PS Form 3294-APC (Draft).

### 662 Recording the Credit Exam on the APC

After completing PS Form 3294-APC, the counters (SE and supervisor) return to lobby. The supervisor logs onto the kiosk and:

- Replaces the Stamp Cassette.
- Replaces the now empty Reject/Retract Cassette.
- Resolves Dispenser and Stamp Booklet Cassette alerts.
- Locks APC safe compartment doors.

#### 662.1 Transferring Redeemed Stamp Sheetlets in Reject Bin to Storage Inventory

To transfer the redeemed stamp sheetlets, the supervisor logs into the kiosk and from the Servicing Main Menu, select

- *Replenishment;*
- *Stamp Sheetlet Stock;*
- *Remove Stamp Sheetlets from Kiosk;*
- *Continue.*
- Enter 0 as the quantity of sheetlets being removed from the stamp sheetlet dispense cassette.
- Enter actual quantity of non-saleable sheetlets being removed from the *Reject* cassette. (Line 16 of PS Form 3294-APC (Draft).
- Review the summary screen for accuracy and touch *Continue.*
- Review the 'Stamp Stock Removed' receipt that will be generated with the stock count records for accuracy and touch *Continue.*
- Touch *Exit* to return to the Servicing Main Menu screen.
- Print current contents report to verify stock transfer.

The system will deduct the value of the redeemed sheetlets from the Kiosk Inventory and increase the value of the Storage Inventory.

### 662.2 Creating a Credit Exam Record

At the Servicing Main Menu select:

- *Credit Exams.*
- Enter the first name of the SE and touch *Enter.*
- Enter the last name of the SE and touch *Enter.*
- Enter the first name of the supervisor and touch *Enter.*
- Enter the last name of the supervisor and touch *Enter.*

The system displays a list of item codes to be counted in the non-saleable compartment of the R/RC.

- Select any stamp sheetlet item code.
- Using either the PIN pad or the on-screen keypad calculator select *0* and press *Enter.*
- Select *no* to indicate there is no other type of stamp sheetlet to be counted.
  - The system displays a list of item codes to be counted in the stamp sheetlet dispenser cassette.
- Select *Item Code 567600, 39c Ndn Lib/Flag ATM 18* stamp sheetlet that was counted in the SC.
- Using the PIN pad or the on-screen keypad calculator enter number from Line 15 of PS Form 3294-APC and press *Enter.*
- Select *no* to indicate there is no other type of stamp sheetlet to be counted.

The system displays a list of item codes to be counted for the Storage Repository.

- Select *Item Code 567600 (39c NDN Lib/Flag ATM 18).*
- Using the PIN Pad or the on-screen keypad calculator enter number from Line 18 of PS Form 3294-APC and press *Enter.*
- Select *no* to indicate there is no other type of stamp sheetlet to be counted.

The system displays the *Credit Exam Summary* screen.

- Compare the Credit Exam Summary kiosk inventory with Line 15 of PS Form 3294-APC (Draft).
- Compare the credit exam summary storage repository inventory with Line 18 of PS Form 3294-APC (Draft).
- Verify that the shortage/overage amount on the *Credit Exam Summary* screen is the same as the difference recorded in Line 21 of PS Form 3294-APC (Draft).

### 662.2 Recording Differences

If PS Form 3294-APC (Draft) and the credit exam summary match, no further action is required.

If there is a difference between the two, adjust using *Change Stamp Booklet Count in Kiosk* or *Change Stamp Booklet Count in Storage Repository.*

- Once the count is correct touch *Continue* to accept.
- Touch *yes* to certify the Accountability is as shown for Counter 1.
- Touch *yes* to certify the Accountability is as shown for Counter 2.

To add comments touch *yes* and enter comments for Counter 1. Otherwise touch *no.*

To add comments touch *yes* and enter comments for Counter 2. Otherwise touch *no.*

The system displays an informational message, "Please take your Credit Exam Report below. Touch *Continue.*

Supervisor then:

- Follows any additional prompts on the screen.
- Tests stamp sheetlet dispenser and then prints the preliminary PS Form 1412 to verify posting.
- Logs off.
- Attaches the report to PS Form 3294-APC along with the PS Form 3533 with APC variable rate postage attached and cancelled.
- Creates a folder for the APC audits and the file.

**Note:** Both counters must sign the Credit Exam Results report.

### 663 APC Stock Count Adjustments

After a credit exam is entered into the APC, the system will automatically adjust PS Form 1412 (Exhibit 613).

---

#### 663.1 Overages

Overages rarely occur during a credit exam, but possible causes appear below.

##### 663.11 Causes

- a. Errors in exam procedures
- b. Errors on PS Form 17, *Stamp Requisition/Stamp Return*
- c. Other procedural errors that can be documented.
- d. Errors in moving stock from the Storage Inventory to the SC.

Note: Only stock received from the Stamp Distribution Office (SDO) or Stamp Service Center (SSC) and supported by PS Form 17 should be reported as Stock Received from SDO/SSC in the Replenishment Menu Option.

##### 663.12 Action

Net overages will be posted automatically to AIC 175, Vending Machine Overage.

##### 663.121 Less Than \$100

When the overage is less than \$100, a PS Form 571 is not required.

##### 663.122 \$100 or More

When an overage of \$100 or more exists, the SE's supervisor reports the overage to the Inspection Service on PS Form 571.

#### 663.2 Shortages

##### 663.21 Causes

Because SEs do not have complete control, at all times, of the assigned credit, shortages must be assumed to be the result of machine malfunctions unless the following can be determined:

- Loss was due to fire, theft, or robbery.
- Loss resulted from negligence on the part of the SE.
- SE is suspected of theft, embezzlement, etc. and there is sufficient evidence to prefer charges to the Postal Inspector.

**663.22 Action**

**663.221** *Less than \$100*

When the shortage is less than \$100, the adjustment will automatically be made to AIC 612, Vending Machine Shortage, on PS Form 1412. No PS Form 571 is required.

**663.222 \$100 or More**

When a shortage of \$100 or more exists, the SE's supervisor reports the shortage to the Inspection Service on PS Form 571.

**663.3** *Losses Due to Fire, Theft, or Robbery*

Losses due to fire, theft, or robbery must be documented and brought to the attention of the postmaster and the Inspection Service. The SE and supervisor must conduct an exam of the APC.

**663.4** *Losses Due to Negligence, Theft, or Embezzlement*

The Inspection Service determines what action to take in cases of loss due to negligence, theft, or embezzlement.

**663.5** *Losses Due to Other Causes*

Losses due to error in prior examination procedures will be adjusted. PS Form 571 will reflect the comment "shortage due to examination error on stock count of (reference date) (refer to prior stock count date where an overage was reported)."

**664 Retail Data Mart (RDM) APC Credit Exam History**


The RDM APC Credit Exam History report is updated in the RDM after successful completion of transmitted data. Transmission occurs nightly and does not require interaction from the site. (Please see Chapter 7, Section 743.5)

**67 PS Form 3368, Stamp Credit Exam Record**

Upon completing the credit exam, the supervisor who conducted the exam enters the results on PS Form 3368, *Stamp Credit Examination Record* (Exhibits 67a and b). Enter the last allowable date for completion of the next examination as required by the National Agreement in the appropriate column.

Exhibit 67a

**PS Form 3368, Stamp Credit Examination Record (front)**

 **Stamp Credit Examination Record**  
 \* Use an asterisk to denote excessive cash. Line numbers are from Form 3294

Name of Employee		Location					
Date of Count	Counted by (Name)	Stamp Credit Accountability COB Previous Duty Day Line 17 Col. 11	Stock Accounted for Line 15 Col. 11	Cash Portion * Line 12 Col. 11	Overage + Shortage - Line 18 Col. 11	Remarks	Next Count not Later than

PS Form 3368, September 1988 (Previous Editions Usable)

Exhibit 67b

**PS Form 3368, Stamp Credit Examination Record (back)**

\* Use an asterisk to denote excessive cash. Line numbers are from Form 3294

Date of Count	Counted by (Name)	Stamp Credit Accountability COB Previous Duty Day Line 17 Col. 11	Stock Accounted for Line 15 Col. 11	Cash Portion * Line 12 Col. 11	Overage + Shortage - Line 18 Col. 11	Remarks	Next Count not Later than

PS Form 3368, September 1988 (Reverse)

## 7 Reporting

### 71 Procedures

---

The APC will close out and transmit automatically each evening at 10:40 p.m. local time. After settlement, a PS Form 1412 will be created. When the APC cannot settle, no PS Form 1412 is created. The APC will return to the customer transaction screen without transmitting daily data. The next night, at the same time, the APC will again attempt to settle and transmit. If successful, both days of data will be transmitted on one business day.

### 72 APC Generated Reports

---

#### 721 Description

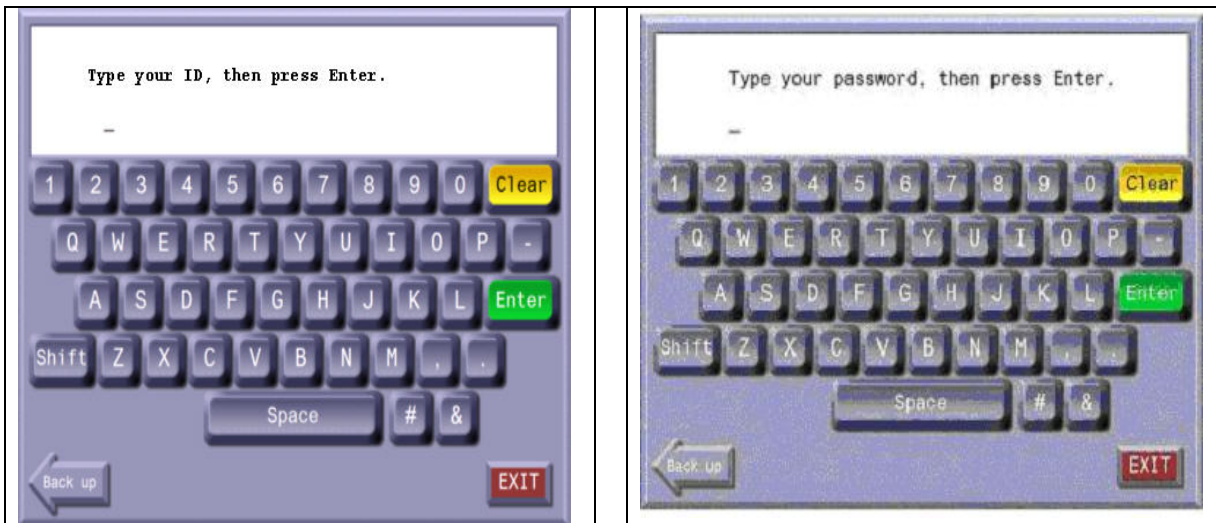
The APC generates and prints three reports:

- a. *Current Contents Report*: Lists the accountable stock by item number for the APC and for the office storage vault.
- b. *Trial PS Form 1412*: Lists the accountable activity since the last “close out,” i.e. “today’s” activity is reported (Exhibit 613).
- c. *Previous Final PS Form 1412*: Lists the accountable activity from the previous day, i.e. “yesterday’s” activity is reported.

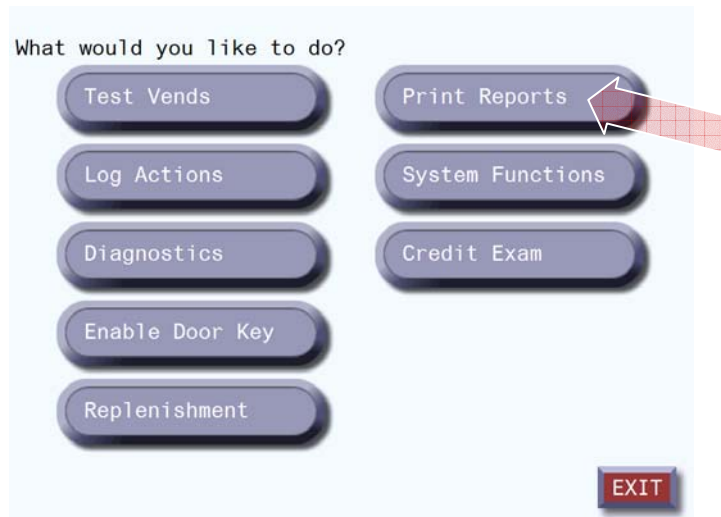
#### 722 Generating a Report

To generate and print a report, you must:

- a. Log on to the machine.



b. Touch the *Print Reports* button in the Servicer main menu to display the Print Reports menu.

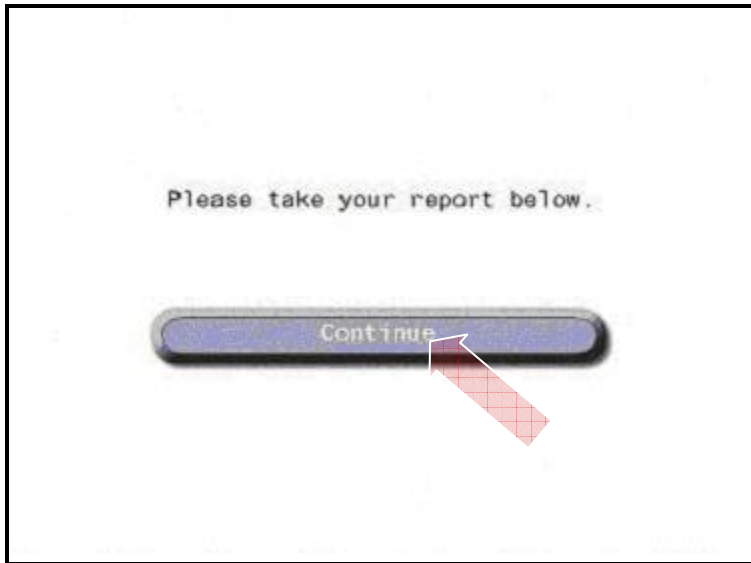


c. In the Print Reports menu, touch the button for the report that you want printed:

1. Current Contents
2. Trial PS Form 1412
3. Previous Final PS Form 1412



After the report has printed, touch the *Continue* button to return to Print Report menu.



Once you have printed the desired report(s) and wish to exit, touch the *Exit* button and you will be returned to the Servicer main menu.



**Note:** The APC retains PS Form 1412 data for two days. After that time, the information is overwritten and can no longer be accessed from the APC.



**73 APC Web Site**

**731 General**

The APC webpage communicates functional guidance and performance reporting for the APC Program.

**732 Purpose**

The APC webpage provides specific up-to-date information about the APC operation.

**733 Access**

A user name and password is not need to access the APC Web Page at <http://eagnmmsg10d/apc/index.asp>.

**Exhibit 733**

**APC Web Page on Blue**

**Monitoring**  
[TEC Users Guide](#)  
[TEC Tool](#)

**About APC**  
[Postage Images](#)  
[FAQs](#)  
[APC Revenue](#)  
[APC Hardware Specifications](#)  
[APC Information Book](#)

**Deployment**  
[APC Relocation Procedures](#)  
[Training](#)  
[Signage](#)  
[Site Data \(SPD\)](#)  
[Postmaster Tool Kit](#)

**Communications**  
[Notices](#)  
[Presentations](#)  
[Newsletters](#)  
[Flashes](#)

**Contact Manager**

**Emergency Servicing Info**  
[APC Holiday Plan](#)  
[APC Site Photos](#)

**Operational Procedures**

**APC Total FY2007 Revenue as of: 11-Mar-07**  
**\$202,003,827.01**

Monthly Revenue History FY2007	
03-07	\$11,138,910.68
02-07	\$31,655,667.45
01-07	\$35,673,815.59
12-06	\$62,852,517.40
11-06	\$29,545,954.93
10-06	\$31,136,960.96

**APC Total Revenue for: 11-Mar-07**  
**\$460,117.41**

The Previous Day's Revenue data will be updated each day by 9 A.M. EST

**APC 14 Day Revenue Trend**

Date	Revenue
02/26	~\$100,000
02/27	~\$100,000
02/28	~\$100,000
03/01	~\$100,000
03/02	~\$100,000
03/03	~\$100,000
03/04	~\$100,000
03/05	~\$100,000
03/06	~\$100,000
03/07	~\$100,000
03/08	~\$100,000
03/09	~\$100,000
03/10	~\$100,000
03/11	~\$100,000

**7 KEYS TO APC SUCCESS IN FY07**

- S**tock the consumables
- U**se a host at peak times
- C**lear alerts in a timely manner
- S**oothe the customer's fear of the technology
- E**ducate the customer about the functionality
- S**how the customer how to use the APC
- S**upport the customer during the transaction

**New**  
[APC Consumable Outage Data for 2/07](#) [Posted 03-12-07]  
[APC Ruler Installation](#) [Posted 03-06-07]  
[APC Card Reader Cleaning Card](#) [Posted 01-24-07]  
[APC Relocation Procedures](#) [Posted 01-22-07]  
[APC Standard Operating Procedures](#) [Posted 10-19-06]

**734 Reports**

**734.1 APC Revenue Report**

The APC Revenue Report must be used to monitor the revenue performance of each APC deployed in a sales location.

The source for revenue posted on the APC Revenue Report is the PS Form 1412, Daily Financial Report; and does not reflect transactional data. Therefore, there may be differences between revenue on this report and the revenue reported in Retail Data Mart (RDM).

Note: The Previous Day's Revenue data is updated each day by 9 AM EST.

**Exhibit  
APC Revenue Report**



Automated Postal

Report Problems |

**APC Revenue Report**

**Total Revenue FY2007 To Date = \$198,594,034.17 As Of: 07-Mar-07**

Revenue has been adjusted to reflect inventory overages and shortages.  
Revenue on this site has been reported from 1412 source data, as will be reported in the Accounting Data Mart (ADM).  
Revenue shown here does not reflect transactional data, therefore differences between data on this site and the Retail Data Mart (RDM) may exist.

The Previous Day's Revenue data will be updated each day by 9 A.M. EST

To view revenue results for individual districts in an area, please **CLICK** on the desired **Area** link from the list below.

To download FY2007 revenue data in MS-Excel format for **ALL** sites, click the link below:



Download FY2007 Revenue Data

Area	# of APC Installed	Tot Rev \$	Credit Card \$	Debit Card \$	APC Postage \$	Stamps \$
CAPITAL METRO	201	\$15,888,270.84	\$11,141,877.47	\$4,716,411.82	\$8,081,244.60	\$7,807,026.24
EASTERN	231	\$15,877,226.47	\$12,043,374.00	\$3,805,213.08	\$7,092,370.39	\$8,784,856.08
GREAT LAKES	335	\$22,882,732.61	\$16,707,523.45	\$6,136,676.41	\$10,883,629.13	\$11,999,103.48
NEW YORK METRO	157	\$14,169,272.78	\$10,335,015.35	\$3,791,699.36	\$7,839,317.72	\$6,329,955.06
NORTHEAST	120	\$9,571,498.58	\$7,094,478.87	\$2,460,624.52	\$4,903,935.68	\$4,667,562.90
PACIFIC	398	\$28,568,642.15	\$17,864,128.00	\$10,613,213.66	\$16,519,612.43	\$12,049,029.72
SOUTHEAST	364	\$29,870,221.14	\$18,581,913.09	\$11,217,763.96	\$14,558,379.66	\$15,311,641.48
SOUTHWEST	258	\$24,648,080.12	\$16,630,104.66	\$7,959,247.20	\$12,412,149.92	\$12,235,930.20
WESTERN	432	\$37,118,089.48	\$25,378,784.10	\$11,647,085.18	\$22,110,845.80	\$15,007,243.68

## 74 Enterprise Data Warehouse (EDW)

### 741 General

The vision of the Enterprise Data Warehouse (EDW) is to provide a single repository for managing the Postal Service's corporate data assets.

#### 741.1 Purpose

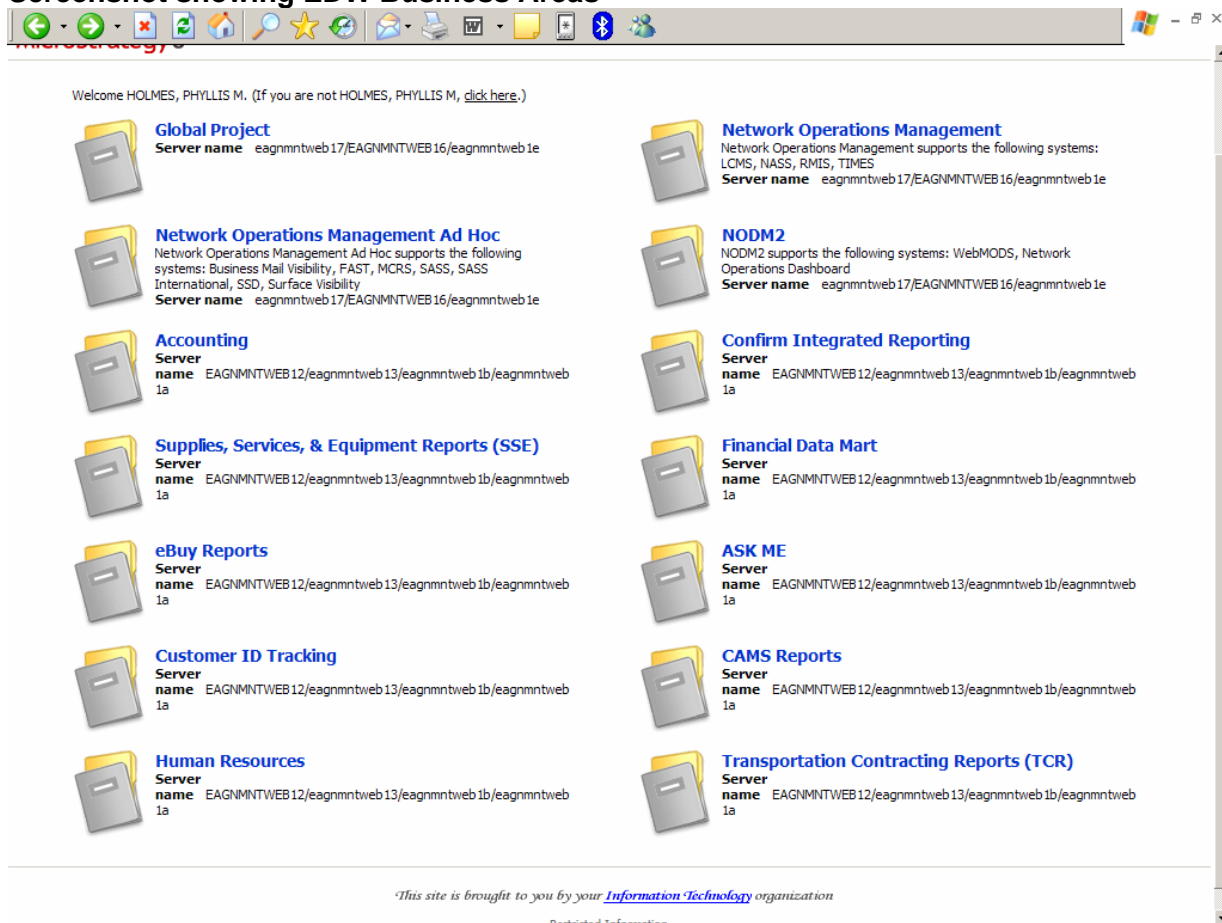
The EDW provides a common source of accurate corporate data across organizations to a wide variety of users. The data can be reported upon and manipulated in a variety of ways both within and across functions for deeper analysis, which can lead to additional revenue, reduced costs, and improved business practices.

#### 741.2 Access

In order to use EDW, you must have access. To get access to the EDW, go to <http://eAccess> and request EDW - General Access (All Users). This level of access will provide each user with access to all public business areas in the warehouse. You do not need to ask for separate access to each individual business area such as Accounting, Retail, or Network Operations.

### Exhibit 741.2

#### Screenshot showing EDW Business Areas



More information may be found on the EDW Home Page at [http://edwhome/pls/edwprodn/pa?psite\\_id=9&pnode\\_id=1](http://edwhome/pls/edwprodn/pa?psite_id=9&pnode_id=1).

**Note:** You do not need a user name and password to visit the EDW Home page.

#### 741.3 Training

MicroStrategy is an advanced reporting tool that provides features that give you the ability to access information, prepare reports, and print the results. Online training on how to use the EDW reporting tool (MicroStrategy) can be found at:

[EDW Reporting Tool](#).

#### 742 Accounting Data Mart (ADM)

##### 742 General

Accounting Data Mart (ADM) is a business area within EDW. The ADM is the repository for all accounting and finance related data for the Postal Service.

##### 742.1 Purpose

The ADM provides a one stop reporting location for financial reports. ADM is the official source of APC revenue data.

##### 742.2 Access

ADM is accessed through the Accounting Folder in EDW. (See Exhibit 741.2)

**Note:** You must be an EDW user with a user name and password to access ADM.

##### 742.3 Training

The ADM has an online training course available through the AES system. The ADM also has more than 20 online videos that walk the user through the ADM and explain how the system works. There are videos on AIC Report Builder; Stock Ledger Reports; Store Reconciliations and Exceptions; among many others. For more information go to: <http://adm.usps.gov/index.cfm?job=menu3>

##### 742.4 Reports

Reports found in Stored Revenue Reports in the Accounting Data Mart (ADM) section of the Enterprise Data Warehouse (EDW) are used to measure APC performance.

Exhibit 742.4

ADM - Store Revenue Reports

The screenshot shows the United States Postal Service web application interface. The top navigation bar includes 'Shared Reports', 'My Reports', 'My Subscriptions', 'History List' (circled in red), and 'Preferences'. Below the navigation bar, the breadcrumb trail reads 'Accounting > Shared Reports > SAFR > Store Revenue Reports'. The main content area is a table with the following data:

Name	Owner	Modified	Description	Actions
<a href="#">1412 by Site by Day</a>	Administrator	12/18/06 12:46:48 PM	Displays the final 1412 amount after the Field Sales Branch (FSB) has processed any adjustments. AIC 840 and AIC 853 amounts are transmitted amounts and not from RMS (Stock Ledger).	
<a href="#">AIC Activity Report</a>	Administrator	3/14/05 4:34:38 PM	Displays Cost Center Final 1412 AIC activity at whatever level desired - by Area, by District, or by Cost Center across whatever period desired.	
<a href="#">AIC Report Builder</a>	Administrator	2/20/05 2:53:04 AM	Displays Cost Center 1412 data at whatever level desired - by Area, by District, or by Cost Center across whatever period desired. Location and Time column headings selected are NOT related to the filters selected to limit report output.	
<a href="#">AIC Report Builder - Final Amount Only</a>	Administrator	12/18/06 12:47:22 PM	Displays the final 1412 amounts for selected AICs after the Field Sales Branch (FSB) has processed any adjustments.	
<a href="#">AIC Report Builder by AP (FY 2003)</a>	Administrator	2/20/05 2:53:07 AM	Displays Cost Center Final 1412 data (only) at whatever level desired - by Area, by District, or by Cost Center by AP for FY 2003.	
<a href="#">Revenue AICs by FPR Line</a>	Administrator	4/11/06 12:18:52 PM	Displays FPR lines 1-7 by effective 8 digit account. If the last 3 digits of the effective account are all zeros, then the revenue is allocated and does not come through retail window activity.	
<a href="#">Weekly Revenue by Site</a>	Administrator	5/23/05 3:05:01 PM	Displays weekly revenue from retail window operations by 10 digit Cost Center.	

## 743 Retail Data Mart (RDM)

### 743.1 General

Retail Data Mart (RDM) is a business area within EDW. The RDM was established to harness the power of Retail data to afford the opportunity to generate more revenue, improve customer service, manage inventory, staff to match customer demand, and improve store performance.

### 743.2 Purpose

The Retail Data Mart was developed to provide easy access to retail transaction data and critical business information used for operational planning, fraud detection, and strategy development as well as sales and market analysis. RDM is the official source of transactional data.

### 743.3 Access

RDM is accessed through the Retail Folder in EDW. (See Exhibit 741.2)

**Note:** You must be an EDW user with a user name and password to access RDM.

### 743.4 Training

*Retail Data Mart Online Training*, Course Number 4153021, is a two hour course available through Automated Enrollment System (AES) enrollment at <https://aes.usps.gov/index.php>.

RMD online course is designed to show Postmasters, Customer Service Managers and Supervisors, and others how to use the RDM to manage their offices with the data provided by the POS ONE and APC Systems. Course contains instruction on how to use the MicroStrategy Web Analyst tool for folder navigation, how to find and run Shared Reports, using prompts, sorting, exporting, printing, and saving reports.

### 743.5 Reports

APC performance metrics and transactional data can be found in 5 APC Reports folders in the Retail Data Mart (RDM) section of the Enterprise Data Warehouse (EDW).

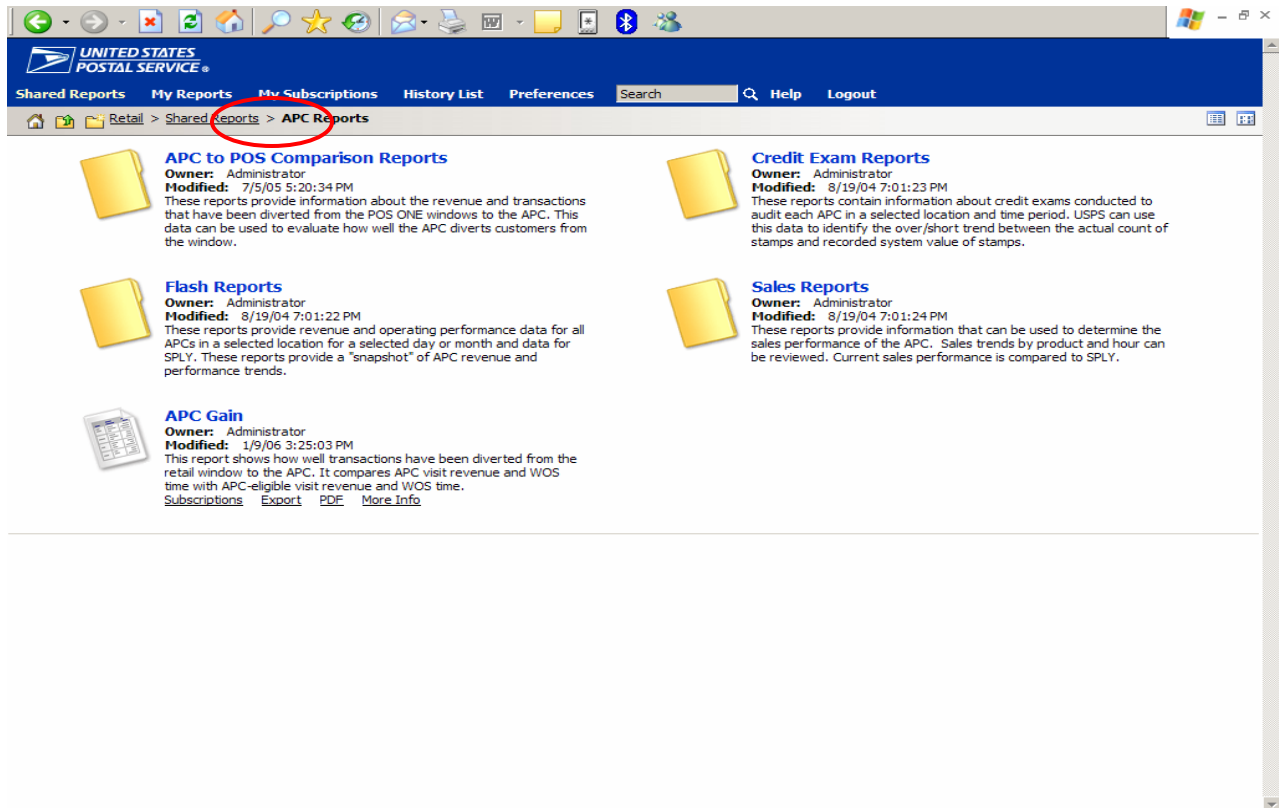
1. APC to POS Comparison Reports can be used to evaluate how well the APC diverts customers from the window.
2. Flash Reports provide a “snapshot” of APC revenue and performance trends.
3. APC Gain compares APC visit revenue and Window Operation Survey (WOS) time with APC-eligible visit revenue and WOS time.

NOTE: After three months, each APC is expected to generate revenue which is equal to or greater than 35% achievement of APC-able revenue as measured by the APC Gain report from the Retail Data Mart (RDM).

4. Credit Exam Reports can be used to identify the over/short trend between the actual count of stamps and recorded systems value of stamps.
5. Sales Reports provide information that can be used to determine the sales trends by product and hour. Current sales performance is compared to same period last year (SPLY).

Exhibit 743.5

**Screenshot of the APC Report Folders in RDM**



**744 Customer Care for EDW Business Areas**

Follow the instructions for the business area:

**Accounting Data Mart (ADM)**

Contact Shared Service Accounting Help Desk at 1 (866)-9SHARED or 1 (866) 974-2733. To report a specific performance issue, go to the ADM.USPS.GOV Web site and post the question.

**Retail Data Mart (RDM)**

Step 1: Call 1 (800) USPS-HELP or 1 (800) 877-7435

Step 2: Say Retail Data Mart or RDM

Step 3: Ask for Retail Data Mart assistance from the operator

## **8 Handling Customer Complaints, Claims, and Reimbursements**

### **81 Policy and Procedures**

---

Employees record APC reimbursements on PS Form 3533, *Application for Refund of Fees, Products, and Withdrawal of Customer Accounts*, dated November 2006 (Exhibit 81). PS Form 3533 is used to process and document the reimbursement, provide a receipt to the customer, and provide written proof of the reimbursement.

Part 1, Application, must be completed by the customer. The customer must submit Form 3533 to the local Post Office™ for processing.

All reimbursements must equal 100 percent of the value of the returned postage.

Proper accounting entries must be performed on the Unit 1412.



Exhibit 81

**PS Form 3533, Application and Voucher for Refund of Postage, Fees, and Services (Page 1 of 2)**





**UNITED STATES  
POSTAL SERVICE®**

(Use blue or black ink and print within the boxes.)

**Application for Refund of Fees, Products  
and Withdrawal of Customer Account**

**Part 1 - Application (Customer complete and submit to local Post Office™ for processing)**

Customer/Company Name  
  
 Attention  
  
 Mailing Address (Address to which the funds will be mailed)  
 Apt. or Suite No.  
  
 City  
 State  
  
 ZIP + 4®  
 Telephone No. (Include area code)  
  
 Amount of Refund Request  
 \$  ,   .   Customer Account No. or Postage Meter No.  
  
 X \_\_\_\_\_ --  
 Signature of Customer Date of Request (MM/DD/YYYY)

**Privacy Act Statement**

Your information will be used to process and respond to your transaction. Collection is authorized by 39 USC 401, 403, 404, 410, 2008 & 31 USC 7701. Providing the information is voluntary, but if not provided, we may not process your refund request. We do not disclose your information to third parties with your consent, except to facilitate the transactions, to act on your behalf or request. We may only disclose your information as follows: in relevant legal proceedings; to law enforcement when the USPS® or requesting agency becomes aware of a violation of law; to a congressional office on your behalf; to contractors and other entities aiding us to fulfill the service (service providers); to entities authorized to perform audits; to labor organizations as required by law to federal, state, local or foreign government agencies regarding personnel matters; to the Equal Employment Opportunity Commission; and to the Merit Systems Protection Board or Office of Special Counsel. For information regarding our Privacy Policy visit [www.usps.com](http://www.usps.com).

**Request Disbursement For:** (Select the appropriate box)

<input type="checkbox"/> Refund Postage and Fees (AIC 553)	<input type="checkbox"/> Refund for Postal Service™ Related Products (AIC 608) (e.g., merchandise)
<input type="checkbox"/> Post Office PVI Error - Issued Locally (Attach spoiled/misprint label to this form)	<input type="checkbox"/> Refund Miscellaneous Non-Postal Service Revenue - (AIC 624) (Previously recorded into AIC 126)
<input type="checkbox"/> Refund of Special Service Fees - Service not rendered (Certified Mail,™ Registered Mail,™ Delivery Confirmation™, etc.)	<input type="checkbox"/> Express Mail® Refunds (AIC 676) (Postage and fees for service failure or not rendered)
<input type="checkbox"/> Spoiled/Unused Printed Customer Meter Postage (AIC 526) (Legible postage meter stamps must be submitted to USPS.)	<input type="checkbox"/> Sure Money® Refund (AIC 645/646) - Issued Locally
<input type="checkbox"/> Refund of Permit Postage and Fees (AIC 528) (Damaged printed mailing, refund of annual fee)	<input type="checkbox"/> Withdrawal from Advance Deposit Account (AIC 470/453) <input type="checkbox"/> Close Account <input type="checkbox"/> Partial Refund
<input type="checkbox"/> Refund of Fees and Retail Services (AIC 535) (PO Box keys and service fees)	<input type="checkbox"/> Other Refunds (AIC _____) Explanation: _____

Value Added Services (AIC 541) - Refunds to mailing agents that perform value added service and submit mail at discounted rates. This refund will require the Customer Tax Identification Number (TIN).  
 Customer TIN#

**Part 2 - Verification of Disbursements (This area is for Official use only)**

Post Office  Approved Amount of Disbursement  
 \$  ,   .   
 Post Office ZIP + 4  Finance Number and Unit ID  Telephone No. (Include area code)  
  
 Print Contact Name

\_\_\_\_\_  
 Certifying Employee Signature Date Witness Signature Da

Exhibit 81

**PS Form 3533, Application and Voucher for Refund of Postage, Fees, and Services (Page 2 of 2)**

**Part 3 - Postage or Meter Stamps (excluding PC Postage®) (For Official Use Only)**

The customer's meter must be licensed at the refunding office, and complete, legible, and valid unused meter stamps must be submitted by the licensee within 60 days from the dates shown on the indicia. Those produced by PC Postage systems are not refundable at the window. Charges are assessed at 10% off the face value of the indicia, if the total is \$350 or less. If the total face value is more than \$350, a charge of \$35 per hour is assessed for the actual hours to process the refund; the minimum charge is \$35.

Meter Manufacturer			Meter Serial No.			Meter License		
<i>(Group and list by postage units or value)</i>			<i>(Group and list by postage units or value)</i>					
Number of Pieces	Amount Each	Postage Value	Number of Pieces	Amount Each	Postage Value			
<b>Total Postage Value</b>			<b>Total Postage Value</b>					
					<b>Grand Total of Postage Value</b>	<b>\$</b>		
					<b>Less Charges</b>	—		
					<i>(10% of face value or \$35 per hour if over \$350. Minimum charge is \$35.)</i>			
Post Offices must destroy customer meter stamps to prevent reuse. The manager and a witness must sign to certify that the meter impressions listed above were destroyed.					<b>Total To Be Refunded</b>		<b>\$</b>	
Supervisor/Manager Signature			Date	Witness Signature		Date		

**Part 4 - Special Services and Other Refunds (Note: Fees for registered, insured, and COD services are not ordinarily refundable.)**

Explain the reason for the requested refund:

	Amount of Refund to Which Claimant is Entitled <i>(In accordance with USPS policy)</i>	\$
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**Part 5 - Disbursements for Refunds (Issued Locally)**

- 1) Postal Service official and witness must verify this claim and enter the approved amount in the "Approved Amount of Disbursement".
- 2) Certifying Postal Service official and witness are required to print and sign as authorization for payment or withdrawal of trust account.
- 3) Ensure the proper accounting entries are performed on PS Form 1412.
- 4) For cash refund issued, obtain payee's signature below. For money order refund issued enter the money order serial number below.
- 5) **DO NOT SUBMIT PS Form 3533 to Scanning and Imaging Center if a refund is issued locally.**

Payee Signature or Money Order Serial Number:	Date
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**Part 6 - Disbursements Processed by the Accounting Service Center (ASC)**

- 1) Postal Service official and witness must verify this claim and enter the approved amount in the "Approved Amount of Disbursement".
- 2) Certifying Postal Service official and witness are required to print and sign as authorization for payment or withdrawal of trust account.
- 3) Ensure the proper accounting entries are performed:
  - a) If this is a refund, use the appropriate AIC for the refund. (See "Request Disbursement For" section.)
  - b) If this is a withdrawal from an advance deposit account, use the appropriate AIC 453 for BRM/Postage Due or AIC 470 for permit.
  - c) Ensure the offset to AIC 280, Disbursement Sent to ASC, is performed either in Form 1412 or Postal One!® system.
  - d) Attach the supporting AIC 280 documentation (PS Form 3544 or 3533-X) to the PS Form 3533.
- 4) **SUBMIT PS Form 3533 with attached AIC 280 supporting documentation to the USPS Scanning and Imaging Center.**
- 5) Customer will receive the payment from USPS. **NOTE:** Maintain a copy of the PS Form 3533 locally for 90 days.

### 811 **Completing PS Form 3533**

When completing a PS Form 3533:

- Blue or Black ink must be used.
- The form must be printed within the boxes.
- Part 1, “Application” section must be completed by the customer.
  - Customer/Company Name
  - Attention Line
  - Complete Address
  - Telephone Number with Area Code
  - Amount of Refund Request
  - Customer Account Number (when applicable)
  - Customer Signature
  - Date of Request (MM/DD/YYYY)
- The SSA reviews the form for completeness, including customer signature.
- Part 1, “Request Disbursement For” section of PS Form 3533, the SSA checks the “Other Refunds” box and fills in the appropriate account identifier code (AIC).
- The SSA completes Part 2 of PS Form 3533
  - Post Office Name
  - Approved Amount of Disbursement
  - Post Office ZIP+4
  - Finance Number and Unit ID
  - Telephone Number with Area Code
  - Contact Name
  - Signs and Dates as Certifying Employee
  - Obtains Witness Signature with date

Note: Postal Service™ official and witness must verify all claims and enter the approved amount in the “Approved Amount of Disbursement”.

- Make a copy of PS Form 3533. Attach returned APC variable rate postage, APC variable rate postage meter strips (PSD), or Shipping/Standard Shipping Labels to the PS Form 3533.
- Report refund in AIC 553, *Refund Stamps and Fees*.
- Report sale in AIC 090, *Postage Stock Sales*.
- Give customer stamps for the same total value and a copy of Form 3533.
- Place copies of all documents, including the customer receipt, in a folder labeled “APC Refund Document” (See Section 812).

Note: Original should support the daily 1412, *Daily Financial Report*.

### 812 **APC Refund Document File**

Establish a file folder named APC Refund Document File to track all APC Reimbursements. A copy of the completed PS Form 3533, *Application and Voucher for Refund of Postage, Fees, and Services*, (Exhibit 81) must be maintained in this file for documentation. Keep records in this file separate from all other daily documents

## **82 Handling Complaints**

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Customers may submit complaints, such as equipment malfunction, loss of money or stamps, and empty equipment, to the retail service counter in person or by telephone, mail, or e-mail.

## **83 Handling Claims**

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### **831 General**

Credit and debit card policy as set by the issuing company will be followed when issues arise regarding errors in charging a customer's account.

Claims of overcharge on credit/debit accounts are not allowed. Customer must follow the dispute procedures for erroneous charges in compliance with the regulations of the bank card issuer.

Online queries or print-outs from the customer account do not qualify as proof of an overcharge.

### **832 Non-Receipt of Merchandise**

Allegations of non-receipt of merchandise should be handled as follows:

1. Verify receipt that bank card account was charged.
2. Whenever possible, the servicing employee (SE) should inspect the retract bin for missing merchandise.
3. If stamp sheetlets are present, follow Exchange of Stamps procedures in section 842.
4. If variable rate postage labels are present, follow APC Variable Rate Postage Label procedure in section 844.
5. If no stamp sheetlets or Variable Rate Postage Labels are present, customer must follow the regulations of the bank card issuer.

### **833 Double Charge**

Do not refund a claim for a double charge.

1. Customer must wait for their monthly credit card statement.
2. Customer must follow the normal process and dispute the charge with the bank card issuer.

## 84 Handling Reimbursements

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### 841 General

Customers may be reimbursed for the following products provided by the APC:

1. Stamp sheetlets
2. E-Labels and APC variable rate postage
3. Express Mail® packages postage

### 842 Stamp Sheetlet Exchange

Cash refunds are not authorized. Any sales and service associate (SSA) may accept stamp sheetlets and provide customers with postage stamps for the same total value.

Exchanges may be made only at the office where the sheetlet was purchased.

#### 842.1 Procedure

Stamp sheetlets may be exchanged for like postage at the retail counter.

- ***The value of the stamp booklets will be entered into the Point of Service (POS) system using the "Exchange" option.***
- ***Enter the value of the stamps to be exchanged as a 1 cent redeemed item. Stamp booklets will be received into the POS system and will now be considered as part of the stock assigned to the POS unit.***
- Document exchange using PS Form 3533 (section 81).
- Provide the customer with stamps of the same value.

#### 843 Partial Exchange Procedures

When a customer has multiple transactions and wants to make a partial exchange:

- Circle the exchanged amount, initial and photocopy the receipt.
- Give the customer the annotated copy.
- Document exchange using PS Form 3533. (section 81)
- Gives customer stamps for the same total value.

**Note:** Procedure above does not apply for Express Mail Service Failures.

## 845 APC Variable Rate Postage Labels

### 844.1 General

No cash refunds are authorized. Purchase must be exchanged for equivalent value stamps only.

APC variable rate postage strips removed from letters and packages are not accepted. Inspect to ensure that peel off adhesive has not been removed.

APC variable rate postage strips and Standard Shipping Labels may not be reused, modified, or cut.

### 844.1 General

When a customer wants to exchange Variable Rate Postage Labels:

- Complete PS Form 3533. (section 81)
- Gives customer stamps for the same total value.

## 845 Express Mail Refunds

### 845.1 General

Express Mail refunds will be processed using the same procedures available to those using Label 11-B, *Mailing Label*, (Exhibit 845.1) refunding postage and fees for service failure or services not rendered.

A claim for refund for Express Mail may only be made by the mailer.

When the Postal Service™ can determine immediately that the mailer is entitled to a refund, and the Express Mail item had postage affixed, then the USPS refunds the postage immediately in cash or with a no-fee money order.

A 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 the receipt from the APC if no Label 11-B was used.

### 845.2 Procedure

To complete an Express Mail refund, the SSA must do the following:

- Use Express Mail receipt to validate claim.
- When applicable, annotate Express Mail receipt: 'Refund given' and initial.
- Photo copy and retain original for folder.
- Review Form 3533 for completeness, including customer signature.
- Check the "Express Mail Refunds" box in the "Refund Requested For" section of PS Form 3533 (p.1).
- Complete Part 2 of PS Form 3533, sign and date the form.
- Report refund in AIC 676, *Express Mail Refunds*.
- Make a copy of the PS Form 3533.
- Give customer cash or no-fee money order for the same total value, and a copy of PS Form 3533 and a copy of the Express Mail receipt.



Exhibit 845.1  
**Label 11-B, Mailing Label**



**Mailing Label**  
 Label 11-B, March 2004

UNITED STATES POSTAL SERVICE® **Post Office To Addressee**

PRESS HARD. YOU ARE MAKING 3 COPIES.

ORIGIN (POSTAL SERVICE USE ONLY)		
PO ZIP Code	Day of Delivery <input type="checkbox"/> Next <input type="checkbox"/> 2nd <input type="checkbox"/> 2nd Del Day	Postage \$
Date Accepted	Scheduled Date of Delivery	Return Receipt Fee \$
Mo. Day Year	Month Day	ODD Fee \$ Insurance Fee \$
Time Accepted <input type="checkbox"/> AM <input type="checkbox"/> PM	Scheduled Time of Delivery <input type="checkbox"/> Noon <input type="checkbox"/> 3 PM	Total Postage & Fees \$
Flat Rate <input type="checkbox"/> or Weight	Military <input type="checkbox"/> 2nd Day <input type="checkbox"/> 3rd Day	Acceptance Emp. Initials
lbs. ozs.	Int'l Alpha Country Code	

DELIVERY (POSTAL USE ONLY)		
Delivery Attempt	Time <input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Mo. Day		
Delivery Attempt	Time <input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Mo. Day		
Delivery Date	Time <input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Mo. Day		

CUSTOMER USE ONLY	
<input type="checkbox"/> PAYMENT BY ACCOUNT Express Mail Corporate Acct. No.	<input type="checkbox"/> WAIVER OF SIGNATURE (Domestic Mail Only) Additional merchandise insurance is void if customer requests waiver of signature.
Federal Agency Acct. No. or Postal Service Acct. No.	I waive delivery to be made without obtaining signature of addressee or addressee's agent (if delivery employee judges that article can be left in secure location) and I authorize that delivery employee's signature constitutes valid proof of delivery.

**FROM:** (PLEASE PRINT) \_\_\_\_\_ PHONE ( ) \_\_\_\_\_

**NO DELIVERY**  
 Weekend  Holiday  Mailer Signature \_\_\_\_\_

**TO:** (PLEASE PRINT) \_\_\_\_\_ PHONE ( ) \_\_\_\_\_

ZIP + 4 (U.S. ADDRESSES ONLY. DO NOT USE FOR FOREIGN POSTAL CODES.)  
 [ ] [ ] [ ] [ ] [ ] + [ ] [ ] [ ] [ ]

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