



**NONRESIDENT
TRAINING
COURSE**



May 2001

Postal Clerk

NAVEDTRA 14317

Although the words “he,” “him,” and “his” are used sparingly in this course to enhance communication, they are not intended to be gender driven or to affront or discriminate against anyone.

PREFACE

By enrolling in this self-study course, you have demonstrated a desire to improve yourself and the Navy. Remember, however, this self-study course is only one part of the total Navy training program. Practical experience, schools, selected reading, and your desire to succeed are also necessary to successfully round out a fully meaningful training program.

COURSE OVERVIEW: In completing this NRTC, you will demonstrate a knowledge of the subject matter by correctly answering questions on the following topics: the military postal service; designations and terminations; mail packaging and acceptance; domestic mail; special services; international mail; registered mail; postal finance; mail handling and transportation; claims and inquiries; directory mail; postal equipment and supplies; official mail; and post office procedures.

THE COURSE: This self-study course is organized into subject matter areas, each containing learning objectives to help you determine what you should learn along with text and illustrations to help you understand the information. The subject matter reflects day-to-day requirements and experiences of personnel in the rating or skill area. It also reflects guidance provided by Enlisted Community Managers (ECMs) and other senior personnel, technical references, instructions, etc., and either the occupational or naval standards, which are listed in the *Manual of Navy Enlisted Manpower Personnel Classifications and Occupational Standards*, NAVPERS 18068.

THE QUESTIONS: The questions that appear in this course are designed to help you understand the material in the text.

VALUE: In completing this course, you will improve your military and professional knowledge. Importantly, it can also help you study for the Navy-wide advancement in rate examination. If you are studying and discover a reference in the text to another publication for further information, look it up.

*2001 Edition Prepared by
PCC (SW) David W. Duncan*

External review provided by:

PCCS (AW/SW) Dale J. Pinchart
Navy Postal Policies Division at Commander, Naval Supply Systems Command

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Sailor's Creed

“I am a United States Sailor.

I will support and defend the Constitution of the United States of America and I will obey the orders of those appointed over me.

I represent the fighting spirit of the Navy and those who have gone before me to defend freedom and democracy around the world.

I proudly serve my country's Navy combat team with honor, courage and commitment.

I am committed to excellence and the fair treatment of all.”

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INSTRUCTIONS FOR TAKING THE COURSE

ASSIGNMENTS

The text pages that you are to study are listed at the beginning of each assignment. Study these pages carefully before attempting to answer the questions. Pay close attention to tables and illustrations and read the learning objectives. The learning objectives state what you should be able to do after studying the material. Answering the questions correctly helps you accomplish the objectives.

SELECTING YOUR ANSWERS

Read each question carefully, then select the BEST answer. You may refer freely to the text. The answers must be the result of your own work and decisions. You are prohibited from referring to or copying the answers of others and from giving answers to anyone else taking the course.

SUBMITTING YOUR ASSIGNMENTS

To have your assignments graded, you must be enrolled in the course with the Nonresident Training Course Administration Branch at the Naval Education and Training Professional Development and Technology Center (NETPDTC). Following enrollment, there are two ways of having your assignments graded: (1) use the Internet to submit your assignments as you complete them, or (2) send all the assignments at one time by mail to NETPDTC.

Grading on the Internet: Advantages to Internet grading are:

- you may submit your answers as soon as you complete an assignment, and
- you get your results faster; usually by the next working day (approximately 24 hours).

In addition to receiving grade results for each assignment, you will receive course completion confirmation once you have completed all the

assignments. To submit your assignment answers via the Internet, go to:

<http://courses.cnet.navy.mil>

Grading by Mail: When you submit answer sheets by mail, send all of your assignments at one time. Do NOT submit individual answer sheets for grading. Mail all of your assignments in an envelope, which you either provide yourself or obtain from your nearest Educational Services Officer (ESO). Submit answer sheets to:

COMMANDING OFFICER
NETPDTC N331
6490 SAUFLEY FIELD ROAD
PENSACOLA FL 32559-5000

Answer Sheets: All courses include one “scannable” answer sheet for each assignment. These answer sheets are preprinted with your SSN, name, assignment number, and course number. Explanations for completing the answer sheets are on the answer sheet.

Do not use answer sheet reproductions: Use only the original answer sheets that we provide—reproductions will not work with our scanning equipment and cannot be processed.

Follow the instructions for marking your answers on the answer sheet. Be sure that blocks 1, 2, and 3 are filled in correctly. This information is necessary for your course to be properly processed and for you to receive credit for your work.

COMPLETION TIME

Courses must be completed within 12 months from the date of enrollment. This includes time required to resubmit failed assignments.

PASS/FAIL ASSIGNMENT PROCEDURES

If your overall course score is 3.2 or higher, you will pass the course and will not be required to resubmit assignments. Once your assignments have been graded you will receive course completion confirmation.

If you receive less than a 3.2 on any assignment and your overall course score is below 3.2, you will be given the opportunity to resubmit failed assignments. **You may resubmit failed assignments only once.** Internet students will receive notification when they have failed an assignment--they may then resubmit failed assignments on the web site. Internet students may view and print results for failed assignments from the web site. Students who submit by mail will receive a failing result letter and a new answer sheet for resubmission of each failed assignment.

COMPLETION CONFIRMATION

After successfully completing this course, you will receive a letter of completion.

ERRATA

Errata are used to correct minor errors or delete obsolete information in a course. Errata may also be used to provide instructions to the student. If a course has an errata, it will be included as the first page(s) after the front cover. Errata for all courses can be accessed and viewed/downloaded at:

<http://www.advancement.cnet.navy.mil>

STUDENT FEEDBACK QUESTIONS

We value your suggestions, questions, and criticisms on our courses. If you would like to communicate with us regarding this course, we encourage you, if possible, to use e-mail. If you write or fax, please use a copy of the Student Comment form that follows this page.

For subject matter questions:

E-mail: n313.products@cnet.navy.mil
Phone: Comm: (850) 452-1001, Ext. 2167
DSN: 922-1001, Ext. 2167
FAX: (850) 452-1370
(Do not fax answer sheets.)
Address: COMMANDING OFFICER
NETPDTC N313
6490 SAUFLEY FIELD ROAD
PENSACOLA FL 32509-5237

For enrollment, shipping, grading, or completion letter questions

E-mail: fleetservices@cnet.navy.mil
Phone: Toll Free: 877-264-8583
Comm: (850) 452-1511/1181/1859
DSN: 922-1511/1181/1859
FAX: (850) 452-1370
(Do not fax answer sheets.)
Address: COMMANDING OFFICER
NETPDTC N331
6490 SAUFLEY FIELD ROAD
PENSACOLA FL 32559-5000

NAVAL RESERVE RETIREMENT CREDIT

If you are a member of the Naval Reserve, you may earn retirement points for successfully completing this course, if authorized under current directives governing retirement of Naval Reserve personnel. For Naval Reserve retirement, this course is evaluated at 15 points. These points will be credited to you upon your satisfactory completion of each unit as shown below:

Unit 1 – 12 points – Assignments 1 through 8

Unit 2 – 3 points – Assignments 9 through 10

(Refer to *Administrative Procedures for Naval Reservists on Inactive Duty*, BUPERSINST 1001.39, for more information about retirement points.)

Student Comments

Course Title: Postal Clerk

NAVEDTRA: 14317 **Date:** _____

We need some information about you:

Rate/Rank and Name: _____ SSN: _____ Command/Unit _____

Street Address: _____ City: _____ State/FPO: _____ Zip _____

Your comments, suggestions, etc.:

<p>Privacy Act Statement: Under authority of Title 5, USC 301, information regarding your military status is requested in processing your comments and in preparing a reply. This information will not be divulged without written authorization to anyone other than those within DOD for official use in determining performance.</p>
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NETPDTC 1550/41 (Rev 4-00)

CREDITS

The illustrations listed below are included in this edition of *Postal Clerk* through the courtesy of the U.S. Postal Service. Permission to use these illustrations is gratefully acknowledged. Permission to reproduce the illustrations in this publication must be obtained from the source.

<u>Source</u>	<u>Figures</u>
U.S. Postal Service 2000	3-6, 3-7

CHAPTER 1

THE MILITARY POSTAL SERVICE

The purpose of this chapter is to give you a basic knowledge of the Military Postal Service (MPS), its mission and functions, service commitments, postal facilities, postal personnel, training, sources of information, and categories of personnel entitled to use MPS facilities.

MISSION AND FUNCTIONS

Learning Objective: *Recall the mission and functions of the Military Postal Service (MPS) with a brief explanation on the nature of the MPS, the USPS/DOD postal agreement, and the types of mail and postal services.*

The mission of the Military Postal Service (MPS) is to provide service to the Department of Defense (DOD) agencies in support of DOD missions. The DOD operates military post offices (MPOs) in areas where the U.S. Postal Service (USPS) does not operate or in other places where the military situation requires. It also provides postal service at Navy and Marine Corps installations where the USPS has primary responsibility. The ultimate goal of the MPS is to provide a level of service equal to that provided by the USPS to the civilian population of the United States. Another goal is to ensure that an overlap or duplication of MPS functions between two military organizations in the same serving area does not occur. The Military Postal Service is an extension of the USPS beyond the boundaries of U.S. sovereignty and is obligated to provide prompt, reliable, and efficient postal service for all DOD personnel overseas where USPS is not available.

USPS Publication 38 is the governing directive on the Postal Agreement between the United States Postal Service and the Department of Defense. This publication outlines both DOD and USPS responsibilities in providing postal services for the Armed Forces. *USPS publication 38-A* is the directive that describes postal services available to military installations in the United States. You do not need to become familiar with these publications, but you should be aware they exist.

NATURE OF THE MILITARY POSTAL SERVICE

The MPS is an extension of the USPS and operates under an agreement between the DOD and the USPS. On 5 May 1980, a single manager for military postal matters for the DOD was established. The Secretary of the Army was designated as the single manager. This reorganization created the Military Postal Service Agency (MPSA), and the Secretary of the Army named the Adjutant General, U.S. Army, the Executive Director, Military Postal Service Agency. The Executive Director, MPSA, serves as the Department of Defense's single point of contact with the USPS and other government agencies on Military Postal Service policies and operational matters. The MPSA has many responsibilities. The one responsibility that will most directly affect you in the operation of your post office is MPSA's provision of technical support and monitorship for command postal operations of the military services in overseas areas and provision of technical assistance team visits. Basically, this means that the MPSA is responsible for the direction and administration of the Military Postal Service.

The Military Postal Service includes the Army, Air Force, Navy, Marine Corps, and Coast Guard (when operating under the Department of the Navy). As a group, and in cooperation with each other, the military services provide complete postal services for the U.S. Armed Forces wherever they are deployed.

The Military Postal Service operates in accordance with postal laws of the United States, U.S. Postal Service regulations and instructions, and directives issued by the DOD, the MPSA, and the military departments.

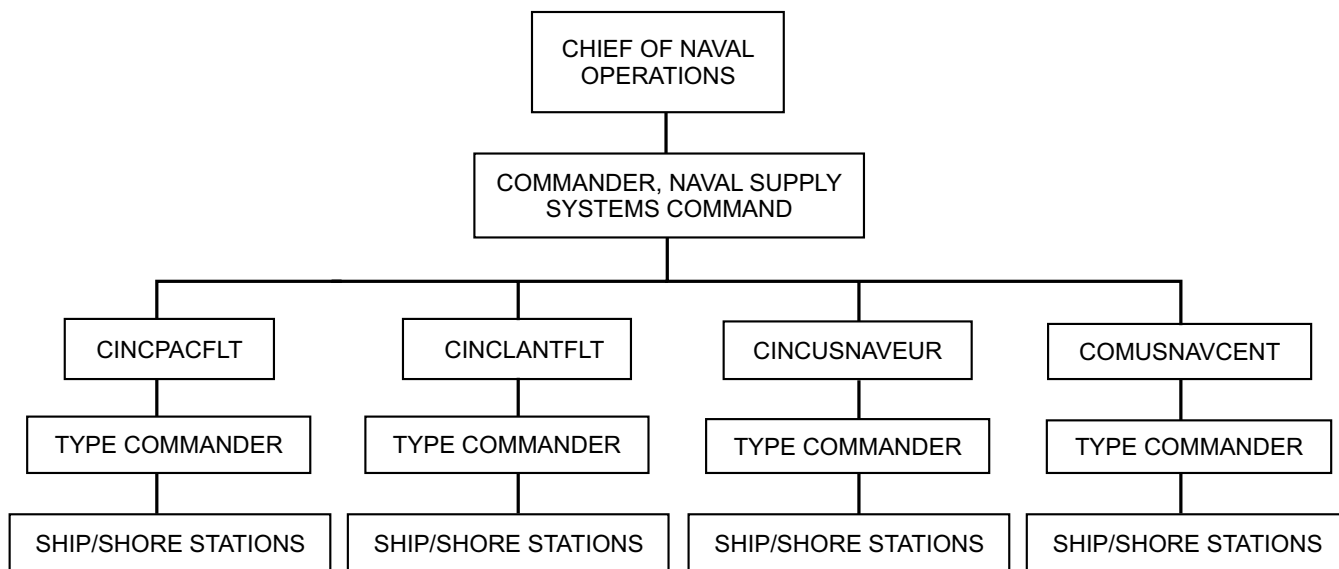
The MPSA is composed of a joint staff of Army, Navy, Air Force, and Marine Corps postal personnel, and DOD civilian employees, headquartered in Alexandria, VA.

Each military department is responsible for carrying out the policies and procedures issued by the DOD and the MPSA. Within the Department of the Navy, the Chief of Naval Operations (CNO, N41) is responsible for the postal service within the Navy. The

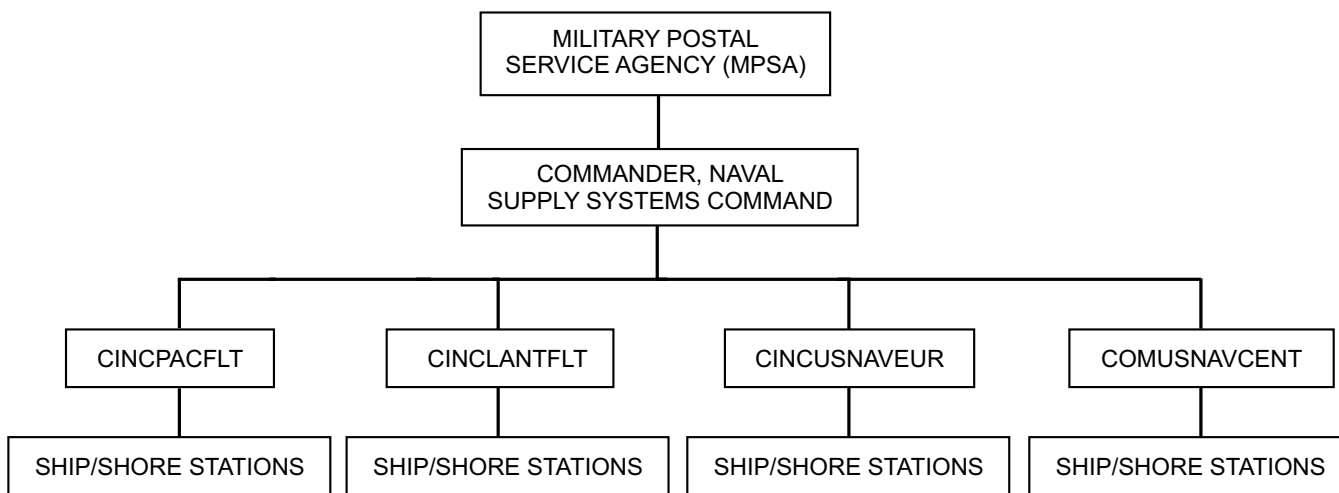
Chief of Naval Operations has designated that the Commander, Naval Supply Systems Command (NAVSUP, SUP05), located in Mechanicsburg, PA, act as the single point for matters relating to postal policy. Each fleet commander-in-chief is directly responsible for the administration, operation, and monitoring of the Military Postal Service within that portion of the postal service under his/her control. Figure 1-1 shows the Navy's chain of command for postal policy matters and MPSA's chain-of-command for operational matters.

USPS/DOD POSTAL AGREEMENT

Earlier in this nonresident training manual (NRTC), it was stated that MPOs operate as an extension of the USPS. Since Navy post offices (NPOs) technically are part of the MPS, their operation must follow the current postal agreement between the DOD and the USPS. The following are highlights from this agreement.



NAVY POLICY MATTERS



NAVY OPERATIONAL MATTERS

PCf0101

Figure 1-1.—Chains-of-command for postal policy and postal operational matters.