

**DEPARTMENT OF THE ARMY**  
**2d Delta Company, 516<sup>th</sup> Personnel Services Battalion**  
**Unit #15234**  
**APO AP 96205-5234**

EAPC-UA-D  
POLICY MEMORANDUM

14 Jan 05

SUBJECT: Express Mail Refund Policy

1. Express mail refunds will be processed and approved before payment of the claim.
  
2. Customers may request a refund for express mail delivery failures at any time after the required delivery date, but not later than 90 days from the mailing date. The guidance in paragraph three applies all requests in order to ensure timely processing and to prevent payment of erroneous payments.
  
3. The sender may request an express mail refund using PS Form 3533. The original customer copy of PS Form 11B will accompany the request. Any postal finance clerk may accept the PS Form 3533. The accepting clerk will verify applications completeness to include signature, provide the customer a copy of the PS 11B and PS 3533, and inform the customer that processing required approximately 24 hours. The clerk will log on to USPS Track and Confirm and print out shipment details for the express mail piece. The clerk will turn in all refund requests and daily closeout. The APOS or Finance NCOIC will be the approval authority for all express mail refunds. The APOS or NCOIC will sign the PS 3533 approving the request or attach a memorandum explaining the reason for denial and file the document in the Express Mail refund folder. The application is then ready for payment by any postal finance clerk.
  
4. After payment of the express mail refund, the finance clerk will turn in the complete packet with the end of day closeout.
  
5. The POC is Mr. Burwick at 723-3460.

FLOYD C. BURWICK JR.  
DAC  
Postal Officer/COPE

