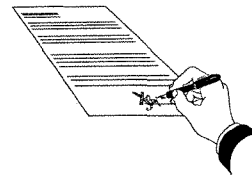


# ***LETTERS OF DEMAND- Security Requirements and Reasonable Care***

**A Handbook for Clerks and Shop Stewards to assist  
in processing Letter of Demand grievances and  
preventing shortages and losses.**



***By:***

***JEFF KEHLERT***

***National Business Agent***

***Clerk Craft-Eastern Region/Northeast Region***

***New Jersey, Pennsylvania and Delaware***

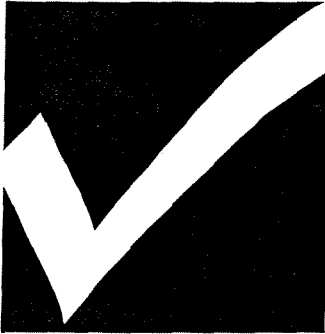
***A P W U***

# SECURITY for Window Clerks

---

Introduction.....	1
I. Protection of Accountable Postal Items Against Loss.....	2
II. Keys, Locks and Safe Combinations.....	4
A. Keys, Locks, Duplicate Keys and Duplicate Key Envelopes.....	4
B. Safe Combinations.....	7
III. Newly Constructed Window Counters.....	9
IV. Registered Mail Procedures.....	10
V. Office Security.....	12
Arbitration summaries.....	17
<b>Addendum #1 - F-1 Handbook cites.....</b>	<b>21</b>
<b>Addendum #2 - ASM cites.....</b>	<b>29</b>
<b>Addendum #3 - APWU Security Form.....</b>	<b>32</b>
<b>Addendum #4 - Step 4/BCC re: "Community Keys" .....</b>	<b>33</b>
<b>Addendum #5 - "Community Key" letter 11/20/95.....</b>	<b>35</b>
<b>Addendum #6 - Postal Bulletin re: "Community Keys" .....</b>	<b>37</b>
<b>Addendum #7 - DM-901 cites.....</b>	<b>38</b>
<b>Addendum #8 - HCR Registered Mail procedures.....</b>	<b>42</b>
<b>Addendum #9 - 10/27/97 letter re: APWU Security Form....</b>	<b>46</b>
<b>Addendum #10- Arbitration Summary: Registered Mail.....</b>	<b>48</b>
<b>Addendum #11- F-1 Crosswalk Reference.....</b>	<b>50</b>

# SECURITY for Window Clerks



This report's objective is to assist both clerks and shop stewards in

- preventing losses of accountable items;
- shortages in stamp credits; and
- in prosecuting grievances for letters of demand.

In the past, we have had tremendous success in overturning letters of demand based upon the Postal Service's failure to comply with the due process requirements contained in the Employee and Labor Relations Manual and the F-1 Handbook (See Kehlert Report #6), **Letters of Demand, Due Process and Procedural Adherence.** Now however, as management reduces its violations of those due process mandates, we must utilize other strategies in order to address and successfully process grievances for shortages and the inevitable letters of demand which follow.

To do this, we again turn to management's own authored Handbooks and Manuals under Article 19 of the Collective Bargaining Agreement. In particular, the Post Office Accounting Procedures, F-1 Handbook, contains the controlling provisions we will focus on in this report.

The F-1 Handbook - the chief majority source for security regulations, strategic CBA language and security provisions found in the Administrative Support Manual (ASM), will be used to support the Union's arguments that management violated Article 28. Section 1.A:

## *Section 1. Shortages in fixed credits*

*Employees who are assigned fixed credits or vending credits shall be strictly accountable for the amount of the credit. If any shortage occurs, the employee shall be financially liable unless the employee exercises reasonable care in the performance of his duties. In this regard, the Employer agrees to:*

*A. Continue to provide adequate security for all employees responsible for postal funds.* (Underscoring added)

## I. PROTECTION OF ACCOUNTABLE POSTAL ITEMS AGAINST LOSS

### 15 Protecting Accountable Papers and/or Items

#### 151 *Accountable Paper Security*

##### 151.1 *Postmaster and Station or Branch Manager*

- 1> *Ensure that protective equipment is used for maximum security at all locations. Observe the following priorities of protection.*

<i>Priority</i>	<i>Item</i>
<i>1</i>	<i>Postage funds (see section 37).</i>
<i>2</i>	<i>Postage stamps, aerogrammes, international reply coupons, migratory-bird hunting and conservation stamps (bird stamps), philatelic, and blank money order forms.</i>
<i>3</i>	<i>Stamped envelopes and postal cards, money order imprinters, nonsalable stamp stock, and nonpostal items.</i>

- 2> *Ensure that the descending levels of security in your installation are followed.*

<i>Level</i>	<i>Equipment</i>
<i>1</i>	<i>Burglar-resistant chests in fireproof safes or security containers located in walk-in vaults.</i>
<i>2</i>	<i>USPS standard vaults or security containers.</i>
<i>3</i>	<i>Security chests or burglar-resistant chest portion of fireproof safes.</i>
<i>4</i>	<i>Fireproof safes or vaults not built to USPS standards.</i>
<i>5</i>	<i>Lockable metal cabinets and fire drawers.</i>

These provisions **require** that Postmasters must make sure the equipment used to protect Stamp Stock, Money Orders, Federal Food Coupons, Monies, Stamped Envelopes, Post Cards, Philatelic items, etc., is the best possible



equipment available. Management must examine all such protective security equipment for defects in design and/or construction, wear and tear or damage. If any or all of those security inadequacies exist, the equipment must not be used or, if it is already in use, it must be replaced.

However, the F-1 Handbook under Part 151.1-4> also requires **supervisors** to examine the security equipment which protects employee stamp credits, monies and accountables. The provisions requires that they:

*151.1 - 4> Examine all equipment assigned to an employee used to protect stock of funds to ensure proper safekeeping.*

Additionally, part 151.3 requires employees to notify Postal Managers in writing, whenever equipment does not function properly in providing proper security.

*151.3 All Employees Handling Accountable Paper*

*>> Maintain accountable items in the security equipment and advise management in writing of equipment inadequacy or malfunction.*

Part 426.2 - 1> of the F-1 Handbook states specifically what must be done with Stamp Credits upon an employees completion of tour:

*426.2 Protecting Stamp Credits*

*1> Place stamp credits in a locked container and store in a security container, safe, or vault following an employee's tour of duty.*

If Management does not adhere to the regulations regarding protection of Accountable Items and its responsibility for proper security, the individual employee must either file an **APWU Security Form** and/or consult with a shop steward for filing a grievance. If we fail to raise, in writing, a security deficiency that exists, we will greatly reduce our chances of using that defense successfully throughout the grievance procedure and at arbitration when letters of demand are at issue. We also run the risk of suffering losses of accountables and shortages in stamp credits because of unaddressed security problems.

American Postal Workers Union, AFL-CIO

Report of Security Problem or Poor Financial Practice

Employee's Report

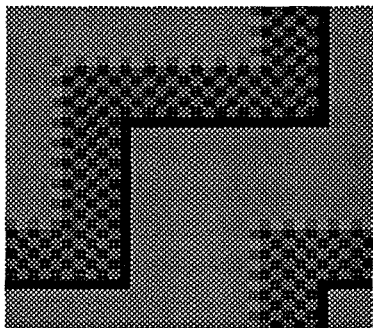
Supervisor's Response

Stamp Credits

**APWU Security Form**  
Addendum # 3

## II. KEYS, LOCKS AND SAFE COMBINATIONS

### A. Keys, Locks, Duplicate Keys and Duplicate Key Envelopes



One of the security issues which continually comes to light is the failure of Postal Management to properly administer the assignment of keys, locks and safe combinations to clerks who are assigned Stamp Credits. The F-1 Handbook contains specific regulations which mandate Management to administer strict security procedures concerning keys, locks and combinations. The general principle begins with part 426.2 - 2>

#### 426.2

- 2> *Do not allow any employee, supervisor, or postmaster to have access to the stamp credit of another employee.*

Obviously, if an employee, supervisor, or postmaster has the key to a clerk's locked security container, metal cabinet, file drawer, chest or window counter drawer then that individual has access to the stamp credit of the clerk. **No such individual can be permitted to have such access at any time!**

#### 426.2

- 7> *Whenever an employee relinquishes control of an assigned stamp credit for any reason, change the locks on the employee's stamp and cash drawers.*

Often, clerks are assigned stamp credits and locks are not changed. This is a clear and basic violation of Management's security requirement. However, even if the locks are changed, there can exist serious security breaches **if the integrity and sanctity of the "new" locks and keys was not maintained.** In many cases, the "new" lock and two numbered keys are shipped to individual Post Offices in small, unsealed cardboard boxes. These boxes contain the lock and keys in either an unsealed, plastic bag or wrapped in tissue-type paper. Because the lock and keys are not in a sealed container and/or bag, management personnel and other employees have access to them prior to their installation. This prevents strict integrity and sanctity of the lock and keys and gives potential access to stamp credits once installation occurs. In other instances, locks and keys, prior to installation are stored in unsecure areas of the Post Office.

If a clerk does not witness the opening of a sealed container and/or bag when new keys and locks are issued, a security form and/or grievance must be filed. If management locks and keys unsecured, they must also be filed.

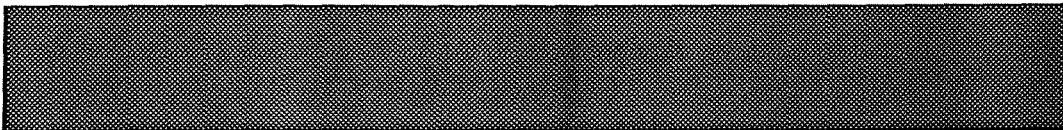
Following the installation of a "secure" lock, the F-1 handbook contains extensive regulation regarding the security of the duplicate key to the lock issued to the clerk. Those requirements are as follows:

### **372    *Securing Combinations and Keys***

#### **372.1    *Using Form 3977, Duplicate Key Envelope***

- 1>    *Complete a separate Form 3977 envelope to protect each safe or vault combination and duplicate keys to inner doors of each walk-in vault.***
- 2>    *Ensure that each responsible employee and a witness to the enclosure of the combination or keys signs the envelope. Postmark as instructed on the form.***
- 3>    *Each time a lock or combination is changed, prepare a new Form 3977 and submit it to the custodian of the Form 3977 it replaces. The custodian must dispose of the replaced Form 3977.***
- 4>    *Do not perforate or alter the Form 3977 in any way while it is sealed. If evidence of tampering with the envelopes noted or alleged, notify the local inspector in charge.***
- 5>    *When it is necessary to open a duplicate key envelope, cut it along one end leaving the signature and postmarks intact. The employee opening the Form 3977 and a witness must sign and date it. Retain the opened envelope as instructed on Form 3977.***

***Note: Maintain a separate Form 3977 for IRT passwords and for credit or debit card passwords for individual clerks if the two passwords are different. Follow the same procedures outlined in steps 2-5 above. Keep the form in a safe place.***



such a circumstance and ensure integrity of the audit, again through the use of PS Form 3977 Duplicate Key Envelope:

426.2

- 3> *Grant an employee the opportunity to be present whenever his or her financial accountability is inventoried or audited. If the employee is not available, a witness of the employee's choice must be present. Each employee assigned a stamp credit must furnish the installation head two names of postal employees (in order of precedence) whom the employee chooses to witness the audit or inventory when he or she is absent. Enter the names of the selected witnesses on Form 3977.*
- 4> *Select chosen witnesses from employees who work at the same installation unite as the selecting employee. In their absence, the union steward may serve as a witness.*
- 5> *If it is necessary to gain access to a receptacle assigned to an absent employee, obtain the keys to the receptacle following the instructions printed on Form 3977. Make a witnessed inventory whenever access to an employee's accountability is gained in this manner. Do not reuse the old locks.*
- 6> *Prepare a new Form 3977 and keep the old envelope with certified count sheets. See section 372 for maintenance of Forms 3977.*

Should there occur an unauthorized opening of PS Form 3977, duplicate key envelope, or its loss, then part 372.4 applies.

372.4 *Handling Loss or Unauthorized Opening of Envelopes*

- 1> *When any Form 3977 is discovered to be missing, destroyed, or opened by an unauthorized person, the person having custody must immediately notify the person having jurisdiction over the safe, vault, or stamp credit. Perform an examination of inventory. Change combinations or locks, and prepare a new Form 3977.*
- 2> *When a Form 3977 is missing or possibly opened as a result of burglary or other criminal act, notify the local inspector in charge immediately.*

## B. Safe Combinations

The F-1 Handbook contains specific controlling regulations concerning safe combinations and their sanctity:

### 372.5 *Setting and Changing Combinations*

- 1> *Post the manufacturer's instructions for changing the combination on the back of the safe or vault door.*
- 2> *Place the key for changing the combination in the special container provided or tape it alongside the instructions.*
- 3> *Change combinations when (1) a new or different safe is placed in service; (2) a person knowing a combination of a safe or vault is separated or transferred to a new position; or (3) the combination becomes compromised due to the opening of Form 3977 in an emergency or by unauthorized people.*

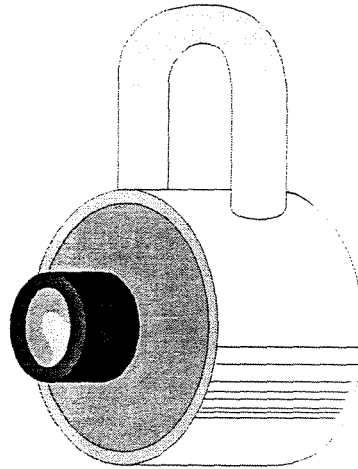
*Failure to change a combination under the circumstances noted in step 3 above is considered contributory negligence by the responsible employee if property is stolen from a safe or vault without force.*

Management, in particular, often fails to change a safe combination when someone knowing the combination bid out of the position or a manager is reassigned. Both Safe Combinations and Duplicate Keys must be kept secure using PS Forms 3977, Duplicate Key Envelope. There are also regulations governing the custody of the PS Forms 3977:

### 372.2 *Protecting Combinations and Duplicate Keys*

#### 372.21 *Securing Stations and Branches*

- >> *Hold duplicate keys to stamp credits in the main safe or vault of the station or branch in a compartment under the exclusive control of the manager or a designated subordinate. Send the combinations for the main safe or vault and the duplicate compartment keys in a sealed Form*



*3977 via registered mail to the postmaster. Store these Forms 3977 in the most secure place under the exclusive control of the postmaster or designated subordinate.*

#### *372.22 Securing the Main Office*

- >> *Hold combinations for safes or vaults at the main office and duplicate keys to inner doors of such safes or vaults in the most secure vault or safe at that post office in a compartment under the exclusive control of the postmaster or designated supervisor. Keep combinations for safes or vaults at stations or branches in the same compartment. Keep the combination and the inner door keys of that vault or safe in the next most secure safe or vault in the office in a compartment under exclusive control of the postmaster or designated supervisor.*

Management is required to make an annual examination of all locks and keys to ensure individual security is maintained. A record of that exam must be kept:

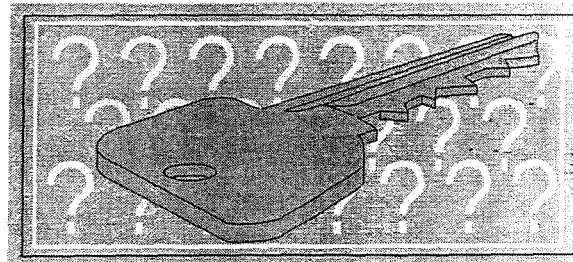
#### *426.2 Protecting Stamp Credits*

- 8> *To safeguard each clerk's stamp credit, a unit supervisor must make an annual examination of all locks and keys in the unit except duplicate keys on file in Forms 3977. This ensures that individual clerks' keys will not open locked drawers, safe compartments, or stamp cabinets of other employees. The supervisor will keep a record for financial examination purposes.*

Management is further required to make a list of all PS Forms 3977 and conduct an inventory every six months to ensure each is under control and not opened. A record of that inventory must be kept:

#### *372.3 Keeping Inventory of Sealed Envelopes*

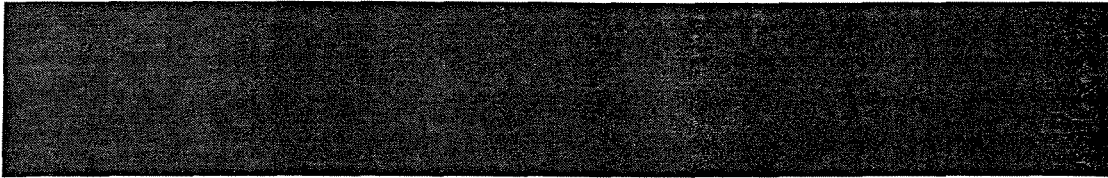
*Each person with custody of Forms 3977 must maintain a list showing each envelope, the date received, the source, and the location of the safe or vault it relates to.*



- >> *At least once each 6 months, physically examine each Form*

*3977 to be certain it is on hand and intact. Place a written, dated and signed report of this inventory in the file with the list.*

Should any of the regulations regarding the maintenance or opening of the Duplicate Key Envelope (PS Form 3977) or maintenance or changing of safe combinations of maintenance or changing of locks and keys be violated, then management has not provided adequate security and the appropriate forms and/or grievances must be processed. Further, if management fails to maintain and produce the required records of locks, keys and PS Forms 3977, they have violated the F-1 regulations.



### **III. Newly Constructed Window Counters**

In many post offices, management has constructed a new system of counter drawers these are oversized, heavy, wooden and steel receptacles which remain as a permanent part of the window area (they are not taken out and placed in a locked safe compartment). When a clerk works at the window, he/she takes his/her stamp credit from the safe in a ray or smaller drawer and places it in the large drawer at the counter. The problem which exists is that the key, which is used for this large fixed drawer, remains either in the drawer or in the lock when the drawer is not being utilized. The key is not assigned exclusively to one clerk because multiple clerks use that drawer's space at one time or another.

Although the clerk using the drawer takes the key and possesses it for the days tour of work, the clerk does not have absolute control of that key before and after the tour nor when other clerks utilize the counter receptacle drawer. Additionally, when construction is on-going at a new office or when the counter area is replaced/upgraded, the keys for the new receptacle/drawers are left unsecured.

**Cash and Stamp Drawer  
Lock Replacement**

The material distribution centers (MDCs) have for many years stocked and issued torsion tumbler and pin tumbler versions of Item 0933L, Cash and Stamp Drawer Lock.

Improved locks are now available. Installations must immediately replace all of the following locks *except* those installed in the new window work stations (series 7400 counterline):

1. All torsion tumbler locks (0933L), regardless of date obtained
2. All pin tumbler locks (0933L) obtained from the MDCs before 1989

For identification purposes, torsion tumbler lock keys are cut on both edges, and pin tumbler lock keys are cut on one edge and smooth on the other edge.

The MDCs have new stock of the pin tumbler version of Item 0933L. *Only* pin tumbler locks may be used on cash and stamp drawers. Offices should requisition the required number of replacement locks from their supporting MDC on Form 7380, *MDC Supply Requisition*. They should install replacement locks immediately upon receipt and dispose of the old locks in accordance with established procedures.

—Delivery, Distribution, and  
Transportation Dept., 4-19-90.

This system clearly and completely violates the basic principle of security as previously stated in part 426.2 - 2> of the F-1 Handbook.

It further violates the principles behind and all regulations regarding the PS Form 3977 and the maintenance of locks and keys.

In a National level Step 4 interpretive decision dated 11/18/92, cases H7C-1J-C 39410 and H7C-1J-C 39939, management in an unusual move, authored and communicated a Blind Carbon Copy (BCC) to Northeast

Regional management regarding the proper utilization of the "Pop-Out Lock" system (See Addendum # 4):

*"The parties at this level agree that requiring employees to use the same compartment without providing each employee a cylinder/lock for the compartment is in violation of the National Agreement and postal regulations regarding key accountability, including the F-1 Handbook.*

*Cylinder/locks should be furnished to each employee having to share a compartment. The locks that are used on the compartment drawers are designed to be able to pop in and out of the compartment drawer. As the employee reports to the screenline, the lock should be installed when the tray is placed into the compartment."*

Then on 11/20/95, USPS Management clarified the proper utilization of the "Pop-Out" cylinder lock system in a Memorandum issued for Postmasters. This letter can be found as an attachment to this handbook. (See Addendum # 5)

## IV. REGISTERED MAIL PROCEDURES

The handling of registered mail must be in a manner which provides for individual accountability. In many offices, registered mail is handled and stored in an open area, with no security provided, or is locked into a container or area to which all employees have access.



The provisions governing the handling of registered mail can be found in the DM-901 handbook. These provisions call for **individual accountability** and hand to hand transfer of accountability.

This is especially important with regards to the handling of the nightly registered deposit which is generally transported to its destination by a Motor Vehicle driver or Highway Contract Driver (HCR).

### ***§731.2 Responsibility***

***Handle registered mail so that individual responsibility can be fixed, consistent with instructions in this handbook.***

### ***§390 Preparing for Dispatch***

***When registered mail is transferred from one unit to another unit, or from one employee to another within a unit (except between employees within a registry section), the registered articles must be listed on a dispatch bill and signed for by the receiving employee.***

### ***§413 Security of Exchange***

***An arrangement must be made at each installation to provide a secure exchange of registered mail between motor vehicle operator and the registry section on a hand-to-hand basis.***

### ***§ 380 Hand-to-Hand Exchanges***

***A hand-to-hand exchange is the exchange of registered articles, numbered seal, and/or rotary locked pouches between two individuals. Descriptively list these articles given to another employee on the appropriate form and have the receiving employee sign the receipt. Hand-to-hand exchanges should be made whenever valuables are being transferred to and from the valuable cages to deliver sections, stations and branches and units within a post office or Airport Mail facility that are not in view of the registry section.***

### ***§251 (Mailing Receipts) General***

***A receipt will be issued for registered mail when it is accepted. The form used for this receipt depends upon whether registrations are firm or individual transactions.***

### ***§253 Form 3806, Receipt for Registered Mail***

***For individual transactions, a receipt will be issued for registered mail on Form 3806.***

Recently, the USPS developed special regulations regarding the handling of the nightly registered dispatches by Highway Contract Routes and those regulations can be found as an addendum to this handbook.



## V. OFFICE SECURITY

The Administrative Support Manual Section 273, contains the provisions regarding security requirements for doors, building keys, security containers, safes and vaults.

### 273.44 *Postal Service Locks*

#### 273.441 *Exterior*

*All exterior doors must be equipped with a deadbolt lock. A Series 86 FS lock is required for employee entrance and single (exterior) doors. The deadbolt is operated by key (from the outside) and by turning the lever from inside. When deadbolt is extended, turning the inside lever retracts both latch bolt and deadbolt simultaneously.*

#### 273.442 *Electronic Strike*

*If a Series 86 F-type lock with a permanent rigid outside knob is installed, an electronic strike may be provided for employee access during the normal business day. The strike may be operated by an interior release button or exterior, electronic cipher key pad. The deadbolt portion of the lock is activated to prevent employee access after hours. Install these locks following standards established by the Occupational Safety and Health Administration (OSHA) 1910.36 and the National Fire Protection Association (NFPA) Life safety Code (LSC) Section 5-2.1.2.1.1981 edition. No combination of locking mechanisms may impede the orderly exit of people in the event of an emergency, even in complete darkness.*

### 273.45 *Postal Service Keys and Access Control Cards*

#### 273.451 *Postal Employees*

*Personnel are issued only such keys as their duties require. Accountable entrance lock keys are furnished only to those postal employees who are required to open the office in the*

*morning or close it at night. Management reviews employee key requirements semiannually.*

273.452      *Nonpostal Occupants*

*Nonpostal occupants may be furnished keys to the entrance doors of their offices when necessary. They may not be furnished keys that allow access to the workroom areas. Other types of building keys may be furnished to nonpostal occupants, providing there is an official need.*

273.453      *Contractors*

*Keys may be furnished to highway contractors for exchange of mail in lobbies, vestibules, or lockers of post offices when those offices are not open. These keys must not permit access to workroom areas.*

273.46        *Key Accountability*

273.461      *Inventory*

*Postmasters must keep an accurate inventory including serial number and brand name of lock, total number of keys available, location of lock by door and/or room number, how and when disposed of) of all building keys and signed receipts for all assigned keys. Signed receipts are obtained using Form 1628, Individual Key Record, when keys are assigned.*

273.462      *Return of Keys*

*When an employee's duties no longer require the use of an assigned key or the employee leaves the service, the key must be returned immediately. The date of return is then entered on Form 1628 as the release of accountability. If keys used to operate exterior doors to the facility or not returned, the locks must be replaced or rekeyed.*

273.463      *Unassigned Keys*

*Store all unassigned keys in a secure place, accessible only to the postmaster or designated alternate.*

173.464      *Key Survey*

*Conduct a semiannual physical survey of all building keys. Pay particular attention to master keys, exterior entrance keys, and special keys such as those for stamped envelope rooms, employee record rooms.*

273.47      *Reporting Lost or Stolen Keys or Access Control Cards*

273.471      *Procedures*

*Immediately report a lost or stolen key or access control card to the inspector in charge. Describe in detail the key or access control card, case, or key chain. If the key is lost to an outside door, immediately exchange the lock cylinder on the entrance door with one from the interior of the building that is not operable by the building master key.*

273.48      *Master Keys*

*Only postmasters, installation heads, or their designees may carry a master key. At installations having a Postal Service security force, one or more master keys are issued to the ranking postal police supervisor for use by employees only during their tours of duty and may not be carried from the building. No other occupants of the building are issued master keys, and any such keys in the possession of other occupants must be recalled. Master keying is not permitted for locks opening stamped envelope rooms or other locations requiring individual accountability of contents.*

273.5      *Security Containers, Safes, and Vaults*

273.51      *Security Containers and Safe Equipment*

273.511      *General*

*Security containers (items 293 through 299) are furnished to post offices in CAGs A through K and their stations and branches or cash, stamp stock, money orders, food stamps, and other valuable items. Other postal units, including CAG L post offices in quarters furnished by the federal government where the postmaster does not receive an automatic 15% of salary for heat, light, and equipment, are furnished surplus fireproof safes or*

*similar appropriate storage equipment consistent with available supplies.*

**273.512      *Description***

*Requisitioned items 293 through 299 should provide space, if possible, for regular window clerks using standard cash drawers (items 216, 217, 218, or 219), unless cash and stamp drawer cabinets (items 220 or 221) are located in a vault. Otherwise, window clerks should use the cash box (item 0 - 911) or be furnished a separate locked compartment in the security container.*

**273.513      *Exception***

*When the value of office accountability and registered mail regularly exceeds \$25, 000 and security containers, fireproof safes, or vaults are not provided for overnight storage, contact the inspector in charge.*

**273.52        *Vault Equipment***

**273.521      *Criteria for Use***

*Using vaults in a place of security containers must be considered based on the volume of security storage needed at the facility. Generally, facilities with five or more service counter positions requiring bulk storage of accountable items require a vault.*

**273.522      *New or Replacement Vault doors***

*Vaults built to Postal Service Standard 13-80-1 provide better protection than other safekeeping equipment. GSA Class 5 vault doors are provided for newly constructed vaults or as replacements for defective or damaged vault doors.*

**273.523      *Modular Vaults***

*Modular vaults meeting the UL Standard 608 may be substituted for vaults built to other Postal Service standards. Authorized vaults must meet class M level of security.*

273.524 *Cash Drawers*

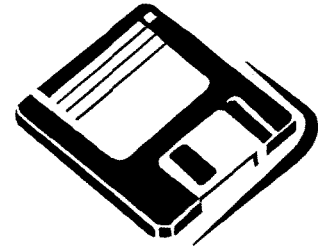
*For storing cash drawers in a vault, use items 220 and/or 221 unless space is available in security containers located within the vault.*

273.525 *Exception*

*For storing cash, postage stamps, money orders, and food coupons in vaults not meeting specifications of 273.522 and 273.523, use security containers, chests or fireproof safes inside the vault to the extent equipment is available and interior space of vault is sufficient. Items 222 and/or 223 may be used in vaults meeting 273.522 and 273.523.*

273.526 *Magnetic Media*

*For storing magnetic media such as diskettes, use certified data storage vaults.*



These security provisions are some of the most important security issues for shop stewards and clerks to be concerned about. They will provide a solid nucleus from which to investigate and build a winning case. Remember, raise security concerns in writing as you become aware of them. Don't wait until a shortage occurs or a letter of demand is issued.

In grieving letters of demand where poor financial practices and security breaches exist which the window clerks have not addressed in writing, you can cite the letter on this issue from Frank X. Jacquette, III, Acting General Manager USPS - Washington DC to Tom Neill, Director of Industrial Relations, APWU, which states **(See Addendum #9)**:

*"With regard to the matter of managers claiming immunity from responsibility in the event that an employee fails to provide a written notice, it is not the position of the Postal Service that such immunity is granted on that fact alone. While such failure surely casts a cloud over the issue of whether management was aware of the alleged problem, the lack of a written notice does not, necessarily, make the issue moot."*

The rule to go by though is, if you know of a security violation, **raise it in writing immediately**. Your chances of successfully defending a demand in arbitration are greatly enhanced by doing so.

The following are examples of arbitral reference addressing security issues:

**ARBITRATOR SPILKER, CASE NUMBER 9000128, PITTSBURGH, PA**

*"The essence of this grievance is that the Postal Service improperly charged the Grievants with shortages in their fixed credits, since it failed to provide adequate security for protection of these accountables. Examination of the evidence presented by both Parties in this case leads to the conclusion that Management at the Greentree Station was lax with respect to certain elements of security required by the Agreement and the ELM.*

*First, it is clear that the counterline at the Greentree Station constituted a recurring problem over a number of years. The Union introduced work orders (Union Exhibit-) dating back as far as 1985 which indicated that the counter drawers were loose, out of alignment, or had broken locks. A number of the work orders state that the drawers cannot be locked, and the order dated June 15, 1989 specifically states "insecure stock - EMERGENCY." Union witnesses testified to conditions described as "exploding" drawers, drawers that would not lock properly and keys breaking off in locks. Indeed, the most recent work order, dated August 15, 1989, after the date of the audits, requested work to "replace window counterlines, due to non-repairable condition." The contents of these work orders clearly contradict Management's contention that security was adequate at the counterline.*

*Second, The postal Service was lax in failing to "ensure that equipment on hand is used to provide the best security and that the priorities of protection are observed," as required by Section 141.1 of the ELM. The evidence on record established that the stand where the Grievants kept their cash drawers during the night was not secure. Grievant Vivadio testified without contradiction that there were gaps between the drawers and the slots in the stand which prevented the drawers from being locked in place, and that these gaps were covered by strips of sheet metal nailed in*

*place by one of the Supervisors. Moreover, the stand was not locked in the employee's safe but was standing in the vault, which was opened early in the morning before the start of the Grievants' shifts and prior to the arrival of the Main Stock Custodian. The vault was accessible by any number of employees from the work floor, as well as the window clerks, and it is clear that the opportunity existed for employees other than the Grievants to have access to their stock.*

*A third area where Management failed to provide adequate security for the Grievants' stock consisted of failure to change the locks on the stamp and cash drawers when an employee relinquished control of his or her stock, and to implement a yearly examination of all keys to make sure that they would not open locked drawers, safe compartments, or stamp cabinets of other employees. Failure to implement these procedures clearly violated Section 433.27 of the ELM. (F-1)"*

**ARBITRATOR LEVIN, CASE NUMBER N4C-1N-C23512, MORRISTOWN NJ**

*"The Arbitrator conducted an examination of the drawers in which the grievant's accountables were stored. It was shown that two of the drawers could easily be forced open without the use of keys. It is reasonable to assume that these conditions existed at the time of the shortage. The Postal Service did not present any evidence to show that the condition of the drawers at the time of the shortage were in a secure condition.*

*The Arbitrator finds that some of the drawers, and particularly the one assigned to the grievant, were and are less than secure, and because of that, the Letter of Demand was in violation of the National Agreement. Accordingly, the Letter of Demand shall be rescinded and the grievant made whole."*

**ARBITRATOR GERMANO, CASE NUMBER N7C-1P-C30036, ELIZABETH NJ**

*"During the arbitration hearing this Arbitrator accompanied the Parties while an on-site examination of the drawers in which the Grievant's accountables had been stored was conducted. It was shown that a number of the drawers could easily be opened without utilizing a key. This was accomplished by a Supervisor who first "locked" the drawer then yanked it open by pulling once in a quick moderate but forceful motion.*

**ANALYSIS OF THIS CASE**

*There was no evidence presented which would suggest that the Grievant failed to exercise reasonable care in the performance of his duties. It is, however, reasonable to assume that the drawers which opened easily in view of this Arbitrator, despite their first being "locked", were in similar condition during the time period related to the shortage charged to the Grievant. There was no*



*evidence to show otherwise. While the fact that certain keys opened more than one lock is not as directly related to the specific shortage involved in the instant grievance, it is a factor which contributes to the conclusion that the Postal Service in this case has failed to provide adequate security for all employees responsible for postal funds at this facility and is therefore in violation of Article 28 of the National Agreement as alleged by the Union."*

**ARBITRATOR CONDON, CASE NUMBERS E7C-2B-C3447, E7C-2B-C5540, AND E7C-2B-C5541, MAPLE SHADE NJ**

*"Prior to the hearing, all concerned were invited to a conference room where a television was set up. Video tape was shown of the screen line area and the drawers where Window Clerks keep their stamps and money while working the window. It was reported that the video tape had been made by David Atkinson, APWU Shop Steward of the Maple Shade Post Office. It was clearly demonstrated that with a simple maneuver, the drawers could be opened and closed in a matter of seconds. It is the Union's claim that the ability to open and close the drawers in a brief amount of time enabled someone other than the Window Clerks to pilfer their drawers. The demonstration on the video tape indicated to the Arbitrator that that possibility most assuredly does exist.*

*As part of the Union's argument, Exhibit U2 was submitted as evidence. The document is a Work Sheet Record dated January 12, 1988. Under the item entitled "Screenline cash drawers can be opened when locked by other employees. This causes a security problem." The Work Record Sheet was signed by Mr. John J. Sauro, Postmaster. That action indicates to the Arbitrator that management was in agreement that a security problem did exist at the time of the audits and corresponding shortages.*

*Taking all the testimony and evidence offered in regard to this matter, it is the opinion of the Arbitrator that management did fail to fulfill its obligation to provide adequate security at the screen line area. For that reason, I am issuing the following:*

**AWARD**

*The grievances are sustained in all three (3) cases. The Letters of Demand are to be withdrawn from the grievants' records."*

**ARBITRATOR HOWARD, CASE NUMBER E7C-2B-C20972, CLEMENTON NJ**

*"Moreover, Inspector Cooper found a number of lapses in security at the facility. A variety of employees had unquestioned access to the vault, there was no individual accountability with the transfer of the registered mail from the registry section to the vault, and there was no individual responsibility while the registered mail was in the vault. Management has the responsibility for being aware of any such procedures or practices which have evolved in conflict with proper security. The failure of the grievant to sign off registered mail to either the box clerk or the Window Service Technician cannot be said to have caused the loss, but merely identified here as the last person with custody over the registered mail. The conclusion is inescapable that given the existing security procedures and practices her transfer of custody to another employee would simply have produced a different grievant.*

*For the above reasons, it cannot be said that the grievant failed to exercise reasonable care, and the Letter of Demand was also improper on the merits."*



As is noted in several of the decisions, work orders are extremely valuable when challenging security conditions. They must be included in grievance files if Management requested repairs.

I want to thank Jim Scanna, Area Vice-President of the Long Island Area Local American Postal Workers Union, for his contribution of information regarding the transport of locks and keys.

**142 Demanding Payment for Losses**

All employees must receive written notice of any money demand for any reason.

>> The postmaster or designee must sign a letter of demand, which does the following:

- Notifies the employee of a USPS determination of the existence, nature, and amount of the debt.
- Specifies the options available to the employee to (1) repay the debt or (2) appeal the USPS determination of the debt or the proposed method for repaying.

Regulations detailing the rights of nonbargaining unit employees and the collection and appeal requirements that apply are in *Employee and Labor Relations Manual* (ELM) 450. Requirements for collecting debts from bargaining unit employees are in ELM 460 and the applicable collective bargaining agreement.

**15 Protecting Accountable Papers and/or Items****151 Accountable Paper Security****151.1 Postmaster and Station or Branch Manager**

- 1> Ensure that protective equipment is used for maximum security at all locations. Observe the following priorities of protection.

Priority	Item
1	Postal funds (see section 37).
2	Postage stamps, aerogrammes, international reply coupons, migratory-bird hunting and conservation stamps (bird stamps), philatelic, and blank money order forms.
3	Stamped envelopes and postal cards, money order imprints, nonsalable stamp stock, and nonpostal items.

- 2> Ensure that the descending levels of security in your installation are followed.

Level	Equipment
1	Burglar-resistant chests in fireproof safes or security containers located in walk-in vaults.
2	USPS standard vaults or security containers.
3	Security chests or burglar-resistant chest portion of fireproof safes.
4	Fireproof safes or vaults not built to USPS standards.
5	Lockable metal cabinets and file drawers.

## General Information

152.1

- 3> Order equipment according to the criteria in Handbook AS-701, *Supply Management*, Chapter 2.
- 4> Examine all equipment assigned to an employee used to protect stock or funds to ensure proper safekeeping.
- 5> Ensure that all accountable paper received into and dispensed from the main stock/unit reserve is controlled. The responsibility for the main stock/unit reserve may be assigned only to a supervisory employee having no access to the cashbook. If this procedure is impractical, maintain the stock personally.

## 151.2 Postmaster or Supervisor

- >> Ensure that combinations and locks are uncompromised and changed whenever the equipment or employee is reassigned (see section 372).

## 151.3 All Employees Handling Accountable Paper

- >> Maintain accountable items in the security equipment and advise management in writing of equipment inadequacy or malfunction.

## 151.4 Postal Funds

## 151.41 Keeping Custody

Postal funds (a) must be kept safely without loaning, using, depositing in an unauthorized bank, or exchanging for other funds; (b) must be kept separate from personal funds.

- >> Keep postal funds inaccessible to the public and concealed from view. Make necessary arrangements for advance deposits, in addition to regular deposits, when funds in excess of normal operating needs accumulate early in the day. When funds are not continuously observed, keep them in locked receptacles.

## 151.42 Making Deposits

Postmasters must ensure that all postal funds, except the authorized cash portion of stamp credits and cash reserves, are deposited in the prescribed official bank account.

## 151.43 Making Withdrawals

Postmasters must not withdraw funds once deposited. Funds in the official bank account are transferred by Corporate Treasury.

## 152 Controlling Accountable Receipts

## 152.1 Defining

The receipt forms listed in the table below are controlled items. Do not reproduce locally.

362.2

## Post Office Accounting Procedures

The postmaster or installation head or designee should sign the Form 1902 and enter the appropriate title. The triplicate copy should be filed and the original and duplicate sent to the following address:

ATTN PAYROLL PROCESSING BRANCH  
MINNEAPOLIS ACCOUNTING SERVICE CENTER  
1 FEDERAL DRIVE  
FT SNELLING MN 55111-9612

The amounts held in AIC 814 should be removed and entered in AIC 636 on the same date the Form 1902 is submitted.

The individual Form 1902 amounts that equal the amount in AIC 636 in the remarks section should be listed on the reverse of the SOA.

If the postmaster or installation head or designee approves a lesser percentage or amount for payroll deduction (see item a above), a copy of the approval to the Form 1902 should be attached in triplicate.

- The Minneapolis Accounting Service Center (MNASC) completes Form 1903, *Invoice and Statement*, and sends it to the originating installation. Upon receipt, the postmaster or installation head or designee prepares Form 3239, *Payroll Deduction Authorization to Liquidate Postal Service Indebtedness*, in triplicate. The invoice number from Form 1903 is entered on Form 3239 before the original Form 3239 is submitted to the distributed data entry and distributed reporting (DDE/DR) system site. The duplicate is submitted to the appropriate personnel office and the triplicate sent to the employee.

## 362.2 Involuntary Deductions

Involuntary payroll deductions to liquidate a postal debt may not exceed 15 percent of an employee's disposable pay during any one pay period.

- To implement involuntary payroll deductions, Form 3239 should be completed and distributed as described in section 362.1.
- A copy of the letter of demand should be sent with Forms 3239 for all involuntary payroll deduction actions.

## 37 Protecting Postal Funds

### 371 Overnight Storage When Closed

#### 371.1 Protecting Funds in an Office With Vault, Security Container, or Safe

- >> Lock funds in vaults, security containers, or safes with full combination locks on outer doors. Put postal funds in the vault or other place providing the best security. Put security containers and safes inside the vault to the extent space is available.

Managing Postal Funds

372.1

**371.2 Using Lights Over Safe or Vault**

- >> At night when the office is unoccupied, leave enough light burning to sufficiently light the vault door or safe area only if the vault door or safe is visible to the public and if the local patrolling law enforcement agency requests it.

**371.3 Protecting Funds in an Office Without Safe, Security Container, or Vault**

- >> Lock funds in strong drawers or other fixed receptacles equipped with a lock. Do not leave funds in removable tin or iron boxes having locks or in cash drawers with finger combination locks.

**371.4 Securing Funds in an Office Without Protection**

- >> If you do not have a vault, safe, or fixed receptacle, remove funds to a safer place when office is closed. The funds may be placed in a safe deposit box in a bank or in a safe owned by a private party, provided there is no expense and the postmaster can maintain individual control over the funds. At no time should a postmaster transport funds for off-site storage if doing so would pose a threat to personal safety.

**371.5 Securing Doors, Windows, and Wickets**

- >> Keep all doors and windows of the office locked. In offices where the lobby remains open when no one is on duty, all doors, windows, and wickets connecting the lobby with the working portion of the office must be locked. All exterior doors and doors with access to the workroom floor must be equipped with deadbolt locks. Lobbies must not remain open when no one is on duty unless the screenline extends to a permanent ceiling and police protection is adequate.

**372 Securing Combinations and Keys****372.1 Using Form 3977, Duplicate Key Envelope**

- 1> Complete a separate Form 3977 envelope to protect each safe or vault combination and duplicate keys to inner doors of each walk-in vault.
- 2> Ensure that each responsible employee and a witness to the enclosure of the combination or keys signs the envelope. Postmark as instructed on the form.
- 3> Each time a lock or combination is changed, prepare a new Form 3977 and submit it to the custodian of the Form 3977 it replaces. The custodian must dispose of the replaced Form 3977.
- 4> Do not perforate or alter the Form 3977 in any way while it is sealed. If evidence of tampering with the envelope is noted or alleged, notify the local inspector in charge.
- 5> When it is necessary to open a duplicate key envelope, cut it along one end leaving the signature and postmarks intact. The employee opening

372.2

## Post Office Accounting Procedures

the Form 3977 and a witness must sign and date it. Retain the opened envelope as instructed on Form 3977.

*Note:* Maintain a separate Form 3977 for IRT passwords and for credit or debit card passwords for individual clerks if the two passwords are different. Follow the same procedures outlined in steps 2-5 above. Keep the form in a safe place.

**372.2 Protecting Combinations and Duplicate Keys****372.21 Securing Stations and Branches**

- >> Hold duplicate keys to stamp credits in the main safe or vault of the station or branch in a compartment under the exclusive control of the manager or a designated subordinate. Send the combinations for the main safe or vault and the duplicate compartment keys in a sealed Form 3977 via registered mail to the postmaster. Store these Forms 3977 in the most secure place under the exclusive control of the postmaster or designated subordinate.

**372.22 Securing the Main Office**

- >> Hold combinations for safes or vaults at the main office and duplicate keys to inner doors of such safes or vaults in the most secure vault or safe at that post office in a compartment under exclusive control of the postmaster or designated supervisor. Keep combinations for safes or vaults at stations or branches in the same compartment. Keep the combination and the inner door keys of that vault or safe in the next most secure safe or vault in the office in a compartment under exclusive control of the postmaster or designated supervisor.

**372.3 Keeping Inventory of Sealed Envelopes**

Each person with custody of Forms 3977 must maintain a list showing each envelope, the date received, the source, and the location of the safe or vault it relates to.

- >> At least once each 6 months, physically examine each Form 3977 to be certain it is on hand and intact. Place a written, dated, and signed report of this inventory in the file with the list.

**372.4 Handling Loss or Unauthorized Opening of Envelopes**

- 1> When any Form 3977 is discovered to be missing, destroyed, or opened by an unauthorized person, the person having custody must immediately notify the person having jurisdiction over the safe, vault, or stamp credit. Perform an examination of inventory. Change combinations or locks, and prepare a new Form 3977.
- 2> When a Form 3977 is missing or possibly opened as a result of burglary or other criminal act, notify the local inspector in charge immediately.

## Managing Postal Funds

372.7

**372.5 Setting and Changing Combinations**

- 1> Post the manufacturer's instructions for changing the combination on the back of the safe or vault door.
- 2> Place the key for changing the combination in the special container provided or tape it alongside the instructions.
- 3> Change combinations when (1) a new or different safe is placed in service; (2) a person knowing a combination of a safe or vault is separated or transferred to a new position; or (3) the combination becomes compromised due to the opening of Form 3977 in an emergency or by unauthorized people.

Failure to change a combination under the circumstances noted in step 3 above is considered contributory negligence by the responsible employee if property is stolen from a safe or vault without force.

**372.6 Securing the Combination Lock**

- >> Turn the combination knob on protective equipment four complete turns in the same direction to preclude it being closed on "day lock."

**372.7 Handling Master Keys to Safe Combinations**

- >> Mark master keys furnished by safe suppliers for identification, seal in envelope Form 3977, and have the postmaster or a designated supervisor sign with a witness. Retain the envelope in a central location at the main office under security. Use master keys only in an extreme emergency, since a duplicate to each compartment is in the custody of a supervisor.



426

## Post Office Accounting Procedures

- 2> Treat all stock, salable and nonsalable, as stock returned to the main stock. Form 17 (*Return*) supports the entry to AIC 848 on the Form 1412.

## 426 Handling Stamp Credits

## 426.1 Defining Stamp Credits

A stamp credit is the value of the stamp stock consigned to an employee from the main or unit reserve stock in an office. A window clerk stamp credit consists of the supply of each stock item necessary to meet normal customer demand.

- >> As customer demand is inconsistent with weekly replenishment, give some latitude. Hold stamp credits to a reasonable multiple of the weekly sales amount. Adjust the value of stamp credits consistent with the protection afforded to facilitate requisitions for full units of stock. You may exceed stock limits to permit filling of orders in full sheets, boxes, or packaged lots. During Christmas and other high-volume periods, determine stock limits by local office standard operating procedures without individual authorizations.

## 426.2 Protecting Stamp Credits

- 1> Place stamp credits in a locked container and store in a security container, safe, or vault following an employee's tour of duty.
- 2> Do not allow any employee, supervisor, or postmaster to have access to the stamp credit of another employee.
- 3> Grant an employee the opportunity to be present whenever his or her financial accountability is inventoried or audited. If the employee is not available, a witness of the employee's choice must be present. Each employee assigned a stamp credit must furnish the installation head two names of postal employees (in order of precedence) whom the employee chooses to witness the audit or inventory when he or she is absent. Enter the names of the selected witnesses on Form 3977.
- 4> Select chosen witnesses from employees who work at the same installation unit as the selecting employee. In their absence, the union steward may serve as a witness.
- 5> If it is necessary to gain access to a receptacle assigned to an absent employee, obtain the keys to the receptacle following the instructions printed on Form 3977. Make a witnessed inventory whenever access to an employee's accountability is gained in this manner. Do not reuse the old locks.
- 6> Prepare a new Form 3977 and keep the old envelope with certified count sheets. See section 372 for maintenance of Forms 3977.
- 7> Whenever an employee relinquishes control of an assigned stamp credit for any reason, change the locks on the employee's stamp and cash drawers.

112

Handbook F-1

Managing Accountable Paper

426.33

- 8> To safeguard each clerk's stamp credit, a unit supervisor must make an annual examination of all locks and keys in the unit except duplicate keys on file in Forms 3977. This ensures that individual clerks' keys will not open locked drawers, safe compartments, or stamp cabinets of other employees. The supervisor will keep a record for financial examination purposes.

*Note:* See section 372, Form 3977, for maintenance and verification procedures.

#### 426.3 Consigning Stamps Into Credits

##### 426.31 Consigning by Postmasters or Supervisors in Offices Without Stations and Branches

- >> Consign stamp credits to clerks from the main stock. Postmasters choosing to have the relief or replacement employee make sales from the main stock are exempt from consigning stamp credits. If the office is organized under the main office window unit (MOWU) concept, consign a stamp credit to the MOWU manager, who will consign stamp credits to clerks.

##### 426.32 Consigning in Offices With Stations and Branches

- >> Consign stamp credits to station, branch, and MOWU managers and contractors from the postmaster's main stock. Station, branch, and MOWU managers will consign stamp credits to clerks at their units. For SFAP units, the SDO or SDN will consign stock to offices with stamps and branches.

##### 426.33 Consigning to Rural Route Carriers

- 1> Consign a fixed amount of stamp stock sufficient to serve the needs of the customers on the route. The carrier may choose to purchase the stock with personal funds.
- 2> Consign stock on Form 3369, *Consigned Credit Receipt*, only from an employee with a stamp credit.
- 3> Complete Form 3369 in triplicate and distribute as follows: (a) original to the employee who issued the stock, (b) duplicate to rural carrier, and (c) triplicate to the postmaster.
- 4> Replenish stamp credits regularly to ensure availability of stock for customer demand. Consignment and replenishment are ordinarily performed by the post office at the head of the route. Rural route carriers do not need to replenish stamp credits daily.
- 5> Make replenishment by an employee who regularly sells postage. Treat this transaction as an over-the-counter sale of postage. Do not use Form 17 or Form 1412.
- 6> Audit rural stamp credits at least every 4 months to ensure the credit is properly maintained.

**273.44 Postal Service Locks**

**273.441 Exterior**

All exterior doors must be equipped with a deadbolt lock. A Series 86 FS lock is required for employee entrance and single (exterior) doors. The deadbolt is operated by key (from the outside) and by turning the lever from inside. When deadbolt is extended, turning the inside lever retracts both latch bolt and deadbolt simultaneously.

**273.442 Electronic Strike**

If a Series 86 F-type lock with a permanent rigid outside knob is installed, an electronic strike may be provided for employee access during the normal business day. The strike may be operated by an interior release button or exterior, electronic cipher key pad. The deadbolt portion of the lock is activated to prevent employee access after hours. Install these locks following standards established by the Occupational Safety and Health Administration (OSHA) 1910.36 and the National Fire Protection Association (NFPA) Life Safety Code (LSC) Section 5-2.1.2.1, 1981 edition. No combination of locking mechanisms may impede the orderly exit of people in the event of an emergency, even in complete darkness.

**273.45 Postal Service Keys and Access Control Cards**

**273.451 Postal Employees**

Personnel are issued only such keys as their duties require. Accountable entrance lock keys are furnished only to those postal employees who are required to open the office in the morning or close it at night. Management reviews employee key requirements semiannually.

**273.452 Nonpostal Occupants**

Nonpostal occupants may be furnished keys to the entrance doors of their offices when necessary. They may not be furnished keys that allow access to the workroom areas. Other types of building keys may be furnished to nonpostal occupants, providing there is an official need.

**273.453 Contractors**

Keys may be furnished to highway contractors for exchange of mail in lobbies, vestibules, or lockers of post offices when those offices are not open. These keys must not permit access to workroom areas.

**273.46 Key Accountability**

**273.461 Inventory**

Postmasters must keep an accurate inventory (including serial number and brand name of lock, total number of keys available, location of lock by door and/or room number, how and when disposed of) of all building keys and signed receipts for all assigned keys. Signed receipts are obtained using Form 1628, *Individual Key Record*, when keys are assigned.

---

**273.462 Inspection Service**

---

**273.462 Return of Keys**

When an employee's duties no longer require the use of an assigned key or the employee leaves the service, the key must be returned immediately. The date of return is then entered on Form 1628 as the release of accountability. If keys used to operate exterior doors to the facility are not returned, the locks must be replaced or rekeyed.

**273.463 Unassigned Keys**

Store all unassigned keys in a secure place accessible only to the postmaster or a designated alternate.

**273.464 Key Survey**

Conduct a semiannual physical survey of all building keys. Pay particular attention to master keys, exterior entrance keys, and special keys such as those for stamped envelope rooms, employee record rooms, etc.

**273.47 Reporting Lost or Stolen Keys or Access Control Cards****273.471 Procedures**

Immediately report a lost or stolen key or access control card to the inspector in charge. Describe in detail the key or access control card, case, or key chain. If the key is lost to an outside door, immediately exchange the lock cylinder on the entrance door with one from the interior of the building that is not operable by the building master key.

**273.472 Inspection Service Keys**

Also report lost or stolen regulation *lookout*, *O*, and *J* keys to the inspector in charge.

**273.48 Master Keys**

Only postmasters, installation heads, or their designees may carry a master key. At installations having a Postal Service security force, one or more master keys are issued to the ranking postal police supervisor for use by postal police in emergencies. Master keys are issued to maintenance employees only during their tours of duty and may not be carried from the building. No other occupants of the building are issued master keys, and any such keys in the possession of other occupants must be recalled. Master keying is not permitted for locks opening stamped envelope rooms or other locations requiring individual accountability of contents.

**273.5 Security Containers, Safes, and Vaults****273.51 Security Containers and Safe Equipment****273.511 General**

Security containers (items 293 through 299) are furnished to post offices in CAGs A through K and their stations and branches for cash, stamp stock, money orders, food stamps, and other valuable items. Other postal units, including CAG L post offices in quarters furnished by the federal government where the postmaster does not receive an automatic 15 percent of salary for heat, light, and equipment, are furnished surplus fireproof safes or similar appropriate storage equipment consistent with available supplies.

**273.512 Description**

Requisitioned items 293 through 299 should provide space, if possible, for regular window clerks using standard cash drawers (items 216, 217, 218, or 219), unless cash and stamp drawer cabinets (items 220 or 221) are located in a vault. Otherwise, window clerks should use the cash box (item 0-911) or be furnished a separate locked compartment in the security container.

**273.513 Exception**

When the value of office accountability and registered mail regularly exceeds \$25,000 and security containers, fireproof safes, or vaults are not provided for overnight storage, contact the inspector in charge.

**273.52 Vault Equipment****273.521 Criteria for Use**

Using vaults in place of security containers must be considered based on the volume of security storage needed at the facility. Generally, facilities with five or more service counter positions requiring bulk storage of accountable items require a vault.

**273.522 New or Replacement Vault Doors**

Vaults built to Postal Service Standard 13-80-1 provide better protection than other safekeeping equipment. GSA Class 5 vault doors are provided for newly constructed vaults or as replacements for defective or damaged vault doors.

**273.523 Modular Vaults**

Modular vaults meeting UL Standard 608 may be substituted for vaults built to other Postal Service standards. Authorized vaults must meet Class M level of security.

**273.524 Cash Drawers**

For storing cash drawers in a vault, use items 220 and/or 221 unless space is available in security containers located within the vault.

**273.525 Exception**

For storing cash, postage stamps, money orders, and food coupons in vaults not meeting specifications of 273.522 and 273.523, use security containers, chests, or fireproof safes inside the vault to the extent equipment is available and interior space of vault is sufficient. Items 222 and/or 223 may be used in vaults meeting 273.522 and 273.523.

**273.526 Magnetic Media**

For storing magnetic media such as diskettes, use certified data storage vaults.

**273.53 Requisitions****273.531 Procedure**

Requisition all safe, security container, and vault equipment on Form 7381, *Requisition for Supplies, Services, or Equipment*. Justification for equipment must accompany the requisition.

**APWU**

 125



UNITED STATES POSTAL SERVICE  
475 L'ENFANT PLAZA SW  
WASHINGTON DC 20260-4100

LABOR RELATIONS DEPARTMENT

Mr. Thomas Thompson  
Assistant Director  
Clerk Craft Division  
American Postal Workers  
Union, AFL-CIO  
1300 L Street, N.W.  
Washington, DC 20005-4128

Re: H7C-1J-C 39410  
CLASS ACTION  
BRISTOL CT 06010

H7C-1J-C 39939  
CLASS ACTION  
NEW BRITAIN CT 06050

Dear Mr. Thompson:

Recently, we met to discuss the above-captioned grievance at the fourth step of our contractual grievance procedure.

The issue in this grievance is whether management has violated Article 28 of the National Agreement.


After reviewing this matter, we mutually agreed that no national interpretive issue is fairly presented in this case.

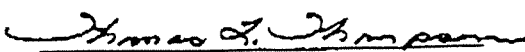
Accordingly, we agreed to remand this case to the parties at Step 3 for further processing, including arbitration if necessary.

Please sign and return the enclosed copy of this letter as your acknowledgment of agreement to remand this case.

Time limits were extended by mutual consent.

Sincerely,

  
Kathleen Sheehan  
Grievance and Arbitration  
Division

  
Thomas Thompson  
Assistant Director  
Clerk Craft Division  
American Postal Workers  
Union, AFL-CIO

Date: 11.18.92



bcc: Postmaster  
Northeast Region  
Article Code ... 28-01-00 REMANDED  
Issue Code ... >  
Subject, Reading, Computer  
LR410:KSheehan:rb:20-Aug-1992:OCA COMPUTER  
RB DOC. NO. 4093

Note To Region:

The parties at this level agree that requiring employees to use the same compartment without providing each employee a cylinder/lock for the compartment is in violation of the National Agreement and postal regulations regarding key accountability, including the F-1 Handbook.

Cylinder/locks should be furnished to each employee having to share a compartment. The locks that are used on the compartment drawers are designed to be able to pop in and out of the compartment drawer. As the employee reports to the screenline, the lock should be installed when the tray is placed into the compartment.

If you have further questions you should contact your Division or District office to get help. Also, you may also contact Mr. Frank Weaver (202) 268-5245 of the Retail Management Division at Headquarters.



Operations Programs Support



November 20, 1995

MEMORANDUM FOR POSTMASTERS

080 - 084

197 - 199

SUBJECT: IRT WORKSTATIONS LOCKS - CORRECT USAGE

Since the early 1990s, IRT workstations (Item 7400-B) have become the standard acceptable counterline and cabinet configuration used by the USPS. These workstations were designed with specific ergonomic and security features. Recent visits to the field and conversations with some postmasters indicate that some offices are currently not following proper procedures for correct usage of workstation lock mechanisms.

Each IRT workstation has a six drawer cabinet. The top two drawers in the cabinet are used as cash drawers by window/retail clerks. Each window/retail clerk is to have his/her own cash drawer insert (Item 7419). The cash drawer insert has a lock on it for use by the clerk every time their credit is secured in the safe. Each clerk has his/her own key for their own insert.

Inside one of the top drawers of the six drawer cabinet, Baker Manufacturing confirms that an envelope with two cylinder removal keys is shipped with each unit. Standard procedure, according to Headquarters, is that one cylinder removal key is to be left in the bottom of each of the top two drawers of each six drawer cabinet. Each clerk is assigned his/her own removable lock cylinder with key, in addition to the lock and key already assigned for the cash drawer insert. The removable cylinder and key are to be used by the clerk in the empty cash drawer lock cylinder slot each time that they use their cash drawer insert in that drawer position.

Standard Operating Procedure is for the clerk to pop his/her removable lock into the empty slot, use the cylinder removal key to secure the cylinder into position, drop the cylinder removal key into the bottom of the drawer, then set his/her cash drawer insert with stamp stock etc. into the drawer mechanism. Anytime that the clerk removes his/her insert with

FAX:

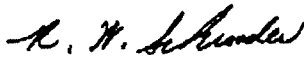
- 2 -

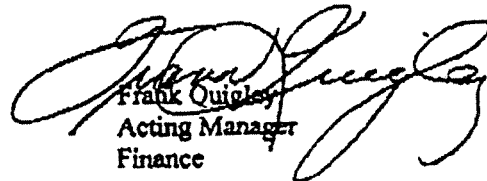
assigned credit (such as going to lunch or closing out) the clerk also removes the outer drawer lock cylinder and places it into the insert before locking it into the safe.

The above procedures are the only acceptable way that the IRT workstations are to be used. By following these procedures, your office will be in compliance with Handbook F-1, Section D-112, which stipulates that employees may not allow another individual to have access to funds entrusted to him or her.

For your reference in ordering additional locks as needed, we have attached a copy of information regarding IRT workstation locks.

Should you have any questions regarding the above, contact Gary Dunham, DRA at 609-933-4413.

  
R. W. Schroeder  
Manager  
Operations Programs Support

  
Frank Quigley  
Acting Manager  
Finance

Attachment

cc: District Staff  
SOA  
CSAs  
File - DRA (IRTLocks)



# postal bulletin

Published Since March 4, 1880

PB 21761—April 19, 1990—40 Pages

## Cash and Stamp Drawer Lock Replacement

The materiel distribution centers (MDCs) have for many years stocked and issued torsion tumbler and pin tumbler versions of Item 0933L, Cash and Stamp Drawer Lock.

Improved locks are now available. Installations must immediately replace all of the following locks *except* those installed in the new window work stations (series 7400 counterline):

1. All torsion tumbler locks (0933L), regardless of date obtained
2. All pin tumbler locks (0933L) obtained from the MDCs before 1989

For identification purposes, torsion tumbler lock keys are cut on both edges, and pin tumbler lock keys are cut on one edge and smooth on the other edge.

The MDCs have new stock of the pin tumbler version of Item 0933L. *Only* pin tumbler locks may be used on cash and stamp drawers. Offices should requisition the required number of replacement locks from their supporting MDC on Form 7380, *MDC Supply Requisition*. They should install replacement locks immediately upon receipt and dispose of the old locks in accordance with established procedures.

—*Delivery, Distribution, and Transportation Dept., 4-19-90.*

## DMM Notice

### Rural Mailboxes

Effective with DOMESTIC MAIL MANUAL Issue 35, 6-17-90, section 156.5 is revised to include a current list of mailbox manufacturers and the recommended height for rural mailboxes.

—*Delivery, Distribution, and Transportation Dept., 4-19-90.*

## Panama Hub: ISAL Delays

Due to problems at the Panama hub, there are delays in the movement of International Surface Airlift (ISAL) mail destined for South America, Central America, and the Caribbean. The Postal Service is currently in the process of establishing alternate transportation arrangements, where possible, to rectify the situation.

—*Marketing Dept., 4-19-90.*



Annual Index in PB 21756, 2-8-90.  
Latest Index in PB 21760, 4-5-90.

## New Notice 71

A new edition of Notice 71, *Bombs by Mail*, has been printed and stocked in the materiel distribution centers. The new edition is dated March 1990. Submit Form 7380, *MDC Supply Requisition*, to the supporting materiel distribution center for copies.—*Inspection Service, 4-19-90.*

## Alien Enemy Registration Program

The Postal Service supports the Immigration and Naturalization Service, Department of Justice, in the Alien Enemy Registration Program by stocking several types of (AE) forms for distribution in the event that a presidential order activates the program.

Effective immediately, personnel should not try to obtain these forms. *Do not destroy* existing forms in stock but continue to afford them safe storage. In the event of a presidential order, supplemental stocks of the forms will be distributed to the offices involved if they need resupply at that time.

Postal inspectors will no longer be required to verify the existence of these AE forms during facility inspections.

Direct questions to the appropriate Inspector in Charge.—*Inspection Service, 4-19-90.*

## CONTENTS

	Page
Alien Enemy Registration Program.....	1
Cash and Stamp Drawer Lock Replacement .....	1
Coding Accuracy Support System .....	17
Delivery of Addressee's Mail to Another (DMM Notice) ..	32
Delivery to Mobile Home, Trailer, and Recreational Vehicle Parks (DMM Notice) .....	4
Domestic Order .....	6
EMS—Guatemala .....	6
EMS—Saint Lucia .....	2
EMS—Soviet Union .....	2
EMS—Tanzania.....	2
Employee's Earnings Statement .....	7
Express Mail International Service—Thailand .....	29
Express Mail International Service—Yugoslavia .....	28
Express Mail International Service—Ghana.....	30
Foreign Order No. 294 .....	4
Holiday Poster (Memorial Day) .....	13
International First Flight Cachet .....	2
International Transit Time Study.....	5
Invalid Express Mail Corporate Account Numbers .....	36
Maintenance Information Orders, Modification Work Orders, Software Modification Orders .....	32
Missing Money Orders—Canadian .....	33
Missing Money Orders—U.S. ....	34
New Notice 71.....	1
Panama Hub: ISAL Delays .....	1
Post Office Changes Number 2.....	24
Rural Mailboxes (DMM Notice) .....	1
Vending Packets and Stamp Lapel Pins .....	4
Warning Labels for Trailers Containing Live Animals....	3
Weighted Fee for Returned Third-Class Mail (DMM Revision).....	6
Withholding of Mail Orders .....	6

## Chapter 2 Preparation For Mailing

### 210 Conditions

The articles to be registered must be prepared under the general guidelines and specific regulations in DMM, 121, and 210-223 of this handbook. Postal employees are not permitted to assist in the preparation or sealing of mail to be registered. The mail must bear the *COMPLETE* name and address of both sender and addressee. Envelopes or packages that appear to have been opened and resealed, or which are otherwise improperly prepared, will not be registered. Padded envelopes are not acceptable in the domestic registered mail service. A package may be refused if it is not packed in a manner that will assure safe transmission in the mails. The sender is required to tell the postal employee whether or not the item is of a fragile nature and, if so, describe the interior packing. Packages will be refused if not properly packed to withstand normal handling in the mail. Indemnity may be denied if fragile articles are not properly packed.

### 220 Sealing

#### 221 Letter Size Envelopes

The sender must securely seal letter size envelopes. *SELF SEALING ENVELOPES ARE NOT ACCEPTABLE*. Paper, cellulose strips, wax or paper seals must not be placed over the intersections of flaps of letter size envelopes where the postmark impressions are made. Recommend that postal customers use good quality envelopes with heavy deposits of mucilage all the way to the edge of the flap.

#### 222 Packages (Including Large Envelopes (Flats))

**222.1** The sender must wrap and seal packages with mucilage, glue, plain paper or cloth tape.

**222.2** Packages containing currency or securities may not be sealed exclusively by use of paper strips, but must first be sealed securely with mucilage or glue.

**222.3** Large envelopes (flats) which are completely sealed and which also have paper strips or paper tape across the intersections of the flaps may be considered as packages meeting sealing requirements.

**222.4** Only tape which adheres enough to show tampering if removed, and which will absorb a postmark impression, may be used on registered mail. Use of masking and transparent tape is not permitted.

### 230 Window Envelopes

Window envelopes must have transparent panels covering the opening. If the transparent panel is glued to the envelope, the envelope may only contain matter without intrinsic value. If the transparent panel is an integral part of the envelope, the envelope may be used for all registered mail.

### 240 Firm Mailing Book

If an average of three or more articles are presented, frequently, for registration at one time, the sender may obtain free a Form 3877, *Firm Mailing Book for Registered, Insured, C.O.D., Certified and Express Mail*, from the post office. It must be used in accordance with the instructions given by the postmaster. Form 3877 must be prepared by the mailer in triplicate, if requested by the postmaster; otherwise, it must be prepared in duplicate. All entries made in firm mailing books must be made by typewriter, ink, or ball-point pen. One or two copies of the form, whichever is applicable, are retained by the post office and the other receipted and returned to the sender.

### 250 Mailing Receipts

#### 251 General

A receipt will be issued for registered mail when it is accepted. The form used for this receipt depends on whether registrations are firm or individual transactions.

#### 252 Form 3877

When Form 3877 is used, the receipt will be postmarked, signed, and issued **AFTER ENTRIES HAVE BEEN CHECKED AGAINST THE MAIL**. A temporary receipt, Form 3824, *Temporary Bulk Receipt*, showing only the total number of articles, may be issued when a large number of articles are mailed. The permanent descriptive receipt will be issued as soon as possible after verification of the mail.

#### 253 Form 3806, Receipt For Registered Mail

For individual transactions, a receipt will be issued for registered mail on Form 3806.

## Chapter 4 Dispatching

### 410 To And From Stations And Branches (Including Contract Stations)

#### 411 Preparation

Make up all registered mail transmitted to or from main offices and a station or branch in rotary lock pouches and handle as a hand-to-hand transfer. Use hand-to-hand transfer whenever possible. Make up registered articles dispatched from a contract station in a registry jacket, rotary or numbered seal pouch or container envelope, as appropriate.

#### 412 Delivery By Motor Vehicle Operator

Where possible, the motor vehicle operator will deliver registered mail to the registry section. Otherwise, an employee of the registry section must be assigned to the platform or dock area to accept registered mail from the driver.

#### 413 Security Of Exchange

An arrangement must be made at each installation to provide a secure exchange of registered mail between motor vehicle operator and the registry section on a hand-to-hand basis.

### 420 Dispatching

#### 421

Obtain receipt from the dispatch unit in duplicate. Leave one copy of the bill with the articles and retain the other in the registry section.

#### 422

Dispatch units should retain copies of dispatch bills on file.

#### 423

When registry section employees are not used as dispatchers, an employee of the outgoing mail section may be designated to pouch registered mail and make dispatches.

#### 424

The employee who actually pouches mail should sign for the entries on the mailing section copy.

#### 425

Bill rotary lock or numbered seal pouches to the sectional center facility (SCF) in the following manner:

a. Bill up to eight pouches to a single SCF on Form 3830A. Place Form 3830A in a P-9 envelope attached to one of the pouches.

b. Bill more than eight pouches to a single SCF on Form 3854 in triplicate. Place two copies of the bill and a return addressed envelope in a P-9 envelope attached to one of the pouches. Receiving offices will postmark and sign the copies and return one copy to the dispatching office.

### 430 Hand-To-Hand Receipts

#### 431 How To Use Hand-To-Hand Receipts

When a hand-to-hand receipt is exchanged in transferring custody of rotary lock pouches, numbered seal pouches, and outside registered pieces, enter the particulars of the pouches and outside pieces on a dispatch bill, in duplicate. Deliver one copy of the bill with the registered mail. The accepting employee should check the particulars of the rotary lock pouches, numbered seal pouches, and outside pieces against entries on the bill at the time of transfer. Obtain a descriptive receipt from the person to whom delivery is made. The postal employee conveying registered mail shipments may assist the receiving postal employee in checking registered articles against the bills, if requested to do so by the receiving employee. Under exceptional conditions, when available time does not permit descriptive checking of rotary lock pouches, numbered seal pouches, and outside pieces, the dispatch may be accepted by count. Under these conditions, the dispatch may be transferred with the understanding that full particulars will be checked against entries on the bill as soon as possible after actual transfer.

#### 432 When To Use Hand-To-Hand Receipts

Exchange hand-to-hand receipts in the following instances:

a. All dispatches between mail offices and stations and branches.

b. When large volume of registered mail is exchanged directly by postal employees between postal units.

c. The declared value of an individual shipment meets the coded value requirement set forth in special instructions issued by Headquarters to Regional Postmasters General. (Issued on a need to know basis).

d. The aggregate value of a particular dispatch warrants such handling as determined by the superintendent of the registry section at the point of origin to the first transfer

upper and lower flaps or, if return receipts are used, postmark partially on the receipt and partially on the flaps of the letter. If the return receipt covers the entire back of the letter, postmark the perforation on both ends of the return receipt. Postmark packages sealed with paper strips across opposite edges of the strips. Use additional postmarks if this would make detecting rifling easier. All seams on the wrapping must be postmarked if paper strips are not used. When large mailings consist of letters containing written or printed matter of little value, the envelopes may be postmarked once on the back by running them through a cancelling machine. Postmark once on the back of the tag of sack jackets.

### 362 Cancelling Stamps

Cancel the postage stamps using rubber or hardwood canceller.

### 370 Free Return Receipts

Do not charge for return receipts for free registered mail of the Postal Service. Use such receipts only when it is essential that a signed receipt be on file at the mailing post office. Do not request return receipts for official post office remittances or postal supplies.

### 380 Hand-To-Hand Exchanges

A hand-to-hand exchange is the exchange of registered articles, numbered seal, and/or rotary locked pouches between two individuals. Descriptively list these articles given to another employee on the appropriate form and have the receiving employee sign the receipt. Hand-to-hand exchanges should be made whenever valuables are being transferred to and from the valuable cage, to delivery sections, stations and branches and units within a post office or Airport Mail Facility that are not in view of the registry section.

### 390 Preparing For Dispatch

#### 391 Equipment

When registered mail is transferred from one unit to another unit, or from one employee to another within a unit (except between employees within a registry Section) the registered articles must be listed on a dispatch bill and signed for by the receiving employee. When registered mail is transferred from one employee to another, as a hand-to-hand transfer, it is not necessary to place the registered article in an enclosure. After registered articles are billed, (except outside articles and some hand-to-hand exchanges; see 430) they are placed in postal equipment for dispatch. The following equipment is used for this purpose:

#### Type of Equipment How Dispatched

Envelope Container (P-399)	In a rotary lock pouch, iron lock pouch, or numbered seal pouch.
Registry Jacket (P-388 & P-390)	In a rotary lock pouch, numbered seal pouch, or envelope container.
Rotary Lock Pouch	Hand-to-hand
Sealed Pouch	Hand-to-hand
Sack Jacket	Hand-to-hand

### 392 Rotary Lock Pouches

Process registered mail for dispatch in rotary lock pouches as follows:

- a. Use rotary lock pouches to all offices and other units having rotary lock keys.
- b. Enter the following information on Form 3854, *Manifold Registry Dispatch Book 30-Entry*, with ball-point pen:

- (1) Lock and rotary number.
- (2) Bill number and page number, if necessary.
- (3) Destination and dispatch.
- (4) Time and means of dispatch.
- (5) Postmark bill and coupon.

(6) Enter registration numbers (R and 9 digits) for individual articles of domestic mail and registration number plus the country of origin for international mail.

(7) Numbers and offices of origin for jacket envelopes, fixed and rotary lock numbers; offices of origin and destination for rotary lock pouches, seal number and numbered seal pouches.

- c. Pouch in the following manner:

(1) Count pieces being dispatched and check count against the number of pieces listed on the bill. If the count does not agree, check each article against corresponding entry on the bill.

(2) Check bill against the label and the lock and sign the bill.

(3) Tie articles in bundles of not more than 30 pieces to each bundle, placing the articles in the bundle in the sequence of listing with special delivery articles on top of the bundle. If practical, list special delivery articles first.

(4) Place the bill for the contents under the first article of the bundle.

(5) If articles cannot be tied into a package, put original of bill in a penalty envelope and put envelope in pouch.

(6) Examine pouches. Do not use torn or otherwise defective pouches.

(7) Do not place more than 180 individual pieces in any or pouch.

731.2

Registered Mail

**731.2 Responsibility**

Handle registered mail so that individual responsibility can be fixed, consistent with instructions in this handbook. The Superintendent, Registry has the authority to permit area responsibility at an office when the cost of individual responsibility is prohibitive. (*Exception:* Where service counter activities are combined, registered mail must be handled in such a manner that individual responsibility for the registered mail can be fixed). In an office where a Superintendent, Registry is not assigned, the postmaster must obtain approval for area responsibility from the General Manager, Accounting and Revenue Protection Division at the Regional Office. Area responsibility occurs when a group of employees, rather than an individual employee, is responsible for the registered mail. The group must be kept to a minimum and Form 1625 must be used to record all employees working registered mail.

Area responsibility *may be used* (with permission) for all registered mail when the mail is worked by itself, or with other accountable mail, in an area enclosed by wire screen partitions.

Area responsibility *may be used* (with permission) for incoming and notified registered mail when the mail is worked by itself, or with other accountable mail, in an area *not* enclosed by wire screen partitions, if the area is separated from the mainworkroom by cases or other means.

**731.3 Notified Mail**

All mail not assigned to carriers or delivered to customers on the day that it arrives must be treated as notified mail. Notified mail must be kept in locked containers, employees must sign for the key(s) to the locked container(s) daily, and all notified registered mail must be accounted for at the end of each business day.

**731.4 Unaccounted For Registered Mail**

Immediate notification must be made to the Postal Inspection Service whenever a piece of registered mail is unaccounted for.

**732 Internal Protection**

The following special rules apply only to internal handling in a stationary postal unit.

a. Provide a safe, vault, separate cage, or locked container. Assign an employee or employees to be responsible for valuable registered mail. Do not permit other employees to have access to this unit.

b. Determine, on the basis of local conditions, the value of articles to be placed in the valuable unit. This determination is the responsibility of the postmaster. However, this value cannot be less than \$1,000. *Note:* The term valuable as defined here is not to be used as a guide to dispatching or to carrier delivery.

c. Transfer valuable mail to and from the valuable unit by receipts, showing the number for individual pieces or full particulars of rotary-lock pouches. Keep a record on Form 3854 of the valuable articles and pouches in the unit.

d. While registered mail is in the valuable unit, use Form 3810, *Reminder Record*, in the dispatch or delivery sections as a reminder. Each registered article should be listed on a separate Form 3810. When the dispatch or delivery employee retrieves the listed article from the clerk, he initials the 3810 opposite the article listed and leaves the 3810 with the clerk. Articles which have been retrieved from the vault will be lined off the 3810 and the 3810 will be reused.

e. At offices operating on a tour basis which have a separate valuable cage, make a balance at the end of each tour. The balance will cover only the registered articles in the valuable cage. Use Form 3875, *Daily Balance—Registry Section*, for this purpose. The employee in charge of the valuable unit must obtain a receipt for the valuable articles from the responsible employee in the succeeding tour. Tour receipts must be approved and filed by the supervisor.

f. Report serious discrepancies in handling valuable registered mail to the Postal Inspector-in-Charge, or to the local postal inspector, by telephone or telegraph.

**733 Postal Employees' Responsibility**

Postmasters and other postal employees will be held personally responsible for the wrong delivery, depredation, or loss of any registered mail due to negligence or disregard of instructions.

**734 Inspection Of Damaged Mail**

To comply with the instructions concerning sanctity of the seal on First-Class Mail, a damaged, registered article must not be examined more than necessary to determine the extent of damage.

**740 Claims Acceptance Procedures****741**

Handle claims for loss, damage or rifling in accordance with DMM, 149.

**742**

Customers filing damage claims must present the damaged article, the wrapper and the packaging at the time the claim is filed.

**743**

A complete description of the damage to the article, the outside container and the interior packing must accompany the claim file.

**744**

Claims for rifling or total loss of contents must be accompanied by the envelope or packaging allegedly rifled.

DM-901, TL-2, 4-1-63

LABOR RELATIONS



March 17, 1997

Mr. Thomas L. Thompson  
Assistant Director  
Clerk Division  
American Postal Workers  
Union, AFL-CIO  
1300 L Street NW  
Washington, DC 20005-4128

Dear Tommy:

This letter is in reference to your inquiry regarding HCR drivers handling/signing registered mail.

The Inspection Service has initiated a nationwide program which is being phased in to train AO's and Postmasters or their representatives who in turn will train HCR drivers on handling/signing for registered mail. I hope this satisfactorily addresses your concerns in this matter.

If you have any questions please don't hesitate to contact me (202) 268

Sincerely,

A handwritten signature in cursive script that reads "Donna M. Gill".

Donna M. Gill  
Labor Relations Specialist  
Contract Administration APWU/NPMHU

475 L'ENFANT PLAZA SW  
WASHINGTON DC 20260-4100



Standard Operating Procedure  
Registered Mail  
May 27, 1997

### ASSOCIATE POST OFFICE

#### INCOMING REGISTERED MAIL

All registered mail will be dispatched to your office in a striped #2 canvas pouch with an attached rotary lock. Each post office should receive a striped pouch every day (except Sundays and Holidays). If you do not receive your pouch, call the registry section at your P&DC immediately. 616-353-5069

The HCR driver will present to you or leave in your vestibule the striped pouch, the original and one copy of PS Form 3854, and any outside registered articles. The accepting employee at the Associate Post Office and the HCR driver should sign both copies of the PS Form 3854 *after* verifying the lock number and the rotary number listed on PS Form 3854 against the actual lock number and rotary number on the lock. The accepting employee will keep the original 3854 for the post office's records and return the copy to the HCR driver. This procedure clears the driver of responsibility for the striped pouch. If the office is closed when the HCR arrives, the driver should leave the mail in an agreed upon location along with the signed copies of the PS Form 3854. The accepting employee will sign both, keeping the original and placing the copy for the HCR driver in the agreed upon location.

The accepting employee should then open the pouch using a rotary lock key and verify the individual registered articles with the PS Form 3854 which will be located inside the pouch. This PS Form 3854 will list all the registered articles placed inside the pouch. Distribution of the registered mail will proceed as normal from this point. If there are no registers for your office you should receive an EP-399, an EP-9 envelope, and a striped pouch inside of your first class mail pouch.

#### OUTBOUND REGISTERED MAIL

The striped #2 canvas pouch, with an attached rotary lock, should be used to dispatch all registered mail to the P&DC. The striped pouch should contain a label of the following format

KALAMAZOO P&DC 490  
REGISTRY ROOM  
YOUR OFFICE NAME AND ZIP CODE

Complete PS Form 3854 in duplicate, listing all the registered articles you are dispatching and placing inside the striped pouch. Offices with eight (8) or less registered articles to dispatch should use PS form 3830-A to list the articles enclosed inside the pouch. When the 3830-A is used the original is kept at the dispatching office and copies 2 and 3 are sent inside the EP-399

envelope container. The EP-399 must also contain any registered articles which it can accommodate. The EP-399 should not be sealed with label 87 (label 87 is no longer needed on the EP-399). The registry room will verify the 3830-A and round date the post card (copy 3), which will be returned to you unsigned. Whenever an office has more than eight (8) registered articles to dispatch they must use PS form 3854. Place the original PS Form 3854 inside the pouch with the bundle of registered mail. The copy of PS Form 3854 is for your post office records. NOTE: When the PS form 3854 is used you will not receive a confirmation card. An EP-399 Envelope Container must also be used to protect the registered letters and PS form 3854 enclosed inside the striped pouch. The EP-399 should not be sealed with label 87 (label 87 is no longer needed on the EP-399).

A striped pouch will be dispatched even if no registered mail is available. If no registered mail is being dispatched, then the PS Form 3830-A will be enclosed in the striped pouch and will state "Nil-Bill" (meaning no registered articles inside the striped pouch).

The striped pouch will be sealed with the attached rotary lock. Prior to sealing the striped pouch, the lock number and the rotary number from the rotary lock must be included on the PS Form 3854 or PS form 3830-A, that goes inside the striped pouch. If you are using the PS form 3830-A the lock number and rotary number should be placed in the top margin (*although in our meeting on the 23rd of May we agreed in principle that the lock number and rotary number were not necessary on the 3830-A; Inspector Buscher has indicated that the lock and rotary numbers are requirements*). Always place an EP-9 envelope on the outside of the striped pouch under the rotary lock. (The registry room has supplies of EP-9 and EP-399).

Complete a PS Form 3854 in triplicate\* listing the lock number of the striped pouch and any outside registered articles that you are dispatching. The lock number and rotary number from the rotary lock must be included on this PS Form 3854. Do not list individual registered mail articles that are inside the striped pouch on this PS Form 3854 unless they are dispatched as outsides.

Obtain the signature of the HCR driver on all three\* copies of PS Form 3854 and give the original, third, and any subsequent\* copies to the driver to put into the EP-9 envelope. The second copy is your post office's record and should be retained at your office.

If the HCR driver picks up the mail from the vestibule after all employees have left the office and the office is closed, leave the registered mail and the three\* copies of PS Form 3854 in the vestibule at an agreed location. After the HCR driver signs for the pouch they will place the original, third, and subsequent\* copies of PS Form 3854 in the EP-9 envelope. The second copy is left at the post office in a predetermined location. Articles too large or too heavy to be enclosed in the striped pouch are dispatched as "Outsides". Bill each article on PS Form 3854 that is to be signed by the HCR driver. Attach an EP-11, Registered Outside Mail Envelope, to one of the outside articles. Attach Label 87 to each of the remaining articles. This procedure has not changed.

3

You should dispatch a striped pouch to your P&DC every night except Sundays and Holidays. If you do not send a striped pouch or if there is a discrepancy\*, the P&DC is instructed to contact the postmaster or alternate at home that night to determine if the pouch was dispatched. Any irregularities\* will be reported by mail. If your striped pouch is knowingly not dispatched, i.e. "the driver failed to take it with them", you must notify the P& DC immediately at 616-776-1487. If the non dispatch is the fault of the driver a PS form 5500 must be completed. The Postmaster must determine whether to transport the striped pouch to Grand Rapids or to hold the striped pouch until the next dispatch of value (you would have 2 striped pouches dispatched at that time). If you decide to transport the striped pouch to Grand Rapids you must deliver it to the Platform Registered Mail Receiver who will assume responsibility for the striped pouch by signing all three copies of PS form 3854. The copies will be returned to you and the original will be filed by the registry cage.

All copies of PS Form 3854 should be maintained for two (2) years.

\*There may be instances where some postmasters are required to prepare additional PS Forms 3854 to accommodate additional transfers from one HCR to another. If this is the case in your office you must complete PS Form 3854's sufficient in number to insure that each transfer point will retain one copy. If the HCR driver who picks up your mail maintains control of your mail until it reaches the P&DC you only need to prepare three (3) copies of PS Form 3854.

\* An example of a discrepancy would be a registered article listed on the 3083-A and the physical register not being found.

\* An example of an irregularity would be a registered piece without postage.

CBR 87-04  
11/09/87

ADDENDUM NO. 007

FILE UNDER:  
ARTICLE 19



UNITED STATES POSTAL SERVICE  
Labor Relations Department  
475 L'Enfant Plaza, SW  
Washington, DC 20260-4100  
October 27, 1987

RECEIVED BY

OCT 29 1987

INDUSTRIAL  
RELATIONS

Mr. Thomas A. Neill  
Director, Industrial Relations  
American Postal Workers  
Union, AFL-CIO  
1300 L Street, N.W.  
Washington, D.C. 20005-4107

Dear Mr. Neill:

This is in response to your September 15 letter concerning the intent of part 141.2 of Handbook P-1 as it relates to the requirement of providing written notification when an employee believes that equipment is no longer providing adequate protection of stock or funds.

The subject language was added to encourage the use of written notices to supervisors for the purpose of ensuring that management is readily aware that a security problem may exist and that appropriate action is taken as expeditiously as possible. A secondary benefit of such notice is that it reduces the likelihood of a future dispute over the issue of whether the employee ever notified management to begin with. We have previously clarified that an official form is not provided nor is necessary for this purpose. We have further clarified that the form being furnished by the APWU is acceptable and that management personnel may complete the response portion (although not required).

With regard to the matter of managers claiming immunity from responsibility in the event that an employee fails to provide a written notice, it is not the position of the Postal Service that such immunity is granted on that fact alone. While such failure surely casts a cloud over the issue of whether management was aware of the alleged problem, the lack of a written notice does not, necessarily, make the issue moot.

-- 47 --

CBR 87-04  
11/09/87

ADDENDUM NO. 007

FILE UNDER:  
ARTICLE 19

Mr. Neill

2

If you have any questions regarding the foregoing, please  
contact me at your convenience.

Sincerely,



Frank X. Jacquette, III  
Acting General Manager  
Programs and Policies Division  
Office of Contract Administration  
(202) 268-3823

## ARBITRAL AUTHORITY ON THE ISSUE OF SECURITY OF REGISTERED MAIL

In decision E7C-2B-C 20972, Arbitrator Howard, after upholding the Union's grievance on the procedurally defective nature of a \$25,000.00 letter of demand, went on to clear the grievant of any culpability in the loss of the subject registered article.

Arbitrator Howard said:

### "The Merits of the Issue

*While the undersigned arbitrator believes that issues in arbitration should be resolved on the narrowest possible basis, where, as here, the grievant has been charged with failure to exercise reasonable care, equity alone should indicate that her record be cleared of this charge, rather than be clouded with the possibility that such charge was avoided on a technicality.*

*An investigation of the incident by the Service's own specialized investigative arm, the postal Inspection Service, revealed through interviews with not only the grievant, but the box clerk and the Window Technician, that there was an established practice of placing registry articles for box customers on top of the safe in the vault. This testimony was completely unrefuted by management witnesses who at best maintained they were unaware of this practice. Moreover, the Postmaster repeatedly testified he considered the vault a secure area.*

*The interviews of Inspector Cooper also revealed through the testimony of the same witnesses that a practice existed of not clearing registered mail for box customers between the registry clerk, the grievant, and either the box clerk or the Window Technician. This testimony was completely unrefuted by management witnesses who at best maintained they were unaware of the practice.*

*In the fact of these practices established by the Service's own investigation, there is nothing strange about the grievant's unrefuted testimony that she was trained by the previous incumbent to follow them. Indeed, the service's comment that the testimony of the grievant in this respect was unrefuted only because of the death of the previous incumbent was not only unkind, but patently ridiculous. It was a slap at the grievant's credibility unmerited by her demeanor and testimony. It assumes some extraterrestrial capability to converse with the deceased*

*and knowledge to what she would testify if she had not departed, a capability unexplained to the arbitrator. It ignores the corroborative effect on the grievant's testimony of the Service's own investigation.*

*Moreover, Inspector Cooper found a number of lapses in security at the facility. A variety of employees had unquestioned access to the vault, there was no individual accountability with the transfer of the registered mail from the registry section to the vault, and there was no individual responsibility while the registered mail was in the vault. Management has the responsibility for being aware of any such procedures or practices which have evolved in conflict with proper security. The failure of the grievant to sign off registered mail to either the box clerk or the Window Service Technician cannot be said to have caused the loss, but merely identified her as the last person with custody over the registered mail. The conclusion is inescapable that given the existing security procedures and practices her transfer of custody to another employee would simply have produced a different grievant."*

## Appendix D

## Information Crosswalk

Consolidates HBK F-1, Current through November 1996			Cross-Reference to Previous Manuals		
F-1 Transmittal Letter 17, November 1996	Postal Bulletins (PB)	New Policies/Procedures/Issued	F-1 Transmittal Letter 16, April 1991	F-48 Transmittal Letter 1, December 1986	F-50 Transmittal Letter 1, December 1986
11			111		
12			112		
13			120		
131			121		
132			122		
133			123		
14			130-131		
141			132		
142			133		
15			140		
151			141		
151.1			142		
151.2-151.3			141.2		
151.4			143		
152			145		
152.1 Table			Exhibit 145.1		
16			150-151		
161-163			152-154		
17			160-162		
211			211		
212		Responsibility — District	212		
213			213-215		
214			212.3		
214			220-221		
214			221.1		
214			221.2		
215	PB 21925, 8-1-96		230-235		
216	PB 21925, 8-1-96		250-251		
217		Variation in Financial Reporting Procedures			



# Post Office Accounting Procedures

Consolidates HBK F-1, Current through November 1996			Cross-Reference to Previous Manuals		
F-1 Transmittal Letter 17, November 1996	Postal Bulletins (PB)	New Policies/Procedures/Issued	F-1 Transmittal Letter 16, April 1991	F-48 Transmittal Letter 1, December 1986	F-50 Transmittal Letter 1, December 1986
221.2			227		
221.21			222		
221.21			222.1		
221.21			222.2		
221.22	PB 21829, 11-26-92		223		
221.22	PB 21829, 11-26-92		223.1		
221.23	PB 21829, 11-26-92		223.2		
221.23	PB 21829, 11-26-92		224		
222	PB 21829, 11-26-92		253		
223.1		Posting the Accountbook — DAO (SFAP Units)			
223.2			223.3		
223.2			236		
223.2 Note			240		
223.2			241-242		
223.2 Note			243		
224.1		Preparing the SOA — DAO (SFAP Units)			
224.2			252		
225			254-256		
231-232	PB 21829, 11-26-92		228.2		
311	PB 21917, 4-11-96		324		
311			331.1-331.2		
312.1			311.1		
312.2	PB 21849, 9-02-93				
312.3			311.3		
312.4			311.26		
313			311.2		
314.1-314.2			321		
314.3		USPS Commercial Checks			
314.4			313.1-313.2		
315			314		
316	PB 21894, 5-25-95 PB 21919, 5-6-96				
317			323		
321-323	PB 21822, 8-20-92 PB 21886, 2-2-95		312.1		
324	PB 21822, 8-20-92		312.2		

# Information Crosswalk

Consolidates HBK F-1, Current through November 1996			Cross-Reference to Previous Manuals		
F-1 Transmittal Letter 17, November 1996	Postal Bulletins (PB)	New Policies/Procedures/issued	F-1 Transmittal Letter 16, April 1991	F-48 Transmittal Letter 1, December 1986	F-50 Transmittal Letter 1, December 1986
324	PB 21822, 8-20-92		312.3		
325		Making Payment Locally			
325		Errors Made by Bank			
331			331		
332			332		
333			333		
333.1	PB 21913, 2-15-96		333.1		
333.2			333.2		
333.3			333.3		
333.4			333.4-333.6		
333.5			334		
333.6			335		
341			341-342		
341			342.1-342.2		
342			342.3-342.4		
342.1			343		
342.2			344		
342.3			345		
351			351		
351			351.1		
352			351.2		
353			352		
353.1			352.1-352.2		
353.2			352.3		
353.3			353		
353.4			354		
353.5			355		
361			473		
362			474		
371			361		
372			362		
372.1 Note		Securing Combinations and Keys for IRT and Debit/Credit Passwords			
Delete			370-373		
411			411		
412			432		

# Information Crosswalk

Consolidates HBK F-1, Current through November 1996			Cross-Reference to Previous Manuals		
F-1 Transmittal Letter 17, November 1996	Postal Bulletins (PB)	New Policies/Procedures/issued	F-1 Transmittal Letter 16, April 1991	F-48 Transmittal Letter 1, December 1986	F-50 Transmittal Letter 1, December 1986
423.9			480-483		
424.1				271-272	
424.1				281-282	
424.2				231-232	
424.23	PB 21904, 10-12-95		544		
424.3				283	
424.4				241-263	
424.4				291-292	
424.4				294	
424.4			444		
424.5				293	
424.6	PB 21888, 3-2-95				
424.7	PB 21888, 3-2-95				
424.8	PB 21888, 3-2-95				
424.8			480-483		
425.1-425.2			442		
425.3			443		
426.1-426.6			433-435		
426.7			445		
426.8	PB 21907, 11-23-95		446		
426.8			492.1		
426.9	PB 21913, 2-15-96		458		
	PB 21888, 3-2-95		451-457		
427	PB 21914, 2-29-96		460-466		
427			492.2		
428.1-428.4			436-437		
428.5		Handling Returned Stamp Stock			
428.6		Handling Stamp Stock Destroyed			
428.7-428.9	PB 21886, 2-2-95				
429.1					211-213
429.1					
429.1	PB 21909, 12-21-95		472.1-472.2		
429.11					230
429.12					240-242
429.13					250-254

# Post Office Accounting Procedures

Consolidates HBK F-1, Current through November 1996			Cross-Reference to Previous Manuals		
F-1 Transmittal Letter 17, November 1996	Postal Bulletins (PB)	New Policies/Procedures/Issued	F-1 Transmittal Letter 16, April 1991	F-48 Transmittal Letter 1, December 1986	F-50 Transmittal Letter 1, December 1986
429.14					260-263
429.15					264
429.16					265
429.19					270
429.2					311-312
429.2					320-322
429.2					330
429.2					340-342
429.2					350-354
429.2			472.3		
429.3			472.4		
429.4					410-440
431			412	330	
432		Transfer of Accountability at a SDO			
433				210	
434				340-367	
435				370-374	
436	PB 21888, 3-2-95				
437		Handling Accountable Paper Returns at a SDO			
438				390	
439				380-383	
44		Managing Accountable Paper at a SDN			
45		Destroying Stamp Stock			
46	PB 21797, 9-5-91	Managing Accountable Paper at the DAC			
47	PB 21898, 7-20-95	Managing Accountable Paper at Offices with Unit Accountability			
51			380		
511			381		
512			382		
513			383		
514			384		
515			384.1-384.2		
52			270		

# Post Office Accounting Procedures

Consolidates HBK F-1, Current through November 1996			Cross-Reference to Previous Manuals		
F-1 Transmittal Letter 17, November 1996	Postal Bulletins (PB)	New Policies/Procedures/Issued	F-1 Transmittal Letter 16, April 1991	F-48 Transmittal Letter 1, December 1986	F-50 Transmittal Letter 1, December 1986
429.14					260-263
429.15					264
429.16					265
429.19					270
429.2					311-312
429.2					320-322
429.2					330
429.2					340-342
429.2					350-354
429.2			472.3		
429.3			472.4		
429.4					410-440
431			412	330	
432		Transfer of Accountability at a SDO			
433				210	
434				340-367	
435				370-374	
436	PB 21888, 3-2-95				
437		Handling Accountable Paper Returns at a SDO			
438				390	
439				380-383	
44		Managing Accountable Paper at a SDN			
45		Destroying Stamp Stock			
46	PB 21797, 9-5-91	Managing Accountable Paper at the DAC			
47	PB 21898, 7-20-95	Managing Accountable Paper at Offices with Unit Accountability			
51			380		
511			381		
512			382		
513			383		
514			384		
515			384.1-384.2		
52			270		

# Information Crosswalk

Consolidates HBK F-1, Current through November 1996			Cross-Reference to Previous Manuals		
F-1 Transmittal Letter 17, November 1996	Postal Bulletins (PB)	New Policies/Procedures/Issues	F-1 Transmittal Letter 16, April 1991	F-48 Transmittal Letter 1, December 1986	F-50 Transmittal Letter 1, December 1986
521			271		
522			272		
523-524			272.1-272.2		
525			273		
526	PB 21924, 7-18-96		274		
527		Monitoring Suspense			
53			261		
531		Statement of Difference — Responsibilities			
532			262		
533		Disputing Audit Difference	263		
61			710		
611-612			711-712		
Delete			713		
613			722		
613.1			722.1		
613.2			722.2		
62			720		
621			721		
621.1			721.1-721.2		
621.2			721.3		
622			723		
623		USPS Commercial Check Payments	724		
624	PB 21918, 4-25-96	IMPAC Credit Card Payments			
625-626			725-726		
63			730		
631.1			731.1		
631.2		Closing an Account for Customer Inactivity	731.2		
632			732		
633			733		
634			734		
64			741-742		
64 Table			743		
641			742		
642			743		



# Post Office Accounting Procedures

Consolidates HBK F-1, Current through November 1996			Cross-Reference to Previous Manuals		
F-1 Transmittal Letter 17, November 1996	Postal Bulletins (PB)	New Policies/Procedures/Issues	F-1 Transmittal Letter 16, April 1991	F-48 Transmittal Letter 1, December 1986	F-50 Transmittal Letter 1, December 1986
643			744		
Delete			745		
644			746		
645			747		
646			748		
65			750		
651-656			751-756		
657			757		
658			758		
66			760-761		
661			762		
662			763		
663			764		
663			764.1		
663.1			764.2		
663.2			764.3		
663.3			764.4		
664			765		
71			510		
711			511-512		
712.1			513		
712.2			513.1		
712.3			513.2		
713			514		
713			514.1		
713.1			514.2		
713.2			514.3		
713.3			514.4		
713.4			514.5		
713.5			514.6		
714			515		
715		Using Postage Validation Imprinters			
72	PB 21908, 12-7-95		520-521		
721-723	PB 21905, 10-26-95		522-524		
73			530-531		
731-733			532-534		

# Information Crosswalk

Consolidates HBK F-1, Current through November 1996			Cross-Reference to Previous Manuals		
F-1 Transmittal Letter 17, November 1996	Postal Bulletins (PB)	New Policies/Procedures/Issued	F-1 Transmittal Letter 16, April 1991	F-48 Transmittal Letter 1, December 1986	F-50 Transmittal Letter 1, December 1986
74			540		
741-742			541-542		
743			543		
743.1			543.1		
743.2			543.2		
743.3			543.3		
743.4			543.4		
743.4			543.5		
Delete			543.6		
743.5			543.7		
744			545		
745-747			546-548		
75			550		
751-755			551-555		
76			560		
761			561		
762			562		
762			562.1		
762.1			562.2		
762.2			562.3		
762.3			562.4		
762.4			562.5		
762.5			562.6		
763-765			563-565		
77			570-571		
771			572		
772			573		
773			574		
773.1			574.1		
773.2			574.2		
774			575		
Delete			576		
781	PB 21809, 2-20-92		610-615		
782		Collect on Delivery			
791			620-625		
792			630-632		
793			640		



# Post Office Accounting Procedures

Consolidates HBK F-1, Current through November 1996			Cross-Reference to Previous Manuals		
F-1 Transmittal Letter 17, November 1996	Postal Bulletins (PB)	New Policies/Procedures/issued	F-1 Transmittal Letter 16, April 1991	F-48 Transmittal Letter 1, December 1986	F-50 Transmittal Letter 1, December 1986
794			650-653		
795			660-662		
81			810-820		
821			830		
822			850-851		
822.1			852		
822.1	PB 21862, 3-3-94		852.1		
822.1			852.4		
822.2			852.2-852.3		
822.3			852.5		
822.4			853		
822.5			854		
822.6			855-856		
822.7			857		
823			860		
824			870-872		
824.1			872.1		
824.2			872.2		
824.3			873		
83			840		
831-833			841-843		
84	PB 21932, 11-7-96	Claim for Accountable Financial Loss	880-889		

# REPORTS BY JEFF KEHLERT

American Postal Workers Union ☎ 10 Melrose Avenue ☎ Suite 210 ☎ Cherry Hill, NJ 08003 ☎ (856) 427-0027

---

The following reports are available, upon request, from my office:

1. **Sky's the Limit**

Produced with former National Business Agent for the Maintenance Craft, Tim Romine. This report addresses our ability to obtain "restricted" forms of documentation necessary for enforcement of the Collective Bargaining Agreement with particular emphasis on medical records/information.

2. **Your Rights in Grievance Investigation and Processing**

An alphabetical compilation of Step 4 Interpretive Decisions on shop stewards' rights and related subjects.

3. **More Rights in Grievance Investigation and Processing**

A second volume of the Your Rights report including numerous Step 4 decisions.

4. **Grievances in Arbitration**

A compilation of arbitration decisions on various subjects with a brief synopsis of the awards included.

5. **Vending Credit Shortages and Other Issues**

A report on multiple subjects including the title subject, use of personal vehicles, Letters of Demand, etc.

6. **Letters of Demand - Due Process and Procedural Adherence**

A history in contractual application of the due process and procedural requirements of the Employer in issuing Letters of Demand including numerous arbitration decision excerpts and the application of the principle of due process to discipline.

7. **Ranking Positions to a Higher Level**

Utilization of Article 25 and Employee and Labor Relations Manual Part 230 to upgrade Bargaining Unit Positions to Higher Levels based upon work being performed. (With authoritative arbitral reference.)

8. **Winning Claims for Back Pay**

Applying Part 436 of the Employee and Labor Relations Manual in conjunction with our Grievance Procedure to obtain denied pay and benefits, up to six years in the past.

9. **Letters of Demand -- Security and Reasonable Care**

As Management corrects due process and procedural errors when issuing letters of demand, we must turn to other methods of prosecuting grievances for alleged debts. This report addresses F-1 and DMM regulations to enable us to prove security violations exist.

10. **Surviving the Postal Inspection Service**

This report brings together the crucial information (Situations, Questions and Answers, National APWU Correspondence) necessary for employees and shop stewards on what rights must be utilized when Postal Inspectors come calling. Its goal is to enable Postal Workers to Survive and not lose their livelihood.

11. **Out-of-Schedule Compensation, Strategies for Winning Pay When our Collective Bargaining Agreement is Violated.**

This report places into a readily accessible package the controlling Collective Bargaining Agreement provisions, arbitral reference, contractual interpretation and strategies necessary to pursue violations of the National Agreement in which out-of-schedule compensation would be an appropriate remedy.

12. **A Handbook: Defense vs. Discipline: Due Process and Just Cause in our Collective Bargaining Agreement**

The arguments, Collective Bargaining Agreement references, investigative interviews, and arbitral authority brought together to provide the best possible defenses when discipline is issued.