

# Update Notice

## Handbook PO-102, Self Service Vending Operational and Marketing Program May 1999

This online version of Handbook PO-102, *Self Service Vending Operational and Marketing Program*, published in May 1999, is updated as follows:

Updated through August 16, 2007, with the following *Postal Bulletin* articles:

This chapter, subchapter, part, or section...	titled...	was revised to...	in <i>Postal Bulletin</i> issue number...	with an issue date of...
<b>Entire Document</b>				
		replace the word "refund" with the word "reimbursement."	22083	8/22/2002
		replace "accounting period" with "month," and "the AP" with "the month".	22108	8/7/2003
<b>Chapter 1, The Self Service Vending Program</b>				
131	Model Types	standardize the name and corresponding acronym for each model type of vending equipment.	22162	9/1/2005
Exhibit 131a	Postal Stamp Machine (PSM)	standardize the name and corresponding acronym for each model type of vending equipment.	22162	9/1/2005
Exhibit 131b	Postal Booklet Machine (PBM)	standardize the name and corresponding acronym for each model type of vending equipment.	22162	9/1/2005
Exhibit 131c	Postal Booklet/Stamp Machine (PBSM)	standardize the name and corresponding acronym for each model type of vending equipment.	22162	9/1/2005
Exhibit 131d	Postal Commodity Machine (PCM)	standardize the name and corresponding acronym for each model type of vending equipment.	22162	9/1/2005
132	Configurations	standardize the name and corresponding acronym for each model type of vending equipment.	22162	9/1/2005

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143 (new section)	Semipostal Stamps	provide policy for vending semipostal stamp packets in self service equipment. Provide new value for <i>Breast Cancer Research</i> semipostal stamp vending packet.	22071	3/7/2002
143.2	Pricing	change the information from the <i>Breast Cancer Research</i> semipostal stamp to apply to all semipostal stamps.	22108	8/7/2003
143.3	Equipment	change the information from the <i>Breast Cancer Research</i> semipostal stamp to apply to all semipostal stamps.	22108	8/7/2003
		standardize the name and corresponding acronym for each model type of vending equipment.	22162	9/1/2005
		change "PS Form 1421-A, <i>Daily Financial Report</i> " to "PS Form 1412-A, <i>Daily Financial Form</i> ."		
143.5	Financial Reporting	change "PS Form 1412-A" to "PS Form 1412."	22152	4/14/2005
151.213	Provide a Variety of Products	standardize the name and corresponding acronym for each model type of vending equipment.	22162	9/1/2005
161.1	Headquarters	update title of 161.1 and add new item h.	22148	2/17/2005
161.3	Facilities	delete the note.	22081	7/25/2002
163	District Retail Office	amend items i and j to add information about the Web Vending Activity Reporting System.	22149	3/3/2005
		add reference to Web Vending Activity Reporting System (VARs).	22194	11/23/2006
164.1	Postmasters	add new item h.	22155	5/26/2005
		add reference to Web VARs.	22194	11/23/2006
164.3	Servicing Employees	clarify the monthly requirement for all servicing employees to complete a PS Form 8130, <i>Vending Equipment Sales and Service Daily Activity Log</i> . Item c replaced.	22162	9/1/2005
164.4	SSP Technicians	add reference to Web VARs.	22194	11/23/2006

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<b>Chapter 2, Establishing Self Service Vending Locations</b>				
222.5	Preferred Terms of Vending Equipment Agreement	add reference to Exhibit 222.5.	22081	7/25/2002
Exhibit 222.5	Vending Equipment Agreement	add new exhibit.	22081	7/25/2002
231.1	Criteria for New Postal Locations	determine the deployment and redeployment of vending equipment.	22163	9/15/2005
		adjust footnote reference to AIC 096.	22152	4/14/2005
Exhibit 231.1	Criteria for Equipment Placement	standardize the name and corresponding acronym for each model type of vending equipment.	22162	9/1/2005
		determine the deployment and redeployment of vending equipment. Update title of exhibit to read, "Criteria for Initial Equipment Placement".	22163	9/15/2005
231.2	Criteria for Nonpostal Locations	determine the deployment and redeployment of vending equipment.	22163	9/15/2005
232.1	Revenue Criteria	increase revenue thresholds.	22194	11/23/2006
Exhibit 231.2	Criteria for Initial Equipment Placement in Nonpostal Facility	determine the deployment and redeployment of vending equipment.	22163	9/15/2005
232	Existing Postal and Nonpostal Locations	determine the deployment and redeployment of vending equipment.	22163	9/15/2005
232.1	Revenue Criteria	determine the deployment and redeployment of vending equipment.	22163	9/15/2005
Exhibit 232.1	Revenue Criteria	determine the deployment and redeployment of vending equipment.	22163	9/15/2005
232.22	PSM	standardize the name and corresponding acronym for each model type of vending equipment.	22162	9/1/2005
232.23	PBM	standardize the name and corresponding acronym for each model type of vending equipment.	22162	9/1/2005
232.24	PBSM	standardize the name and corresponding acronym for each model type of vending equipment.	22162	9/1/2005

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232.25	PCM	standardize the name and corresponding acronym for each model type of vending equipment – item j is revised.	22162	9/1/2005
24	Acquiring Equipment	determine the deployment and redeployment of vending equipment.	22163	9/15/2005
		update information on new Web Vending Activity Reporting System.	22149	3/3/2005
251	Pre-installation Checklist for Retail Specialist	determine the deployment and redeployment of vending equipment.	22163	9/15/2005
253	Pre-installation Checklist for Local Postmaster or Designee	replace references to obsolete PS Form 2018 with revised PS Form 3977.	22213	8/16/2007
254	Pre-installation Checklist for Servicing Personnel	replace references to obsolete PS Form 2018 with revised PS Form 3977.	22213	8/16/2007
256.1	Postal Redeployment	provide guidelines for removing and relocating existing stamp vending machines.	22163	9/15/2005
Exhibit 256.1	Initial Low Sales Generation Notice to Postmaster	provide guidelines for removing and relocating existing stamp vending machines.	22163	9/15/2005
Exhibit 256.1a	Redeployment Letter1 to Postmaster	provide guidelines for removing and relocating existing stamp vending machines.	22163	9/15/2005
Exhibit 256.1b	Redeployment Letter2 to Postmaster	provide guidelines for removing and relocating existing stamp vending machines.	22163	9/15/2005
Exhibit 256.1c	Sample of a Customer Notification Notice	provide guidelines for removing and relocating existing stamp vending machines.	22163	9/15/2005
256.2	Nonpostal Redeployment	provide guidelines for removing and relocating existing stamp vending machines.	22163	9/15/2005
Exhibit 256.2	Initial Low Sales Letter to Postmaster	provide guidelines for removing and relocating existing stamp vending machines.	22163	9/15/2005

<b>This chapter, subchapter, part, or section...</b>	<b>titled...</b>	<b>was revised to...</b>	<b>in <i>Postal Bulletin</i> issue number...</b>	<b>with an issue date of...</b>
Exhibit 256.2a	Initial Low Revenue Letter to Owner/Operator	provide guidelines for removing and relocating existing stamp vending machines.	22163	9/15/2005
Exhibit 256.2b	Redeployment Letter to Postmaster	provide guidelines for removing and relocating existing stamp vending machines.	22163	9/15/2005
Exhibit 256.2c	Redeployment Letter to Owner/Operator	provide guidelines for removing and relocating existing stamp vending machines.	22163	9/15/2005
257.1	Obsolete Vending Equipment Removal	provide guidelines for removing and relocating existing stamp vending machines.	22163	9/15/2005
257.2	Obsolete Equipment Replacement	provide guidelines for removing and relocating existing stamp vending machines.	22163	9/15/2005
Exhibit 257.2	Obsolete Vending Equipment Letter to Owner/Operator	provide guidelines for removing and relocating existing stamp vending machines.	22163	9/15/2005
<b>Chapter 4, Servicing Self Service Vending Equipment</b>				
42	Economical Operation	include references to include Web Vending Activity Reporting System.	22149	3/3/2005
431	Emergency Servicing	update definition of emergency servicing.	22153	4/28/2005
431.1	Suspending Vending Service	add new section.	22153	4/28/2005
431.2	Restoring Vending Service	add new section.	22153	4/28/2005
432	Contingency Servicing	add new section.	22153	4/28/2005
433	Full Servicing	renumber section and amend items.	22153	4/28/2005
434	Partial Servicing	renumber section.	22153	4/28/2005
434.1	Restocking	update partial servicing duties.	22153	4/28/2005
451.1	For New Location Equipment	establish new servicing frequencies for vending equipment and new time requirements for servicing personnel.	22163	9/15/2005
		provide a succession of servicing periods with no overlap.	22118	12/25/2003

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451. 2	Standard Servicing Frequencies	remove and replace Exhibit 451.2 to clarify the succession of servicing periods.	22127	4/29/2004
Exhibit 451.2	Standard Servicing Frequencies	standardize the name and corresponding acronym for each model type of vending equipment.	22162	9/1/2005
		establish new servicing frequencies for vending equipment and new time requirements for servicing personnel.	22163	9/15/2005
452.1	Guidelines	establish new servicing frequencies for vending equipment and new time requirements for servicing personnel - item b is revised; item g is added.	22163	9/15/2005
		establish new servicing frequencies for vending equipment and new time requirements for servicing personnel.	22163	9/15/2005
452.1e	Standard Time Requirements in Minutes	standardize the name and corresponding acronym for each model type of vending equipment	22162	9/1/2005
		include the capability of generating workload analyses in an automated fashion using the Vending Equipment Sales and Services (VESS) system. For those unable to access VESS, the instructions for manually producing the workload analysis remain.	22078	6/13/2002
453	Determining Workload	update references to Web VARS.	22149	3/3/2005
Exhibit 453 (newly revised to 453.2)	PS Form 5701, <i>Location Workload Worksheet: Self Service Vending Equipment</i>	update references to renumbered sections. You may use the January 1999 version of the form until that stock is depleted.	22078	6/13/2002

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461	Pre-servicing Procedures	require the use of currency counting machines. Servicing personnel logging hours to Labor Distribution Code (LDC) 46 must have access to a currency counting machine at their domicile location to assist with counting bills and coins during pre-servicing and post-servicing procedures. If needed, this equipment may be purchased through eBuy.	22160	8/4/2005
		change reference in item h to PS Form 1412 from PS Form 1412-A.	22152	4/15/2005
463	Post-servicing Procedures	require the use of currency counting machines. Servicing personnel logging hours to Labor Distribution Code (LDC) 46 must have access to a currency counting machine at their domicile location to assist with counting bills and coins during pre-servicing and post-servicing procedures. If needed, this equipment may be purchased through eBuy.	22160	8/4/2005
Exhibit 463	Post-servicing Procedures	update title of exhibit to read, "Daily Financial Report".	22152	4/14/2005
<b>Chapter 5, Fiscal Control</b>				
53	Self Service Products	provide the value of prepackaged stock items and cash required to fully stock each vending machine mode.	22163	9/15/2005
532	Other Items	Self Service Products	22163	9/15/2005
		change title and update the amount of stamp stock necessary in self service vending credit.	22153	4/28/2005
533	Determination of Self Service Vending Credit	include bait money orders.	22155	5/26/2005
		provide guidelines for removing and relocating existing stamp vending machines.	22163	9/15/2005
533.1	Accountability	add new section.	22153	4/28/2005
533.11	Establishing Accountability	provide guidelines for removing and relocating existing stamp vending machines.	22163	9/15/2005

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533.12	Reducing Accountability	provide guidelines for removing and relocating existing stamp vending machines.	22163	9/15/2005
		add new section.	22153	4/28/2005
533.2	Contingency Servicing Stock	provide guidelines for removing and relocating existing stamp vending machines.	22163	9/15/2005
		add new section.	22155	5/26/2005
533.3	Bait Money Orders	provide guidelines for removing and relocating existing stamp vending machines.	22163	9/15/2005
Exhibit 533.3	Bait Money Orders Program Control Log	add new exhibit.	22155	5/26/2005
534.2	Consigning a Credit (Stamp Stock)	give option of using new PS Form 3369-P, <i>Consigned Credit Receipt</i> .	22073	4/4/2002
543	Consigning a Credit	give option of using new PS Form 3369-P, <i>Consigned Credit Receipt</i> .	22073	4/4/2002
561	Cash and Stamp Stock Security	add procedures for contingency servicing.	22153	4/28/2005
561.1	Security Between Servicing Visits	add new section.	22155	5/26/2005
561.2	Security While Servicing Equipment	add new section.	22155	5/26/2005
		change the frequency requirements for bank deposits and add information on making deposits.	22094	1/23/2003
562	Employee Access	replace references to obsolete PS Form 2018 with revised PS Form 3977.	22213	8/16/2007
563	Assigning Responsibility	replace references to obsolete PS Form 2018 with revised PS Form 3977.	22213	8/16/2007
Exhibit 563	PS Form 3977, Duplicate Key, Combination, and Password Envelope	replace references to obsolete PS Form 2018 with revised PS Form 3977.	22213	8/16/2007
571.1	Frequency	change the frequency requirements for bank deposits.	22155	5/26/2005



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572	PS Form 1412, Daily Financial Report	change "PS Form 1412-A" to "PS Form 1412."	22152	4/14/2005
		reflect that AIC 621 is deactivated and no longer used to report vending credit audit shortages of less than \$100.	22065	12/13/2001
593.2	Recording Account Entries	change "PS Form 1412-A" to "PS Form 1412."	22152	4/14/2005

#### **Chapter 6, Examining Self Service Vending Credit**

		update procedures for examinations by supervisory personnel.	22153	4/28/2005
61	Procedure	update examination procedure.	22155	5/26/2005
611	Supervisor	add new paragraph.	22155	5/26/2005
		change the title of PS Form 8130.	22108	8/7/2003
613	General	clarify the forms required when performing self service vending credit examinations.	22127	4/29/2004
		include references to new vending tracking system.	22149	3/3/2005
Exhibit 613a	PS Form 8130, <i>Vending Equipment Sales and Service – Daily Activity Log</i> (page 1 of 2) and (page 2 of 2), dated October 2003	change the title of the exhibits.	22108	2/7/2003
		show changes in sales equipment codes.		6/2001
Exhibit 613b	PS Form 8130, <i>Vending Equipment Sales and Service Daily Activity Log</i>	change the title of the exhibits.	22108	2/7/2003
633.1	Postal Stamp Machines (PSM)	standardize the name and corresponding acronym for each model type of vending equipment.	22162	9/1/2005
633.2	Postal Booklet Machines (PBM)	standardize the name and corresponding acronym for each model type of vending equipment.	22162	9/1/2005
633.3	Postal Booklet/Stamp Machines (PBSM)	standardize the name and corresponding acronym for each model type of vending equipment.	22162	9/1/2005
633.4	Postal Commodity Machines (PCM)	standardize the name and corresponding acronym for each model type of vending equipment.	22162	9/1/2005
		change "PS Form 1412-A" to "PS Form 1412."	22152	4/14/2005

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642.31	Overage of Less Than \$100	add new item c. regarding overages.	22155	5/26/2005
Exhibit 642.31	PS Form 3544, Post Office Receipt for Money	change title to read "USPS Receipt for Money or Services," and replace with new PS Form dated July 2004.	22155	5/26/2005
		change "PS Form 1412-A" to "PS Form 1412."	22152	4/14/2005
642.32	Overage of \$100 or More	add new item d. regarding overages.	22155	5/26/2005
		delete "shortage up to \$100." Section 643.32 is renumbered as 643.31. Title and text are revised to reflect that AIC 612 will be used to report all vending credit shortages.	22065	12/13/2001
643.31	All Shortages	change "PS Form 1412-A" to "PS Form 1412."	22152	4/14/2005

#### **Chapter 7, Reporting**

7	Reporting	update chapter and incorporate the Web Vending Activity Reporting System.	22149	3/3/2005
		add reference to Web VARS.	22194	11/23/2006
712	Procedures	add "Employee compliance with these requirements will be monitored." at the end of the paragraph.	22069	2/7/2002
		clarify the monthly requirement for all servicing employees to complete a PS Form 8130, <i>Vending Equipment Sales and Service Daily Activity Log</i> .	22162	9/1/2005
713	Form Retention	add reference to Web VARS; delete tables and screen capture of eAccess.	22194	11/23/2006
Exhibit 713.2	Current Location and Type Codes	add an entry for Government Location.	22108	8/7/2003
713.3	Servicing Employee Information	change "Commercial Number" to "Telephone Number" and add new item h.	22108	8/7/2003
713.4	Machine Information	change titles of two items, renumber current items h-k as new items i-l, and add new item h.	22108	8/7/2003
Exhibit 713.4a	Current Equipment Codes	delete model codes 117, 205, 420, 500 and add model codes 121 and 602.	22069	2/7/2002
Exhibit 713.4b	Out-of-Service Codes	add a third column to exhibit.	22108	8/7/2003

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713.5	Monthly Workhour Totals Information	change title of section, reletter current items e and f as new items 713.6a and b.	22108	8/7/2003
713.6	Miles Driven and Miscellaneous Costs Information	add new section.	22108	8/7/2003
714	Requesting Web VARS Access	change title and add reference to Web VARS; delete table and screen capture of eAccess; add table.	22194	11/23/2006
715	Training	change title and text to refer to Web VARS training.	22194	11/23/2006
721	Purpose	add reference to Web VARS; revise navigation instructions for access to the Web VARS User Guide.	22194	11/23/2006
723		delete.	22069	2/7/2002
		add minor editorial changes.	22069	2/7/2002
724		delete.	22069	2/7/2002
		add minor editorial changes.	22069	2/7/2002
Chapter 8, Handling Customer Complaints, Claims, and Reimbursements				
Entire chapter		change the vending refund process. Information and procedures based on the new We Want To Know (WWYK) customer service program are also revised, including the replacement of PS Form 4314-C, <i>Consumer Service Card</i> , with Notice 4314-C, <i>We Want To Know</i> , and the introduction of new PS Form 5445, <i>Stamp Vending Machine Refund Request</i> .	22073	4/4/2002
811	General	clarify PS Form 5445 procedures for customers filing complaints.	22127	4/29/2004
812.1	Person Completing PS Form 5445 Completes Unshaded Portion	clarify information required for the “Comments” portion of PS Form 5445.	22127	4/29/2004
821.21	By Sales and Services Associate	increase the allowable refund to customers for faulty vending machine service and to increase the amount that must be approved by a supervisor.	22069	2/7/2002
		clarify SSA performance procedures for complaints registered in person.	22127	4/29/2004

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821.21f	By Sales and Services Associate	change Note to reflect increase of amount of refund that must be approved by supervisor and maximum refund allowed.	22068	1/24/2002
821.22	By Vending Service Employee	clarify vending service employee procedures for handling customer complaints.	22127	4/29/2004
822.1	Acceptance	clarify procedures for handling complaints registered by telephone.	22127	4/29/2004
822.2	Resolution	clarify vending service employee complaint resolution procedures.	22127	4/29/2004
823.1	Acceptance	clarify procedures for filling out PS Form 5445.	22127	4/29/2004
823.21	By Servicing Person	clarify procedures for handling complaints registered by mail.	22127	4/29/2004
823.22	By Postmaster or Designee	clarify procedures for vending service employees who receive PS Form 5445.	22127	4/29/2004
84	Retaining Complaint Records	clarify that PS Forms 5445 that are not completed in full by SSA customers are retained for a period of 2 years.	22127	4/29/2004
<b>Appendix A – Glossary</b>				
		add definition for accounting period (AP).		2/7/2002
<b>Appendix D – Forms Glossary</b>				
		add new forms and update page numbers.		4/4/2002
<b>Appendix E – Index</b>				
		reflect changes from 12/1/2001 through 4/4/2002.		4/4/2002

## Self Service Vending Operational and Marketing Program

Handbook PO-102

May 1999  
Transmittal Letter

- A. Explanation.** This handbook completely revises the January 30, 1990 edition of Handbook PO-102. It provides guidance and information to determine if a vending machine is beneficial, where to locate the vending equipment, servicing equipment, and securing staff to service and maintain equipment. It also contains information concerning audit and reporting procedures and customer refund handling. Copies of applicable forms are incorporated within the text for easy reference. A glossary of commonly used terms and a listing of handbooks and ordering information is included.
- B. Distribution**
- 1. Initial.** This handbook is being sent to all SSPC Technicians, SSPC Supervisors, Retail Specialists, and Retail Managers in the Areas and Districts, the Postal Employee Development Centers (PEDCs), National Center for Education and Development (NCED), and the Material Distribution Centers (MDCs). Handbook PO-102 is also available on the Postal Service Intranet at <http://retail.usps.gov>.
  - 2. Additional Copies.** Order additional copies from material distribution centers (MDCs) using Form 7380, *MDC Supply Requisition*.
- C. Comments**
1. Submit questions and suggestions about the content of this document in writing to:  
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475 L'ENFANT PLAZA SW RM 2800  
WASHINGTON DC 20260-1540
- D. Cancellations.** All previous issues of Handbook PO-102 are obsolete.
- E. Effective Date.** This handbook is effective May 1999.



Patricia M. Gibert  
Vice President  
Retail



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# 1 The Self Service Vending Program

## 11 Purpose

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The Self Service Vending Program provides alternative service to existing facilities and extends most postal services for the convenience of the public. With the technological advancements of newly designed self service vending equipment coupled with aggressive marketing techniques, increased revenue and reductions in operating costs will be realized.

## 12 Background

---

### 121 **History**

In its effort to increase operating efficiency while providing more convenient postal service to the public, the U.S. Postal Service implemented the Self Service Vending Program in October 1964 with an experimental self service vending location at Wheaton Plaza Shopping Center in Silver Spring, MD. In order to fully test the new retail concept, the Postal Service installed several more self service vending locations the following year. The self service vending equipment quickly became popular with postal customers. Based on this early favorable reception and continuing popularity, the Self Service Vending Program now constitutes one of the major programs of the U.S. Postal Service.

### 122 **Public Acceptance**

Customer acceptance studies show the success of self service vending in providing the following:

- a. Economic supplement to existing postal services.
- b. Availability of postal services outside regular window hours.
- c. Reduction of congestion at post office windows.
- d. Capability of completing postal transactions without assistance.

## 13 Equipment

### 131 Model Types

All vending equipment utilized in the Self Service Vending Program is categorized into one of the five different model types:

- a. Postal Stamp Machine (PSM), [Exhibit 131a](#).
- b. Postal Booklet Machine (PBM), [Exhibit 131b](#).
- c. Postal Booklet/Stamp Machine (PBSM), [Exhibit 131c](#).
- d. Postal Commodity Machine (PCM), [Exhibit 131d](#).
- e. Small Currency Changer (SCC).

The Postal Service has purchased various models of equipment type for the Self Service Vending Program. Although each model type consists of several different models, all of the models within a model type possess the same general operating principles and characteristics.

Exhibit 131a

#### Postal Stamp Machine (PSM)

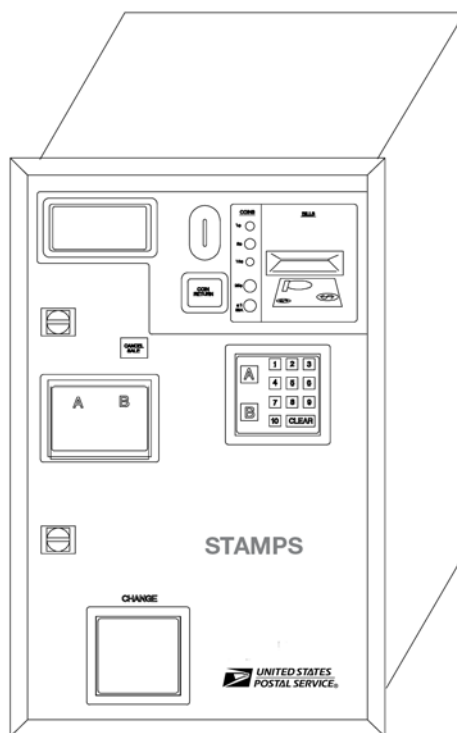


Exhibit 131b  
**Postal Booklet Machine (PBM)**

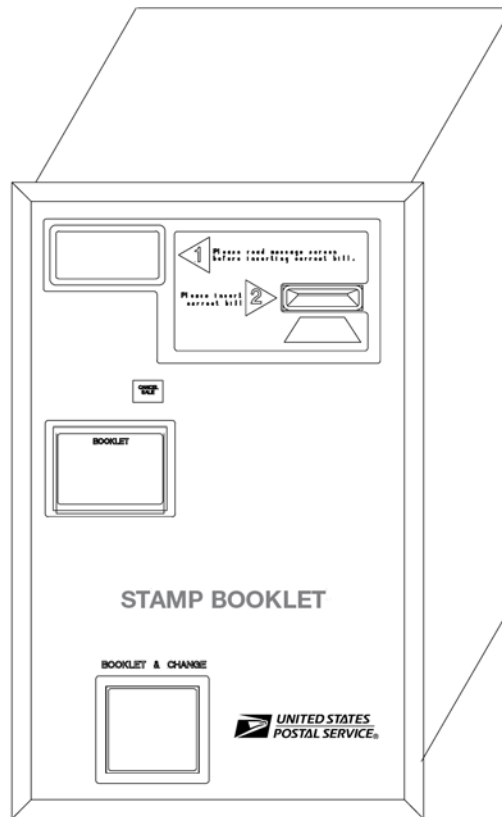


Exhibit 131c

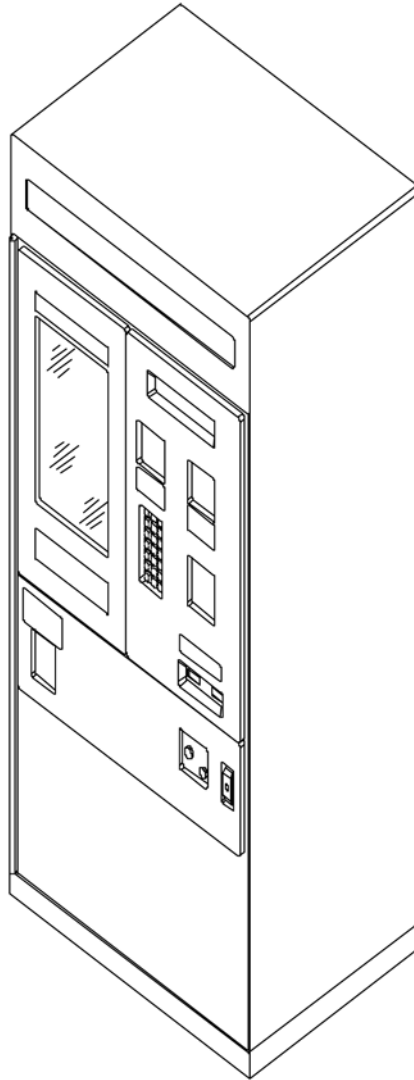
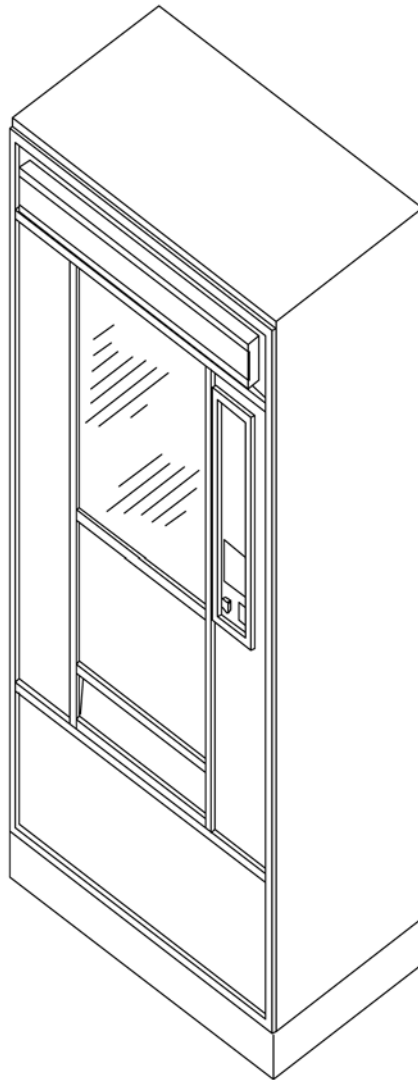
**Postal Booklet/Stamp Machine (PBSM)**

Exhibit 131d

**Postal Commodity Machine (PCM)****132 Configurations**

A wide range of configurations, from a single machine to a full self service postal center (SSPC), exists for deployment. The following lists various configurations:

- a. PSM ([Exhibit 131a](#)). A coil stamp vending machine (with or without an internal bill acceptor) installed at a postal or nonpostal site.
- b. PBM ([Exhibit 131b](#)). A booklet vending machine installed at a postal or nonpostal site.
- c. PBSM ([Exhibit 131c](#)). A booklet/stamp machine installed at a postal or nonpostal site.
- d. PCM ([Exhibit 131d](#)). A commodity machine installed at a postal or nonpostal site.

- e. Full SSPC. The minimum configuration consists of a postal commodity machine, postal booklet machine, or a postal booklet/stamp machine installed at a postal or nonpostal site.

## 14 Services and Products

---

### 141 Basic Services and Products

The self service vending equipment configuration will, to some extent, determine the postal services offered. At a minimum, each self service vending location must offer First-Class postage and PS Form 5445, *Stamp Vending Machine Reimbursement Request*.

### 142 Additional Services and Products

Each self service vending location can make available the following postal services and products:

- a. Collection boxes.
- b. Electronic scale.
- c. Detailed postal information signs.
- d. Certified mail forms.
- e. Change-of-address forms.
- f. Frequent collection schedule.
- g. ZIP Code directory.
- h. Other Postal Service mailing forms.
- i. Express Mail stamps, labels, and envelopes.
- j. Second-ounce postage.
- k. First-Class Mail stamped envelopes.
- l. Stamped cards.
- m. Commemorative stamps.
- n. Aerogrammes.
- o. Postage stamps for overseas airmail rates.
- p. Postage stamps for postcard rate.
- q. Priority Mail stamps, labels, and envelopes.
- r. Phone cards.

### 143 Semipostal Stamps

#### 143.1 Policy

A “semipostal stamp” is a postage stamp that is issued and sold by the Postal Service at a price that exceeds the postage value of the stamp. The difference between the sales price of a semipostal stamp, and the First-Class Mail single-piece first-ounce rate in effect at the time of purchase (less the Postal Service’s costs), consists of a contribution to be transferred to a federal executive agency for a specified cause. In accordance with legislation



directing the Postal Service to offer semipostal stamps to the public, the Postal Service will sell semipostal stamps at a price above the First-Class Mail first-ounce rate to enable the public to make contributions to designated federal executive agencies.

#### 143.2 **Pricing**

Semipostal stamp vending packets of 10 stamps will be priced at the First-Class Mail® nonautomation single-piece rate plus the additional amount that will be contributed to fund the specifically identified program.

#### 143.3 **Equipment**

The semipostal stamp packets will be sold through every postal commodity machine in service. Models PCM-1625A and PCM-1625B must fully stock each semipostal stamp. The specific semipostal item is to be continuously sold until the product is withdrawn from sale. Product identifiers for PCM-1625A and PCM-1625B machines have been created and are available for download from the Retail Service Web site at [http://eagmnmsg10d/ssam/self\\_service/html/programs/selfservice.htm](http://eagmnmsg10d/ssam/self_service/html/programs/selfservice.htm).

#### 143.4 **Responsibilities**

##### 143.41 **District Retail Office**

The district retail office will inform its stamp distribution offices (SDOs) of the location of each multi-commodity machine in its geographic area of responsibility. SDOs will supply the servicing employee with a quantity of vending packets for each multi-commodity machine type to fill the selection until the product is withdrawn from sale.

##### 143.42 **Service Employee**

The servicing employee must record the location of each commodity machine stocked with these stamp packets and the date on which he or she initially stocked each machine. This vend and the placement of the product are not subject to local discretion. This is a nationally supported effort. The district office must do the following:

- a. Verify that ALL commodity machines installed in the district are stocked.
- b. Forward to the area retail office the dates on which each commodity machine was initially filled with this stamp packet.

**Note:** The area retail office will retain this information for future audit.

#### 143.5 **Financial Reporting**

Record sales for semipostal stamp vending packets on PS Form 1412, *Daily Financial Report*, in the corresponding Account Identifier Code (AIC) line:

- a. *Breast Cancer Research Stamp*. The servicing person records the amount as an entry to AIC 084, Breast Cancer Research Stamp Sales, on PS Form 1412, *Daily Financial Report* (see [Exhibit 463](#)).

- b. *Stop Family Violence Stamp*. The servicing person records the amount as an entry to AIC 089, on PS Form 1412, *Daily Financial Report* (see [Exhibit 463](#)).

Sales for these products that are recorded on PS 8130, *Vending Equipment Sales Service Daily Activity Log*, will be included with total machine revenue.

## 15 Program Management Objectives

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### 151 Marketing the Self Service Vending Program

#### 151.1 Objectives

The main objectives of the marketing techniques in the Self Service Vending Program follow the guidelines of *CustomerPerfect!* and are as follows:

- a. Voice of the Customer (VOC). To have access to self service vending equipment that is fully operational.
- b. Voice of the Employee (VOE). To improve Self Service Vending methods and policies.
- c. Voice of the Business (VOB). To increase revenue, reduce costs, improve Economic Value Added (EVA), and lower the cost per revenue dollar.

#### 151.2 Strategies

##### 151.21 Improve Customer Service

##### 151.211 Reduce Machine Malfunctions

Machine malfunctions are reduced by the following:

- a. Performing proper cleaning procedures as outlined in the appropriate handbooks.
- b. Proper placement and packaging of vending products (see sections [462](#) and [463](#)).

##### 151.212 Reduce Machine Downtime

Servicing personnel must respond immediately to all complaints concerning self service vending equipment. Each servicing person's office must set up a system to relay machine malfunction information as soon as possible.

Examples are as follows:

- a. A pager or cellular telephone may be used to notify servicing personnel of machine malfunctions or complaints.
- b. Servicing personnel must telephone their office at specified intervals.
- c. The supervisor must have a detailed daily route servicing schedule, in order to locate servicing personnel and inform them of machine malfunctions or complaints.

##### 151.213 Provide a Variety of Products

The PCM offers several options in selection pricing and product variety. The basic vending items are booklets, stamped envelopes, postal cards,

commemorative stamps, pre-packaged items, and various new products. Quantities are adjusted according to community demand.

151.214 **Label Self Service Vending Equipment**

An identification number on the customer side and on the back of the self service vending machine gives customers and postal employees a common identifier when referring to a particular self service vending machine.

151.215 **Training**

Employees who receive inquiries and complaints pertaining to self service vending equipment must know the general operating procedures and available products of that equipment.

151.216 **Inform Customers**

Repeated complaints of a malfunction may indicate misunderstanding of self service vending equipment operation. In order to alleviate this misunderstanding, the servicing personnel and their supervisor must clarify to customers the proper operating procedures.

151.22 **Improve the Postal Image**

151.221 **Performance**

The servicing person must be given time in accordance with section [442](#) to perform their vending duties. The servicing person must ensure that all machines are kept fully operational and stocked at all times.

151.222 **Appearance**

The appearance of the machines and the surrounding areas must always be clean and well organized. All faceplates on vending machines must match in color and style of graphics.

**Note:** No handwritten notices are used. Approved notices include operating instructions, warnings, out-of-order signs, or price tabs.

151.223 **Display**

Displays must reflect exactly the product that is offered from each selection. The displays must be changed often. Special considerations for displays are as follows:

- a. Actual stamps are limited to multi-commodity machines. Each display panel shows the description, quantity, price, and one actual stamp. The display for stamped paper is a facsimile of the product.
- b. In booklet vending machines, only the cover is used as a display and the stamps are removed.
- c. In stamp vending machines, current Label 223-E, *Self Service Stamp Vending Label*, is used (see [Exhibit 151.223](#)).

Exhibit 151.223

**Label 223E, Self Service Vending Label**

Bend & Peel <small>Label 223-E, June 1998</small>				
1-33¢ 1-2¢ for <b>35¢</b>	1-33¢ 2-1¢ for <b>35¢</b>	1-33¢ 2-1¢ for <b>35¢</b>	2-33¢ 1-22¢ for <b>55¢</b>	3-33¢ 1-1¢ for <b>\$1.00</b>
3-33¢ 1-1¢ for <b>\$1.00</b>	5-33¢ for <b>\$1.65</b>	5-33¢ for <b>\$1.65</b>	1-23¢ 2-1¢ for <b>25¢</b>	1-23¢ 2-1¢ for <b>25¢</b>
2-22¢ 1-1¢ for <b>45¢</b>	2-22¢ 1-1¢ for <b>45¢</b>	5-22¢ for <b>\$1.10</b>	5-22¢ for <b>\$1.10</b>	1-20¢ for <b>20¢</b>
1-20¢ for <b>20¢</b>	2-20¢ for <b>40¢</b>	5-20¢ for <b>\$1.00</b>	5-20¢ for <b>\$1.00</b>	5-20¢ for <b>\$1.00</b>

**151.224 Advertising**

If additional advertising will increase revenue, local marketing resources may be used at the discretion of the district.

**151.225 Servicing Personnel**

Servicing personnel must look professional at all times. Servicing personnel serve as general information sources for customers. They assist the customer with appropriate information, or direct the customer to another employee for assistance. The servicing person always smiles and treats the customer with courtesy and dignity.

**151.3 Increase Financial Performance**

The previous strategies outline ways that servicing personnel can increase revenue and reduce costs. Other ways of increasing revenue include the following:

- Slow-selling commemorative stamps are replaced with popular or recently issued commemorative stamps.
- Duplicate selections are offered for high-demand commodities.
- The self service vending equipment should be located directly adjacent to main entries, thereby increasing visibility. Additional notices will direct customers to the self service vending equipment.
- Advertising is used to increase customer awareness of self service vending equipment.
- Extra servicing frequencies are necessary to ensure self service vending equipment is fully operational during periods such as Christmas, tax day, Mother's Day, etc.

**151.4 Efficient Mail Collection**

In accordance with chapter 3 of the *Postal Operations Manual* (POM), local offices must determine efficient collection schedules at the self service vending locations for both letter and standard mail.

**151.5 Courteous Handling of Claims and Refunds**

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

## 16 Organizational Function and Responsibility

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**161 Headquarters****161.1 Retail Service Equipment**

Retail Service Equipment has responsibility to do the following:

- a. Coordinate the overall Self Service Vending Program to ensure conformance to policies and objectives.
- b. Develop placement criteria, policies, and instructions for managing and operating self service vending locations.
- c. Develop annual and long-range plans and goals for the Self Service Vending Program.
- d. Coordinate with the Maintenance organization on modification and retrofit of self service vending equipment in service.
- e. Coordinate with Engineering on the design and testing of self service vending equipment.
- f. Develop handbooks, directives, and instructions applicable to sites, installation, operation, and data reporting of self service vending equipment.
- g. Work with Marketing in developing policies and programs to publicize and promote the services provided at self service vending locations.
- h. Print, package and distribute all prepackaged vending products. Retail Service Equipment is the sole organization authorized to package vending products.

**161.2 Purchasing and Materials**

Procure self service vending equipment, including operating manuals and initial supply of spare parts. Coordinate with Inventory Management to ensure controls are in place to provide accountability of self service vending equipment at all times.

**161.3 Facilities**

Coordinating vending equipment agreements does not require coordination with facilities.

**161.4 Engineering****161.41 Acquisition Management**

Acquisition Management provides program management to the Self Service Vending Program by:

- a. Concurring with Self Service in the determination of material requirements for new and existing vending equipment.
- b. Working together with Delivery and Customer Service Equipment to:
  - (1) Prepare new vending equipment design specifications.
  - (2) Test and evaluate production models.
  - (3) Justify, prepare, test, and evaluate modifications for existing self service vending equipment.
- c. Coordinating with Purchasing and Materials to:
  - (1) Prepare, evaluate, award, and monitor contracts for self service vending equipment.
  - (2) Initiate and monitor competitive production contracts for new and existing self service vending equipment.
  - (3) Initiate contracts for self service vending equipment modification kits.
- d. Cooperating with Maintenance Policies and Programs in preparing logistics support requirements covering development, production, and modification kit contracts.
- e. Coordinating with area and district offices for delivery of self service vending equipment and modification kits.

**161.42 Maintenance Policies and Programs**

The Office of Maintenance Management provides maintenance support to the Self Service Vending Program through the following units:

- a. Maintenance Technical Support Center (MTSC), which provides backup technical support in the repair of failed vending machines. MTSC also develops and issues Modification Work Orders (MWOs) for field modification to standard USPS vending equipment.
- b. Process Control Division, which provides support for self service vending equipment software/firmware.

**161.43 Delivery and Customer Services Equipment**

Delivery and Customer Services Equipment is responsible for the following:

- a. Develop new self service vending equipment through the successful completion and testing of pre-production models.
- b. Retain and update the original technical documentation supporting the design of new equipment.
- c. Develop and design technological enhancements to deployed equipment.
- d. Develop and test proof-of-concept self service equipment.
- e. Provide research and development activities related to self service equipment and components.
- f. Resolve technical issues with fielded equipment.

**161.5 Human Resources**

Employee Development develops and administers programs to ensure satisfactory training of servicing employees and maintenance personnel for self service vending equipment.

**162 Area Retail Managers**

The area Retail Manager is responsible for the following:

- a. Utilize all self service vending equipment in the area to ensure its maximum potential is attained.
- b. Request additional self service equipment from headquarters.

**163 District Retail Office**

The district Retail Office is responsible for the following:

- a. Ensure initial placement criteria is followed for postal and nonpostal sites being considered for self service vending locations.
- b. Develop an estimated projected cost for a self service vending location in coordination with the local postmaster.
- c. Arrange agreements for space and utilities necessary to establish and operate self service vending equipment in nonpostal sites. Take action to have the sites prepared for equipment installation.
- d. Inspect and supervise the installation of equipment to ensure conformance with negotiated agreements and contracts.
- e. Provide justification to the district manager for servicing technician positions or assignment of servicing personnel based on criteria specified in chapter [3](#).
- f. Coordinate the decision to discontinue or relocate self service vending equipment.
- g. Ensure compliance with the collocation policy stated in chapter [2](#).
- h. Coordinate with the district material management specialist when locating and relocating self service vending equipment.
- i. Ensure all revenue and revenue-related information is reported in the Web Vending Activity Reporting System (Web VARS).
- j. Ensure all revenue reported in Web VARS is sales-only revenue – not bank deposit(s) (see chapter [7](#)).

**164 Post Offices****164.1 Postmasters**

The postmaster is responsible for the following:

- a. Ensure a backup person is assigned and trained.
- b. Make site recommendations based on local business requests for self service vending equipment.
- c. Ensure that all applicable criteria have been followed.
- d. Coordinate with the district Retail office to determine fund availability and to secure project approval.

- e. Publicize and promote the Self Service Vending Program.
- f. Ensure compliance with the collocation policy stated in section [222.2](#).
- g. Adhere to times in pre-installation checklists (see part [251](#), Pre-installation Checklist for Retail Specialist).
- h. Coordinate with the district Finance manager for authorization letter for cash reserve.
- i. Ensure the availability of stock, cash, and bait money orders required to establish a self service vending credit for the assigned servicing person.
- j. Provide a security container for the servicing technician to secure the self service vending credit.
- k. Initiate and compile information for dedication ceremony and publicity at their office.
- l. Provide local direction and supervision of the Self Service Vending Program.
- m. Procure vending supplies and services under established procedures.
- n. Ensure the servicing person uses Web Vending Activity Reporting System (VARS) to complete an electronic PS Form 8130, *Vending Equipment Sales and Service Log*, (see chapter [7](#)) on the day the vending machine is serviced.
- o. Review completed reports, taking action to maintain a high level of revenue and efficiency, including evaluating the effectiveness of program management at the post office level.
- p. Send the correctly completed reports to the district office at the established time.
- q. Ensure supervisory and service personnel follow accounting and examination procedures as outlined in chapters [5](#) and [6](#) of this handbook.
- r. Ensure servicing personnel are allocated sufficient time to properly service the vending equipment, respond to customer complaints, perform accounting duties, and make frequent bank deposits of revenues as required (refer to [571](#)).

#### 164.2 **Supervisor, Stamp Distribution Office**

The accountable paper custodian ensures an adequate supply of stamps and stamped paper is available for ordering by servicing personnel.

#### 164.3 **Servicing Employees**

Servicing employees (operators) are responsible for the following:

- a. Perform duties in accordance with this and other handbooks for equipment assigned.
- b. Complete accounting and cost/revenue reports and forms using established procedures covered in this handbook.
- c. Use Web VARS to complete an electronic PS Form 8130, *Vending Equipment Sales and Service Daily Activity Log*, on the day the vending machine is serviced.



**164.4 SSPC Technicians**

Servicing Technicians are responsible for the following:

- a. Perform duties in accordance with this handbook and the appropriate Maintenance Series (MS) handbook for equipment assigned.
- b. Complete accounting and cost/revenue reports and forms using established procedures covered in this and other handbooks.
- c. Use Web VARS to complete an electronic PS Form 8130, *Vending Equipment Sales and Service Daily Activity Log*, on the day the vending machine is serviced.
- d. Install, remove, or relocate equipment, when authorized.
- e. Provide additional technical support when required.

**164.5 Qualified Maintenance Personnel**

Qualified maintenance personnel are responsible for the following:

- a. Install/remove/relocate equipment when authorized.
- b. Provide additional technical support when required.

**164.6 Collection Carriers**

In addition to routine duties, collection carriers make visual checks of self service vending equipment at all sites with collection boxes. The carrier must report any apparent malfunctions to the servicing employee and supervisor.

**165 Field Maintenance Offices**

At remote locations, Field Maintenance Offices (FMOs) are responsible for the following:

- a. Install new equipment.
- b. Troubleshoot equipment.
- c. Perform preventive maintenance (cleaning).
- d. Replace parts under established procedures.

**Note:** A locally domiciled servicing employee still performs the normal servicing and support duties at remote postal sites.

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# 2 Establishing Self Service Vending Locations

## 21 Determining Need

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Self service vending equipment locations are added when the demand for services and products is beyond what can reasonably be handled by existing postal facilities. The Vending Program Coordinator (VPC) exercises judgment in determining if there is a genuine need. The addition of a location may result in:

- a. Diversion of stamp and postal product transactions from window services at post offices.
- b. Extension of hours that postal products are available.
- c. Greater availability of self service vending equipment to customers.

## 22 Determining Locations

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### 221 Postal Sites

Self service vending equipment can be located on the grounds, in lobbies, or in screenlines of main post offices, stations, and branches. Self service vending equipment in a postal facility must be located so that maximum security is available for the equipment and customers. Installations in remote alcoves, halls, or box sections are avoided.

### 222 Nonpostal Sites

#### 222.1 Locations

Self service vending equipment may be located in a heavy pedestrian traffic area of shopping malls, college and university campuses, military installations, major airports, large office buildings or complexes, or urban or suburban housing complexes.

#### 222.2 Collocation Policy

Self service vending equipment is not placed at locations presently serviced by private postage vendors. It is the policy of the Postal Service not to collocate with or displace private vendors. However, the Postal Service will consider providing self service vending equipment upon the request by the

location owner if at least 6 months have passed since the discontinuance of private postage vending services.

### 222.3 **Security**

The location of a self service vending machine in a nonpostal facility must provide maximum security for equipment and customers. Installations in remote corridors, halls, or alcoves are avoided. Well-lighted, heavy foot-traffic areas are preferred.

### 222.4 **Coordination**

Coordination must be established among district officials, postmasters, public utility companies, accountable paper custodians, and postal personnel involved with the installation of self service vending equipment.

### 222.5 **Preferred Terms of Vending Equipment Agreement**

PS Form 8185, *Vending Equipment License Agreement*, shown in [Exhibit 222.5](#), is used to establish and install self service vending equipment at nonpostal locations. Following are some of the terms:

- a. The rental fee is minimal. (This installation is a service to the public and the products are offered at “face value.”) However, if nonpostal location is advantageous to the Postal Service, a rental value of “no fee” is negotiable.
- b. The Postal Service is allowed a trial period of 90 to 180 days to determine whether to:
  - (1) Leave the equipment installed.
  - (2) Remove the equipment based on the minimum revenue requirements.
- c. Unless otherwise notified by the USPS, the agreement may be automatically renewed for an annual term.
- d. The landlord provides the location and utility lines (in accordance with specifications provided by the Postal Service) and pays recurring electrical cost.
- e. The landlord provides normal maintenance and cleaning of the surrounding area.
- f. The Postal Service provides maintenance for self service vending equipment and provides all necessary services to ensure dependable operation of the equipment.

Exhibit 222.5 (p. 1)

**PS Form 8185, Vending Equipment Agreement****Vending Equipment Agreement**

The US Postal Service (USPS), \_\_\_\_\_ District and

(Name and Address), Mutually agree that a USPS self-service/vending machine,  
Serial Number \_\_\_\_\_, Capital Property Identification Number  
\_\_\_\_\_ will be installed and maintained at

\_\_\_\_\_ (Name and Address of  
Vending Machine Location, for (Check one) ☐ No Charge, ☐ A One-Time Fee, ☐ A Monthly Fee of  
\$ \_\_\_\_\_, and that both parties mutually agree to abide by the terms and conditions that follow:

1. The USPS, after a trial period from \_\_\_\_\_ (Month, Day, Year) through \_\_\_\_\_ (Month, Day, Year), will evaluate customer usage to verify that this is a viable location for the USPS vending equipment. Based on the foregoing, at the end of the trial period, the USPS may:

- a. Leave the vending equipment at its current location;
- b. Downgrade or upgrade the vending equipment at that location; or
- c. With a thirty-day written notice, remove the vending equipment from that location, at no cost or penalty to either party.

At the end of the trial period, unless otherwise notified by the USPS, this agreement may be automatically renewed for annual term. This agreement may be terminated by either party, at no cost or penalty to either party, with thirty day's written notice, or in the event that USPS property cannot be safeguarded, with one day's written notice.

- 2. The Commercial Property Owner/Lessor is responsible for preparing the vending equipment site. USPS is responsible for installing the vending equipment. Upon removal of said equipment, the (Check one) ☐ USPS ☐ Commercial Property Owner, is responsible for restoring the site to its original condition.
- 3. The Commercial Property Owner/Lessor, agrees to provide and pay for any utilities required to support the USPS vending equipment site, and will maintain the site in a manner to assure maximum security and cleanliness.
- 4. The USPS will maintain and service the vending equipment to ensure that it remains in service and reflects favorably on the USPS and the Commercial Property Owner/Lessor to the maximum extent possible. The Commercial Property Owner/Lessor will provide the USPS with reasonable access to the vending equipment during normal business hours.
- 5. The Commercial Property Owner/Lessor will not move, or otherwise relocate the USPS vending equipment without the express written consent of the USPS.
- 6. The terms and conditions on page two of this form are incorporated into and made part of this agreement.

Contracting Officer's Signature (Manager, Retail)	Date	Commercial Property Owner/Lessor's Signature and Title	Date

After completing, make one copy and route as shown below:

1 - Contracting Office (Retail); 2 - Owner/Lessor

PS Form 8185, January 1999 (Page 1 of 2)

Exhibit 222.5 (p. 2)

**PS Form 8185, Vending Equipment Agreement****Terms and Conditions**

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**1. Gratuities.**

a. The Postal Service may terminate this contract for default if, after notice and a hearing, the Postal Service Board of Contract Appeals determines that the contractor or the contractor's agent or other representative:

1. Offered or gave gratuity (such as a gift or entertainment) to an officer or employee of the Postal Service; and
2. Intended by the gratuity to obtain a contract or favorable treatment under this contract.

**2. Contingent Fees.**

a. The offer warrants that no person or selling agency has been employed or retained to solicit or obtain this contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except bona fide, established commercial or selling agencies maintained by the lessor for the purpose of obtaining business.

b. For breach or violation of this warranty, the Postal Service has the right to annul this contract without liability, or at its sole discretion, to deduct from the contract price or consideration, or otherwise recover from the offer the full amount of the commission, percentage, brokerage fee, or contingent fee.

c. Licensed real estate agents or brokers having listings on property for rent, in accordance with general business practice, and should have not obtained such licenses for the sole purpose of effecting this lease, may be considered as bona fide employees or agencies with the exception contained in this clause.

**3. Claims and Disputes.**

This contract is subject to the Contract Disputes Act of 1978 (41 U.S.C. 601-13), (the Act). Except as provided for in the Act, all disputes arising under or relating to this contract must be resolved under the provisions of the Act and implementing regulations of the Postal Service.

**4. Bankruptcy.**

In the event the contractor enters into proceedings relating to bankruptcy, whether voluntary or involuntary, the contractor will furnish, by certified mail, written notification of the bankruptcy to the contracting officer responsible for the administering of the contract. The notification must be furnished within five days of the initiation of the bankruptcy proceedings. The notification must include the date on which the petition was filed, and a list of Postal Service Contracts for which final payment has not yet been made. This obligation remains in effect until final payment under this contract.

## 23 Determining Equipment

### 231 New Locations

#### 231.1 Criteria for New Postal Locations

When vending is the best retail channel, the retail specialist determines the model and number of the self-service vending equipment to be placed in a new postal facility. Selection is determined based on the national vending percentage of the monthly total retail revenue (walk-in, retail metered, consignment, stamps by mail, etc.) for the specific type of postal location. Use [Exhibit 231.1](#).

Exhibit 231.1

#### Criteria for Initial Equipment Placement

##### Main Office (MO)

0.37% of Total Monthly Retail Revenue (\$)	Option 1	Option 2
≤ 34,164.85	No Vending Equipment	
34,164.86	1 PS-53C MOD	1 PS-53D
40,908.11	1 PBM-2A	
41,345.95	1 PBM-6	
60,340.54	1 PS-22	1 PS-22B
60,497.30	1 PBM-7	
126,972.97	1 PBSM-624	1 PBSM-624B
167,708.11	1 PCM-1625B	

##### Postal Branch (BR)

0.68% of Total Monthly Retail Revenue (\$)	Option 1	Option 2
≤ 18,589.70	No Vending Equipment	
18,589.71	1 PS-53C MOD	1 PS-53D
22,258.82	1 PBM-2A	
22,497.06	1 PBM-6	
32,832.35	1 PS-22	1 PS-22B
32,917.65	1 PBM-7	
69,088.24	1 PBSM-624	1 PBSM-624B
91,252.94	1 PCM-1625B	

##### Postal Station (PS)

0.76% of Total Monthly Retail Revenue (\$)	Option 1	Option 2
≤ 16,632.88	No Vending Equipment	
16,632.89	1 PS-53C MOD	1 PS-53D
19,915.79	1 PBM-2A	
20,128.95	1 PBM-6	
29,376.32	1 PS-22	1 PS-22B
29,452.63	1 PBM-7	

<b>0.76% of Total Monthly Retail Revenue (\$)</b>	<b>Option 1</b>	<b>Option 2</b>
61,815.79	1 PBSM-624	1 PBSM-624B
81,647.37	1 PCM-1625B	

**Postal Store (ST)**

<b>1.01% of Total Monthly Retail Revenue (\$)</b>	<b>Option 1</b>	<b>Option 2</b>
≤ 12,515.83	No Vending Equipment	
12,515.84	1 PS-53C MOD	1 PS-53D
14,986.14	1 PBM-2A	
15,146.53	1 PBM-6	
22,104.95	1 PS-22	1 PS-22B
22,162.38	1 PBM-7	
46,514.85	1 PBSM-624	1 PBSM-624B
61,437.62	1 PCM-1625B	

**231.2 Criteria for Nonpostal Locations**

Headquarters must approve all nonpostal locations.

The retail specialist determines the self service vending equipment model to be placed in a new nonpostal facility. Selection is determined based on the estimated revenue per month, using the criteria in [Exhibit 231.2](#). The location and equipment must be re-evaluated 6 months after the initial installation.

Exhibit 231.2

**Criteria for Initial Equipment Placement in Nonpostal Facility**

<b>Projected Monthly Vending Revenue (\$)</b>	<b>Option 1</b>	<b>Option 2</b>
≤ 338.70	No Vending Equipment	
338.71	1 PS-53C MOD	1 PS-53D
494.03	1 PBM-2A	
515.79	1 PBM-6	
458.80	1 PS-22	1 PS-22B
650.22	1 PBM-7	
2,434.55	1 PBSM-624	1 PBSM-624B
2,547.67	1 PCM-1625B	

**232 Existing Postal and Nonpostal Locations****232.1 Revenue Criteria**

Self service vending equipment meeting the performance threshold detailed in [Exhibit 232.1](#) must be maintained at its current location. If the revenue changes, the self service vending equipment must be replaced, as defined in items [a](#) through [d](#) below.



Exhibit 232.1

**Revenue Criteria**

Current Vending Machine Model	Monthly Performance Threshold (\$)	
	Postal	Nonpostal
<b>Single Stamp Vending</b>		
PS-53C MOD	360.51	462.55
PS-53D	360.51	462.55
PS-22	458.27	601.96
PS-22B	458.27	601.96
<b>Booklet Stamp Vending</b>		
PBM-2A	405.98	598.96
PBM-6	412.77	577.15
PBM-7	504.36	742.72
<b>Booklet and Stamp Vending</b>		
PBSM-624	754.35	2,513.26
PBSM-624B	754.35	2,513.26
<b>Multi-Commodity</b>		
PCM-1625B	1,109.43	2,838.15

## a. Performance Threshold for Vending Equipment

Self service vending equipment at postal locations with monthly sales totals less than \$360.51 must be removed. All vending equipment at nonpostal locations with monthly sales totals less than \$462.55 must be removed.

**Note:** These criteria will change with every rate case.

## b. Not Meeting Performance Threshold

Self service vending equipment models that do not meet their performance threshold must be replaced with a model with a lower performance threshold. When there is no replacement model with a lower performance threshold, then vending service at this location must be discontinued.

## c. Meeting Performance Threshold

Self service vending equipment meeting its model performance threshold must remain at its current location.

## d. Exceeding Performance Threshold

Self service vending equipment exceeding its model maximum sales performance will be evaluated on a case-by-case basis. Deciding factors may include cost per revenue dollar (CPD), availability of vending machine replacement parts, and the availability of other means of purchasing stamps.

**232.2 Determining Revenue for Equipment****232.21 General**

The transactions of some machines can be monitored. The following paragraphs give the procedures for monitoring different types of self service vending machines.

**232.22 PSM**

The total number of month transactions per PSM is determined by doing the following:

- a. Record from each master module the beginning and ending counter readings for the month.
- b. Subtract the beginning counter reading from the ending counter reading for each master module.
- c. Divide that number by the number of stamps offered per vend by that module to determine the total number of transactions for that module.
- d. Combine the totals for each master module to determine the amount of transactions per machine.
- e. If a computer-based data system is equipped with an electronic memory, a transaction history is also available.

**232.23 PBM**

The total number of month transactions per PBM is determined by doing the following:

- a. Record the beginning and ending counter readings for the month.
- b. Subtract the beginning counter reading from the ending counter reading.
- c. Divide this number by the cash value of the booklet vended to determine the number of transactions.
- d. If a computer-based data system is equipped with an electronic memory, a transaction history is also available.

**232.24 PBSM**

This machine is equipped with an electronic memory; therefore, you must refer to the proper Maintenance Series or Operator's Handbook.

**232.25 PCM**

The number of month transactions by spiral for each PCM is determined by doing the following:

- a. Prepare a marker for each spiral (may be cardboard cutouts similar in size to the actual product).
- b. Place a marker in the last slot (nearest the vend motor) of each spiral.
- c. Leave enough empty slots between the marker and the last product in each spiral to ensure the marker is not vended if all the products in the spiral are sold.
- d. Before each servicing, count the number of empty slots between the marker and the last slot (nearest the vend motor) in the spiral. Do not count empty slots in front of the marker.

- e. Repeat steps [b](#) through [d](#) for each spiral.
- f. Total the number of transactions for the entire machine, and record this number on a tally sheet kept in the machine during the month.
- g. Replace the marker in the last slot (nearest the vend motor) of each spiral.
- h. Complete servicing, ensuring that a gap is left in each spiral as described in step [c](#).
- i. Repeat the process each time the machine is serviced during the month.
- j. At the end of the month, total the transactions listed on the tally sheet for that PCM.
- k. If a computer-based data system is equipped with an electronic memory, a transaction history is also available.

## 24 Acquiring Equipment

The purchase of all self service vending equipment is restricted to Headquarters.

## 25 Installing Equipment

### 251 Pre-installation Checklist for Retail Specialist

The following checklist contains the pre-installation requirements for retail specialists:

Action Required	Lead Time Needed Prior to Equipment Activation
1. Obtain approval for nonpostal installations per <a href="#">231.2</a> .	30 days
2. Initiate vending lease agreement, PS Form 8185, <i>Vending Equipment Agreement</i> , if needed.	90 days
3. Notify postmaster.	90 days
4. Initiate delivery and installation procedures.	60 days
5. Notify administrative services.	60 days
6. Ensure the Web Vending Activity Reporting System (Web VARS) is updated.	At time of installation

## 252 Pre-installation Checklist for Administrative Services

The following checklist contains the pre-installation requirements for administrative services:

Action Required	Lead Time Needed Prior to Equipment Activation
1. Process lease agreement.	45 days
2. Coordinate site preparation and installation.	45 days
3. Affix capital equipment property numbers.	At time of installation

## 253 Pre-installation Checklist for Local Postmaster or Designee

The following checklist contains the pre-installation requirements for the local postmaster or designee:

Action Required	Lead Time Needed Prior to Equipment Activation
1. Request district authorization for self service postal center technician, if applicable.	As soon as possible
2. Ensure servicing employee has the required training.	60 days
3. Request authorization of funds for necessary supplies, materials, labor, and services in connection with activating the self service vending equipment.	60 days
4. Ensure proper products, USPS customer forms, and cleaning supplies are on hand.	30 days
5. Designate servicing personnel's supervisor.	30 days
6. Check all equipment for shipping damage.	When received
7. Provide secure storage of the equipment.	When received
8. Provide coins required for initial equipment activation.	10 days
9. Arrange for bank to accept bagged coins.	10 days
10. Provide safe and secure work area for servicing person.	10 days
11. Authorize mileage to and from location (if applicable).	7 days
12. Ensure duplicate keys, PIN, or combination are placed in separate PS Form 3977, <i>Duplicate Key, Combination, and Password Envelope</i> .	At time of installation

## 254 Pre-installation Checklist for Servicing Personnel

The following checklist contains the pre-installation requirements for servicing personnel:

Action Required	Lead Time Needed Prior to Equipment Activation
1. Receive training provided by the National Center for Employee Development (NCED), if applicable.	Before installation
2. Check the operation of the new equipment.	a. When received b. When installed
3. Accept stamp stock credit (if necessary).	10 days
4. Ensure that all necessary equipment, cleaning supplies, and stamp stock are available. Report deficiencies to the postmaster in writing.	10 days
5. Install postal product displays in the new equipment.	At time of activation
6. Ensure duplicate keys, PIN, or combination are placed in separate PS Form 3977.	At time of installation
7. Keep HBK PO-102, <i>Self Service Vending Operational and Marketing Program</i> , readily available.	At all times

## 255 Pre-installation Checklist for Maintenance Personnel

The following checklist contains the pre-installation requirements for maintenance personnel:

Action Required	Lead Time Needed Prior to Equipment Activation
1. Receive training provided by the NCED, if applicable.	When scheduled
2. Install machines.	When requested
3. Conduct polarity and line voltage checks of all outlets used by self service vending machines. (See appropriate MS handbook.)	When installed
4. Serve as technical resource to the servicing person.	At all times

## 256 Redeployment

If a self service vending location is unable to meet the criteria in [Exhibit 231.1](#), the equipment must be considered for redeployment. Before initiating redeployment, all efforts must be made to improve performance. An initial letter ([Exhibit 256.1](#)) must be sent to the postmaster of the location. If after 60 days the location is still unable to meet the criteria listed in [Exhibit 231.1](#), a second letter ([Exhibit 256.2](#)) must be sent and the equipment removed.

### 256.1 Postal Redeployment

If the vending equipment model at a location is unable to meet the average sales performance threshold listed in [Exhibit 231.1](#) for a consecutive 6-month period, the equipment must be considered for redeployment. Before contacting the location, the district should complete the following steps to verify sales during the time frame:

- a. Ensure that the machine has received full servicing and has remained operational.
- b. Ensure that the location has accurately reported sales.
- c. Ensure that the location sales are appropriately assigned to each machine.
- d. Reconcile sales with the PS Form 1412, *Daily Financial Report*, using AIC 096, Vending Equipment Postage Sales.
- e. Correct bad data entries.

Once the sales data has been validated, all efforts must be made to improve sales performance. A letter ([Exhibit 256.1](#)) initiating redeployment must be sent to the postmaster of the location requesting the implementation of a plan of action to correct the deficiency within 10 days.

Two months after the plan has been implemented, if the vending machine model at the location has been able to meet the monthly sales threshold listed in [Exhibit 231.1](#), the location will continue to be evaluated for the next 4 months. A letter ([Exhibit 256.1a](#)) must be sent to the postmaster of the location as notification of the 4-month extension to achieve a 6 month-average performance threshold. If after attempting the methods identified for improving usage of this machine it is still unable to achieve the 6 month-average performance threshold, the stamp vending machine will be scheduled for removal. An assessment must be made to determine whether replacing the unit with a different model using a lower sales threshold makes business sense.

Two months after attempting the methods identified for improving usage of the machine, if the vending machine model at the location is still unable to meet the monthly sales threshold listed in [Exhibit 231.1](#), a second letter ([Exhibit 256.1b](#)) must be sent. In part, this letter ([Exhibit 256.1b](#)) states that the equipment will be removed and an assessment must be made to determine whether replacing the machine with a different model possessing a lower sales threshold makes business sense. No more than 3 days after the receipt of Redeployment Letter2 to Postmaster ([Exhibit 256.1b](#)), the servicing employee must apply a notice ([Exhibit 256.1c](#)) to notify the customers that the vending machine is to be removed. The label must remain on the machine no less than 30 days before the machine is to be removed. The removal of the vending machine should be completed no more than 45 days after notification ([Exhibit 256.1b](#)).

**Note:** Before a vending machine is removed from a location, a vending credit examination must be completed. All cash and product must be removed from the vending machine. All monies removed from the machine are to be deposited as a “final” sale. At no time are monies to be “transferred” to another machine. Stamp stock must be returned to

the stamp stock custodian.

**Note:** The machine must be removed from service in Web VARS.

**Note:** Vending machines are only to be relocated to Postal Service facilities.

Exhibit 256.1

**Initial Low Sales Generation Notice to Postmaster**

Date: **[Insert Date]**

Subject: Vending — Low Sales Generation Notice

To: **[INSERT POSTMASTER NAME]**  
 UNITED STATES POSTAL SERVICE  
**[INSERT STREET ADDRESS]**  
**[INSERT CITY, STATE AND 9D ZIP]**

Recent evaluation of the stamp vending sales being generated at the location listed below indicates that the equipment is not attaining the minimum acceptable standards.

Unit ID #: **[Insert \_ \_ \_ \_ \_ + \_ \_ \_ \_ \_]**  
 Location of Machine: **[Insert Address]**  
 Model: **[Insert Model Number]**  
 Minimum Average Monthly Sales: **[Insert \$ Amount]**  
 Actual YTD Average Monthly Sales: **[Insert \$ Amount]**  
 Percentage Achievement to Goal: **[Insert %]**  
 Cost Per Dollar Sales: **[Insert \$ Amount]**

A plan of action to correct this deficiency must be implemented. A copy of the plan, with an implementation date, must be submitted to this office by **[Insert Date (10 days)]**. Possible ways to improve the sales of this unit include the following:

- Keep machine fully stocked.
- Make repairs and/or clear jams immediately.
- Visually inspect all vending machines during daily lobby sweeps.
- Post signs in lobby directing customers to stamp vending machines.
- Use lobby director to assist customers in using machine.

You may want to contact the district retail specialist to help you prepare your plan of action.

Two months after implementation, if this machine is unable to achieve the minimum acceptable requirement of **[Insert Dollar Amount]** per month, it will be designated for redeployment to a site which can serve a greater number of customers. If your unit is involved in a unique situation which may preclude its redeployment, please include this information along with your plan of action. Though this machine does not meet the minimum monthly sales standards, we may be able to deploy another vending machine model which requires lower monthly sales.

Please make every effort to increase this unit's productivity. This vending machine, although an underachiever, still contributes vending revenue. The intent of the self service vending program is to improve customer satisfaction and convenience, and to do so in a cost-efficient manner. If we are to maintain a credible presence in the business arena, the Postal Service must use its resources wisely.

**[Insert Name]**  
 Manager, Retail  
**[Insert District Name]**  
**[Insert Street Address]**  
**[Insert City, State and 9D ZIP]**

cc: District Manager  
 Manager, Post Office Operations



Exhibit 256.1a

**Redeployment Letter<sup>1</sup> to Postmaster**Date: **[Insert Date]**Subject: Vending Evaluation Period Extension — Results of the 2-month evaluation period  
Follow-up to "Low Sales Generation Notice" letter sent **[Insert Date]**To: **[INSERT POSTMASTER NAME]**  
UNITED STATES POSTAL SERVICE  
**[INSERT STREET ADDRESS]**  
**[INSERT CITY, STATE AND 9D ZIP]**

Approximately 2 months ago, your office was advised of a serious revenue generation deficiency exhibited by the stamp vending machine listed below:

Unit ID #: **[Insert \_ \_ \_ \_ \_ + \_ \_ \_ \_ \_]**  
Cost per Dollar Revenue: **[Insert \$ Amount]**  
Location of Machine: **[Insert Address]**  
Model: **[Insert Model Number]**  
Required Minimum Monthly Sales: **[Insert \$ Amount]**  
Actual Average Monthly Sales: **[Insert \$ Amount]**  
Percentage Achievement to Goal: **[Insert %]**  
Achievement (Per Month): **[Insert \$ Amount]**

Further evaluation indicates that this stamp vending machine has demonstrated performance at, or above, the minimum acceptable standards during this time period. Therefore, the machine will continue to be evaluated for the next 4 months. At the end of this consecutive 6-month period, if the machine does not perform at an acceptable standard and achieve the 6-month average performance threshold, the machine will be designated for removal or relocation.

Retail Specialist **[Insert Name]** will contact you at the end of this 4-month period with the results.

**[Insert Name]**  
Manager, Retail  
**[Insert District Name]**  
**[Insert Street Address]**  
**[Insert City, State and 9D ZIP]**

cc: District Manager  
Manager, Post Office Operations

Exhibit 256.1b

**Redeployment Letter2 to Postmaster**

Date: **[Insert Date]**

Subject: Vending Removal — Results of the 2-month evaluation period  
Follow-up to “Low Sales Generation Notice” letter sent **[Insert Date]**

To: **[INSERT POSTMASTER NAME]**  
UNITED STATES POSTAL SERVICE  
**[INSERT STREET ADDRESS]**  
**[INSERT CITY, STATE AND 9D ZIP]**

Approximately 60 days ago, your office was advised of a serious revenue generation deficiency exhibited by the stamp vending machine listed below:

Unit ID #: **[Insert \_ \_ \_ \_ \_ + \_ \_ \_ \_ \_]**  
 Cost per Dollar Revenue: **[Insert \$ Amount]**  
 Location of Machine: **[Insert Address]**  
 Model: **[Insert Model Number]**  
 Required Minimum Monthly Sales: **[Insert \$ Amount]**  
 Actual Average Monthly Sales: **[Insert \$ Amount]**  
 Percentage Achievement to Goal: **[Insert %]**  
 Achievement (Per Month): **[Insert \$ Amount]**

Further evaluation indicates that this stamp vending machine continues to perform below minimum acceptable standards. Therefore, effective **[Insert Date]** the above machine will be designated for removal. Please post the enclosed notice on this machine within 3 working days. A retail specialist will contact you within the next 30 days to arrange for the removal of this stamp vending machine. If the sales of this machine reach the threshold to qualify for a different model of machine, your retail specialist will discuss those options with you at that time. If you should require further information concerning this action, please contact the Retail Specialist **[Insert Name]** at **[Insert Telephone Number]**.

**[Insert Name]**  
 Manager, Retail  
**[Insert District Name]**  
**[Insert Street Address]**  
**[Insert City, State and 9D ZIP]**

cc: District Manager  
 Manager, Post Office Operations

Exhibit 256.1c

**Example: Sample of a Customer Notification Notice***IMPORTANT CUSTOMER NOTICE*

The Postal Service strives to provide the best service at the lowest possible cost to all of our customers. Unfortunately, this stamp vending machine is no longer effective in meeting the needs of the Postal Service and our customers. This vending machine will be removed from service on or about **[Insert Date (no less than 30 days before removal)]**.

To minimize your inconvenience, stamps are available at this convenient nearby location:

[Insert the Name of an Alternate Source for Stamps]

[Insert the Address of an Alternate Source for Stamps]

A complete array of stamps and other products may be ordered for home or business delivery via the official Postal Service Web site: [www.usps.com](http://www.usps.com). Also available online is a complete listing of all stamp selling locations and their hours of operation. To learn all the convenient locations offering stamps near where you live or work, select "Post Office Locator" and follow the easy instructions.

## 256.2 Nonpostal Redeployment

If the vending equipment model at a location is unable to meet the average sales performance threshold listed in [Exhibit 231.2](#) for a consecutive 6-month period, the equipment must be considered for redeployment. Before contacting the location, the district should complete the following steps to verify sales during the time frame:

- a. Ensure that the machine has received full servicing and remained operational.
- b. Ensure that the location has accurately reported sales.
- c. Ensure that the location sales are appropriately assigned to each machine.
- d. Reconcile sales with the PS Form 1412, *Daily Financial Report*, using AIC 096, Vending Equipment Postage Sales.
- e. Correct bad data entries.

Once the sales data has been validated, all efforts must be made to improve sales performance. A letter initiating redeployment ([Exhibit 256.2](#)) must be sent to the postmaster of the location requesting the implementation of a plan of action to correct the deficiency within 10 days. A meeting must be held no more than 15 days after the receipt of the initial low-sales letter ([Exhibit 256.2](#)) by the postmaster. After this meeting, a letter ([Exhibit 256.2a](#)) will be mailed to the owner/operator to notify the owner/operator that the vending machine is in jeopardy of being removed due to the low sales.

Two months after the plan has been implemented, if the vending machine model at the location is able to meet the monthly sales threshold listed in [Exhibit 231.2](#), the postmaster must notify the owner/operator.

Two months after attempting the methods identified for improving usage of this machine, if the vending machine is still unable to meet the monthly sales threshold listed in [Exhibit 231.2](#), a letter ([Exhibit 256.2b](#)) must be sent to the postmaster stating that the equipment will be removed. Within 3 days, the postmaster will notify the owner/operator by letter ([Exhibit 256.2c](#)) that the equipment will be removed from the location. No more than 3 days after the receipt of Redeployment Letter to Owner/Operator ([Exhibit 256.2c](#)), the servicing employee must apply a notice ([Exhibit 256.1c](#)) to notify the customers that the vending machine is to be removed. The label must remain on the machine no less than 30 days before the machine is removed. The removal of the vending machine should be completed no more than 45 days after notification ([Exhibit 256.2b](#)).

**Note:** Before a vending machine is removed from a location, a vending credit examination must be completed. All cash and product must be removed from the vending machine. All monies removed from the machine are to be deposited as a “final” sale. At no time are monies to be “transferred” to another machine. Stamp stock must be returned to the stamp stock custodian.

**Note:** The machine must be removed from service in Web VARS.

**Note:** Redeployment to a new nonpostal location requires Headquarters approval.

Exhibit 256.2

**Initial Low Sales Letter to Postmaster**

Date: **[Insert Date]**  
Subject: Vending — Low Sales Generation Notice  
To: **[INSERT POSTMASTER NAME]**  
UNITED STATES POSTAL SERVICE  
**[INSERT STREET ADDRESS]**  
**[INSERT CITY, STATE AND 9D ZIP]**

A recent evaluation of the sales generated by the self service vending machine listed below indicates that the machine is not attaining the minimum acceptable standards.

Unit ID #: **[Insert \_ \_ \_ \_ \_ + \_ \_ \_ \_ ]**  
Location of Machine: **[Insert Address]**  
Model: **[Insert Model Number]**  
Current Average Monthly Sales: **[Insert \$ Amount]**  
Minimum Monthly Sales Required: **[Insert \$ Amount]**

A plan of action to correct this deficiency must be implemented. A copy of the plan, with an implementation date, must be submitted to this office by **[Insert Date (10 days)]**. Possible ways to improve the sales of this unit include the following:

- Keep machine fully stocked.
- Make repairs and/or clear jams immediately.
- Post signs directing customers to stamp vending machines.

In an effort to improve customer usage of this stamp machine, you may wish to contact District Retail Specialist **[Insert Name]** at **[Insert Telephone Number]**. **[Insert Name]** will be able to provide you with assistance in preparing your plan of action. If your unit is involved in a unique situation which may preclude its redeployment, please include this information along with your plan of action.

One of the first things you will need to do is to arrange a meeting with the owner/operator of the business to discuss the current amount of sales being produced compared to the minimum required. It is essential that the owner/operator understand that retaining the machine on-site is in jeopardy and that you would like to partner with him or her to raise the sales sufficiently to warrant leaving the service in place. Following this meeting, written confirmation of the meeting is required. Attached to this notice is a letter prepared for this purpose and a pre-addressed envelope. Please enter the current date and your signature on the letter, place the letter in the prepared envelope, and arrange for delivery the following business day.

After 2 months, if this unit is unable to achieve the minimum monthly sales required, it will be designated for redeployment to a site that can offer greater sales potential.

Please make every effort to increase this machine's usage. The intent of the self service vending program is to improve customer satisfaction and convenience, and to do so in a cost-efficient manner.

**[Insert Name]**  
Manager, Retail  
**[Insert District Name]**  
**[Insert Street Address]**  
**[Insert City, State and 9D ZIP]**

cc: District Manager  
Manager, Post Office Operations

Exhibit 256.2a

**Initial Low Revenue Letter to Owner/Operator**

Date: **[Insert Date]**

Subject: Vending — Low Revenue Generation Notice

To: **[INSERT OWNER/OPERATOR NAME]**  
**[INSERT BUSINESS NAME]**  
**[INSERT STREET ADDRESS]**  
**[INSERT CITY, STATE AND 9D ZIP]**

Recent evaluation of this self service stamp vending machine indicates that it is not generating enough revenue for the Postal Service to continue to maintain it.

Unit ID #: **[Insert \_ \_ \_ \_ \_ + \_ \_ \_ \_ \_]**  
 Location of Machine: **[Insert Address]**  
 Model: **[Insert Model Number]**  
 Current Average Monthly Sales: **[Insert \$ Amount]**  
 Minimum Monthly Revenue Sales: **[Insert \$ Amount]**

This letter serves to confirm our recent conversation regarding customer postal needs at your facility. Approximately 60 days from the date of this letter, another review of customer usage and sales performance will be made. If, after attempting the methods identified for improving usage of this machine, it is still unable to achieve the minimum sales required per month, this stamp vending machine will be scheduled for redeployment to a site which serves a greater number of our customers. An assessment will also be made at that time to determine whether replacing this unit with a different model makes business sense.

Although this machine is an underachiever, it contributes vending revenue. As such, it supports the self service vending program to improve customer satisfaction and convenience. However, as Postal Service officials, we are mandated to do so in a cost-efficient manner.

I look forward to working with you to improve customer usage of this stamp vending machine. If you have any questions about this matter, please contact me at **[Insert Telephone Number]**.

Sincerely,

**[Insert Name]**  
 Postmaster  
**[Insert Street Address]**  
**[Insert City, State and 9D ZIP]**

cc: Manager, Retail  
 Manager, Post Office Operations

Exhibit 256.2b

**Redeployment Letter to Postmaster**

Date: **[Insert Date]**

Subject: Vending Removal — Results of the 2-month evaluation period  
Follow-up to "Low Sales Generation Notice" letter sent **[Insert Date]**

To: **[INSERT POSTMASTER NAME]**  
UNITED STATES POSTAL SERVICE  
**[INSERT STREET ADDRESS]**  
**[INSERT CITY, STATE AND 9D ZIP]**

Approximately 60 days ago, you were advised of the serious revenue generation deficiency exhibited by the unit listed below:

Unit ID #: **[Insert \_ \_ \_ \_ \_ + \_ \_ \_ \_ \_]**  
Model: **[Insert Model Number]**  
Location Address: **[Insert Address]**  
60-Day Monthly Average Sales): **[Insert \$ Amount]**  
60-Day Minimum Sales Required (Monthly Average): **[Insert \$ Amount]**  
Achievement to Goal: **[Insert %]**

Further evaluation indicates that this stamp vending machine continues to perform below minimum acceptable standards. Therefore, effective **[Insert Date]** the machine will be designated for removal. Attached to this notice is a letter and a pre-addressed envelope to notify the owner/operator of this decision. Please enter the current date and your signature on the letter, place the letter in the prepared envelope, and arrange for delivery the following business day.

After the notification letter has been delivered, post the enclosed notice on the machine within 3 working days. A retail specialist will contact you within the next 30 days to arrange for the removal of this stamp vending machine. If the sales of this machine reach the threshold to qualify for a different model of machine, your retail specialist will discuss those options with you at that time. If you should require further information concerning this action, please contact the Retail Specialist **[Insert Name]** at **[Insert Telephone Number]**.

**[Insert Name]**  
Manager, Retail  
**[Insert District Name]**  
**[Insert Street Address]**  
**[Insert City, State and 9D ZIP]**

cc: District Manager  
Manager, Post Office Operations

Enclosures

Exhibit 256.2c

**Redeployment Letter to Owner/Operator**

Date: **[Insert Date]**

Subject: Vending — Results of 60-Day Revenue Producing Efforts  
Follow-up to "Low Revenue Generation Notice" sent **[Insert Date]**

To: **[INSERT OWNER/OPERATOR NAME]**  
**[INSERT BUSINESS NAME]**  
**[INSERT STREET ADDRESS]**  
**[INSERT CITY, STATE AND 9D ZIP]**

Approximately 60 days ago, you were advised of the serious revenue generation deficiency exhibited by the unit listed below:

Unit ID #: **[Insert \_ \_ \_ \_ \_ + \_ \_ \_ \_ \_]**  
 Model: **[Insert Model Number]**  
 Location Address: **[Insert Address]**  
 60-Day Monthly Average Sales: **[Insert \$ Amount]**  
 60-Day Minimum Sales Required (Monthly Average): **[Insert \$ Amount]**  
 Achievement to Goal: **[Insert %]**

As you can see, over the last 60 days the machine has averaged only **[Insert Amount]** per month in sales. Since revenue-producing efforts have not indicated sufficient improvement, effective **[Insert Date]**, the machine will be designated for removal.

Within the next few days, the Postal Service employee who services this machine will be applying a notice to notify customers that the machine will be removed in approximately 30 days. The notice will minimize your customers' concerns and identify other postal options for obtaining stamps and other stamp products. Approximately 14 to 21 days from the date of this letter, you will be contacted by me, or by one of my staff members, to arrange for the physical removal of the vending unit.

While we regret any inconvenience this may cause you or your customers, your cooperation is appreciated. If you have any questions or concerns, please feel free to contact either District Retail Specialist **[Insert Name]** at **[Insert Telephone Number]** or me at **[Insert Telephone Number]** to discuss this matter.

Respectfully,

**[Insert Name]**  
 Postmaster  
**[Insert Street Address]**  
**[Insert City, State and 9D ZIP]**

cc: District Manager  
 Manager, Retail  
 Manager, Post Office Operations



## 257 **Obsolescence**

### 257.1 **Obsolete Vending Equipment Removal**

Retail Service Equipment retains authority over disposition of all retail vending equipment items. Offices with inactive, obsolete, or surplus customer vending items being considered for disposal action must follow the directions provided in Handbook AS-701, *Material Management*, and the applicable Maintenance Management Orders (MMO) or the *Material Logistics Bulletin* (MLB). Once a vending equipment model is identified as being obsolete, it must be immediately removed from service.

Retail Service Equipment's mailing address is:

RETAIL SERVICE EQUIPMENT  
POSTAL SERVICE  
475 L'ENFANT PLZ RM 7670  
WASHINGTON DC 20260-7670

### 257.2 **Obsolete Equipment Replacement**

An analysis of the revenue produced by an obsolete model will be performed to determine whether to replace it with a current model or to discontinue service at the vending location. When there is a replacement model with a performance threshold that is less than or equal to the obsolete machine, a replacement model may be installed.

When no replacement model can be found, the obsolete unit will be removed without a replacement. A notification letter ([Exhibit 257.2](#)) must be sent to the location where the obsolete vending equipment is installed. The servicing employee must apply a notice ([Exhibit 256.1c](#)) to notify the customers no less than 30 days before the machine is removed.

**Note:** A vending credit examination must be completed. All cash and product must be removed from the vending machine before disposal. All monies removed from the obsolete machine are to be deposited as “final” sale. At no time are monies to be “transferred” to another machine.

**Note:** The obsolete machine must be removed from service in Web VARS.

Exhibit 257.2

**Obsolete Vending Equipment Letter to Owner/Operator**

Date: **[Insert Date]**

Subject: Obsolete Vending Equipment

To: **[Insert Owner/Operator Name]**  
**[Insert Business Name]**  
**[Insert Street Address]**  
**[Insert City, State and 9D ZIP]**

A recent evaluation of the self service vending equipment has identified the machine listed below, which is installed at your location, as obsolete:

Unit ID #: **[Insert \_ \_ \_ \_ \_ + \_ \_ \_]**  
 Model: **[Insert Model Number]**  
 Average Monthly Sales: **[Insert \$ Amount]**  
 Minimum Monthly Sales Required: **[Insert \$ Amount]**

Once a vending machine model has been declared obsolete, it must be removed from service since its maintenance becomes cost-prohibitive. Repair parts become hard to find and customer service degenerates from the machine's frequent breakdowns. Machine breakdowns increase our costs as additional trips are required to provide emergency service.

To determine whether to replace this unit with a current model or discontinue its service at your location, an analysis of the revenue produced by this machine was performed. I regret to inform you that there are currently no replacement models with minimum monthly sales requirements less than or equal to the revenue produced by this obsolete model. As a result, the decision has been made to remove the obsolete unit without providing a replacement.

Within the next few days, the Postal Service employee who services this machine will be applying a notice to notify customers that the machine will be removed in approximately 30 days. To minimize your customers' concerns, the label will also identify some other postal options for obtaining stamps and other stamp products. Approximately 14 to 21 days from the date of this letter, you will be contacted by the postmaster, or his or her representative, to arrange for the physical removal of the vending unit.

Your contributions to the success of the postal service vending program have been greatly valued. While we regret any inconvenience removing this machine may cause you or your customers, your cooperation in supporting this decision will be appreciated. If you have any questions or concerns, please feel free to contact District Retail Specialist **[Insert Name]** at **[Insert Phone Number]** to discuss this matter.

Respectfully,

**[Insert Name]**  
 Manager, Retail  
**[Insert District Name]**  
**[Insert Street Address]**  
**[Insert City, State and 9D ZIP]**

cc: District Manager  
 Manager, Post Office Operations  
 Postmaster

# 3 Selection and Training of Service Personnel

## 31 SSPC Technician

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### 311 Creating the Position

The district manager will authorize a Self Service Postal Center (SSPC) Technician position when the workload criteria in sections [312.1](#) and [312.2](#) have been met. The district manager then notifies the local postmaster of the new position.

### 312 Criteria for Establishing Positions

#### 312.1 New Positions

Determine whether the criteria in the *Employee and Labor Relations Manual* (ELM), section 233, Evaluation of Bargaining Unit Positions, has been met by using the guidelines in subchapter [45](#) of this handbook.

#### 312.2 Additional Positions

Districts with many self service vending machines may warrant the authorization of additional positions using the same procedures described in section [312.1](#).

### 313 Selecting an SSPC Technician

The postmaster is responsible for the following:

- a. Obtain the Self-service Postal Center Clerk Technician Examination, O/N 410, and related materials from the National Test Administration Center at the following address:  
NATIONAL TEST ADMINISTRATION CENTER-EAST  
US POSTAL SERVICE  
PO BOX 4505  
ALEXANDRIA VA 22303-0505
- b. Post a notice announcing the open bid for a servicing technician position in accordance with the USPS American Postal Workers' Union/National Association of Letter Carriers National Agreement.
- c. Select the senior qualified bidder from the register of examination scores, using the following to make a determination:
  - (1) Test results of O/N 410.

- (2) Qualification rating procedures found on the USPS Intranet, Human Resources Information Services Page (HRISP), Selection, Evaluation and Recognition, Qualification Standards (BQNET).

Postmasters should consider selecting qualified candidates not chosen for the servicing position as backup servicing personnel.

### 314 **Determining the Domicile Office**

The SSPC technician may be assigned and supervised at the main post office or the station or branch most centrally located to the equipment they are assigned. In determining the domicile office, primary considerations include the following:

- a. Travel time consistent with the guidelines in section [452.1](#).
- b. Prompt response time to ensure continuance of good customer relations.
- c. Other factors that contribute to increased cost.

## 32 Servicing Employee

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### 321 **Workload**

When the workload for the district self service vending program, as determined in subchapter [45](#) of this handbook and section 234 of the ELM, does not warrant a servicing technician position, the district manager may assign the equipment to a servicing employee. The servicing employee must complete Postal Employee Development Center (PEDC) course 55507-01, *Servicing Postal Vending Equipment*, and PEDC course 55507-02, *Vending Equipment Safety Awareness*, and follow the same accounting and servicing procedures as the SSPC technician. When assistance is needed in troubleshooting or technical support, the servicing employee contacts the field maintenance office or a servicing technician. To comply with the optimum equipment performance objective in section [411](#), self service vending equipment must be kept operational for customer use at all times. A properly trained replacement servicing employee must be identified and utilized during the absence of the servicing employee.

### 322 **Determining the Domicile Office**

A servicing employee responsible for a single self service vending location should be domiciled at that location. The considerations in section [314](#) apply in determining the domicile office when a servicing employee's responsibility includes multiple self service vending locations.

## 33 Training

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### 331 **PS Form 1782**

Upon receiving the name of the employee requiring training from the postmaster, the PEDC manager completes PS Form 1782, *Training Request and Authorization* ([Exhibit 331](#)), leaving blank the training date block. The PEDC manager forwards the completed PS Form 1782 to the district PEDC for processing. The National Agreement training procedures must be followed.

### 332 **Scheduling**

The district PEDC manager arranges training schedules with the NCED, Norman, OK, via the Automated Enrollment System.

### 333 **Notification**

The NCED notifies the district PEDC, via the Automated Enrollment System, of arrangements relating to the attendance of trainees. The district PEDC manager informs the postmaster who initiated the PS Form 1782 of all information.

### 334 **Travel Arrangements**

The postmaster coordinates travel arrangements with the district manager and ensures the trainee attends all scheduled training courses.

### 335 **PEDC**

The PEDC manager arranges for the trainee to take PEDC Course 55507-01, *Servicing Postal Vending Equipment*, and all required courses, following successful completion of the resident training.

### 336 **Bargaining Unit Employees**

All bargaining unit employees performing self service vending duties must be on Labor Distribution Code (LDC) 46. These hours must also be reported on PS Form 8130, *VESS - Daily Activity Log* each month (see [chapter 7](#)).

Exhibit 331 (p. 1)

**PS Form 1782, Training Request and Authorization**

U.S. Postal Service <b>TRAINING REQUEST AND AUTHORIZATION</b>		<b>See Instructions and Privacy Act Statement on Reverse</b>	
<b>General Information</b>			
1. Name <i>(Last, First, Middle Initial)</i>		2. Finance No.	
3a. Home Address <i>(Include ZIP + 4)</i>		3b. Work Address <i>(Include ZIP + 4)</i>	
4. Social Security Number		5. Sex <i>(For Management Academy/Technical Training Center Use)</i> <input type="checkbox"/> Male <input type="checkbox"/> Female	
6. Position Title		7a. Pay Schedule	7b. FLSA Exempt? <input type="checkbox"/> Yes <input type="checkbox"/> No
8. Occupation Code	11. Servicing PEDC Phone (   )		
9. Home Phone <i>(Include Area Code)</i> (   )	10. Work Phone <i>(Include Area Code)</i> (   )		
12. Name of Person to Contact in Case of Emergency		13. Emergency Contact Phone (   )	
<b>Course Information</b>			
14. Course Title(s)		15. Course No.	16. Course Offering Number <i>(TTC Classes)</i>
17. Training Category		18. Facility Code	
19. Prerequisite Course(s) <i>(Title, Completion Date, &amp; Grade)</i>		20. Time of Class <input type="checkbox"/> Day <input type="checkbox"/> Evening	21. No. of Class Hours
22. Starting Date <i>(Mo., Day, Yr.)</i>		23. Starting Date <i>(Mo., Day, Yr.)</i>	
24. Mailing Address of Training Facility <i>(Non-Postal Only)</i>		25. Location of Training Facility <i>(if Different from Item 24)</i>	
<b>Expenses</b>			
26. Advance Payment  <input type="checkbox"/> Advanced payment required Registration form attached.  <input type="checkbox"/> Paid by personal funds. Copy of cancelled check and/or certified receipt attached.	27. Item Tuition and Fees Books and Supplies Transportation/Per Diem Total →	Actual or Estimated Cost \$ \$ \$	Account Number 52363 52367 (Shaded box for Total)
<b>Authorization</b>			
28. <b>PCES Executive</b>	Signature	29. Billing Address <i>(See Instructions)</i>	
Date	Name & Title <i>(Type or Print)</i>		
<b>Comments</b>			
<i>(Include Medical Information)</i> <div style="border: 1px solid black; height: 60px; margin-top: 5px;"></div>			

PS Form 1782, May 1986

Exhibit 331 (p. 2)

**PS Form 1782, Training Request and Authorization****General Instructions**

- A. **References** The Office of Training & Development's General Training Catalog (*available at your PEDC*) describes the kinds of postal training for which this form is required and the procedures for submission and distribution.
- B. **Non-Postal Training** ELM 740 describes policy for non-postal training provided by non-postal sources under a tuition or registration fee arrangement. For privacy reasons, delete items 4 and 7 from the copy of this form that is furnished to the training facility (*unless the training is provided by OPM or required to show eligibility for training.*)
- C. **Special Factors** See ELM 743 for information about Double Payment, Contribution or Award, or Training Over 4 Consecutive weeks.

**Specific Instructions**

- 1-2. Self-explanatory.
- 3-4. Self-explanatory. Omit item 4 unless required to show eligibility for training, or if training is provided by OPM.
5. **SEX:** Complete only if training will be at the Management Academy or TTC. This information is collected for housing purposes.
- 6-7. Self-explanatory. Omit item 7 unless required to show eligibility for training, or if training is provided by OPM.
8. **Occupation Code:** See your Form 50, *Notice of Personnel Action*.
- 9-14. Self-explanatory.
15. **COURSE NUMBER:** Enter course number from the General Training Catalog. Consult with your PEDC for this number. If training is non-postal, enter course number as described in course catalog.
16. **TTC COURSE OFFERING NUMBER:** Complete this item only if training will be at the Technical Training Center. Consult with your PEDC for this number.
17. **TRAINING CATEGORY:** Enter one of the following codes (*See ELM 711.5*) to determine proper category of training
- 1 – JOB TRAINING:
- 2 – SELF-DEVELOPMENT TRAINING:
18. **FACILITY CODE:** Enter one of the following codes:
- 1 – College or University (*See C, above*)  
 2 – Other Government Agency (*See C, above*)  
 3 – Private Industry (*See C, above*)  
 4 – Non-postal on site training (*See C, above*)  
 5 – Management Academy  
 6 – Technical Training Center  
 7 – Field Center
19. Self-explanatory.
20. **TIME OF CLASS:** If both day and night classroom training, check both boxes. If unknown, leave blank.
21. **NUMBER OF CLASS HOURS:** Enter the estimated number of hours for training.
- 22-24. Self-explanatory.
25. **LOCATION OF TRAINING FACILITY:** If training address is different from billing address, enter here.
26. Complete this item for advance payments only.
27. Consult F-18, *General Classification of Accounts*, for account number; F-10, *Travel*, for policy on travel.
28. **AUTHORIZATION:** A PCES executive is authorized to approve the training for the employee and to certify availability and commitment of funds for this purpose. The signature constitutes the certification that selection of employees is consistent with published USPS training policies, and that any prerequisites to the training have been completed.
29. **BILLING ADDRESS:** Enter the complete billing address (include ZIP + 4) of the PCES executive who signs in item 28. Give any bills or receipts to this manager. **EXCEPTION:** If OPM training, enter the servicing PDC's address as follows:
- Postal Data Center 18000004  
 US Postal Service  
 San Mateo, CA 94097-9137
- Postal Data Center 18000002  
 US Postal Service  
 Twin Cities, AMF, MN 55111-9137
- Postal Data Center 18000003  
 US Postal Service  
 New York, NY 10099-9137
- COMMENTS:** Include medical information for Management Academy or TTC training only.

**Privacy Act Statement**

To the trainee: The collection of this information is authorized by 38 USC 401, 1001. As a routine use, certain information may be disclosed to the training sponsors, to an appropriate law enforcement agency for investigative or prosecutorial proceedings, to a congressional office at your request, to OMB for review of private relief legislation, to any agency where relevant to hiring, contracting, or licensing, to a labor organization as required by the NLRB, and where pertinent, in a legal proceeding to which the Postal Service is a party. This information is needed in order to provide the requested training. Completion of this form is voluntary; however, this information is required to provide the requested training.

PS Form 1782, May 1986 (Reverse)

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# 4 Servicing Self Service Vending Equipment

## 41 Introduction

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### 411 General

This chapter covers general servicing procedures. The appropriate Maintenance Series (MS) handbook contains specific servicing procedures and maintenance troubleshooting procedures for specific types of equipment. Appendix [B](#) lists those handbooks.

### 412 Optimum Equipment Performance

Self service vending equipment must be kept operational for customer use at all times. In the event of a malfunction, Label 6, *Vending Equipment Out of Order* ([Exhibit 412a](#) and [Exhibit 412b](#)), must be placed on the equipment. Servicing personnel must be notified within 15 minutes from the time the malfunction was first reported. Self service vending equipment must be fully operational within 24 hours after the malfunction is reported.

### 413 Supplementary Information

For customer assistance in reporting equipment malfunctions, a telephone number must be placed on the front of each machine.

## 42 Economical Operation

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Supervisory personnel must thoroughly familiarize themselves with the operating costs and revenues of each of their self service vending locations. The Web Vending Activity Reporting System (Web VARS) (see chapter [7](#)), which is available through the District Retail office, will furnish this information.

Exhibit 412a

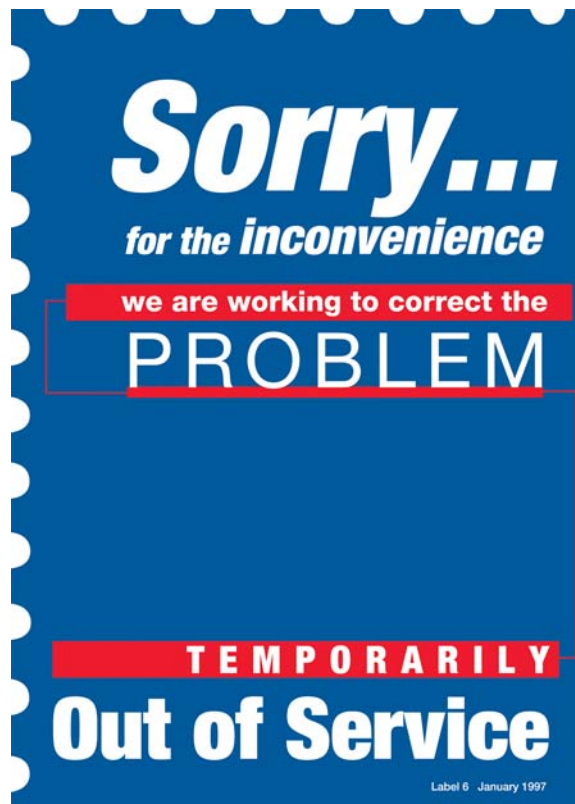
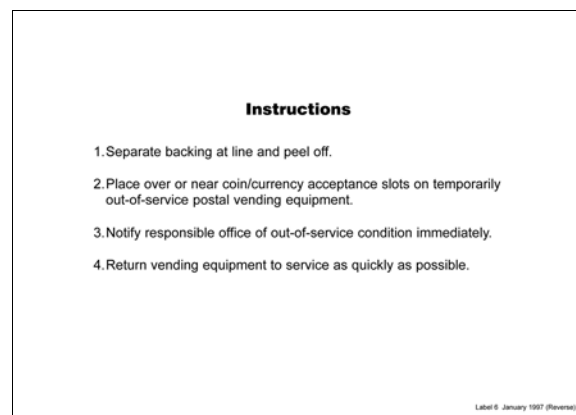
**Label 6, Vending Equipment Out of Order (front)**

Exhibit 412b

**Label 6, Vending Equipment Out of Order (back)**

## 43 Types of Servicing

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### 431 Emergency Servicing

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

**Note:** Vending equipment is serviced when vending personnel are able to maintain current safety policies and procedures. Emergency servicing should NOT be performed unless it is safe to do so.

#### 431.1 Suspending Vending Service

When emergency servicing is scheduled to suspend vending service and retrieve accountability before a pending event (e.g., flood or hurricane), vending machine credits must be secured individually with a separate PS Form 3293, *Retail Vending Credit Examination*, certifying stock and cash removed from each machine. When the assigned servicing employee is unavailable, a properly trained replacement servicing employee will use the following procedures:

- a. Retrieve spare keys or combinations from the envelope labeled PS Form 2018, *Duplicate Key, PIN & Combination Inventory*.
- b. Access the stock and funds from the vending machine.
- c. Count the stamp stock and funds using PS Form 3293 and annotate "Emergency Servicing" on the form.
- d. Deposit the excess funds to the bank and secure the remaining funds and stamp stock in a safe separate from the assigned vending credit.

#### 431.2 Restoring Vending Service

When emergency servicing is performed to restore vending service, all efforts should be made to schedule the servicing employee. If the assigned servicing employee is scheduled to restore servicing and he or she performed the emergency servicing, no count is required of the stamp stock and funds retrieved. If a replacement employee performed the emergency servicing, the stamp stock and funds retrieved must be counted using PS Form 3293.

### 432 Contingency Servicing

Contingency servicing is defined as machine servicing, during the absence of the servicing employee, when the servicing frequency is greater than the length of the absence.

When the servicing employee is unavailable due to a scheduled or unscheduled absence, a properly trained replacement servicing employee with a witness must follow these procedures:

- a. Retrieve spare keys or combinations from PS Form 2018 envelope.
- b. Access the stock and funds from the "contingency stock."

- c. Count the contingency stock and funds using PS Form 3293. If discrepancies exist, notify the immediate supervisor.
- d. Service the vending machines and collect funds to be deposited.
- e. Annotate stock and coins placed in the machine using PS Form 25, *Trust Fund Account*.
- f. Return residual stamp stock to security container.
- g. Count funds to be deposited to the bank.
- h. Secure keys or combinations in PS Form 2018 envelope.

If a replacement employee performs the contingency service, the returning employee must perform a physical count of the contingency servicing stock and the vending machine stock of the vending machines serviced during the absence.

### 433 **Full Servicing**

Full servicing for a self service vending machine includes the following:

- a. Inspecting the machine.
- b. Fully restocking the machine with prepackaged items, including new product lines.
- c. Removing coins and bills.
- d. Filling coin hoppers and coin mechanisms.
- e. Performing accounting procedures.
- f. Checking for equipment malfunctions.
- g. Making simple repairs.
- h. Cleaning bill validator.
- i. Cleaning interior and exterior surfaces.
- j. Performing coin/bill acceptance procedures.
- k. Performing proper cleaning procedures as defined in the appropriate MS Handbook.

### 434 **Partial Servicing**

#### 434.1 **Restocking**

Partial servicing is limited to removing bills and fully restocking items. Items to be replaced include the following:

- a. Stamp coils.
- b. Stamp booklets.
- c. Prepackaged products, including new retail products.
- d. Coins in a coin hopper or coin mechanism.

#### 434.2 **Accounting**

Partial servicing requires completion of applicable accounting procedures (see chapter [5](#).)

## 44 Schedule

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### 441 Full Servicing

When possible, servicing personnel perform full servicing on the last day of the workweek. This ensures optimum equipment operation during the servicing person's nonscheduled workdays. This servicing includes replacing partial coils with full coils (if determined that they won't last until the next visit), filling each spiral to capacity, and filling each booklet dispenser to capacity.

### 442 Partial Servicing

The servicing personnel perform partial servicing when they are already at the self service vending location for other purposes. For example, when performing a scheduled full servicing on a machine, a partial servicing is conducted on all other machines at the location.

## 45 Workload

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### 451 Determining Frequencies

#### 451.1 For New Location Equipment

The revenue generated by a machine in a month determines the servicing frequency. Servicing personnel make frequent visits to a new location in order to determine the servicing frequency, using [Exhibit 451.2, Standard Servicing Frequencies](#), as the criteria.

#### 451.2 For Existing Location Equipment

The revenue generated by a machine in a month determines the servicing frequency. [Exhibit 451.2](#) shows the standard number of servicings needed for the various types of machines during a month. The machine with the highest number of required full servicings is assigned as the servicing frequency for that location. This does not include response to malfunction and emergency complaints.

Exhibit 451.2

#### Standard Servicing Frequencies

Number of Servicing Per Month	Model 53 (all)	Model 22 (all)	Model 2 (all)	Model 7	Model 6	Model 624 (all)	Model 1625B
1	\$450	\$370	\$425	\$725	\$425	\$2,625	\$2,000
2	\$900	\$740	\$850	\$1,450	\$850	\$5,250	\$4,000
3	\$1,350	\$1,110	\$1,275	\$2,175	\$1,275	\$7,875	\$6,000
4	\$1,800	\$1,480	\$1,700	\$2,900	\$1,700	\$10,500	\$8,000
5	\$2,250	\$1,850	\$2,125	\$3,625	\$2,125	\$13,125	\$10,000
6	\$2,700	\$2,220	\$2,550	\$4,350	\$2,550	\$15,750	\$12,000
7	\$3,150	\$2,590	\$2,975	\$5,075	\$2,975	\$18,375	\$14,000

## Exhibit 451.2

**Standard Servicing Frequencies**

Number of Servicing Per Month	Model 53 (all)	Model 22 (all)	Model 2 (all)	Model 7	Model 6	Model 624 (all)	Model 1625B
8	\$3,600	\$2,960	\$3,400	\$5,800	\$3,400	\$21,000	\$16,000
9	\$4,050	\$3,330	\$3,825	\$6,525	\$3,825	\$23,625	\$18,000
10	\$4,500	\$3,700	\$4,250	\$7,250	\$4,250	\$26,250	\$20,000
11	\$4,950	\$4,070	\$4,675	\$7,975	\$4,675	\$28,875	\$22,000
12	\$5,400	\$4,440	\$5,100	\$8,700	\$5,100	\$31,500	\$24,000
13	\$5,850	\$4,810	\$5,525	\$9,425	\$5,525	\$34,125	\$26,000
14	\$6,300	\$5,180	\$5,950	\$10,150	\$5,950	\$36,750	\$28,000
15	\$6,750	\$5,550	\$6,375	\$10,875	\$6,375	\$39,375	\$30,000
16	\$7,200	\$5,920	\$6,800	\$11,600	\$6,800	\$42,000	\$32,000
17	\$7,650	\$6,290	\$7,225	\$12,325	\$7,225	\$44,625	\$34,000
18	\$8,100	\$6,660	\$7,650	\$13,050	\$7,650	\$47,250	\$36,000
19	\$8,550	\$7,030	\$8,075	\$13,775	\$8,075	\$49,875	\$38,000
20	\$9,000	\$7,400	\$8,500	\$14,500	\$8,500	\$52,500	\$40,000

**Notes:**

See part [131](#) for the definition of each machine type.

Each machine is required to generate a projected sale threshold before it can be installed. The number of servicings per month is based on actual sales. The minimum requirements for each machine are reflected in the above table.

For locations with multiple machines, the frequency to the location is based on the machine with the highest earned frequency. All machines at the same location are serviced during one visit. All machines are required to be **fully stocked** in accordance with part [433](#) during the servicing visit.

452 **Time Requirements**452.1 **Guidelines**

The following basic time requirements are to be used as staffing guidelines when establishing positions and should not be used to evaluate work performance. Time requirements include:

- Servicing.
- Travel.
- Counting bills ([Exhibit 452.1a](#)).
- Counting coins ([Exhibit 452.1b](#), [Exhibit 452.1c](#), and [Exhibit 452.1d](#)).
- Making bank deposits.
- Complete accounting procedures and complete various required forms.
- Breaks in accordance with the National Agreement.

The basic time requirements shown in [Exhibit 452.1e](#) are averages based on a nationwide study. Basic time requirements relevant to the workload are applied to determine the servicing person's workload. Basic time requirements that do not accurately reflect the workload are modified.

Adjustments are made only to travel and bank deposit times. Such adjustments are as follows:

- a. If servicing equipment is located at the domicile office, no travel time is allowed. If the servicing person is assigned additional locations, travel time for these locations is allowed.
- b. Prepackaged products **must** be used; therefore, **no** packaging time is allowed. See part [433b](#) and section [434.1c](#).
- c. Bank adjustments are described in section [453.2](#), step [k](#).

Exhibit 452.1a

**Bill Counter**

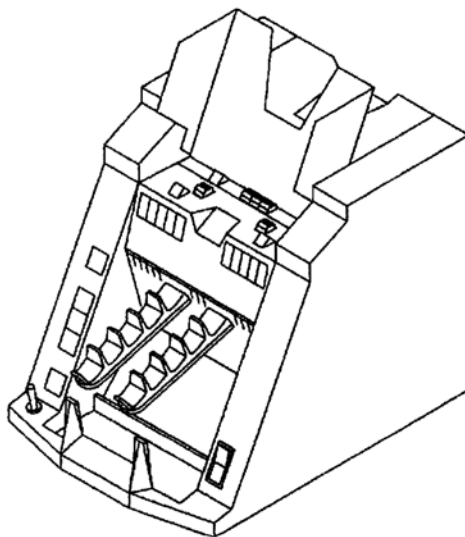


Exhibit 452.1b

**Old-Style Coin Sorter and Counter**

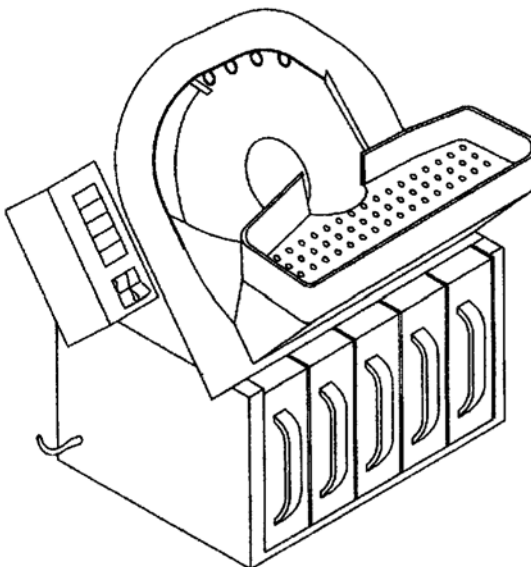


Exhibit 452.1c  
**Old-Style Coin Counter**

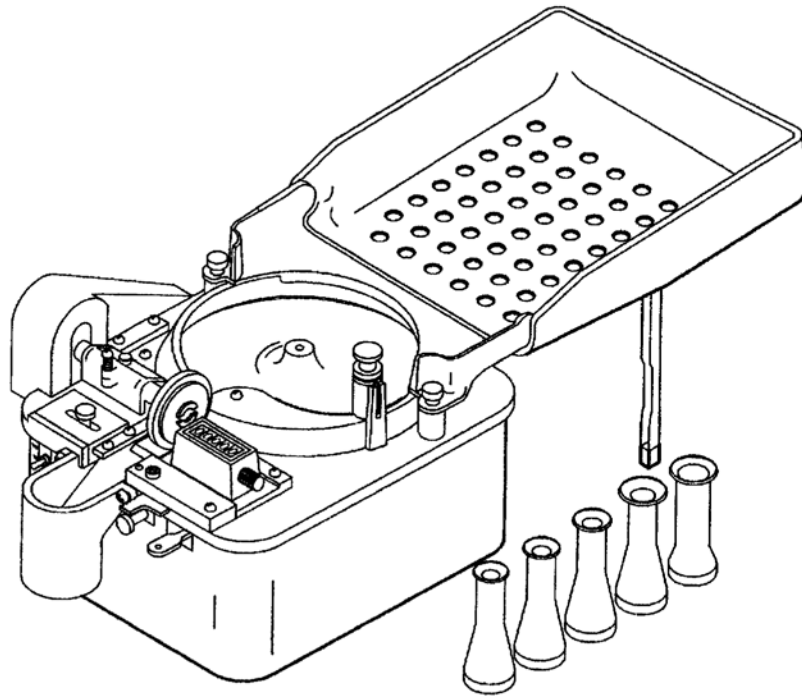


Exhibit 452.1d  
**New-Style Coin Counter**

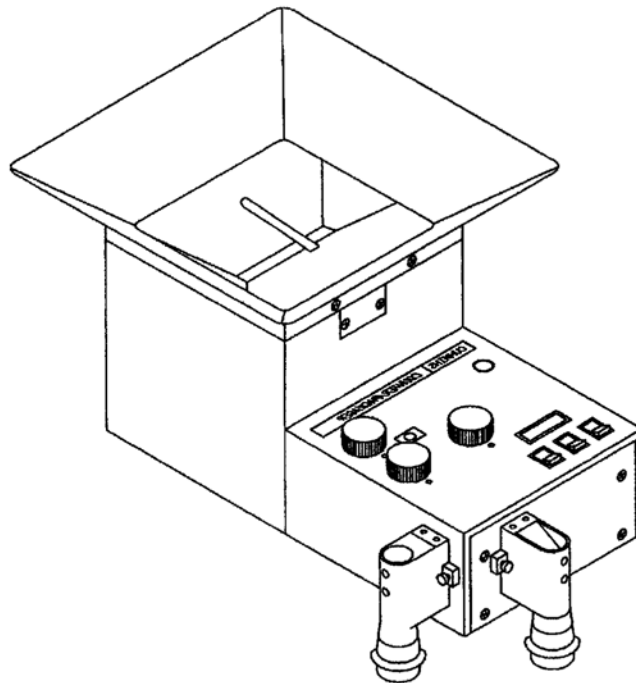




Exhibit 452.1e

**Standard Time Requirements in Minutes**

Machine Type	Machine Model	Servicing Time	Office Time Summary	Packaging Time (Not Allowed)	Bank Time Per Location Visit	Travel Time Per Location Visit	Overtime Per Location Visit
MCM (BA)	PCM 1625 B	40	35	0	15 minutes per servicing visit. Maximum is 60 minutes per month.	Actual time spent in travel from location to location	Standard is USPS calculated percentage of office and (+) service time
BSM	PCM 624	40	35	0			
	PCM 624 B	40	35	0			
BVM	N/A	10	15	0			
BVM (BA)	PBM 2A	15	25	0			
	PBM 6	15	25	0			
	PBM 7	15	25	0			
SVM	N/A	5	15	0			
SVM (BA)	PS 53C	5	20	0			
	PS 53C MOD	5	20	0			
	53D	5	20	0			
	22	5	20	0			
	22B	5	20	0			

**Note:** See section [131](#) for definitions of machine types.452.2 **Travel**

Travel will be based on the time to each location making allowances for rush-hour traffic, parking, and accessing equipment. High costs can be reduced by elimination of excessive or unwarranted trips. Servicing frequencies should adhere to the criteria outlined in section [451](#).

453 **Determining Workload**453.1 **System Generated Workload Analysis**

Vending Equipment Sales and Services (VESS) created an automated version of the Workload Analysis. This report was dropped in the Web Vending Activity Reporting System (Web VARS).

453.2 **Manually Generated Workload Analysis**

Create a manual workload analysis using PS Form 5701, *Location Workload Worksheet: Self Service Vending Equipment* ([Exhibit 453.2](#)), and follow the steps below.

- Across the top of the form, enter the name and address of the location.
- List in column 1 the types of machines installed at the location.
- Insert in columns 2 through 5 the basic time requirements from [Exhibit 452.1e](#).
- Total entries 2 through 5 for each machine type, and enter in the corresponding row in column 6.
- Insert in column 7 the number of servicings (based on [Exhibit 451.2](#)) for each machine type. (See section [451.2](#).)
- Multiply the number in column 6 by the number in column 7 for each machine type and enter across in column 8.
- Total all numbers listed in column 8, and enter this figure as item 9.

- h. Determine the actual time required to travel between two self service vending locations or between the self service vending location and the domicile location, and enter in item 10.
- i. Multiply the time entered in item 10 by the largest number in column 7 to determine the total travel time. Enter this number as item 11.
- j. Add items 9 and 11 and enter as item 12.
- k. Add 60 minutes as item 13, for bank deposit time, if the deposit frequency is four or more times each month. If the deposit frequency is less than four times each month, add 15 minutes for each bank deposit.
- l. Add items 12 and 13, and enter this figure as item 14.
- m. Repeat this process for all assigned locations. Total all worksheets to arrive at the servicing person's month workload.

**Note:** Time factors affecting the workload that must be considered, but not included on this worksheet, are: 1) conducting self service vending credit examinations, 2) requisitioning stamps, 3) ordering replacement assemblies, 4) coordinating or assisting with the installation or removal of self service vending equipment, 5) performing preventive maintenance, 6) responding to reports of machine malfunctions, 7) returning of stock, etc.

**PS Form 5701, Location Workload Worksheet: Self Service Vending Equipment**

May 1999  
Updated With Postal Bulletin Revisions Through August 16, 2007

## 46 Procedures

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### 461 Pre-servicing Procedures

Proper preparation is essential before each servicing visit to a self service vending location. Failure to take along required equipment or adequate supplies and materials results in lost time and inadequate servicing. Following is a list of possible supplies and materials needed for servicing:

- a. Accountable paper stock and other prepackaged vendable items.
- b. Coins to fill the coin mechanisms and hoppers.
- c. PS Form 25, *Trust Fund Account* ([Exhibit 461](#)), to record required accounting data.
- d. Replacement modules and parts.
- e. Postal Service forms for customer use (PS Form 5445, *Stamp Vending Machine Reimbursement Request*).
- f. Suitable containers for transporting stamp stock and collecting coins and bills.
- g. Separate cash bags for each self service vending machine being serviced.
- h. Cleaning supplies and equipment.
- i. Tools (such as small Phillips and flat-tip screwdrivers).

**Note:** Servicing personnel logging hours to Labor Distribution Code (LDC) 46 are required to have access to a portable coin counter and a money bill currency counter at their domicile office to assist with counting coins and bills.

### 462 On-site Servicing Procedures

Proficiency in servicing must be developed to ensure self service vending equipment is operating 24 hours daily.

#### 462.1 Full Service

A technician performing a full service will do the following:

- a. Thoroughly inspect the exterior of the self service vending equipment and scale well.  
**Note:** If during the inspection, self service vending equipment is discovered to be out of service, service it first.
- b. Restock self service vending equipment in accordance with loading procedures contained in the appropriate MS handbook (see [Appendix B, Applicable Maintenance Series Handbooks](#)).
- c. Record on PS Form 25, *Trust Fund Account*, the quantity and value of stock loaded.
- d. Remove bills from the stacker and coins from the coin box. Place the bills and coins in a cash bag with a slip of paper identifying the location and machine. Repeat with all machines that are being given a full service.

**PS Form 25, Trust Fund Account**

PS Form 25, October 1998 (Page 1 of 2)

**PS Form 25, Trust Fund Account**

[illegible]

- e. Restock the coin tubes with nickels, dimes, and quarters as required.
- f. Refill coin hoppers.
- g. Record on PS Form 25 the quantity and value of coins loaded.
- h. Check self service vending equipment for malfunctions.
- i. Perform module replacement, if needed.
- j. Replace products, including receipt paper, if needed.
- k. Clean interior and exterior of self service vending equipment.
- l. Resupply USPS forms.
- m. Secure and test self service doors.
- n. Test vend when inserting a new product or troubleshooting the self service vending machine.
- o. Perform coin acceptance procedure.
  - (1) Insert a nickel, dime, quarter, and dollar coin from the customer side.
  - (2) Check for the proper reading.
  - (3) Ensure each coin is accepted.
  - (4) Activate the coin return to ensure proper operation.
  - (5) Clear the credit.
- p. Perform bill acceptance procedure.
  - (1) Insert a bill from the customer side.
  - (2) Check for the proper reading on the digital display (if so equipped).
  - (3) Ensure the bill is accepted.
  - (4) Clear the credit.

#### 462.2 **Partial Service**

A technician performing a partial service will do the following:

- a. Thoroughly inspect the exterior of the self service vending equipment and scale well.

**Note:** If, during the inspection, self service vending equipment is discovered to be out-of-service, service it first.
- b. Restock self service vending equipment in accordance with loading procedures contained in the appropriate MS handbook (Appendix [B](#) lists referenced handbooks.).
- c. Record on PS Form 25, *Trust Fund Account*, the quantity and value of stock loaded.
- d. Remove bills from the stacker and coins from the coin box. Place the bills and coins in a cash bag with a slip of paper identifying the location and machine. Repeat with all machines that are being given a full service.
- e. Restock the coin tubes with nickels, dimes, and quarters as required.
- f. Refill coin hoppers.
- g. Record on PS Form 25 the quantity and value of coins loaded.

- h. Check self service vending equipment for malfunctions.
- i. Perform module replacement, if needed.
- j. Replace needed products, including receipt paper, if needed.
- k. Clean interior and exterior of self service vending equipment.
- l. Secure and test self service doors.

## 463 Postservicing Procedures

After returning to the domicile office, the servicing person does the following postservicing steps:


- a. Immediately transfer all cash, stamp stock, and equipment from the vehicle to the office work area.
- b. Make arrangements for equipment repairs that are beyond the servicing person's capabilities.
- c. Order required parts by contacting the local maintenance office or Field Maintenance Office.
- d. Prior to making a bank deposit, retain the number of coins required to replenish all assigned self service vending equipment.
- e. Make bank deposits (see subchapter [57](#)).
- f. Process resolution of customer complaints (see subchapter [83](#)).
- g. Requisition stamp stock (see section [534.1](#)).
- h. Complete PS Form 1412, *Daily Financial Report* (see [Exhibit 463](#)).

**Note:** Servicing personnel logging hours to LDC 46 are required to have access to a portable coin counter and a money bill currency counter at their domicile office to assist with counting coins and bills.



Exhibit 463

**PS Form 1412, Daily Financial Report**

			Daily Financial Report		
Unit or Individual Name			Unit Finance Number (10-digit Unit Finance #)		
<b>RECEIPTS</b>			<b>STAMP ACCOUNTABILITY</b>		
<b>Description</b>	<b>AIC</b>	<b>\$ Amount</b>	<b>Description</b>	<b>AIC</b>	<b>\$ Amount</b>
Business Reply Mail/Postage Due Advance Deposits	053		Opening Balance - Stamp Accountability	840	
Express Mail Advance Deposits	055		Stamp Stock Received (+)	841	
Employee Stamp Credit Overage - (SPORT Offices - Amount must = AIC 650)	057		Stock Adjustment Overage (Amount must = AIC 650 or 699) (+)	843	
Customer Permit Account Advance Deposits	070		Stock Increase - Revaluation (+)	844	
Special Provisions Locally Managed Accounts Advance Deposits	074		Stamped Envelope Discount (-)	846	
			Stamp Stock Returned (-)	848	
			Stock Adjustment Shortage (Amount must = AIC 299) (-)	849	
			Stock Decrease - Revaluation (-)	850	
			Total Sales (007-014, 084-089, 090-092, 094-097)	852	
Forever Stamp Sales - Retail Window	007		Closing Balance Stamp Accountability	853	
Forever Stamp Sales - By Internet - Mail - Telephone	011		<b>DISBURSEMENTS</b>		
Forever Stamp Sales - Vending	012		<b>Description</b>	<b>AIC</b>	<b>\$ Amount</b>
Forever Stamp Sales - SPORT Offices	097		Business Reply Mail/Postage Due Advance Deposits Withdrawal	453	
Breast Cancer Research Stamp Sales	084		Employee Stamp Credit Overage Withdrawal	457	
Postage Stock Sales	090		Customer Permit Account Withdrawal	470	
Bird Stamp Sales	091		Special Provisions Locally Managed Customer Accounts Withdrawal	474	
Philatelic Product Sales	092				
Packaging Product Sales	093		Refund - Spoiled/Unused Customer Meter Strips	526	
Stamps by Mail - Internet - Telephone	094		Refund - Permit, Postage, and Fees	528	
Vending Equipment Postage Sales	096		Refund of Fees - Retail Services	535	
Domestic Money Order Sales	Value	100	Refund - Postage and Fees	553	
	Fee	101	Fee Offset - No Fee Money Order	586	
International Money Order Sales	Value	102	Vending Machine Shortages - (Amount must = AIC 299)	612	
	Fee	103	Refund - Miscellaneous Nonpostal Revenue	624	
Post Office Postage Meter Sales		110	Financial Differences Shortage	647	
Postage Due Invoices		114	Stock Examination Overage - (SPORT Offices - Amount must = AIC 843)	650	
12 - Month PO Box Rent and Caller Service Fees		115	Refund - Express Mail	676	
6 - Month PO Box Rent and Caller Service Fees		158	Stamp Stock Overage Offset - (Amount must = AIC 843)	699	
Lobby Services Revenue		123	Employee Stamp Credit Shortage	767	
Miscellaneous Nonpostal Revenue		126	Cash Remitted Advance	751	
Vending Machine Overage - (Amount must = AIC 699)		175	Cash Remitted Final	752	
Freedom of Information Fees		198	Credit Cards Remitted	762	
Official Licensed Retail Products		231	Debit Cards Remitted	772	
Financial Differences Overage		247			
Disbursement Sent to ASC		280			
Stamp Stock Shortage Offset - (Amount must = AIC 849)		299			
Stamp Credit Shortage Cleared		367			
<b>Cash Retained on Hand From Previous Report</b>	<b>353</b>		<b>Cash Retained Today</b>	<b>753</b>	
Cash Required	400		Cash Accounted For	800	
I certify that this is a true statement and the accountability consigned to me is as shown on this form:					
Signature				Date	
PS Form 1412, March 2007 PSN 7530-07-000-5259					

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# 5 Financial Control

## 51 Authorized Accounting Procedures

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Handbook F-1, *Post Office Accounting Procedures*, covers regulations concerning accounting procedures. Those involved in the accounting procedures for the Self Service Vending Program must read the following chapters of Handbook F-1:

- a. Chapter [1](#), General Information.
- b. Chapter [4](#), Managing Accountable Paper.

## 52 Definition of “Self Service Vending Credit”

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A self service vending credit consists of accountable paper and cash that are issued by servicing personnel for use in self service vending equipment.

**Note:** To the extent possible, self service vending servicing personnel should not have more than one credit.

## 53 Self Service Products

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Self service products are any prepackaged vendible items approved by Headquarters. The field is not authorized to package stamp stock to be used as a self service product.

### 531 Stamp Stock

Stamp stock is any USPS accountable paper item, e.g., stamps, postal cards, and stamped envelopes.

## 532 Other Items

Value of initial stock level for vending machine models:

### Value of Initial Inventory in Machines

Stamp Stock Value Cash Reserve Value		PS 53CMOD/53D	PS 22/22B	PBM 2A	PBM 6	PBM 7	PBSM 624/624B	PCM 1625B
Pennies	100 in roll							
Nickels	40 in roll							
Dimes	50 in roll							
Quarters	40 in roll							
Gold Dollars	bag							
Total Value								

**Note:** Actual values may be found on the USPS Retail Self Service Web page at [http://eagmnmsg10d/ssam/self\\_service/html/programs/selfservice.htm](http://eagmnmsg10d/ssam/self_service/html/programs/selfservice.htm).

## 533 Determination of Self Service Vending Credit Amount

The self service vending credit is minimally defined as the stamp stock and cash assigned to the servicing person. Bait money orders are also assigned.

The amount of stamp stock necessary in a self service vending credit depends on the vending machine models being serviced. To determine the amount, first identify the types of self service vending machines being serviced and the total number of each type. Then, refer to part [532](#) to determine the amount of stamp stock required.

### 533.1 Accountability

The accountability of each vending machine model must equal the amount of stamp stock needed to fully load the machine and the cash required to operate the machine, plus 1 month's average sales.

#### 533.11 Establishing Accountability

The accountability of each vending machine model must equal the amount of stamp stock needed to fully load the machine and the cash required to operate the machine, plus 1 month's average sales. A subaccount must be maintained for each vending machine (see part [552](#)).

#### 533.12 Reducing Accountability

When a servicing employee loses a machine and it is not replaced, the vending accountability credit must be reduced to reflect the loss of that vending machine model, and the subaccount must be closed out with a zero balance (see part [552](#)).

### 533.2 Contingency Servicing Stock

Once the vending credit has been established, the contingency servicing credit (minimum amount to keep machines operational during an absence) must be secured using the procedures in part [561](#). This contingency servicing credit is part of the total amount of the self service vending credit.

### 533.3 Bait Money Orders

Each servicing person must be issued three bait money orders.

A Bait Money Order Control Log must be maintained for all money orders received and issued (see MI AS-220-1999-1). This log may be reproduced locally from [Exhibit 533.3](#) and must be kept current.

Exhibit 533.3

## Bait Money Order Program Control Log

[illegible]

## 534 Initial Stamp Stock Requisition


### 534.1 Requisition Process

The servicing person has responsibility to do the following steps:

- a. Submit completed PS Form 17, *Stamp Requisition/Stamp Return* (see [Exhibit 534.1](#)), to the custodian of the main/unit reserve stamp stock.
- b. Use the copy of PS Form 17 that is returned with the stamp stock order to verify that the order is complete. (See Handbook F-1, 444.)
- c. Retain the returned copy of PS Form 17.

Exhibit 534.1

**PS Form 17, Stamp Requisition/Stamp Return**

		<b>Stamp Requisition/Stamp Return</b>			
Finance No.	Unit ID	Name of Post Office, Station, or Branch			Postmark
Telephone No.		City	State	5-Digit ZIP Code	
Signature of Submitter		Registry Number Used			Date
Signature of Shipper		<b>Stamp Requisition</b> - Prepare in duplicate. Submit ORIGINAL and keep a COPY at the unit. Print clearly all information.  <b>Stamp Return</b> - Prepare four copies, ORIGINAL in an envelope taped to the outside of package, two COPIES inside, and keep a COPY at the unit.			
Signature of Witness					
<b>Type: (Check One)</b> <input type="checkbox"/> Scheduled Order <input type="checkbox"/> Emergency Order <input type="checkbox"/> Return Stock <input type="checkbox"/> Return for Destruction					
Do Not Substitute	Item No.	Quantity	Redemption Rate (Destruction)	Dollar Value	Denomination and Description
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<b>Section to Be Completed by Stamp Destruction Committee</b>			<b>Total Value</b>  \$	Signature of Person Receiving Stock  Signature of Witness	
Method of Disposition		Value (In words)		<b>SDO/SSC USE ONLY CORRECTED VALUE</b>	
<b>Certificate of Destruction Committee</b> We certify that the stock value (in words) was verified and disposed by the following method. Further, each member witnessed the verification and disposal of that stock.					Postmark          Date
Member of Committee and Title					
Member of Committee and Title					
Member of Committee and Title					
PS Form 17, June 2002 (PSN: 7530-03-000-9112)					

**534.2 Consigning a Credit (Stamp Stock)**

When issuing the initial stamp stock, the custodian of the main/unit reserve stamp stock prepares in triplicate PS Form 3369, *Consigned Credit Receipt* (see [Exhibit 534.2a](#)), or PS Form 3369-P, *Consigned Credit Receipt* (see [Exhibit 534.2b](#)), whichever edition of the form is available. When receiving the initial stamp stock, the servicing person signs the Consigned Credit Receipt form and retains one copy. The custodian of the main/unit reserve stamp stock keeps the original and remaining triplicate copy.

**535 Replenishment Process for Stamp Stock**

The servicing person has the responsibility to do the following:

- a. Submit the original PS Form 17, *Stamp Requisition/Stamp Return*, to the custodian of the main/unit reserve stamp stock of the office, station, or branch.
- b. Use the copy of PS Form 17, returned with the stamp stock order, to verify that the order is complete. (See Handbook F-1, 444.)
- c. Retain the returned copy of PS Form 17.

**536 Frequency of Replenishment**

The servicing person requisitions stamp stock according to the schedule established by the postmaster, station manager, or custodian of the main/unit reserve stamp stock.

## 54 Cash Reserve

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**541 Definition**

Cash reserve is coins that are kept on hand in the safe for use in self service vending equipment.

**542 Determining the Cash Reserve**

Cash reserve requirements in the self service vending credit depend on the number of self service vending machines assigned to the servicing person. The district Finance Manager (DFM), in coordination with the vending program coordinator (VPC), authorizes the amount of cash reserve. The DFM may adjust the cash reserve later to meet changing local requirements upon written request.

**543 Consigning a Credit**

The servicing person's supervisor issues either a PS Form 3369, *Consigned Credit Receipt* (see [Exhibit 534.2a](#)), or a PS Form 3369-P, *Consigned Credit Receipt* (see [Exhibit 534.2b](#)), whichever edition of the form is available, in triplicate for the amount of the cash reserve and keeps the original and one copy. When receiving the initial cash reserve, the servicing person signs the Consigned Credit Receipt and retains the third copy.




## Exhibit 534.2a

**PS Form 3369, Consigned Credit Receipt**

Name		Location of Credit	
(Check One)		Credit Amount	
<input type="checkbox"/> Stamp Credit <input type="checkbox"/> Cash Credit		Max. Authorized Cash Portion	
Issued by (Signature)		Date	
<p>I will faithfully account to the U.S. Postal Service for the consigned credit amount shown above or modified by transactions recorded on my Daily Financial Reports. I have read the following statements and have been advised of the priorities of protection to be given funds and accountable paper in Part 434.2 - 434.4, <i>Fiscal Handbook</i>, F-1, and Parts 213 and 220, <i>Fiscal Handbook</i>, F-50. Employees and contractors will be held responsible for losses of stamps and funds from stamp credits resulting from failure to give the best available protection during and after post office hours in accordance with Part 430, <i>Fiscal Handbook</i>, F-1. Withdrawal of official funds for personal use, whether temporary or permanent, may subject employees or contractors to removal from office, cancellation of contract, and criminal prosecution for violation of Title 18, Section 641 or 1711, U.S. Code.</p>			
Signature		Date	
PS Form <b>3369</b> , May 1987		<b>Consigned Credit Receipt</b>	

## Exhibit 534.2b

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

 <b>UNITED STATES POSTAL SERVICE®</b>		<b>Consigned Credit Receipt</b>	
Name		Location of Credit	
(Check One)		Credit Amount	
<input type="checkbox"/> Stamp Credit <input type="checkbox"/> Cash Credit		Maximum Authorized Cash	
Issued by (Signature)		Date	
<p>I will faithfully account to the U.S. Postal Service for the consigned credit amount shown above or modified by transactions recorded on my Daily Financial Reports. I have read the following statements and have been advised of the priorities of protection to be given to funds and accountable paper in Chapter 4 of Handbook F-1, <i>Post Office Accounting Procedures</i>. Employees and contractors will be held responsible for losses of stamps and funds from stamp or cash credits resulting from failure to give the best available protection during and after business hours. Withdrawals of official funds for personal use, whether temporary or permanent, may subject employees or contractors to removal from office, cancellation of contract, and criminal prosecution.</p>			
Signature		Date	
PS Form <b>3369-P</b> , January 2001			

## 55 Subaccounts

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### 551 Establishing Subaccounts

Each servicing person should have a single self service vending credit, regardless of the number of locations or vending machines serviced. For recordkeeping purposes, a self service vending credit is divided into subaccounts as follows:

- a. A separate vending machine subaccount is established for each vending machine to log receipts and withdrawals of cash and stamp stock transactions.
- b. A vending stock reserve subaccount is established for the stamp stock and cash that is kept in the safe at the servicing person's domicile office. Because all financial transactions pass through it, this subaccount is central to the self service vending credit.

The separate record kept for each subaccount becomes a record of that subaccount's activity. Each subaccount can be examined separately. Separation of the subaccounts permits the examination of any subaccount to determine the amount of loss, if any, from suspected vandalism, equipment malfunction, or theft.

### 552 Maintaining Subaccount Records

#### 552.1 Using PS Form 25, Trust Fund Account

Records are maintained by means of a simplified accounting system that tracks all accountable transactions within the self service vending credit. This simplified accounting system requires the use of PS Form 25, *Trust Fund Account*. The form, with minor modifications, is convenient for maintaining the subaccount records. The entire PS Form 25 is used, leaving one blank line after each day's last entry.

#### 552.2 Initial Preparation For Subaccount Use

The servicing person has the responsibility to prepare PS Form 25, *Trust Fund Account*, for use as follows:

- a. Modify each PS Form 25 by ruling out the words, "TRUST FUND ACCOUNT."
- b. Label each PS Form 25 with the subaccount to which it pertains.
  - (1) Label the vending stock reserve subaccount as such.
  - (2) Label each vending machine subaccount with the location name, machine type, and machine serial number.

#### 552.3 Tasks Entered on PS Form 25, Trust Fund Account

##### 552.31 Entering Vending Machine Tasks

Tasks for vending machines are listed (as they occur) in the "explanation" column of PS Form 25, *Trust Fund Account* (see [Exhibit 552.31 \(p.1\)](#) and [Exhibit 552.31 \(p. 2\)](#)). The primary tasks are listed in the subaccount as follows:

- a. Load stock.
- b. Load cash.
- c. Remove stock.
- d. Remove cash.
- e. Examination adjustment.

In [Exhibit 552.31 \(p.1\)](#), the retail vending credit is established on 10/27, and a total of \$11,297 in stock and cash is placed in the vending stock reserve subaccount. On 11/3, stock and cash is loaded into a machine, leaving a balance in the vending stock reserve subaccount of \$8,380. This is the balancing of the vending stock reserve subaccount. Note that the tasks “Stock Loaded” and “Cash Loaded” result in “Withdrawn” column entries because the stock and cash are taken out of the vending stock reserve subaccount and moved to a vending machine. [Exhibit 552.31 \(p. 2\)](#) shows the vending machine subaccount record. Note that the entries for “Load Stock” and “Load Cash” are in the “Received” column, whereas they were “Withdrawn” entries in the vending stock reserve subaccount record.

#### 552.32 **Entering Vending Stock Reserve Tasks**

Tasks for the vending stock reserve are listed (as they occur) in the “Explanation” column of PS Form 25, *Trust Fund Account* (see [Exhibit 552.31](#)). The primary tasks are listed in the subaccount as follows:

- a. Receive stock.
- b. Receive cash.
- c. Stock loaded.
- d. Cash loaded.
- e. Stock removed.
- f. Cash removed.
- g. Cash deposited to bank.
- h. Nonsalable stock submitted for credit.
- i. Bogus/foreign currency/coins submitted for credit to bank or accounting unit.
- j. Examination adjustment.

Exhibit 552.31 (p.1)

**Example of Subaccount Entries on PS Form 25**

Vending Stock Reserve Subaccount  
(Your Name)

Explanation	19 <u>87</u> Mo., Day	Received	Withdrawn	Balance
Establish Ret.				
Vending Credit	10/27			
Receive Stock		9 280 00		
Receive Cash		2 017 00		
Balance	10/27			11 297 00
Stock Loaded	11/3		2 900 00	
Cash Loaded	11/3		17 00	
Balance	11/3			8 380 00

Exhibit 552.31 (p. 2)

**Examples of Subaccount Entries on PS Form 25**

Capitol Mall (J005)  
21 CE-72 (305)

Explanation	19 <u>87</u> Mo., Day	Received	Withdrawn	Balance
Established	11/3			
Load Stock	11/3	2 900 00		
Load Cash	11/3	17 00		
Balance	11/3			2 917 00

## 552.4 Subaccount Balances

### 552.41 Totaling Subaccount Balances

The total of all subaccount balances equals the amount of the self service vending credit as shown on PS Form 1412-A, *Daily Financial Form* (AIC 853).

### 552.42 Relationship of Subaccount Entries

Each subaccount is independent of other subaccounts and can be examined separately. There is, however, a relationship between the vending stock reserve subaccount and each vending machine subaccount because all vending financial transactions must pass through the vending stock reserve subaccount. A received entry is usually a withdrawn entry in the other.

[Exhibit 552.42](#) shows related activities between the vending stock reserve subaccount and the vending machine subaccounts.

Exhibit 552.42

#### Relationship of Subaccount Entries Made on PS Form 25

Vending Stock Reserve Subaccount Entry	Effect on Vending Stock Reserve Subaccount	Effect on Vending Machine Subaccount	Vending Machine Subaccount Entry
Receive Stock	+	N/A	No entry
Receive Cash	+	N/A	No entry
Stock Loaded	-	+	Load stock
Cash Loaded	-	+	Load cash
Stock Removed	+	-	Remove stock
Cash Removed	+	-	Remove cash
Cash Deposited to Bank	-	N/A	No entry
Nonsalable Stock ■ Submitted for Credit	-	N/A	No entry
Bogus/Foreign ■ Currency/Coins ■ Submitted for Credit	N/A	N/A	No entry
Examination ■ Adjustment	-/+	-/+	Examination adjustment

## 56 Security

### 561 Cash and Stamp Stock Security

Between servicing visits, the servicing person keeps all cash and stamp stock locked in a safe. Day lock is not considered locked for self service vending accountabilities. The self service vending credit must be maintained separately from any other credit consigned to the servicing person or any other employee.

Vending credit for contingency servicing must be secured separately from all other vending accountable credits in an approved security container along with a PS Form 3293, *Retail Vending Credit Examination*, listing the exact types and amounts of stamp stock.

**Note:** Cash or stamp stock not loaded in self service vending equipment must not be stored in the machine or at the location.

#### 561.1 **Security Between Servicing Visits**

Between servicing visits, the servicing person must keep all cash, bait money orders, and stamp stock locked in a safe. Day lock is not considered locked for self service vending accountabilities. The self service vending credit must be maintained separately from any other credit consigned to the servicing person or any other employee.

Vending credit for contingency servicing must be secured separately from all other vending accountable credits in an approved security container along with a PS Form 3293, *Retail Vending Credit Examination*, listing the exact types of amounts of stamp stock.

#### 561.2 **Security While Servicing Equipment**

While servicing self service vending equipment, cash and stamp stock must be kept in places inaccessible to the public and concealed from public view. A separate cash bag must be used for each machine being serviced. Bait money orders must be carried in the cash bags. Cash or stamp stock not loaded in self service vending equipment must not be stored in the vending machine. Cash and stamp stock not loaded in the machine must be returned to the safe at the domicile location.

#### 562 **Employee Access**


Other than the assigned servicing person, no employee, supervisor, or postmaster shall have access to the self service vending credit except as provided in Handbook F-1, section 372.2, and in the instructions printed on PS Form 3977, *Duplicate Key, Combination, and Password Envelope* (see [Exhibit 563](#)).

#### 563 **Assigning Responsibility**

If an employee is absent and a machine needs emergency servicing, a witness must be present when the machine is placed back in service. A physical count of the inventory does not have to be performed. Procedures applying to the PS Form 3977 must be followed (see [Exhibit 563](#)).

Exhibit 563

**PS Form 3977, Duplicate Key, Combination, and Password Envelope**

			<b>Duplicate Key, Combination, and Password Envelope</b>			
Employee Name (Print Last, First, & MI)			Office Name		Machine Location	
<b>Stamp and Cash Credit Compartments</b>			POS ONE	IRT	Vending Machine	APC®
How Many?      Key/Lock Number			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cash Drawer			LOGON/PASSWORD		COMBINATION NUMBER	
Stamp Cabinet			<input type="checkbox"/>		<input type="checkbox"/>	
			Vending Model Type		Vending or APC Serial Number	
Safe Compartment			Vending/APC Key		How Many?	Key Serial Number
Envelope Drawer			Alarm Box Key			
Other			Other			
<p>Use a separate envelope for each stamp credit equipment, cash credit equipment, stamp vending equipment, APC and Logon/Password, or security combination assigned to each employee. After the duplicate keys, password, and/or combination are enclosed, seal the flap, and both you (the employee to whom the contents are assigned) and the witness to the sealing must sign across both flaps. Also, affix a distinct and legible postmark across both flaps. Give this signed and postmarked envelope to the appropriate supervisor who will be personally responsible for its protection.</p> <p>If necessary to withdraw the contents by the employee to whom assigned, this envelope shall be opened in the presence of a supervisor and designee. When the contents are returned, the opened envelope should be discarded and a new envelope must be prepared.</p> <p>If necessary to have access to an equipment assigned to an unavailable employee, the supervisor will withdraw the contents of this envelope in the presence of one of the designated witnesses, and each will endorse this envelope to show date and reason to access the assigned inventory. When finalized, prepare a new envelope and place the contents and the old envelope inside the new envelope. The new envelope must be sealed and both the supervisor and the designated witness must sign across both flaps and affix the postmark across the flaps. Give the signed and postmarked envelope to the appropriate supervisor who will be personally responsible for its protection. Prepare a new envelope when the assigned employee is available and surrender the old envelope to the employee. (See Handbook F-1, section 372, 426.2 and Handbook PO 102, Section 562 and 563.)</p>						
Designated Witness Name (Print)				Designated Witness Name (Print)		
PS Form <b>3977</b> , May 2007 PSN 7530-02-000-9140						

## 57 Bank Deposits

### 571 Preparing and Making Deposits

#### 571.1 Frequency

The servicing person in CAG A—G offices must deposit cash into the post office bank account from all self service vending equipment every time funds are retrieved from the vending equipment, and no less frequently than twice each month. The servicing person in CAG H—L offices must make a cash deposit every time funds are retrieved from the vending equipment, and at least once each month.

**Note:** A servicing employee must not drive from his or her domicile to service a remotely located vending machine for the sole purpose of removing cash, except to meet the monthly requirement.

#### 571.2 Procedures

The servicing person makes deposits by registered mail. Bills and coins are prepared in accordance with local deposit procedures. The servicing person has the responsibility to do the following for a bank deposit:

- Retain the number of coins, approved by the district Finance Manager, needed to maintain all assigned self service vending locations.

- b. Prepare deposit slip in triplicate, listing separately by denomination and the total value of coins and currency, and verify using procedures set forth in Handbook F-1, *Post Office Accounting Procedures*.
- c. Place currency and/or coins in bank bags along with the original and one copy of the deposit slip. Retain third copy of deposit slip for file.
- d. Seal bank bag with USPS seal.
- e. Follow "Preparing Deposit" procedures as identified in Handbook F-1.

## 572 **PS Form 1412, Daily Financial Report**

The servicing person prepares in duplicate PS Form 1412, *Daily Financial Report*, each day he or she:

- a. Receives stamp stock.
- b. Returns stamp stock.
- c. Makes deposits.

The servicing person records AIC 199, Phone Cards (Self Service Vending) as a write-in entry on PS Form 1412. The servicing person records vending postcard sales to AIC 096, Vending Equipment Postage Sales.

**Note:** Handbook F-1, *Post Office Accounting Procedures*, chapter 2, contains the instructions regarding the proper completion of PS Form 1412, *Daily Financial Report*. The servicing person retains the duplicate copy for file.

# 58 Nonsalable Stock

## 581 **Definition**

Nonsalable stock consists of the following:

- a. Stamp stock damaged in the operation or testing of self service vending equipment.
- b. Loose stamps.
- c. Small portions of stamp coils removed from self service vending equipment because they would not last until the next servicing visit.
- d. Stamp stock that is obsolete.

## 582 **Disposition**

### 582.1 **Procedures**

#### 582.11 **Offices With Standard Field Accounting**

The servicing person has the responsibility to do the following:

- a. Affix all loose stamps onto 8 1/2" x 11" paper.  
**Note:** Under no circumstances is nonsalable stock to be sold to the window service for resale to the public.
- b. Prepare five copies of PS Form 17, *Stamp Requisition/Stamp Return* (see [Exhibit 534.1](#)).



- c. Using registered mail, send the stock to be destroyed, with the original PS Form 17 plus 3 copies, to the stamp destruction committee.
- d. Retain the fifth copy of PS Form 17 for the files.
- e. Reduce the stamp accountability when the certified PS Form 17 is received.

582.12 **Offices Without Standard Field Accounting**

For those offices that do not fall under the guidelines for Standard Field Accounting, refer to Handbook F-1, subchapter 45, and follow directions as presented.

582.2 **Stamp Destruction Committee**

On the day the stock is verified and destroyed, the committee returns the certified original PS Form 17, and one copy to the Stamp Distribution Office (SDO) and one copy to the servicing employee. The committee retains a copy.

## 59 Bogus and Damaged Monies

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591 **Description**

Bogus and damaged monies are identified as follows:

- a. Counterfeit United States currency or coins.
- b. Genuine United States currency or coins that have been mutilated.
- c. Foreign currency or coins.
- d. Stage or play money, slugs, tokens, discs, devices, or other items similar in size and shape to any of the lawful currency or coins of the United States.

592 **Reporting**

The servicing person notifies the postmaster of any items described in section [591](#) found in self service vending equipment. The postmaster then notifies the Inspection Service. Unless instructed otherwise, the servicing person keeps any bogus or damaged monies in his or her safe.

593 **Coin-like and Bill-like Objects**

593.1 **Disposition**

593.11 **Objects Needed for Investigation**

When items are required for investigative purposes by the Inspection Service, a receipt is issued to the servicing employee. Credit is given for the items as follows:

- a. According to the size of coin-like objects, for example, a coin-like object the size of a 25-cent U.S. coin is claimed as 25 cents.

- b. According to the amount of payoff from bill-like items. When bill-like items are discovered in the machine, it must be tested in that machine to determine the payoff amount, if any.

#### 593.12 **Objects Not Needed for Investigation**

When the coin-like and bill-like objects are not required for investigative purposes, the servicing person retains them. Credits for these items are given using section [593.11](#) as criteria. The objects are retained until the next self service vending credit examination, when the examiner ensures the following:

- a. All coin-like and bill-like objects are given to the designated official for an equivalent amount of credit.
- b. All coin-like and bill-like objects are rendered unusable.
- c. A memorandum is prepared attesting that these items have been rendered unusable. The memorandum must be signed by the examiner and a witness and submitted with PS Form 1412-A, *Daily Financial Form*. The servicing person attaches a copy of the memorandum to the file copy of the PS Form 1412-A.

#### 593.2 **Recording Account Entries**

When credits are made for shortages that occur from the use of coin-like or bill-like objects, the servicing person makes the following entries to PS Form 1412, *Daily Financial Report*:

- a. The amount of credit given as AIC 612 for all vending shortages.
- b. The same amount as AIC 096, Vending Equipment Sales, to offset the previous entry.

### 594 **Foreign Coins and Currency**

#### 594.1 **Disposition**

The servicing person redeems the foreign coins and currency that are required for investigative purposes. The redemption is made at the local bank before the end of each postal quarter. If local banks do not handle foreign exchange transactions, the servicing person follows procedure outlined in Handbook F-1, section 311.1.

#### 594.2 **Mutilated Coins and Currency**

The servicing person redeems the foreign and/or mutilated foreign coins and/or currency that are not required for investigative purposes. The redemption is made at the local bank before the end of each postal quarter. If local banks do not handle foreign exchange transactions, the servicing person follows procedures outlined in Handbook F-1, section 311.1.

#### 594.3 **Recording Account Entries**

Handbook F-1, section 311.1, contains the procedures for recording account entries.

# 6 Examining Self Service Vending Credit

## 61 Procedure

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Supervisory personnel must examine the entire self service vending credit assigned to an employee at least once every 4 months. To avoid setting a pattern, examinations are unannounced and staggered.

### 611 Supervisor

Supervisory personnel must conduct the examinations, except when a transfer of accountability is from the servicing person to a replacement. This transfer of accountability is required whenever the servicing person goes on vacation or extended leave (when the servicing frequency is greater than the length of absence). The servicing person and replacement conduct this examination, transfer accountability, and forward a copy of PS Form 3293, *Retail Vending Credit Examination* ([Exhibit 611](#)) to the servicing employee's supervisor.

Supervisory personnel must conduct bait money order spot checks. While vending equipment is being serviced, supervisory personnel must make unannounced spot checks at least once every 4 months to ensure bait money orders are being used appropriately.

### 612 Forms Used


PS Form 3293, *Retail Vending Credit Examination*, and PS Form 3294, *Cash and Stamp Stock Count and Summary* ([Exhibit 612](#)) are used when performing self service vending credit examinations.

### 613 General

PS Form 3293, *Retail Vending Credit Examination*, and PS Form 3294, *Cash and Stamp Stock Count and Summary* ([Exhibit 612](#)) are used when performing self service vending credit examinations. Servicing personnel workhours used during an audit must be recorded on PS Form 8130, *Vending Equipment Sales and Service – Daily Activity Log* ([Exhibit 613](#)), dated October 2003. When completed, this form will remain on file in the location where Web VARS data entry was completed for the current U.S. Postal Service fiscal year plus one (1).

Exhibit 611 (p. 1)

**PS Form 3293, Retail Vending Credit Examination**

		<b>Retail Vending Credit Examination</b>							
Post Office Name				Servicing Person's Name (Type or Print)				Today's Date	
Equipment Location				Examiner's Name (Type or Print)				Exam Date	
<b>Stamp Vending Machine, Booklet Vending Machine or Booklet-Stamp Vending Machine</b>									
Line		___ Coil	___ Coil	___ Coil	___ Coil	___ Coil	___ Coil	___ Coil	Total
1	Present Counter Reading								Add All Line 8 Entries Horizontally & Place Total Amount Here ▼
2	Counter Reading When Coin Was Inserted								
3	Stamps Dispensed (Line 1 minus line 2)								
4	Value of One Stamp	\$	\$	\$	\$	\$	\$	\$	
5	Value of Stamps Dispensed (Line 3 times line 4)	\$	\$	\$	\$	\$	\$	\$	
6	Initial Value of Coin	\$	\$	\$	\$	\$	\$	\$	
7	Value of Stamps Dispensed (From line 5)	\$	\$	\$	\$	\$	\$	\$	
8	Value of Stamps Left in Coin (Line 6 minus line 7)	\$	\$	\$	\$	\$	\$	\$	
9	Selection No. 1 _____ Booklets @ \$ _____ (Booklet price)								
10	Selection No. 2 _____ Booklets @ \$ _____ (Booklet price)								
11	Selection No. 3 _____ Booklets @ \$ _____ (Booklet price)								
12	Selection No. 4 _____ Booklets @ \$ _____ (Booklet price)								
13	Total Value of Loose Stamps in Vending Machine								
14	Total Value of Coin Mechanism Coins								
15	Total Value of Coins in Hoppers (#1) \$ _____ + (#2) \$ _____ + (#3) \$ _____ + (#4) \$ _____								
16	Total Value of Coin Box								
17	Total Value of Bills in Machine								
18	Total Value of Display Items (If actual sample)								
19	<b>Vending Machine Total (Add lines 8 through 18)</b> _____ ▶								
<b>Small Currency Changer</b>									
20	Total Value of All Coins in Coin Hopper								
21	Total Value of Coins in Coin Escrow Buckets								
22	Total Value of Bills in Machine								
23	<b>Small Currency Changer Total (Add lines 20 through 22)</b> _____ ▶								
Servicing Person's Signature				Examiner's Signature					
Remarks									

PS Form 3293, June 1995


Exhibit 611 (p. 2)

**PS Form 3293, Retail Vending Credit Examination**

<b>Postal Commodity Machine</b>															
Line	Spiral Number	Item Description	Unit Price	Quantity	A Spiral Total	Spiral Number	Item Description	Unit Price	Quantity	B Spiral Total	Spiral Number	Item Description	Unit Price	Quantity	C Spiral Total
24	1F					4C					7R				
25	1R					4R					8F				
26	2F					5F					8R				
27	2C					5C					9F				
28	2R					5R					9R				
29	3F					6F					10F				
30	3C					6C					10R				
31	3R					6R									
32	4F					7F									
33	Subtotal of Column A →					Subtotal of Column B →					Subtotal of Column C →				
34	<b>Postal Commodity Machine Subtotal</b> (Add the subtotals from line 33) →														
35	Total Value of Coin Mechanism Coins														
36	Total Value of Coin Box														
37	Total Value of Bills in Machine														
38	Total Value of Display Items (If actual sample)														
39	<b>Postal Commodity Machine Total</b> (Add lines 34 through 38) →														
<b>Vending Stock Reserve</b>															
40	Total Value of Reserve Coin Stock					49	_____ 5¢ Coins x \$0.05								
41	Total Value of Reserve Booklet Stock					50	_____ 10¢ Coins x \$0.10								
42	Total Value of Reserve Envelope Stock					51	_____ 25¢ Coins x \$0.25								
43	Total Value of Reserve Postal Card Stock					52	_____ \$1.00 Coins/Bills x \$1.00								
44	Total Value of Reserve Commemorative Stock					53	_____ \$5.00 Bills x \$5.00								
45	Total Value of Other Stamp Stock					54	_____ \$10.00 Bills x \$10.00								
46	Total Value of Nonsalable Stock					55	_____ \$20.00 Bills x \$20.00								
47	_____ 1¢ Coins x \$0.01					56	Bogus and Damaged Monies								
48	Subtotal, Lines 40 through 47 →					57	Subtotal, Lines 49 through 56 →								
58	<b>Vending Stock Reserve Total</b> (Add lines 48 and 57) →														
<b>Examination Recap</b>															
59	<b>Subtotal</b> (Add lines 19, 23, 39, and 58) →														
NOTE: Complete lines 60 through 65 if: a. this is the only form used in this examination, or; b. this is the final page of a multipage examination.						60	<b>Subtotals from Other Forms 3293</b> (Add all lines 59)								
						61	<b>Grand Subtotal</b> (Add lines 59 and 60)								
						62	<b>Total Value of Unresolved Complaints</b>								
						63	<b>Grand Total</b> (Line 61 minus line 62)								
						64	<b>Accountability</b> (From Form 1412-A, AICs 853 and 753)								
						65	<b>Overage/Shortage</b> (Diff. between lines 63 and 64)								
Servicing Person's Signature										Examiner's Signature					
PS Form 3293, June 1995 (Reverse)															

Exhibit 612 (p. 1)

**PS Form 3294, Retail Vending Credit Examination**

		<b>Cash and Stamp Stock Count and Summary</b>			
Type of Accountability <input type="checkbox"/> Main or Reserve Stock <input type="checkbox"/> Cash Retained/Reserve <input type="checkbox"/> Other (Specify) <input type="checkbox"/> Stamp Credit <input type="checkbox"/> Unit					
Name of Employee	Clerk ID No.	Unit Name	Unit ID No.	Date of Examination	
<b>Summary of Accountability</b> (Attach a preliminary Form 1412 if applicable)			<b>Cash and Cash Items on Hand</b> (Cash Details Optional)		
1. Total Cash and Cash Items on Hand (Line 33)	Col. I	Col. II	Denomi- nation	Quantity	Amount
Add Back Paid Out Items (Disbursements):			\$100.00		
2. Refunds					
3. Other			\$50.00		
4. Other			\$20.00		
5. Other		Tot. 2 thru 5, Col. I	\$10.00		
6. Cash That Was Available Before Paid Outs		1 + 5, Col. II	\$5.00		
Less Cash Represented by Accountability Items Other Than Stamp Stock (Receipts):			\$2.00		
7. Money Order Vouchers			\$1.00		
8. Forms 3544			0.50		
9. COD Tags			0.25		
10. Customer Meters, Forms 3603			0.10		
11. Post Office Meters/PVI (Forms 3602-PO & current readings)			0.05		
12. Box Rents, Forms 1538			0.01		
13. Retail Packaging Products					
14. Other					
15. Other					
16. Other		Tot. 7 thru 16, Col. I			
17. Cash Portion of Stamp Credit		6 - 16, Col. II			
ADD:					
18. Stamp Stock as Counted					
19. Envelope Discount, Forms 3220					
20. Stock in Transit (Returned but still in accountability)		Tot. 18 thru 20, Col. I			
21. Total Cash and Stamp Stock		Total 17 + 20, Col. II			
22. Opening Balance Stamps, AIC 840, or Cash Retained, AIC 353					
23. Difference		21 - 22, Col. II			
24. Amount of Tolerance for this Credit					
25. Action Taken When Out of Tolerance	<input type="checkbox"/> Trust <input type="checkbox"/> Suspense <input type="checkbox"/> Form 571				
			<b>26. Total Cash</b> <b>27. Personal and Business Checks, Total</b> <b>28. Government Checks, Total</b> <b>29. Paid Money Orders, Total</b> <b>30. Traveler's Checks, Total</b> <b>31. Credit/Debit/PPC Card Receipts, Total</b> <b>32. Other (Describe)</b> <b>33. Total Cash and Cash Items on Hand</b> (Total items 26 thru 32)		

PS Form 3294, January 1999 (Page 1 of 4)

Exhibit 612 (p. 2)

**PS Form 3294, Retail Vending Credit Examination**

1¢	2¢	3¢	4¢	5¢	10¢
\$	\$	\$	\$	\$	\$
20¢	22¢	23¢	30¢	32¢	33¢
\$	\$	\$	\$	\$	\$
40¢	46¢	50¢	55¢	60¢	75¢
\$	\$	\$	\$	\$	\$
77¢	78¢	\$1.00	\$2.00	\$3.20	\$5.00
\$	\$	\$	\$	\$	\$
\$	\$	\$	\$	\$	\$
First Class Rate _____ ¢	FC Rate 2nd oz. _____ ¢	FC Rate 2 oz. _____ ¢	\$ _____ P.S.A.	\$ _____ P.S.A.	\$ _____ P.S.A.
	Express Mail Rate \$ _____	Priority Rate \$ _____	\$ _____ Books	\$ _____ Books	\$ _____ Books
	\$	\$	\$	\$	\$
	FC Rate Coils \$ _____	FC Rate Coils \$ _____	\$ _____ Coils	\$ _____ Coils	\$ _____ Coils
\$	\$	\$	\$	\$	\$

PS Form **3294**, January 1999 (Page 2 of 4)

Exhibit 612 (p. 3)

**PS Form 3294, Retail Vending Credit Examination**

Stamped Envelopes, Cards, and Other Stamped Paper					
FC Envelopes _____ ¢	# 6 ¾ Window \$ _____ Box	# 10 Window \$ _____ Box	# 6 ¾ Prec. Reg. \$ _____ Box	# 10 Prec. Reg. \$ _____ Box	# 6 ¾ Prec. Window \$ _____ Box
	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
	# 10 Prec. Window \$ _____ Box				
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
FC Rate Cards _____ ¢	Cards-Reply _____ ¢	Int'l Cards _____ ¢	Int'l Cards _____ ¢		
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Aerogrammes _____ ¢	Reply Coupons _____ ¢	\$ _____ Bird			
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
			Use This Space for Computations		
\$ _____	\$ _____	\$ _____			
\$ _____	\$ _____	\$ _____			
Redeemed Stock					
\$ _____	\$ _____				

PS Form 3294, January 1999 (Page 3 of 4)



Exhibit 612 (p. 4)

**PS Form 3294, Retail Vending Credit Examination**

Inventory of Employees' Credit Containers (Annual)					
Equipment	Cash Drawer	Stamp Cabinet	Safe Compartment	Envelope Drawer	
Equipment Number					
Number of Keys					
<b>Summary of Main/Reserve Stock Accountability</b>					
Stamp Stock on Hand per Count	\$		<input type="checkbox"/> Inventory Items Are Correct or Have Been Corrected		
Stamp Stock per Form 3958					
Difference	<input type="checkbox"/> Over	<input type="checkbox"/> Short			
Action Taken	<input type="checkbox"/> Trust		<input type="checkbox"/> Suspense	<input type="checkbox"/> Form 571	
<b>Verification of Accountable Forms</b>					
Form No.	Last Issued per Form 1412		Next Form on Hand		
1538					
3210					
3544					
3582-C					
3602-PO					
3603					
<b>Verification of Money Orders</b>					
Domestic	Are they issued in sequence?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		
Bait	Are they in good condition?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		
International	Are they issued in sequence?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		
<b>Verification of Forms 3977 (Semi-Annual)</b>					
Are signatures current?		<input type="checkbox"/> Yes	<input type="checkbox"/> No		
Are envelopes sealed and postmarked?		<input type="checkbox"/> Yes	<input type="checkbox"/> No		
<b>Verification of Other Items (List)</b>					
Notes, etc.:					
I have examined this stamp credit:			I agree to the count:		
<div style="display: flex; justify-content: space-between;"> <span>_____ (Signature of Supervisor)</span> <span>_____ (Date)</span> </div>			<div style="display: flex; justify-content: space-between;"> <span>_____ (Signature of Employee)</span> <span>_____ (Date)</span> </div>		

PS Form **3294**, January 1999 (Page 4 of 4)

Exhibit 613 (p. 1)

**PS Form 8130, Vending Equipment Sales and Service — Daily Activity Log**

UNITED STATES POSTAL SERVICE®										Vending Equipment Sales and Service Daily Activity Log										Month		FY	
Location Information				Servicing Employee Information				Monthly Workhour Totals				Miles Driven and Misc. Costs											
ZIP + 4		Type Code		Servicing Employee Name		Servicing Employee ID Number		Month Total Office Workhours		Miles Driven		Month Total Service Workhours		Misc. Cost									
Location Name		Work Address		Telephone Number		Check One		Hours		Minutes		Hours		Minutes									
Street Address		City and State		SSPC Tech		Supervisor		Month Total Travel Time				Hours		Minutes									
City and State		ZIP + 4		Clerk		Other:		Month Total Overtime Workhours				Hours		Minutes									
				Title: _____		Pay Level: _____		Add		Delete													
Machine Serial #:		Model Code:		Model Name/Type:				Add		Delete		Month Totals											
a. Service Date																							
b. Office																							
c. Service																							
d. Travel Time																							
e. Overtime																							
f. Sales																							
g. Transactions																							
h. Out-of-Service																							
Machine Serial #:		Model Code:		Model Name/Type:				Add		Delete		Month Totals											
a. Service Date																							
b. Office																							
c. Service																							
d. Travel Time																							
e. Overtime																							
f. Sales																							
g. Transactions																							
h. Out-of-Service																							
Machine Serial #:		Model Code:		Model Name/Type:				Add		Delete		Month Totals											
a. Service Date																							
b. Office																							
c. Service																							
d. Travel Time																							
e. Overtime																							
f. Sales																							
g. Transactions																							
h. Out-of-Service																							
Machine Serial #:		Model Code:		Model Name/Type:				Add		Delete		Month Totals											
a. Service Date																							
b. Office																							
c. Service																							
d. Travel Time																							
e. Overtime																							
f. Sales																							
g. Transactions																							
h. Out-of-Service																							

Previous Versions Unusable

PS Form 8130, October 2003 -- PSN: 7530-02-000-9839 (See Instructions on Reverse)

Exhibit 613 (p. 2)

**PS Form 8130, Vending Equipment Sales and Service — Daily Activity Log**

INSTRUCTIONS FOR COMPLETING PS 8130 VENDING SALES AND SERVICE DAILY ACTIVITY LOG			
<b>Reporting Period Information</b>		Enter the month and fiscal year for the machine activity being record.	
<b>Changes in VESS Information</b>		Check the boxes for location, equipment, or servicing employee and enter the appropriate changes.	
<b>Location Information</b>		<b>Location Code</b>	
<b>ZIP+4</b>	Enter the ZIP+4 for the geographical location where the equipment is located.	<b>Location Type</b>	<b>Code</b>
<b>NAME</b>	Enter a location name that local personnel will recognize when referencing the location.	Postal Branch	BR
<b>ADDRESS</b>	Enter the street address of the location.	Postal Main Office	MO
<b>CITY / STATE</b>	Enter the city and state of the location.	Postal Station	ST
<b>TYPE CODE</b>	Enter the two-digit type code from the Location Type Codes list to the right.	Postal Store	PS
<b>Servicing Employee Information</b>		Aviation / Airport	AV
<b>SERVICING EMPLOYEE VESS ID NUMBER</b>	The ID number is assigned by VESS automatically. Contact the District VESS program administrator for the number assigned.	Bank	BK
<b>NAME</b>	Enter the name of the servicing employee whose activities are reported on this form.	College	CL
<b>ADDRESS</b>	Enter the street address where the servicing employee is domiciled.	Corporation	CO
<b>CITY / STATE</b>	Enter the city and state where the servicing employee is domiciled.	Department Store	DS
<b>ZIP+4</b>	Enter the ZIP+4 where the servicing employee is domiciled.	Gift Shop	GS
<b>TELEPHONE NUMBERS</b>	Enter the telephone, pager, and mobile number when applicable in the appropriate box.	Government Location	GL
<b>JOB TITLE</b>	Check the appropriate box. If 'OTHER', include title and pay level.	Hospital	HP
		Hotel	HT
		Post Office Express	PE
		Supermarket	SM
		Mall	MA
		Misc. / Other	MI
		Military Postal	ML
<b>Month Totals</b>		<b>Current Equipment Codes</b>	
<b>TOTAL OFFICE HOURS</b>	Enter the sum total of "b" entries here.	<b>Model Code</b>	<b>Item Number</b>
<b>TOTAL SERVICE HOURS</b>	Enter the sum total of "c" entries here.	118	V-3504D PS-53D SVM
<b>TRAVEL TIME</b>	Enter the sum total time spent in transit for this location for the month recorded.	119	V-3504C PS-53C MOD SVM
<b>MILES DRIVEN</b>	Enter the sum total mileage charged to this location for the month.	120	V-3510 PS-22 SVM
<b>MISCELLANEOUS COSTS</b>	Enter the dollar and cent amount for any rent, utilities, or cleaning supplies used during the month of record.	121	V-3510 PS-22B SVM
<b>Machine Information</b>		206	V-1065E PBM-6 BVM
<b>MACHINE SERIAL NUMBER</b>	Enter the serial number located on the boiler plate identification tag affixed to the machine.	207	V-1065D PBM2A BVM
<b>MODEL CODE</b>	Enter the appropriate model code from the list to the right.	208	V-1065F PBM-7 BVM
<b>MODEL NAME / TYPE</b>	Enter the appropriate model name / type from the list to the right.	307	V-3508B PCM-1625A MCM
<b>ADD / DELETE</b>	Check the appropriate box to add or delete a machine.	308	V-3508C PCM-1625B MCM
		601	V-3508D PBSM-624 BSM
		602	V-3508D PBSM-624B BSM
<b>a. ENTER SERVICE DATE</b>	Enter the service date for each day service activities are performed.		
<b>b. ENTER THE NUMBER OF OFFICE WORKHOURS</b>	Office hours are the number of hours and minutes spent counting currency, preparing deposits and stock requisitions, performing accounting functions, auditing, depositing currency, arranging for repair and replacement of failed subassemblies, and providing customer service including reimbursements.		
<b>c. ENTER THE NUMBER OF SERVICE WORKHOURS</b>	Service workhours are the number of hours and minutes spent servicing the equipment by loading stock, collecting cash, replacing modules (troubleshooting), and general housekeeping.		
<b>d. ENTER THE NUMBER OF TRAVEL TIME HOURS</b>	Enter the time in hours and minutes spent in transit to this machine.		
<b>e. ENTER THE NUMBER OF OVERTIME HOURS</b>	Postal overtime pay is a premium pay to eligible employees for work performed after eight paid hours in any one service day or forty paid hours in any one service week.		
<b>f. ENTER SALES AMOUNT FOR MONTH</b>	"Sales" = "products sold" x "the price" (See PO-102, Chapter 7)		
<b>g. WHEN REQUESTED, MONITOR TRANSACTIONS</b>	Enter the total number of transactions generated by the corresponding machine during the accounting period. (Refer to Retail Vending Operation and Marketing Handbook, PO-102, for instructions on monitoring transactions for a particular machine.)		
<b>h. ENTER THE OUT-OF-SERVICE CODE</b>	The out-of-service code is the four-digit code based on the following: the first two digits represent the total number of days a machine is out-of-service. The second two digits are based on the code table to the right.		
<b>MONTHLY TOTALS</b>		Total rows f through h, left to right, for each machine listed. Enter the sum in the appropriate MONTHLY TOTALS block. (Make entries for items "g" and "h" only when applicable.)	
<b>Code</b>	<b>Descriptor</b>	<b>Example: 04-03</b>	
01 = Validator	The first two digits indicate the machine was OUT-OF-SERVICE for four days. The second two digits indicate the primary reason was for a defective controller.		
02 = Coin Mech			
03 = Controller			
04 = Dispenser			
05 = Electrical			
06 = Other	NOTE:		
07 = Jam	In the event a machine is inoperative for various reasons during the month, indicate the OUT-OF-SERVICE code you feel was most predominant in the Month column.		
08 = Jackpot			
09 = Switch			
10 = Damage			
11 = Relocation			

**RETENTION:**  
 When completed this form will remain on file in the location where VESS data entry was completed for the current Fiscal Year plus 1.

## 62 Examining the Reserve Stock

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The servicing employee must enter the count to one PS Form 3294, *Cash and Stamp Stock Count and Summary*, and the supervisor must enter an independent count to a separate PS Form 3294. Both must verify count item by item and resolve discrepancies after the entire vending reserve stock has been counted. After verification, the servicing person and supervisor make the following entries to separate PS Form 3293, *Retail Vending Credit Examination* (see [Exhibit 611](#)).

- a. Lines 40 through 44: Total dollar value for each item listed.
- b. Line 45: Total value of other stamp stock not listed.
- c. Line 46: Total value of nonsalable stock (subchapter [58](#)).
- d. Line 47: Total value of 1¢ cash denomination.
- e. Line 48: Subtotal, Add Lines 40 through 47.
- f. Lines 49 through 55: Total value of each other cash denomination.
- g. Line 56: Total value of all bogus and damaged monies (subchapter [59](#)).
- h. Line 57: Subtotal, Add Lines 49 through 56.
- i. Line 58: Vending Stock Reserve Total, Add Lines 48 and 57.

### 621 **PS Form 25, Trust Fund Account, Entry**

The amount on line 58 of PS Form 3293, *Retail Vending Credit Examination*, should equal the vending reserve stock subaccount closing balance shown on PS Form 25, *Trust Fund Account*. The servicing person and supervisor make an entry on PS Form 25 indicating examination date and actual balance of the vending reserve stock, as counted, and initial the form. They attach PS Form 3294, *Cash and Stamp Stock Count and Summary*, to PS Form 3293.

## 63 Examining the Self Service Vending Machine

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### 631 **Supplies**

The following items are required for self service vending machine examinations:

- a. Sufficient empty cash bags to collect uncounted coins and bills.
- b. PS Forms 3293, *Retail Vending Credit Examination*, and 3294, *Cash and Stamp Stock Count and Summary*.
- c. Coins from the vending stock reserve, after the vending stock reserve examination. These coins will replenish the uncounted coins that are removed during the examination.

**632 Preliminary Examination**

For each vending machine, the servicing employee must enter the count to one PS Form 3293, *Retail Vending Credit Examination*, and the supervisor must enter an independent count to a separate PS Form 3293. Both must verify count item by item and resolve discrepancies.

**Note:** This preliminary count does not include cash collected from the coin boxes and bill acceptors of the vending machine. This cash is counted at a location where counting machines are available and security is adequate (usually the domicile office of the servicing person).

**633 Examination****633.1 Postal Stamp Machines (PSM)****633.11 Coils**

To determine the value of stamps remaining on each coil, the servicing employee and supervisor enter the following information onto separate PS Forms 3293, *Retail Vending Credit Examination* (see [Exhibit 611 \(p. 1\)](#)):

- a. Line 1: Present counter reading.
- b. Line 2: Counter reading when coil was inserted (see section [462.1b](#)).
- c. Line 3: Stamps dispensed (line 1 minus line 2).
- d. Line 4: Value of one stamp vended from that module.
- e. Line 5: Value of stamps dispensed (line 3 times line 4).
- f. Line 6: Initial value of coil.
- g. Line 7: Value of stamps dispensed (from line 5).
- h. Line 8: Value of stamps left in coil (line 6 minus line 7).
- i. Repeat steps 1 through 8 for each module of the machine.
- j. Add all Line 8 columns across and enter in the total column box.
- k. Both the servicing person and supervisor must verify this count item by item and resolve discrepancies.

**633.12 Loose Stamps**

The servicing person and supervisor enter on line 13 of separate PS Forms 3293, *Retail Vending Credit Examination*, the total value of loose stamps in the machine. Both the servicing person and supervisor must verify this count item by item and resolve discrepancies.

**633.13 Coin Mechanism**

The servicing person and supervisor enter on line 14 of separate PS Forms 3293 the total value of coins in the coin mechanism. Both the servicing person and supervisor must verify this count item by item and resolve discrepancies.

**633.14 Coin Hoppers**

The servicing person and supervisor do the following to count the coins in the coin hoppers:

- a. Place all coins into separate cash bags.

- b. Identify each cash bag by inserting a slip of paper with machine number, type, date, and location.
- c. Fill coin hoppers with coins that were previously counted in the vending stock reserve. Do not reenter the value of these previously counted coins on PS Form 3293, *Retail Vending Credit Examination*.
- d. Count all previously uncounted coins and enter the value of each coin hopper on line 15 of separate PS Forms 3293. Total all coin hoppers across and enter in the total column.

**Note:** If coin counting machines are not available at the location and adequate security is not possible, the servicing person and supervisor count these coins in a different location (usually the domicile office of the servicing person).

- e. Both the servicing person and supervisor must verify this count item by item and resolve discrepancies.

#### 633.15 **Coin Box and Bill Acceptor**

The servicing person and supervisor do the following to count the cash in the coin box and bill acceptor:

- a. Place all coins into a cash bag.
- b. Place all bills into a cash bag.
- c. Identify each cash bag by inserting a slip of paper with machine number, type, date, and location.
- d. Make an independent count of this previously uncounted cash and enter the following onto separate PS Forms 3293, *Retail Vending Credit Examination*:
  - (1) Line 16: Total value of coin box.
  - (2) Line 17: Total value of bills in machine.

**Note:** If counting machines are not available at the location and adequate security is not possible, the servicing person and supervisor count these coins and bills in a different location (usually the domicile office of the servicing person).

- e. Both the servicing person and supervisor must verify this count item by item and resolve discrepancies.

#### 633.16 **Other PS Form 3293 Entries**

Onto separate PS Forms 3293, the servicing person and the supervisor do the following:

- a. Line 18: Enter total value of display items, if actual samples.
- b. Line 19: Enter vending machine total by adding the totals for lines 8 through 18.
- c. Both servicing person and supervisor must verify this count item by item and resolve discrepancies.

#### 633.17 **PS Form 25 Entry**

The amount on line 19 of PS Form 3293, *Retail Vending Credit Examination*, should equal the vending machine subaccount closing balance shown on PS Form 25, *Trust Fund Account*. The supervisor and servicing person make

an entry on PS Form 25 indicating examination date and actual balance of machine as counted, and initials the form.

633.2 **Postal Booklet Machine (PBM)**

633.21 **Booklets**

To determine the value of booklets remaining in the machine, the servicing employee and supervisor enter the following information onto separate Forms 3293, *Retail Vending Credit Examination* (see [Exhibit 611 \(p. 1\)](#)):

- a. Line 9, Selection No 1: Quantity of booklets.
- b. Line 9, Booklet Price: Price of a single booklet.
- c. Line 9, Total: Multiply the quantity by the price and enter in the right column.
- d. Both the servicing person and supervisor must verify this count item by item and resolve discrepancies.

633.22 **Loose Stamps**

The servicing person and supervisor enter on line 13 of separate PS Forms 3293, *Retail Vending Credit Examination*, the total value of loose stamps in the machine. Both the servicing person and supervisor must verify this count item by item and resolve discrepancies.

633.23 **Coin Mechanism**

The servicing person and supervisor enter on line 14 of separate PS Forms 3293, *Retail Vending Credit Examination*, the total value of coins in the coin mechanism. Both the servicing person and supervisor must verify this count item by item and resolve discrepancies.

633.24 **Coin Hoppers**

The servicing person and supervisor do the following to count the coins in the coin hoppers:

- a. Place all coins into separate cash bags.
- b. Identify each cash bag by inserting a slip of paper with machine number, type, date, and location.
- c. Fill coin hoppers with coins that were previously counted in the vending stock reserve. Do not reenter the value of these previously counted coins on PS Form 3293, *Retail Vending Credit Examination*.
- d. Count these previously uncounted coins and enter the value of each coin hopper on line 15 of separate PS Forms 3293. Total all coin hoppers across and enter in the total column.

**Note:** If coin counting machines are not available at the location and adequate security is not possible, the servicing person and supervisor count these coins in a different location (usually the domicile office of the servicing person).

- e. Both the servicing person and supervisor must verify this count item by item and resolve discrepancies.

**633.25 Coin Box and Bill Acceptor**

The servicing person and supervisor do the following to count the cash in the coin box and bill acceptor:

- a. Place all coins into a cash bag.
- b. Place all bills into a cash bag.
- c. Identify each cash bag by inserting a slip of paper with machine number, type, date, and location.
- d. Make an independent count of this previously uncounted cash and enter the following onto separate PS Forms 3293, *Retail Vending Credit Examination*:
  - (1) Line 16: Total value of coin box.
  - (2) Line 17: Total value of bills in machine.

**Note:** If counting machines are not available at the location and adequate security is not possible, the servicing person and supervisor count these coins and bills in a different location (usually the domicile office of the servicing person).

- e. Both the servicing person and supervisor must verify this count item by item and resolve discrepancies.

**633.26 Other PS Form 3293, Retail Vending Credit Examination, Entries**

Onto separate PS Forms 3293, *Retail Vending Credit Examination*, the servicing person and the supervisor do the following:

- a. Line 18: Enter total value of display items, if actual samples.
- b. Line 19: Enter vending machine total by adding lines 8 through 18.
- c. Both the servicing person and supervisor must verify this count item by item and resolve discrepancies.

**633.27 PS Form 25, Trust Fund Account, Entry**

The amount on line 19 of PS Form 3293, *Retail Vending Credit Examination*, should equal the vending machine subaccount closing balance shown on PS Form 25, *Trust Fund Account*. The supervisor and servicing person make an entry on PS Form 25 indicating examination date and actual balance of machine as counted, and initials the form.

**633.3 Postal Booklet/Stamp Machine (PBSM)****633.31 Coils**

To determine the value of stamps remaining on each coil, the servicing employee and supervisor enter the following information onto separate PS Forms 3293, *Retail Vending Credit Examination* (see [Exhibit 611 \(p. 1\)](#)):

- a. Line 1: Present counter reading.
- b. Line 2: Counter reading when coil was inserted (see section [462.1b](#)).
- c. Line 3: Stamps dispensed (line 1 minus line 2).
- d. Line 4: Value of one stamp vended from that module.
- e. Line 5: Value of stamps dispensed (line 3 times line 4).
- f. Line 6: Initial value of coil.



- g. Line 7: Value of stamps dispensed (from line 5).
- h. Line 8: Value of stamps left in coil (line 6 minus line 7).
- i. Repeat steps 1 through 8 for each module of the machine.
- j. Add all line 8 columns across and enter in the total column box.
- k. Both the servicing person and supervisor must verify this count item by item and resolve discrepancies.

**633.32 Booklets**

To determine the value of booklets remaining in the machine, the servicing employee and supervisor enter the following information onto separate Forms 3293, *Retail Vending Credit Examination*:

- a. Line 9, Selection No 1: Quantity of booklets.
- b. Line 9, Booklet Price: Price of a single booklet.
- c. Line 9, Total: Multiply the quantity by the price and enter in the right column.
- d. Lines 10-12: Repeat items a through c of the above procedures for each selection.
- e. Both the servicing person and supervisor must verify this count item by item and resolve discrepancies.

**633.33 Loose Stamps**

The servicing person and supervisor enter on line 13 of separate PS Forms 3293, *Retail Vending Credit Examination*, the total value of loose stamps in the machine. Both the servicing person and supervisor must verify this count item by item and resolve discrepancies.

**633.34 Coin Mechanism**

The servicing person and supervisor enter on line 14 of separate PS Forms 3293, *Retail Vending Credit Examination*, the total value of coins in the coin mechanism. Both the servicing person and supervisor must verify this count item by item and resolve discrepancies.

**633.35 Coin Hoppers**

The servicing person and supervisor do the following to count the coins in the coin hoppers:

- a. Place all coins into separate cash bags.
- b. Identify each cash bag by inserting a slip of paper with machine number, type, date, and location.
- c. Fill coin hoppers with coins that were previously counted in the vending stock reserve. Do not reenter the value of these previously counted coins on PS Form 3293, *Retail Vending Credit Examination*.
- d. Count these previously uncounted coins and enter the value of each coin hopper on line 15 of separate PS Forms 3293. Total all coin hoppers across and enter in the total column.

**Note:** If coin counting machines are not available at the location and adequate security is not possible, the servicing person and supervisor count these coins in a different location (usually the domicile office of the servicing person).

- e. Both the servicing person and supervisor must verify this count item by item and resolve discrepancies.

#### 633.36 **Coin Box and Bill Acceptor**

The servicing person and supervisor do the following to count the cash in the coin box and bill acceptor:

- a. Place all coins into a cash bag.
- b. Place all bills into a cash bag.
- c. Identify each cash bag by inserting a slip of paper with machine number, type, date, and location.
- d. Make an independent count of this previously uncounted cash and enter the following in separate PS Forms 3293, *Retail Vending Credit Examination*:

(1) Line 16: Total value of coin box.

(2) Line 17: Total value of bills in machine.

**Note:** If counting machines are not available at the location and adequate security is not possible, the servicing person and supervisor count these coins and bills in a different location (usually the domicile office of the servicing person).

- e. Both the servicing person and supervisor must verify this count item by item and resolve discrepancies.

#### 633.37 **Other PS Form 3293 Entries**

Onto separate PS Forms 3293, *Retail Vending Credit Examination*, the servicing person and the supervisor do the following:

- a. Line 18: Enter total value of display items, if actual samples.
- b. Line 19: Enter Vending Machine Total by adding the totals for lines 8 through 18.
- c. Both servicing person and supervisor must verify this count item by item and resolve discrepancies.

#### 633.38 **PS Form 25, Trust Fund Account, Entry**

The amount on line 19 of PS Form 3293, *Retail Vending Credit Examination*, should equal the vending machine subaccount closing balance shown on PS Form 25, *Trust Fund Account*. The supervisor and servicing person make an entry on PS Form 25 indicating examination date and actual balance of machine as counted, and initials the form.

#### 633.4 **Postal Commodity Machine (PCM)**

##### 633.41 **Products**

The supervisor and servicing employee do the following to conduct an examination on a multi-commodity machine:

- a. Count all products in each spiral, one spiral at a time, beginning with spiral 1F and ending with spiral 10R.
- b. Enter on the corresponding lines 24 through 32 on separate PS Forms 3293, *Retail Vending Credit Examination* (see [Exhibit 611 \(p. 2\)](#)), the item description, unit price, and quantity.

- c. Multiply the unit price and the quantity to get the total dollar value of that spiral's contents. Enter that amount in the spiral total column.
- d. Enter on line 33 of PS Form 3293 the subtotals for spiral columns A, B, and C for lines 24 through 32.
- e. Enter on line 34 of PS Form 3293 the total value of the products in the multi-commodity machine by adding the subtotals from line 33.

633.42 **Coin Mechanism**

The servicing person and supervisor enter on line 35 of separate PS Forms 3293, *Retail Vending Credit Examination*, the total value of coins in the coin mechanism. Both the servicing person and supervisor must verify this count item by item and resolve discrepancies.

633.43 **Coin Hoppers**

The servicing person and supervisor do the following to count the coins in the coin hoppers:

- a. Place all coins into separate cash bags.
- b. Identify each cash bag by inserting a slip of paper with machine number, type, date, and location.
- c. Fill coin hoppers with coins that were previously counted in the vending stock reserve. Do not reenter the value of these previously counted coins on PS Form 3293, *Retail Vending Credit Examination*.
- d. Count these previously uncounted coins and enter the value of all coin hoppers on line 36 of separate PS Forms 3293.  
**Note:** If coin counting machines are not available at the location and adequate security is not possible, the servicing person and supervisor count these coins in a different location (usually the domicile office of the servicing person).
- e. Both the servicing person and supervisor must verify this count item by item and resolve discrepancies.

633.44 **Bill Acceptor**

The servicing person and supervisor do the following to count the cash in the bill acceptor:

- a. Place all bills into a cash bag.
- b. Identify cash bag by inserting a slip of paper with machine number, type, date, and location.
- c. Make an independent count of this previously uncounted cash and enter on line 36 of separate PS Forms 3293, *Retail Vending Credit Examination*.  
**Note:** If counting machines are not available at the location and adequate security is not possible, the servicing person and supervisor count these bills in a different location (usually the domicile office of the servicing person).
- d. Both the servicing person and supervisor must verify this count item by item and resolve discrepancies.

633.45 **Display Items**

The servicing person and supervisor enter on line 38 of separate PS Forms 3293, *Retail Vending Credit Examination*, the total value of actual display items in the machine. Both the servicing person and supervisor must verify this count item by item and resolve discrepancies.

633.46 **Other PS Form 3293 Entries**

Onto separate PS Forms 3293, *Retail Vending Credit Examination*, the servicing person and the supervisor do the following:

- a. Line 39: Enter vending machine total by adding lines 34 through 38.
- b. Both the servicing person and supervisor must verify this count item by item and resolve discrepancies.

633.47 **PS Form 25, Trust Fund Account, Entry**

The amount on line 19 of PS Form 3293, *Retail Vending Credit Examination*, should equal the vending machine subaccount closing balance shown on PS Form 25, *Trust Fund Account*. The supervisor and servicing person make an entry on PS Form 25 indicating examination date and actual balance of machine as counted, and initials the form.

633.5 **Small Currency Changer**633.51 **Uncounted Cash**

The servicing person and supervisor do the following to count the cash in the coin hopper and bill acceptor:

- a. Place all coins from the coin hopper into a cash bag.
- b. Place all bills in a cash bag.
- c. Identify each cash bag by inserting a slip of paper with machine number, type, date, and location.
- d. Count the coins in the escrow buckets and enter on line 21 on separate Forms 3293, *Retail Vending Credit Examination* (see [Exhibit 611 \(p. 1\)](#)).
- e. Fill small currency changer with coins that were previously counted in the vending stock reserve. Do not reenter the value of these previously counted coins on PS Form 3293.
- f. Count the previously uncounted coin hopper contents and enter on line 20 and the total value of the bill acceptor contents and enter on line 22 of separate PS Forms 3293.

**Note:** If coin counting machines are not available at the location and adequate security is not possible, the servicing person and supervisor count these coins and bills in a different location (usually the domicile office of the servicing person).

- g. Enter on line 23 the total dollar value of lines 20 through 22.
- h. Both the servicing person and supervisor must verify this count item by item and resolve discrepancies.

**633.6 PS Form 25, Trust Fund Account, Entry**

The amount on line 23 of PS Form 3293, *Retail Vending Credit Examination*, should equal the small currency changer subaccount closing balance shown on PS Form 25, *Trust Fund Account*. The supervisor and servicing person make an entry on PS Form 25 indicating examination date and actual balance of machine as counted, and initials the form.

**633.7 Completing the Examination**

Following examinations of all machines, the servicing person and supervisor do the following on their respective PS Forms 3293 (see [Exhibit 611 \(p. 2\)](#)):

- a. Line 59: Add lines 19, 23, 39, and 58.
- b. Line 60: Add the subtotals of all other PS Forms 3293.
- c. Line 61: Add grand subtotals of lines 59 and 60 to get to the grand subtotal.
- d. Line 62: Record the value of unresolved complaints.
- e. Line 63: Subtract line 62 from line 61.
- f. Line 64: Record the accountability from PS Form 1412-A, *Daily Financial Form* (AIC 853 and AIC 753).
- g. Line 65: Record the overage/shortage (the difference between lines 63 and 64).
- h. After both the servicing person and supervisor have verified the count item by item and resolved discrepancies, they must sign and date each of the PS Forms 3293.

The servicing employee and the supervisor must sign both copies of the PS Forms 3293. The servicing person's supervisor maintains the completed PS Forms 3293 for 2 years.

## 64 Self Service Vending Credit Adjustments

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**641 General**

After every examination, adjustments to the self service vending credit are made on PS Form 1412-A, *Daily Financial Form*, to reflect the actual balance of stock and cash as counted.

**642 Overages****642.1 Causes**

Overages can be caused by errors in examination procedures, errors on PS Form 17, *Stamp Requisition/Stamp Return*, or any other procedural errors that can be documented. Under normal circumstances, an examination of self service vending credit does not result in a net overage.

**642.2 Action****642.21 Less Than \$100**

When the overage is less than \$100, a recount is not required.

**642.22 \$100 or More**

When an overage of \$100 or more exists, the servicing person and supervisor must recount.

**642.3 Adjustments****642.31 Overage of Less Than \$100**

The following steps are taken for a net overage of any amount less than \$100:

- a. The servicing person records the amount as an entry to AIC 175, Vending Machine Overages, on PS Form 1412, *Daily Financial Report* (see [Exhibit 463](#)). This will bring the credit back into balance, and no further adjustment is necessary.
- b. The servicing person's supervisor issues PS Form 3544, *USPS Receipt for Money or Services* ([Exhibit 642.31](#)), giving the original to the servicing person, attaching one copy to PS Form 3293, *Retail Vending Credit Examination*, and keeping one copy for the file.
- c. Cash overages are submitted to the bank on the same business day of the examination.

Exhibit 642.31

**PS Form 3544, USPS Receipt for Money or Services**

UNITED STATES POSTAL SERVICE®		USPS Receipt for Money or Services	
Post Office	Station	Receipt Number	
<input type="checkbox"/> P.O. Receipt for Money	Finance Number	Unit ID	AIC Number
Receipt for: (indicate purpose)			Amount \$
Received from: (show address only when receipt is mailed)		Permit Number or SSN (Employees only)	
<input type="checkbox"/> P.O. Box/Caller Service Fees		Information on your PS Form 1093, <i>Application for Post Office Box or Caller Service</i> , must be updated if it is changed. For regulations pertaining to P.O. Boxes, see rules for use of Post Office Boxes and Caller Service on PS Form 1093.	
Customer name:	Amount \$	AIC Number	
Box/Caller Number(s)	<input type="checkbox"/> For one semiannual payment period (AIC 158) <input type="checkbox"/> For annual payment period (AIC 115) <input type="checkbox"/> Reserved Number Fee (AIC 115) (Ending date / / ) (mm/dd/yyyy)		Postmark
Certifying Signature			

PS Form 3544, July 2004 (PSN: 7530-03-000-3768) Distribution: Original - Customer; Duplicate - File with PS Form 1412

**642.32 Overage of \$100 or More**

The following steps are taken for a net overage of any amount of \$100 or more:

- a. The servicing person records the amount as an entry to AIC 175, Vending Machine Overages, on PS Form 1412, *Daily Financial Report*.

This will bring the credit back into balance, and no further adjustment is necessary.

- b. The servicing person's supervisor issues PS Form 3544, *USPS Receipt for Money or Services* ([Exhibit 642.31](#)), giving the original to the servicing person, attaching one copy to PS Form 3293, *Retail Vending Credit Examination*, and keeping one copy for the file.
- c. The servicing person's supervisor also reports the overage to the Inspection Service on PS Form 571, *Discrepancy of \$100 or More in Financial Responsibility* ([Exhibit 642.32](#)).
- d. Cash overages are submitted to the bank on the same business day of the examination.

Exhibit 642.32

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

<b>UNITED STATES POSTAL SERVICE®</b>		<b>Discrepancy of \$100 or More in Financial Responsibility</b> <i>(Shortage or Overage)</i>			
<b>From:</b>	Post Office, State, and ZIP + 4	Branch or Station	CAG		
Employee or Contractor <i>(Name and Title)</i>		Date of Birth			
		Social Security Number			
<b>POSTAL INSPECTOR IN CHARGE</b>		Amount of Accountability			
		Examiner <i>(Name and Title)</i>			
		Type of Discrepancy <i>(Check One)</i> <input type="checkbox"/> Shortage <input type="checkbox"/> Overage			
		Amount \$			
		Date Disclosed			
<b>Funds</b> <i>(Check All That Apply)</i> Replaced by: <input type="checkbox"/> Cash <input type="checkbox"/> Check <input type="checkbox"/> Installment <input type="checkbox"/> Overage Placed in Trust Funds <input type="checkbox"/> Not Replaced <i>(Explain under remarks)</i>					
<b>Results of Prior Inventories</b> <i>(Show the six prior inventories of credits assigned the same employee or contractor.)</i>					
Date of Count	Amount of Credit	Stock	Cash	Overage or Shortage	Adjustment Date
<b>Does the employing office have any knowledge of employee's financial difficulties?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <i>(If "Yes," explain)</i>					
<b>Are any of the shortages or overages unresolved?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No If so, how are these amounts being carried in the Postal Account? Trust Fund AIC 080 \$ _____ Suspense Account AIC 814 \$ _____					
<b>In the judgment of the PM/Supervisor or PSE is the protective equipment assigned adequate?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No					
<b>Has written demand been made on the employee by management to replace shortage?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No					
<b>Is the employee in a regularly assigned bid position or on detail to the position?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No					
<b>In shortage cases, indicate the nature of any adjustment made between employees.</b>					
<b>Have there been other significant shortages (\$100 or more) for accountability assigned to other employees in this unit in the past 12 months?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <i>(If "Yes," include dates and amounts in Remarks.)</i>					
Remarks					
Signature <i>(Name and title of postmaster or designated official)</i>					Date Submitted
<b>Note: This form is not to replace telephone or telegraphic report required by Administrative Support Manual, Section 220.</b>					
PS Form 571, June 1993			<b>ORIGINAL - POSTAL INSPECTOR IN CHARGE</b>		



**643 Shortages****643.1 Causes****643.11 Machine Malfunction**

Normally, losses are due to machine malfunction and are quickly discovered by one of the following:

- a. Customers report a machine malfunction.
- b. During the servicing of self service vending equipment, the servicing person discovers:
  - (1) A machine malfunction.
  - (2) A shortage of both stock and funds in a particular machine.

**643.12 Other Operational Problems**

Servicing personnel do not have complete personal control, at all times, of the assigned credit; therefore, shortages must be assumed to be the result of machine malfunction, unless the following can be determined:

- a. Fire, theft, robbery, errors on PS Forms 17, *Stamp Requisition/Stamp Return*, customer refunds, acceptance of bogus and/or foreign coin-like and bill-like objects, or any other procedural errors.
- b. The loss was the direct result of negligence on the part of the servicing personnel.
- c. Theft, embezzlement, etc., by the servicing person with sufficient evidence to prefer charges.

**643.2 Action****643.21 Less Than \$100**

When the shortage is less than \$100, a recount is not required.

**643.22 \$100 or More**

When a shortage of \$100 or more exists, the servicing person and supervisor must recount.

**643.23 Losses Due to Machine Malfunctions**

If it is determined that a major loss from a machine malfunction has occurred, the servicing person and supervisor conduct an examination on that machine. The results are compared to the last balance entry on PS Form 25, *Trust Fund Account*, with the difference being submitted as a claim for loss (see section [642.32](#), item [c.](#)). As soon as the examination is completed, PS Form 25 must be documented with all adjustments and circumstances.

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

Losses due to fire, theft, or robbery must be documented and brought to the attention of the postmaster and Inspection Service. The servicing person and supervisor conduct an examination on that machine. The results are compared to the last balance entry on PS Form 25, *Trust Fund Account*, with the difference being submitted as a claim for loss (see section [642.32](#), item [c.](#)). As soon as the examination is completed, PS Form 25 must be documented with all adjustments and circumstances.

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

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

**643.26 Losses Due to Other Causes**

If section [643.1](#) does not identify the cause of a shortage of \$100 or more, the servicing person and supervisor must conduct a recount of the credit and subaccount before making any adjustment to the self service vending credit.

**643.3 Adjustments****643.31 All Shortages**

When a shortage of \$100 or more exists, the following steps are taken:

- a. The servicing person records all losses as an entry to AIC 612, Vending Machine Shortages, on PS Form 1412, *Daily Financial Report*.
- b. The servicing person's supervisor reports the shortage to the Inspection Service on PS Form 571, *Discrepancy of \$100 or More in Financial Responsibility*.


## 65 PS Form 3368, Stamp Credit Examination Record

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Upon completion of the examination, the servicing person's supervisor enters the results on PS Form 3368, *Stamp Credit Examination Record* ([Exhibit 65 \(p. 1\)](#) and [Exhibit 65 \(p. 2\)](#)). Enter the last date for completion of the next examination as required by the National Agreement in the appropriate column.

Exhibit 65 (p. 1)

**PS Form 3368, Stamp Credit Examination Record**

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

PS Form **3368**, September 1988 (Previous Editions Usable)

Exhibit 65 (p. 2)

**PS Form 3368, Stamp Credit Examination Record**

* Use an asterisk to denote excessive cash. Line numbers are from Form 3294							
Date of Count	Counted by (Name)	Stamp Credit Accountability COB Previous Duty Day Line 17 Col. 11	Stock Accounted for Line 15 Col. 11	Cash Portion * Line 12 Col. 11	Overage + Shortage - Line 18 Col. 11	Remarks	Next Count not Later than

PS Form **3368**, September 1988 (Reverse)

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# 7 Reporting

## 71 Web Vending Activity Reporting System (Web VARS)

### 711 Purpose

In 1986, a nationwide computerized reporting system for the vending program became operational. The original name for this system was the Vending Equipment Inventory System (VEINS). In 1988, this system became the Vending Equipment Service System (VESS). In 2005, the Web Vending Activity Reporting System (Web VARS) was deployed to replace Vending Equipment Service System (VESS).

Web VARS is an online database developed by the Wilkes-Barre Information Systems Solutions Center (WBISSC). Web VARS tracks data related to USPS vending activities, including equipment inventories, product sales, costs, and maintenance. Web VARS is an effective management tool that tracks costs in relation to sales. The system is maintained at the Eagan Computer Operations Center.

In Web VARS, information is available about location, district, area, and national vending activities. The Web VARS database stores vending sales information, hours spent supporting vending equipment, equipment type, equipment location, and information on servicing employees. User options include data entry, administration, broadcast messaging, and reports.

### 712 Procedures

Each employee servicing self-service vending equipment must use Web VARS to complete an electronic PS Form 8130, *Vending Equipment Sales and Service Daily Activity Log*, detailing the equipment serviced and maintained on the day the vending machine is serviced. Timely and accurate reporting is critical. Employee compliance with these requirements will be monitored.

Data entry users for the Web VARS are required to input data monthly. Timely and accurate updating of Web VARS is critical to the integrity of Web VARS. Employee compliance with these requirements will be monitored.

### 713 Form Retention

A hard copy of PS Form 8130 will remain on file in the location where Web VARS data entry was completed for the current Postal Service fiscal year plus one (1).

The Web VARS database stores vending sales information, hours spent supporting vending equipment, equipment type, equipment location, and information on servicing employees. Web VARS will retain 5 years of data available to users.

## 714 Requesting Web VARS Access

Permission to access Web VARS is granted through completion of an eAccess application. The approving supervisor grants the access level. A completed eAccess “Responsibility Statement” must be on file for all Web VARS users at the location where Web VARS data entry is completed. (See *Web VARS User Guide*, chapter 1.)

Web VARS has unique authorization levels according to user role.

### Authorization Level Sample Position Titles

Program Administrator	Vending Program Manager
Area Coordinator	Area Retail Manager
Developer	Software Designer
District Coordinator	Retail Manager, Retail Specialist
Data Entry	Retail Specialist; other positions as assigned
Servicing Personnel	SSPC Tech, SSA, Postmaster, other positions as assigned
District Supervisor	Supervisor, Customer Service
Observer	Read Only at this time, any level

**Note:** A VESS logon cannot be used in Web VARS.

## 715 Training

For Web VARS training, use the *Web VARS User Guide* (see [721](#)).

# 72 Vending Activity Reporting System User Guide

## 721 Purpose

The Web Vending Activity Reporting System (Web VARS) User Guide is designed to provide a detailed explanation of the purpose of Web VARS and to provide complete and comprehensive Web VARS instructions. Each chapter includes step-by-step instructions on how to use Web VARS and other reporting systems relating to vending. Chapters 1 through 7 of the User Guide are dedicated to Web VARS. Additional chapters address other systems related to vending.

You can access the User Guide at [http://eagmnmsg10d/VFO/vfo\\_WebVARSTrainingGuide.htm](http://eagmnmsg10d/VFO/vfo_WebVARSTrainingGuide.htm) or from the Blue Page:

- Go to <http://blue.usps.gov>.
- Click on *Inside USPS*.
- In the left-hand column, under “Operations,” click on *Delivery and Retail*.

- d. In the left-hand column, under “Retail Svc Network/Access,” click on *Retail Service Equipment*.
- e. In the left-hand column, under “Retail Service Equipment,” click on *Vending Operations*.
- f. Under “Manuals and Handbooks,” click on *Web VARS User Guide*.

You will need a password to log on to Web VARS. You can access the User Guide from the Web VARS Home Screen by clicking on the *Help* tab.

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# 8 Handling Customer Complaints, Claims, and Reimbursements

## 81 Guidelines for Handling Complaints

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### 811 General

Customers may submit complaints, such as equipment malfunction, loss of money or stamps, or empty equipment, in person, by telephone, by mail, or by e-mail. Employees record complaints concerning vending reimbursements on PS Form 5445, *Stamp Vending Machine Reimbursement Request* ([Exhibit 811](#)). PS Form 5445 is used to process and document the reimbursement process, provide a receipt to the customer, and provide written proof of the reimbursement itself for vending servicing employees. If the customer initiates a complaint in person, *the customer* must completely fill out and sign the unshaded portion of the form. If the customer makes the complaint by telephone, mail, or e-mail, *the employee* accepting the complaint fills out the unshaded portion of the form and signs in the “Sign Here” block.

In addition, customer vending complaints will come from the We Want to Know program (Notice 4314-C, *We Want To Know*). The WWTK program receives complaints, records them, documents their status, and processes them to specific locations for resolution. Customers can initiate complaints in person at the Post Office, by telephone at 800-ASK-USPS, or by visiting [www.usps.com](http://www.usps.com).

### 812 Vending Reimbursements — Guidelines for Recording Vending Reimbursements on PS Form 5445

Record all customer claims for losses of money and/or stamps for any reason, including malfunctioning and/or empty vending equipment, on PS Form 5445, *Stamp Vending Machine Reimbursement Request* ([Exhibit 811](#)).

## Exhibit 811

**PS Form 5445, Stamp Vending Machine Reimbursement Request**

US Postal Service <b>Stamp Vending Machine Reimbursement Request</b>		Please print firmly. All entries must be completed for payment.											
Name													
Address (No., street, suite/apartment #, city, state, ZIP + 4)													
Daytime Phone No. (Include area code)													
Amount of Loss	Date of Loss	Time of Loss	<input type="checkbox"/> AM <input type="checkbox"/> PM										
Machine ID (A 6-digit number on the front of the vending machine)													
What Happened? (Circle all that apply)													
<table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">1. Did not receive product</td> <td style="width: 50%;">6. Money not returned</td> </tr> <tr> <td>2. Incorrect change given</td> <td>7. Currency Lost</td> </tr> <tr> <td>3. Did not register/jammed</td> <td>8. Coin Lost</td> </tr> <tr> <td>4. No change given</td> <td>9. Credit/Debit Lost</td> </tr> <tr> <td>5. No credit shown</td> <td>10. Other (Enter in "Comments")</td> </tr> </table>				1. Did not receive product	6. Money not returned	2. Incorrect change given	7. Currency Lost	3. Did not register/jammed	8. Coin Lost	4. No change given	9. Credit/Debit Lost	5. No credit shown	10. Other (Enter in "Comments")
1. Did not receive product	6. Money not returned												
2. Incorrect change given	7. Currency Lost												
3. Did not register/jammed	8. Coin Lost												
4. No change given	9. Credit/Debit Lost												
5. No credit shown	10. Other (Enter in "Comments")												
Comments (Optional):													
Thank you for using USPS Vending Service. <b>We are sorry for any inconvenience.</b>													
SIGN HERE and please give to a Sales and Services Associate		Date Signed											
The submission of a false, fictitious, or fraudulent statement may result in imprisonment of up to 5 years and a fine of up to \$250,000 (18 USC 1001). In addition, a civil penalty of up to \$5,000, and an additional assessment of twice the amount falsely claimed, may be imposed (31USC 3802).													
<b>For Postal Service Use</b>													
Paid by		Date											
Action Taken (Circle all that apply)		Call Date	Call Time										
1. Paid    2. Not Paid 3. Cash		Supervisor's Initials											
Amount Paid \$													
Sales and Services Associate Signature													
Vending Employee Signature													
PS Form <b>5445</b> , September 2002 (Retain for Two Years) Copy 1 - Sales and Services Associate/Vending Employee Copy 2 - Customer (See Privacy Notice on Back)													

Privacy Notice

Your information will be used to respond to your request. Collection is authorized by 39 USC 401, 403, & 404. Providing this information is voluntary, but if not provided, we may not process your request.

We do not disclose your information, except in the following limited circumstances: to a congressional office at your request; to a USPS contractor or auditor; to financial institutions to resolve payment issues; in a legal proceeding or to law enforcement agencies as needed by law; and to the purchaser or payee to respond to inquiries. For more on USPS privacy policies, see our privacy link on [www.usps.com](http://www.usps.com).

VEND 0000001

**812.1 Person Completing PS Form 5445 Completes Unshaded Portion**

- a. "Name."
- b. "Address."
- c. "Daytime Phone No."
- d. "Amount of Loss."
- e. "Date of Loss." (If the request is other than in person, the date, if unknown, will be the date of the telephone call, e-mail, or letter requesting a reimbursement.)
- f. "Time of Loss." (If the request is other than in person, the time, if unknown, will be the time of the telephone call, e-mail, or letter requesting a reimbursement.)
- g. "Machine ID." (A six-digit number on the front of the vending machine.)
- h. "What happened?"
  - (1) "Did not receive product."
  - (2) "Incorrect change given."
  - (3) "Did not register/jammed."
  - (4) "No change given."
  - (5) "No credit shown."
  - (6) "Money not returned."
  - (7) "Currency lost."
  - (8) "Coin lost."
  - (9) "Credit/debit lost."
  - (10) "Other."
- i. "Comments." (If the request is other than in person, note whether the request was by telephone, e-mail, or letter.)
- j. "SIGN HERE." (The customer or the person completing the unshaded portion of the form.)
- k. "Date Signed." (Date that the person signed the unshaded portion of the form.)

**812.2 Sales and Services Associate (SSA) or Other Employee Providing Reimbursement Completes "For Postal Service Use" Shaded Portion**

- a. "Paid By." (Printed name of Postal Service employee making the payment.)
- b. "Date." (Date that the payment is made to the customer.)
- c. "Action Taken."
  - (1) "Paid."
  - (2) "Not Paid."
  - (3) "Cash."
- d. "Call Date." (Date that the call was made for approval of the reimbursement.)

- e. "Call Time." (Time that the call was made for approval of the reimbursement.)
- f. "Amount Paid." (**Limit is \$40.**)
- g. "Supervisor Initials." (Required for amounts more than \$20.)
- h. "Sales and Services Associate Signature."
- i. "Vending Employee Signature."

## 82 Reimbursing Money to Customers

Vending reimbursements are made in **cash**. If a vending reimbursement is to be mailed, a **no-fee postal money order** must be used.

### 821 Complaints Registered in Person

#### 821.1 Acceptance

An SSA may accept complaints from customers and pay reimbursements involving no-vend claims, unless the servicing person is available. Prior to resolution, the SSA or supervisor verifies the complaint by the following procedures:

- a. Accompanies the customer to the self service vending machine.
- b. Examines for:
  - (1) Items caught in the dispensing area of the machine.
  - (2) Customer not understanding correct machine operation.

#### 821.2 Resolution

##### 821.21 By Sales and Services Associate (SSA)

If the machine is not functioning properly, the SSA performs the following procedures:

- a. Place Label 6, *Vending Equipment Out of Order*, on the malfunctioning machine.
- b. **Immediately** notify the vending servicing employee or the supervisor.
- c. Ask the customer to completely fill out the unshaded portion of PS Form 5445, *Stamp Vending Machine Reimbursement Request* (see [Exhibit 811](#)), in order to receive reimbursement.
- d. Review PS Form 5445 for completeness of customer information including the customer's signature.
- e. Verify the information entered with the Customer ID and annotate in the *Comments* section of the form "ID Verified."
- f. Complete the shaded portion of PS Form 5445 ("For Postal Service Use") filling in his or her name, the date, and the action taken. Include the amount paid. Sign the form where indicated. Obtain the supervisor's initialed approval for reimbursements of more than \$20.

- g. Reimburse the customer's loss with **cash**. If the customer wants to purchase a product, process and record that as a separate transaction **after** the cash reimbursement transaction is completed.  
**Note:** A supervisor must approve reimbursements of more than \$20.00.
- h. Give sheet 2 (customer copy) to the customer as a vending reimbursement receipt.
- i. Retain the original (sales and services associate/vending employee copy) to use as a receipt to the vending service employee for their reimbursement of the SSA credit after the SSA has paid a vending reimbursement. In this situation the SSA will retain the original PS Form 5445, *Stamp Vending Machine Reimbursement Request*, in the cash credit until reimbursement by a vending servicing employee. The SSA may increase his or her cash retained by the collective amount of all PS Forms 5445 until vending servicing employee reimbursement occurs.
- j. Exchange PS Form 5445 (original copy) for cash with the vending servicing employee.  
**Note:** In the above sequence of events, failure to ensure proper completion of the PS Form 5445 by the customer may lead to non-reimbursement from the vending servicing employee.

#### 821.22 By Vending Servicing Employee

The vending servicing employee resolves the complaint as follows:

- a. If the no-vend complaint is verified, issue a reimbursement to the customer. That reimbursement will be in **cash**. If the customer wants to purchase a product, process and record that as a separate transaction **after** completing the cash reimbursement transaction.
- b. If the no-vend complaint cannot be verified, follow these procedures:
  - (1) Ask the customer to completely fill out the unshaded portion of PS Form 5445, *Stamp Vending Machine Reimbursement Request* (see [Exhibit 811](#)), in order to receive reimbursement.
  - (2) Review PS Form 5445 for completeness of customer information including the customer's signature.
  - (3) Verify the information entered with the Customer ID and annotate in the *Comments* section of the form "ID Verified."
  - (4) Complete the shaded portion of PS Form 5445 ("For Postal Service Use") filling in employee name, the date, and the action taken. Include the amount paid. Sign the form where indicated.
  - (5) Reimburse the customer's loss with **cash**. If the customer wants to purchase a product, process and record that as a separate transaction **after** completing the cash reimbursement transaction.
  - (6) Forward sheet 2 (customer copy) to the customer as a vending reimbursement receipt.
  - (7) Retain the original (sales and services associate/vending employee copy) as a record of the transaction for future credit

examinations. PS Form 5445 is not included as part of the actual credit count, but as documentation of reimbursement activity.

- (8) Retain the original (sales and services associate/vending employee copy) as a record of the transaction. PS Form 5445 is not included as part of the actual credit count, but as documentation of reimbursement activity.

**Note:** PS Forms 5445 that are not completed in full by customers being serviced by the SSA, may lead to non-acceptance and reimbursement from the vending servicing employee.

## 822 Complaints Registered by Telephone

### 822.1 Acceptance

The employee accepting the complaint does the following:

- a. Record the complaint on the unshaded portion of PS Form 5445, *Stamp Vending Machine Reimbursement Request* (see [Exhibit 811](#)).
  - (1) Enter "Telephone Request" in the *Comments* section of the form.
- b. Inform the customer that a reimbursement will be mailed after the vending servicing employee processes the request for a reimbursement.
- c. Forward both copies of PS Form 5445 to the vending servicing employee for payment to the customer.

### 822.2 Resolution

Upon receipt of PS Form 5445, *Stamp Vending Machine Reimbursement Request*, the vending servicing employee follows these procedures:

- a. Investigate the complaint as soon as possible.
- b. Fill out and sign the shaded portion of PS Form 5445 ("For Postal Service Use").
- c. Dispatch the vending reimbursement by purchasing a postal money order, together with sheet 2 (customer copy) of PS Form 5445, the next regular mail delivery day.
- d. Retain the original (sales and services associate/vending employee copy). Staple the receipt for the postal money order to the Postal Service receipt to PS Form 5445. PS Form 5445 is not included as part of the actual credit count, but as documentation of reimbursement activity.

## 823 Complaints Registered by Mail

### 823.1 Acceptance

The employee accepting the complaint sent in the mail does the following:

- a. Complete the unshaded portion of PS Form 5445, *Stamp Vending Machine Reimbursement Request* (see [Exhibit 811](#)).
  - (1) Enter "Mail Request" or "e-Mail Request" in the *Comments* section of the form.

- b. Forward both copies of PS Form 5445 to the vending servicing employee for payment to the customer.

## 823.2 Resolution

### 823.21 By Servicing Person

Upon receipt of PS Form 5445, *Stamp Vending Machine Reimbursement Request*, the vending servicing employee will follow these procedures:

- a. Investigate the complaint as soon as possible.
- b. Fill out and sign the shaded portion of PS Form 5445 ("For Postal Service Use").
- c. Dispatch the vending reimbursement by purchasing a postal money order and sending it, together with sheet 2 (customer copy) of PS Form 5445, the next regular mail delivery day.
- d. Retain the original (sales and services associate/vending employee copy). Staple the receipt for the postal money order to the Postal Service receipt to PS Form 5445. PS Form 5445 is not included as part of the actual credit count, but as documentation of reimbursement activity.

### 823.22 By Postmaster or Designee

The postmaster or designee may answer a written complaint by telephone or in writing. If the complaint requires a reimbursement, the written response may include the reimbursement. The vending servicing employee will purchase a postal money order and will retain the original PS Form 5445 (sales and services associate/vending employee copy) to use as a receipt. Staple the receipt for the postal money order to the original PS Form 5445. PS Form 5445 is not included as part of the actual credit count, but as documentation of reimbursement activity.

## 83 Resolving Other Complaints

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The vending servicing employee must resolve all other complaints regarding self service vending equipment. For such complaints, including selection varieties, types of vending equipment, cleanliness of equipment, etc., vending servicing personnel must bring any action required for resolution to the attention of the supervisor for appropriate action.

## 84 Retaining Complaint Records

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The vending servicing person retains the completed originals (sales and services associate/vending employee copy) of PS Form 5445, *Stamp Vending Machine Reimbursement Request*. PS Form 5445 is not included as part of the actual credit count, but as documentation of reimbursement activity. The forms are attached to the credit examinations and retained for a period of 2 years.

**Note:** PS Forms 5445 shown in part [821](#), Complaints Registered in Person, that are not completed in full by customers being serviced by the SSA, that are subsequently not accepted by the vending servicing employee, will be retained for a period of 2 years.



## Appendix A

# Glossary

**Accountable Paper.** Items with inherent value, such as postage stamps, stamped envelopes, postal and stamped cards, philatelic products, treasury checks, blank money order forms, and unsold items awaiting destruction.

**Accountable Paper Custodian.** The postal employee in charge of the accountable paper inventory.

**Accountable Paper Custodian.** An accounting entry made after a retail vending credit examination to reflect actual balance of stock and cash as counted.

**Automated Enrollment System.** A computer-based training enrollment network with links between the Technical Training Center in Norman, OK, and all MSC and divisional PEDCs.

**Bill Acceptor.** A modular assembly that may be incorporated into or added to a piece of retail vending equipment to accept and validate genuine U.S. bill currency.

**Bogus Monies.** Counterfeit money, foreign money, or other items similar in size and shape to lawful U.S. currency.

**Booklet Vending Machine (BVM)**A vending machine that has the capability of dispensing stamp booklets.

**Cash Reserve.** The coins that are kept on hand in the safe for use in retail vending equipment.

**Coin Box.** The part of a retail vending machine that receives the coins inserted by customers.

**Coin Hopper.** A subassembly of a small currency changer used to hold coins.

**Coin Mechanism.** A subassembly used in vending machines to receive, validate, and credit coins inserted into the machine. Also responsible for the returning of change due at the end of a transaction.

**Commodity.** Any item offered to the public through a vending machine.

**Consumer Service Card.** The official form provided for customers' use in registering information requests, suggestions, problems, and compliments.

**DFM.** District Finance Manager.

**Domicile Office.** The office to which servicing personnel are assigned.

**Escrow Bucket.** A part of a subassembly on the small currency changer used to hold the correct number of coins to be dispensed on the next transaction.

**EVA.** Economic Value Added.

**Examination of Retail Vending Credit.** A retail vending credit inspection using auditing guidelines contained in this handbook.

**Excess.** Any equipment, supplies, or repair parts over and above the foreseeable needs of the facility or organization accountable for it.

**EXSEL Report.** Excess Serviceable Equipment List, the report containing information on idle or excess equipment.

**Field Maintenance Offices (FMO).** An office that performs maintenance work, which is not the responsibility of the GSA or a lessor, at associated post offices and other facilities.

**Faceplate.** The retail vending machine front piece that is exposed to the customer.

**Full Servicing.** The completing of all tasks to inspect, restock (and account for), check, and clean retail vending equipment.

**Idle.** A broad term that refers to all property, consumable supplies and repair parts as well as equipment that is not being used because it is either not needed (excess), not yet needed, or not yet installed (restricted use), surplus, obsolete, or in need of repair.

**Jackpot.** The unintentional vending of more than the programmed amount of a product on a given vend.

**Location.** (See retail vending equipment location.)

**Main Reserve Stock.** The stamps, stamped paper, and philatelic products received by a post office that have not been consigned to the main office window unit, stations, branches, or window clerks.

**Maintenance Series (MS).** Handbooks used for servicing and maintaining postal equipment. Handbooks are referred to MS <number> where number is the specific handbook referenced.

**Master Module.** A stamp vending module used in the stamp vending machine.

**Maintenance Technical Support Center (MTSC).** Organization responsible for issuing Modification Work Orders, Software Maintenance Orders and Maintenance Management Orders; staff and maintain help desk, 24 hours, seven days a week for all maintenance personnel.

**Multi-commodity Machine (MCM).** A vending machine that has the capability to dispense multiple varieties of postal commodities.

**Modification Work Orders (MWO).** Maintenance orders periodically by Maintenance Technical Support Center, Maintenance Policies and Program providing new information on servicing and maintaining equipment. MWO often will provide replacement parts, number and instructions for fulfilling procedures stipulated in transmittal.

**Month.** A designated calendar period that forms 1/12th of the postal fiscal year.

**Nonpostal Site.** A piece of property that is not owned by the U.S. Postal Service.

**Nonsalable Stock.** Stamp stock that is damaged, detached, or obsolete, or stamp coil remnants that are insufficient for vending.

**No-Vend Claim** A report from a customer that money and/or products were not received from a vending machine.

**Overage.** The dollar amount above the accountable amount shown on PS Form 1412 at the conclusion of a retail vending credit examination.

**Partial Servicing.** The restocking of monies, stamps, and stamp booklets and completing of associated accounting procedures. Done between full servicing.

**Postal Employee Development Center (PEDC).** Field units located in specific postal facilities that provide area wide training and development support services for all USPS personnel on a continuing basis. They are equipped with self-instructional material and audiovisual equipment for scheme training and other professional development.

**Postal Site.** A piece of property that is owned by the U.S. Postal Service.

**Postservicing Procedures.** The tasks that are performed after a servicing visit. Usually takes place at the domicile office.

**Pre-servicing Procedures.** The preparation of servicing materials and supplies before the servicing visit is made. Usually takes place at the domicile office.

**Program Management.** The administration of a program by execution of instructions, memos, and handbooks pertaining to the program.

**Retail Vending Credit.** Accountable paper and cash issued to servicing personnel for use in retail vending equipment.

**Retail Vending Equipment.** All current models in the four family types (i.e., SVM, BVM, MCM, and SCC).

**Retail Vending Equipment Location.** The space at a postal or nonpostal site that contains retail vending equipment.

**Retail Vending Program.** The program that provides retail vending services to the public by cooperative effort at the local, divisional, and national levels.

**Screenline.** The recessed installation of equipment into a wall.

**SDM.** Stamp dispensing module.

**Self Service Postal Center (SSPC).** A retail vending machine configuration that includes, at a minimum, an MCM, SVM or BVM, and SCC and/or bill acceptor.

**Servicing Employee.** A postal clerical employee assigned to support retail vending equipment when a servicing technician is not authorized.

**Servicing Person.** The postal clerical employee assigned to support retail vending equipment. May be a servicing technician or a servicing employee.

**Servicing Personnel.** The inclusive term for all postal clerical employees that are assigned to support retail vending equipment.

**Servicing Technician.** Self-Service Postal Center Technician (SSPC Technician).

**Shakedown Period.** The time required to gain familiarity with machine operation and to establish an average revenue for a month.

**Shortage.** The dollar amount below the accountable amount shown on PS Form 1412 at the conclusion of a retail vending credit examination.

**Small Currency Changer (SCC).** A vending machine with the capability to accept genuine U.S. bills, validate them, and dispense change in exchange for the inserted bill.

**Stamp Stock.** Any USPS accountable paper item such as stamps, stamped cards, and stamped envelopes.

**Stamp Vending Machine (SVM).** A vending machine that has multiple modules capable of dispensing varying quantities of stamps from a coil from each module.

**Stamp Vending Unit.** A configuration of retail vending equipment made up of a stamp vending machine, a booklet vending machine, and a small currency changer. Usually installed in postal locations.

**Subaccounts.** The historical accounting record kept on the financial transactions that pass through a retail vending credit.

**Transactional-based Criteria.** The criteria used to determine if a change should be made in the types and/or number of machines in existing locations.

**Unit Reserve Stock.** The stamps, stamped paper, and philatelic products received by a main office window unit, stations, or branch that have not been consigned to a window clerk.

**Vending Machine Subaccount.** The historical accounting record kept on each retail vending machine. It logs receipts and withdrawals of cash and stamp stock transactions.

**Vending Stock Reserve.** The stamp stock and cash that is kept in the safe for use in retail vending equipment.

**Vending Stock Reserve Subaccount.** The historical accounting record kept on stamp stock and cash that is kept in the safe.

**Vending Program Coordinator (VPC).** The person in the office responsible for vending operations. This could be a vending supervisor, retail specialist, window clerk, or postmaster.

**VESS Report.** Vending Equipment Sales and Service system report generated in the month Revenue Reporting by Location format that provides information for monitoring revenue and workhour costs.

**Voice of the Business (VOB).** An assessment involving traditional measures of financial success to determine which progress is possible and desirable taking into consideration the current health of the business, opportunities in the market, and strength of the competition.

**Voice of the Customer (VOC).** An assessment of customer needs and desires in the markets USPS services and their satisfaction with services relative to other service available in those markets.

**Voice of the Employee (VOE).** An assessment of USPS employee issues that will strength the company, shape the business future, and improve employees' role in its success.

## Appendix B

# Applicable Maintenance Series Handbooks

Handbook Number	Title	Order Number
MS-101	Small Stamp Machine PS-53C	7610-01-000-9235
MS-102	Booklet Vending Machine PBM-2	7610-03-000-9285
MS-103	Stamp Vending Machine PS-53D	7610-03-000-9318
MS-105	Small Currency Changer SCC-3	7610-01-000-9237
MS-107	Stamp Vending Machine PS-86	7610-01-000-9239
MS-111	Postal Booklet Vending Machine PBM-2A and PBM-6	7610-01-000-9286
MS-113	Booklet Vending Machine PBM 1 (Opal manual)	7610-03-000-3619
MS-114	Booklet Vending Machine PBM 1A (Opal manual)	7610-03-000-3620
MS-115	Postal Commodity Machine, PCM-21 Family	7610-02-000-9059

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## Appendix C

# **Maintenance Overhaul and Technical Service Center**

CENTRAL REPAIR FACILITY (CRF)  
VENDING/ABE HELP DESK  
BUILDING 8  
FORBES INDUSTRIAL PARK  
TOPEKA KS 66624-9998  
  
1-800-451-4196  
1-785-861-3311

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## Appendix D

# Forms and Directives Glossary

PS Form No.	Title	Order Number	Section Reference
17	Stamp Requisition/Stamp Return	7530-03-000-9112	<a href="#">534.1</a> , <a href="#">535</a> , <a href="#">582.11</a> , <a href="#">582.2</a> , <a href="#">642.1</a> , <a href="#">643.12</a>
25	Trust Fund Account	7530-01-000-9502	<a href="#">432</a> , <a href="#">461</a> , <a href="#">462.1</a> , <a href="#">462.2</a> , <a href="#">552.1</a> , <a href="#">552.2</a> , <a href="#">552.3</a> , <a href="#">552.31</a> , <a href="#">552.32</a> , <a href="#">552.42</a> , <a href="#">621</a> , <a href="#">633.17</a> , <a href="#">633.27</a> , <a href="#">633.38</a> , <a href="#">633.47</a> , <a href="#">633.6</a> , <a href="#">643.23</a> , <a href="#">643.24</a>
571	Discrepancy of \$100 or More in Financial Responsibility	7530-02-000-7223	<a href="#">642.32</a> , <a href="#">643.31</a>
1412	Daily Financial Report	7530-01-000-9295	<a href="#">143.5</a> , <a href="#">256.1</a> , <a href="#">256.2</a> , <a href="#">463</a> , <a href="#">552.41</a> , <a href="#">572</a> , <a href="#">593.12</a> , <a href="#">593.2</a> , <a href="#">633.7</a> , <a href="#">641</a> , <a href="#">642.31</a> , <a href="#">642.32</a> , <a href="#">643.31</a> , Appendix <a href="#">A</a>
1782	Training Request and Authorization	7530-01-000-9429	<a href="#">331</a> , <a href="#">333</a>
2018	Duplicate Key Inventory/Combination/PIN	7530-04-000-5309	<a href="#">431.1</a> , <a href="#">432</a>
3293	Retail Vending Credit Examination	7530-02-000-7447	<a href="#">431.1</a> , <a href="#">431.2</a> , <a href="#">561</a> , <a href="#">561.1</a> , <a href="#">611</a> , <a href="#">612</a> , <a href="#">613</a> , <a href="#">62</a> , <a href="#">621</a> , <a href="#">632</a> , <a href="#">633.14</a> , <a href="#">633.16</a> , <a href="#">633.17</a> , <a href="#">633.24</a> , <a href="#">633.26</a> , <a href="#">633.27</a> , <a href="#">633.35</a> , <a href="#">633.37</a> , <a href="#">633.38</a> , <a href="#">633.41</a> , <a href="#">633.43</a> , <a href="#">633.45</a> , <a href="#">633.47</a> , <a href="#">633.51</a> , <a href="#">633.6</a> , <a href="#">642.31</a> , <a href="#">642.32</a>
3294	Cash and Stamp Stock Count and Summary	7530-01-000-9913	<a href="#">612</a> , <a href="#">613</a> , <a href="#">62</a>
3368	Stamp Credit Examination Record	7530-01-000-9917	<a href="#">65</a>
3369	Consigned Credit Receipt	7530-01-000-9918	<a href="#">534.2</a> , <a href="#">543</a>
3369-P	Consigned Credit Receipt	See online version at <a href="http://blue.usps.gov/formmgmt/forms/htm">http://blue.usps.gov/formmgmt/forms/htm</a> .	<a href="#">534.2</a> , <a href="#">543</a>
3544	Post Office Receipt for Money	7530-03-000-3768	<a href="#">642.31</a> , <a href="#">642.32</a>
5445	Stamp Vending Machine Refund Request	7530-05-000-4885	<a href="#">14</a> , <a href="#">461</a> , <a href="#">811</a> , <a href="#">812</a> , <a href="#">812.1</a> , <a href="#">821.21</a> , <a href="#">821.22</a> , <a href="#">822.1</a> , <a href="#">822.2</a> , <a href="#">823.1</a> , <a href="#">823.21</a> , <a href="#">823.22</a> , <a href="#">84</a>

<b>PS Form No.</b>	<b>Title</b>	<b>Order Number</b>	<b>Section Reference</b>
5701	Location Workload Worksheet: Self Service Vending Equipment	7530-04-000-6065	<a href="#">453.2</a>
8130	Vending Equipment Sales and Service – Daily Activity Log	7530-02-000-9839	<a href="#">143.5</a> , <a href="#">164.1</a> , <a href="#">164.3</a> , <a href="#">164.4</a> , <a href="#">336</a> , <a href="#">613</a> , <a href="#">712</a> , <a href="#">713</a>
8185	Vending Equipment License Agreement	7530-03-000-9760	<a href="#">222.5</a> , <a href="#">25</a>

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LAB 6	Vending Equipment Out of Order	7690-03-000-3740	<a href="#">412</a> , <a href="#">821.21</a>
LAB 223-E	Stamp Vending Machine Labels	7690-03-000-9084	<a href="#">151.223</a>
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