

**DEPARTMENT OF THE ARMY
HEADQUARTERS, 8th PERSONNEL COMMAND
UNIT #15316
APO AP 96205-5316**

**EAPC-PD
1 April 2003**

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Redlining Program- Postal Operating Instructions (POI) #3

- 1. Purpose: To provide guidance and procedures on the execution of the redlining program.**
- 2. Reference: DoD 4525.6-M**
- 3. Postal commanders will ensure that all postal clerks at all MPO's within Korea fully understand and are actively executing the Redlining program. The profile at enclosure 1 will be used to identify parcels that must be redlined. A copy of the profile (Enclosure 1) and a copy of the Daily/Monthly Worksheet (Enclosure 2) will be posted at each window for the clerk's reference.**
- 4. The redlining program is for parcels addressed to U.S. addresses only. Do Not redline parcels going to a foreign country or to other MPO addresses.**
- 5. Before any parcel is accepted for mailing, the window clerk will read the custom form (PS Form 2976 or 2976-A) and check the return address.**
 - a. If deficiencies are noted, the parcel will be returned to the customer for correction. If the customs form lists contents determined to be trademark violation items or commercial quantities, the customer will be informed that the package is subject to custom inspections. If the customer desires or insists on mailing the item, the clerk will accept the item and draw a red line through the customs form.**
 - b. If the parcels are returned to the customer, the clerk should observe the customer in order to ensure that he or she does not try to present the parcel to another window or return with the parcel in a short time for**

mailing. Refer all such incidents to the postal supervisor who will ensure the parcel is “redlined.”

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- c. **Postal personnel will avoid arguments or confrontations with patrons as to the validity of a decision to redline a parcel. All complaints will be referred to the appropriate supervisor or platoon leader for resolution.**

- 6. Redlined parcels destined for delivery to one of the 48 Contiguous States will be routed through SFO. Redlined parcels addressed to Hawaii, Alaska, or other U.S. Territories/Possessions will be routed as normal.**

- 7. Commanders will conduct periodic classes to ensure that all MPO personnel remain knowledgeable and proficient in the program.**

- 8. MPOs will submit a Redlining report to the Postal Operation Directorate NLT the 10th of each month in the first work day there after, in order for us to accurately evaluate the program. (See enclosure 2)**

- 9. Questions relating to the procedures outlined in this POI will be addressed to the Personnel of the Postal Operations Directorate, 724-3003/6358.**

://ORIGINAL SIGNED://

2 Encls

GREGORY MACKESSY

Director, Postal Operations

DISTRIBUTION:

Postal Officer, 96201, 96205, 96218, 96224, 96258, 96271

Postal Inspectors

Postal Finance Training Officer

