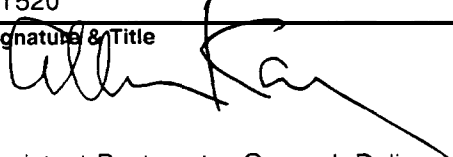




# Management Instruction

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Originating Organization & OCC Code Delivery, Distribution and Transportation Dept. DT520	
Signature & Title  Assistant Postmaster General, Delivery, Distribution and Transportation Department	

Title  Guidelines for Providing Retail Services to Military Installations
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## I. Purpose

This Management Instruction expands upon Part IV, "Retail Services," of Publication 38-A, *Guidelines for Providing Postal Services on Military Installations*. It describes the types of retail services available to serve the needs of military installations in the United States.

## II. Background

### A. Responsibilities

The Postal Service is committed to providing retail services to military installations in the United States that are commensurate with the services provided to comparable civilian communities. Responsibility for providing retail services is shared by the management sectional center manager/postmaster and the military installation commander.

### B. Alternatives

Recently, alternative means of providing retail services have been developed and expanded. Their availability has improved customer convenience and affected the overall demand for traditional Postal Service retail facilities. Most of these newer alternatives are much more cost effective than the traditional classified unit staffed by Postal Service personnel.

## III. Policy

It is Postal Service policy to provide retail services to the military comparable to those provided to civilian communities. The selection of locations and types of services provided will be based on customer convenience, revenue potential, and cost-effectiveness. De-

tailed policies and procedures regarding retail services provided to military installations are provided in the following:

a. Publication 38, *Postal Agreement with the Department of Defense*, current edition dated February 1980.

b. Publication 38-A, *Guidelines for Providing Postal Services on Military Installations*, current edition dated June 1983.

c. Management Instruction AS-51 O-88-4, *Postal Space Serving Military Bases*, dated April 18, 1988.

d. Management Instruction PO-140-89-7, *Retail Location Policy*, dated October 30, 1989.

## IV. Scope

This policy applies to all postal organizations involved in providing retail service to military installations.

## V. Procedural Guidelines

### A. Establishing Need for Retail Service

In determining the need for retail services on or near a military installation, consider the workday population and projected number of customers, number and type of transactions, and revenue. Also consider the characteristics of the installation (e.g., single vs. multiple points of residential and commercial concentration) and the availability of nearby postal retail services.

### B. Determining Methods of Providing Retail Services

Customer convenience, revenue potential, anti cost effectiveness all affect the choice of locations for retail facilities, including those serv-

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ing military installations. Also consider the possibility of limited civilian access when evaluating on-base and off-base sites. (As with services for civilian communities, do not automatically assume that providing retail services to a military installation requires establishment of an on-base facility staffed by the Postal Service.)

### C. Determining Types of Retail Services

There are many different ways of providing retail services. All can be used to serve military installations and, in many cases, a combination of methods may be the most effective approach. Retail service alternatives (in approximately ascending order of cost) include, but are not limited to:

*a.* Consignment postage stamp sales through the base exchange, the commissary, or a commercial operation on or near the base.

*b.* Stamps by Mail or Stamps by Phone.

*c.* Contract unit on or near the installation.

*d.* Vending equipment strategically located on the installation.

**Note: Do not place Postal Service vending equipment in locations served by a private stamp vendor. Refer to the August 31, 1987, memorandum entitled "Retail Vending - Collocation Policy;" from the Assistant Postmaster General, Delivery Services Department, to all field division general managers/ postmasters.)**

*e.* Mobile unit (or other special unit) during periods of peak demand (e.g., lunchtime and paydays).

*f.* Classified unit staffed by the Postal Service (on or off base).