

Management Instruction

POS One Manual Workaround: Business Contingency and Continuity Plan Documentation

Objective

This Management Instruction documents the POS One operational workaround plan (OWP) outlining the strategies, personnel, procedures, and resources that the POS One site will use if essential business functions are interrupted due to a power failure or a security breach. The OWP will provide manual workarounds to automated POS processes and will remain in effect until automated functions are restored and operational.

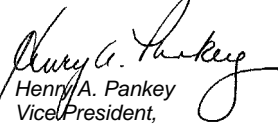
The plan will be reviewed and updated every 6 months to reflect any changes to the contact list and escalation process. Critical or important system changes will be incorporated annually. Every 18 months, a plan exercise will be conducted.

The OWP is based on the following assumptions:

- The resources (e.g., personnel, facilities, material) required for manually continuing critical business functions will be available.
- Application functionality and services will be degraded until the supporting IT functions have been fully restored. Degraded service expectations should be communicated to application and business service users.

The Operational Workaround Recovery Team

This section lists the key members of the POS One Operational Recovery Team and the order in which they should be notified if there is a power failure or a security breach.

Date	August 18, 2003
Effective	August 18, 2003
Number	PO-130-2003-1
Obsoletes	N/A
Unit	Customer Service Systems Support, Delivery and Retail
 Henry A. Pankey Vice President, Delivery and Retail	

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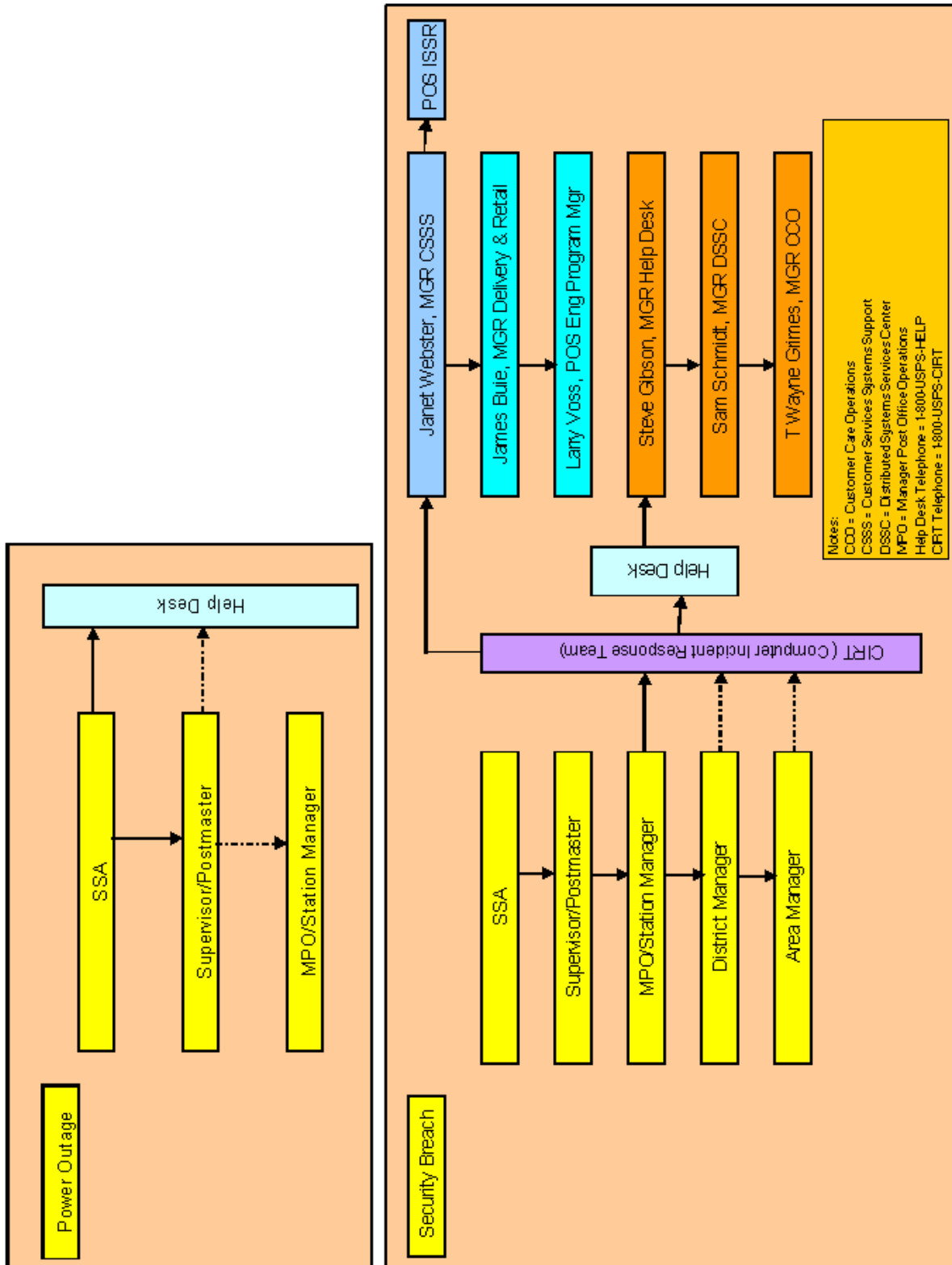
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Contact Flow

The two tables below indicate the proper officials to be notified in case of a power outage or a security breach.



Vital Records

Vital records are data or transactions captured on window retail activities and recorded in the Store Activity Log (SAL). When the unit closeout has been completed at the end of the business day, the transaction data is converted to comma-separated value (CSV) files that are sent electronically (via a USPS FTP API) to the Retail Consolidated Unit (RCU) and the POS One Retail Data Mart (RDM).

The POS One application captures the following types of vital records:

- Services provided.
- Stamps sold.
- Money orders sold (domestic and International, serial number, and amount).
- Retail products sold (e.g., packaging, mouse pads, T-shirts, framed collectables, etc.).
- Payment type (cash, check, credit card, debit card, etc.).
- Amounts put into trust or suspense.
- Individual closeout figures.
- Unit closeout figures.
- Inventory requests and transfers (i.e. inventory balances).
- Employee information (e.g., name, user account, clerk ID, etc.)

The transaction data transmitted also include Standard Field Accounting System files of the following types:

File Type	RCU File Type	Description
Unit 1412	u4 A	Unit 1412 Financial data
1412adjust	u4 B	Unit 1412 adjustment
dommonord	u4 C	Domestic money order
intmonord	u4 D	International money order
354recfor	u4 E	Receipt for monies paid (PS Form 3544)
codtagtra	u4 F	COD tag transmittal
reccusdut	u4 G	Receipt for custom duty
360recfor	u4 H	Customer meter receipts. (PS Form 3603)
153recfor	u4 I	Post Office box/caller services. (PS Form 1538)
pviirmact	u4 J	PVI activity, ascending/descending meter readings
pviaddwdr	u4 K	PVI add or withdraw
meterexam	u4 L	Meter examination
meterrefu	u4 M	Meter refund

File Type	RCU File Type	Description
meterxfer	u4 N	Meter transfer
bkdeposit	u4 O	Bank deposit
acceptance(em)	ex A	Express Mail acceptance labels
acceptanc (imas)	ls A	International mail aviation security labels
acceptanc (pmgg)	gg a	Priority Mail global guarantee labels
acceptanc (mpu)	pd A	Mail pickup data
acceptance (specsrv)	ss A	Special services

Sure Money files and about 80 RDM files are also transmitted.

Vendors and Suppliers

The following is a list of vendors and suppliers of POS One equipment.

IBM IBM POS One Program Office	NCR NCR POS One Program Office
DENNIS STOKER 1816 SPACE PARK DR HOUSTON TX 77089-3508 TELEPHONE: 281-335-4181 FAX: 281-336-2540	JEFF KINKER NATIONAL CASH REGISTER (NCR) 20370 SENECA MEADOWS PKWY GERMANTOWN MD 20876-7004 TELEPHONE: 301-820-6644 FAX: 301-820-6422
RODNEY W HOLDEN IBM POS ONE ISSR 1816 SPACE PARK DR HOUSTON TX 77089-3508 TELEPHONE: 281-334-4149 FAX: 281-336-2540	ANN PONDER NCR POS ONE ISSR NCR USPS PROFESSIONAL SERVICES 20370 SENECA MEADOWS PKWY GERMANTOWN MD 20876-7004 TELEPHONE: 301-820-6651 FAX: 301-820-6422

Operations Workaround Procedure Maintenance

Chris Nikpora is the operations team member responsible for providing updates to the OWP. His contact information is provided below:

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Operational Recovery Procedures

This section lists the steps necessary to operate in manual mode if there is complete system failure or power outage or if the decision is made to operate manually due to potential risks or security compromises. Execution of these procedures will require close coordination and communications between IT and the POS One Program Office, the Help Desk, and the operations team.

Summary Information

Organization responsible for the OWP:	Delivery and Retail Customer Services System Support — POS One
Components covered:	6146.01 POS One IBM 6146.02 POS One NCR 9006.00 IRT Unisys 3
Responsible business manager or other accountable executive:	Janet Webster — Manager, Customer Services Systems Support POS One Program Office Telephone: 202-268-5091

<p>List of components that comprise area:</p>	<p>The scope of this plan is limited to those application components that support the field retail operations business processes. In addition to the components included in this plan, the following severe or critical application components are also part of the Marketing — Retail business area:</p> <ol style="list-style-type: none"> 1. Meter Accounting and Tracking System (MATS). 2. Centralized Meter Licensing System (CMLS). 3. Vending Equipment Sales and Service (VESS). 4. Sure Money/Dinero Seguro.
<p>Contingency action sheets included:</p>	<ol style="list-style-type: none"> 1. Complete POS One/IRT Failure or Power Outage. 2. Decision to operate in manual mode due to security issues.

POS One — Complete System Failure/Power Outage — Action Sheet

Name of area covered:	Delivery and Retail - POS One/IRT
Name of component/ System Index Number:	6146.01 POS One IBM 6146.02 POS One NCR 9006.00 IRT Unisys 3
Plan name:	POS/IRT — Complete System Failure/Power Outage
Name/telephone number of plan owner:	Janet Webster — Manager, Customer Services Systems Support POS One Program Office 202-268-5091
Objective:	To enable field retail operations to provide a limited scope of products and services with minimal customer service impact if POS One automated functions become unavailable.
Contingency scenarios:	This plan has been developed to address a failure scenario in which POS One and/or the Integrated Retail Terminals (IRTs) become entirely inoperable.
If a complete system failure or power outage takes place, which key business processes will not be executed at all?	<ul style="list-style-type: none"> ■ Accessing the <i>Domestic Mail Manual</i> (DMM) or the <i>International Mail Manual</i> (IMM) online (POS only). ■ Printing money orders (POS only). ■ Using PVI (Postal Validation Imprinter)/Meters. ■ Providing service standards, price shopping, delivery commitments, Express Mail networks, or APO and FPO validation online. ■ Closing out CODs (POS only). ■ Sure Money transactions. ■ Debit/credit transactions.
Which key business processes will be executed using manual workaround procedures?	<ul style="list-style-type: none"> ■ Providing customer receipts/service forms. ■ Tracking sales. ■ Accessing the DMM and IMM. ■ Tracking accountability and unit reserve inventory. ■ Producing end-of-day accounting reports (including end-of-day deposit amounts). ■ Weighing and rating packages. ■ Tracking detailed trust records. ■ Accepting Express Mail. ■ Cashing a money order or Treasury check. ■ Endorsing checks. ■ Address management (i.e. ZIP Code lookup) ■ Displaying customer's running total. ■ APO and FPO using current <i>Postal Bulletin</i>.
What impact would a POS One or IRT failure have on downstream systems, the business users, customers, or agents?	<p>The failure of POS One or the IRTs will have a significant impact on our customers. These impacts include, but are not limited to:</p> <ul style="list-style-type: none"> ■ Reduced levels of service. ■ Longer waiting times. ■ Reduced product/service availability. <p>In addition, business areas that rely on POS data will also be affected. These groups are listed below under "Organizations and personnel affected by the plan."</p>

<p>Triggers for invoking the plan (under what circumstances does the plan get initiated):</p>	<p>The plan will be invoked if one of the following events takes place:</p> <ul style="list-style-type: none"> ■ POS does not power up/no logon screen. ■ IRT does not boot up when diskette is inserted. ■ No electricity available (note: in this failure scenario, employee/customer safety must be the first priority). ■ Notification from Headquarters to shut down the system. <p>Note: The above triggers represent scenarios resulting in the complete inoperability of POS. For a list of functions that would not be available under this scenario or for a list of functions that would be performed manually, see the appropriate boxes on this action sheet.</p>
<p>Expected life of the plan:</p>	<p>Two weeks would be the maximum length of time that a Post Office could operate under the POS/IRT contingency plan. Although the offices could continue in contingency mode for longer, the impact to downstream accounting applications and organizations would be too great.</p> <p>From a customer service perspective, the maximum length of time would be 2 days, if the Postal Service is the only business in the industry experiencing system failure. Customer tolerance may also depend on whether the office is located in an area with alternative mailing options (rural vs. metropolitan).</p>
<p>Organizations and personnel affected by the plan:</p>	<p>Organizations and personnel affected by the plan include, but are not limited to, the following:</p> <ul style="list-style-type: none"> ■ Finance. ■ Retail Data Mart. ■ Express Mail Receipt System (EMRS). ■ Permit. ■ District and Area POS/IRT Coordinators. ■ POS One Help Desk. ■ St. Louis ASC. ■ District Emergency/ Contingency Coordinator. ■ Manager, Post Office Operations. ■ Retail Manager. ■ Customer Services Operations. ■ Inspection Service. ■ Stamp Services, Stamp Distribution Networks (SDNs) and Stamps Distribution Offices (SDOs). ■ Material Distribution Center. ■ Delivery Confirmation. ■ Treasury. ■ Corporate Data Acquisition System (CDAS). ■ Retail Consolidator Unit (RCU).
<p>Who is to authorize the implementation of the plan?</p>	<p>Authorization for implementing the identified contingencies is delegated to the local district manager or his or her designee (i.e. unit manager).</p>
<p>Who is to be notified upon implementation of the plan?</p>	<p>The Help Desk should be notified and a ticket opened ASAP.</p>

<p>How long can the loss be tolerated before the Contingency Plan is implemented?</p>	<p>The plan must be implemented immediately.</p>
<p>Identify all systems that receive data from POS.</p>	<ul style="list-style-type: none"> ■ EMRS. ■ Permit. ■ Money orders. ■ Delivery Confirmation (PTS). ■ Retail Data Mart. ■ SFAS/SAFR. ■ FDMS. ■ CDAS. ■ RCU (EMRS, Permit, Delivery Confirmation (PTS)). ■ Electronic Data Distribution (EDD).

POS One — Complete System Failure/Power Outage — Plan Activation/Recovery/Restoration Procedures

<p>Resources needed for operating in contingency mode:</p>	<p>Supplies:</p> <ul style="list-style-type: none"> ■ PS Form 17, <i>Stamp Requisition</i>. ■ PS Form 25, <i>Trust Fund Account</i>. ■ PS Form 1096, <i>Receipt</i>. ■ PS Form 1412, <i>Daily Financial Form</i>. ■ PS Form 1538, <i>Receipt for Post Office Box/Caller Service Fees</i>. ■ PS Form 3083, <i>Trust Accounts Receipts and Withdrawals</i>. ■ PS Form 3295, <i>Daily Record of Stamps, Stamped Paper and Nonpostal Stamps on Hand</i>. ■ PS Form 3544, <i>Post Office Receipt for Money</i>. ■ PS Form 3603, <i>Receipt for Postage Meter Settings</i>. ■ PS Form 3958, <i>Main Stock (or Unit Reserve Stock) Transaction Record</i>. ■ Clerk Balance Log. ■ Business Reply Mail worksheet. ■ DMM/IMM manuals. ■ Express Mail Network. ■ Postal Bulletins. ■ Zone chart. ■ ZIP Code directories. ■ Sales Activity log (Revenue Tracking for non-Receipt AICs). ■ Rate Charts (Notice 123). ■ Battery-operated calculators with printing tape. (This is not a requirement, but not having calculators would lead to a higher probability of errors and slower service time.) ■ Batteries. ■ A plan for deployment of the available mobile units. ■ Check franking/endorsement rubber stamps. ■ Large-denomination stamps (\$1, \$2, \$5). ■ Manual scales. ■ POS One cash drawer tool. <p>Note: The items listed above can be ordered from the Material Distribution Center (MDC). Call Customer Service at 800-610-8734, or write to the following address:</p> <p>MATERIAL DISTRIBUTION CENTER 500 SW GARY ORMSBY DR TOPEKA KS 66624-9606</p> <p>You can also visit the National Materials Customer Service homepage at the following address: http://blue.usps.gov/purchase/material/.</p>
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Identify procedures for completing business process once malfunction or failure has occurred or decision has been made to operate in manual mode:

Providing customer service/closeout:

- Manually prepare PS Form 1096 for general customer receipt and/or the following accountable receipt forms.
 - PS Form 3544.
 - PS Form 1538.
 - PS Form 3603 (for POS and IRT — can be used only if the electricity is on).
 - PS Form 3083.
- Track only sales with unique AICs (Account Identifier Codes) for which there are no accountable receipts (use PS Form 1412 as a reference for format).
- End of day — perform a manual closeout.
- Retain the normal level of “cash retained” for next day’s business.
- Identify subject matter experts in manual retail operations and provide a list with phone numbers in each office.

Reference Documents:

- IMM.
- DMM.
- Handbook F-1, *Post Office Accounting Procedures*.
- Postal Bulletins (APO/FPO).
- Express Mail Network.
- Notice 123.
- Zone chart.

Money Orders (POS only):

- No money orders are to be issued.
- Money orders can be cashed (refer to *Postal Bulletin* for list of missing, lost and stolen money order).

CODs:

- Since money orders cannot be issued, customer must provide an alternate form of payment to mailer.
- Display customer’s running total. (*Not a critical business process — no workaround necessary unless requested by customer.*)
 - If a running total is requested or required by customer, manually list items and subtotals on paper, using battery-operated calculator.
 - Present to the customer as necessary.

<p>Identify procedures for completing business process once malfunction or failure has occurred or decision has been made to operate in manual mode: <i>(continued)</i></p>	<p>PVI:</p> <ul style="list-style-type: none"> ■ PVIs are not to be used. ■ Ensure that adequate large-denomination stamps are on hand. <p>Track accountability/unit reserve inventory:</p> <ul style="list-style-type: none"> ■ Clerks will fill out a manual PS Form 17. ■ Stock custodian fills out a manual PS Form 3958 to maintain accountability of reserve inventory. ■ Clerk balances will be completed manually, using PS Form 3295. ■ On return to normal operation, ensure that clerk balances are reconciled. <p>Generating EOD (End Of Day) reports (to support closeout):</p> <ul style="list-style-type: none"> ■ For instructions on how to generate PS 1412 manually at closeout (both individual and consolidated), see Handbook F-1, <i>Post Office Accounting Procedures</i>. ■ Prepare a manual deposit. ■ The person accepting the money for deposit must give a completed PS 1096 to acknowledge receipt. <p>Weighing and rating packages:</p> <ul style="list-style-type: none"> ■ Identify a process to obtain a Postal Service-approved manual scale. ■ Obtain the most current rate charts (Notice 123). ■ Obtain the most current zone chart. <p>Express Mail:</p> <ul style="list-style-type: none"> ■ If electricity is available, use MDCD scanner. ■ Fill out PS Form 3849. ■ Continue to send to CFS. ■ If there is no electricity, ensure all the Express Mail labels are sent directly to Expedited Service Specialist (ESS). <p><i>Note: Inform ESS that the labels will be sent for manual input.</i></p> <p>Franking checks (POS only):</p> <ul style="list-style-type: none"> ■ Use check endorsement rubber stamp for manual endorsing. If stamp is not available, you may write, "For Deposit Only, Account Number_____" in the endorsement area. <p><i>Note: Place a poster or a notice sign in public view saying: "We are experiencing technical difficulties."</i></p>
<p>How long will it take to implement the plan completely?</p>	<p>The plan can be fully implemented immediately, if preemptive measures have been taken to ensure availability of forms and scales required for manual processing.</p>
<p>Has additional on-call support been considered?</p>	<p>Yes. PTF (part-time flex) staff are normally on call. (This assumes that phone lines are operational and staff can be contacted.)</p>

<p>List any other risks/assumptions associated with the plan.</p>	<ul style="list-style-type: none"> ■ The “power outage” scenario will affect much more than just POS and IRT terminals. This plan covers only those business processes supported by POS and IRT functions that would be affected by a power outage. Customer and employee safety is at risk in the event of a power outage (i.e., labor liabilities, loss of inventory, etc.) and should be the foremost priority. ■ The plan assumes that Post Office clerks have some familiarity with manual Postal Service procedures.
<p>Determine criteria for returning to normal processing:</p>	<ul style="list-style-type: none"> ■ POS only: Call the Help Desk to report that power is back on. ■ Systems should be brought back up online as soon as the problem that led to the system failure is alleviated, unless the Help Desk or CIRT personnel direct otherwise.
<p>Who determines the decision to return to full processing?</p>	<p>The unit manager.</p>
<p>Procedures for returning to normal processing mode:</p>	<ul style="list-style-type: none"> ■ The PS Form 3958 used to maintain accountability of reserve inventory needs to be entered into the system. ■ Work with the manager of Finance in your district (or his or her designee) to ensure that the office is brought back into balance.

POS ONE — Decision to Operate in Manual Mode due to Potential Risks or Security Compromises — Action Sheet

Name of organization covered by the plan:	Delivery and Retail Customer Services System Support — POS One
Name of component: System Index Number:	6146.01 POS One IBM 6146.02 POS One NCR
Plan name:	Decision to Operate in Manual Mode due to Potential Risks or Security Compromises.
Name/telephone number of Plan owner:	Janet Webster — Manager, Customer Services Systems Support, POS One Program Office. 202-268-5091
Date to implement plan to avoid foreseen failure:	N/A. (See the preemptive action items outlined above in the Plan Activation section for this scenario.)
Objective of the plan:	To take the preemptive measures necessary to eliminate any potential impact due to security compromises and to notify appropriate parties about implementation of this plan.
Contingency Scenarios:	If preemptive measures are not taken, financial data could become corrupted or destroyed and POS systems could become unstable or inoperable. This plan will be implemented to ensure that this scenario does not occur.
In case of failure, which key business processes will not be executed at all?	<ul style="list-style-type: none"> ■ Accessing the <i>Domestic Mail Manual</i> (DMM) and <i>International Mail Manual</i> (IMM) online (POS only). ■ Printing money orders (POS only). ■ Using PVI (Postal Validation Imprinter)/Meters. ■ Providing service standards/price shopping/delivery commitments/Express Mail networks/APO and FPO validation online. ■ Closing out CODs (POS only). ■ Sure Money transactions. ■ Debit/Credit transactions.
In case of failure, which key business processes will be executed manually?	<ul style="list-style-type: none"> ■ Providing customer receipts/service forms. ■ Tracking sales. ■ Accessing the DMM and IMM. ■ Tracking accountability and unit reserve inventory. ■ Producing end-of-day accounting reports (including end-of-day deposit amounts). ■ Weighing and rating packages. ■ Tracking detailed trust records. ■ Accepting Express Mail. ■ Cashing a money order or Treasury check. ■ Endorsing checks. ■ Address management (i.e. ZIP Code lookup). ■ Displaying customer's running total.

<p>What will the impact be on downstream systems, the business users, customers, agents, etc.?</p>	<p>Operating in manual mode will have a significant impact on our customers. These impacts include, but are not limited to:</p> <ul style="list-style-type: none"> ■ Reduced levels of service. ■ Longer waiting times. ■ Reduced product or service availability. <p>In addition, business areas that rely on POS data will also be affected. These groups are included under “Organizations and Personnel Affected by the Plan.”</p>
<p>Triggers for invoking the plan (under what circumstances does the plan get initiated):</p>	<p>Reportable security incidents as determined by management in conjunction with POS One Program Office, the Postal Inspection Service, CIRT, or the Office of the Inspector General.</p>
<p>Organizations and personnel affected by the plan:</p>	<ul style="list-style-type: none"> ■ Finance. ■ Retail Data Mart. ■ EMRS. ■ Permit. ■ District and Area POS/IRT Coordinators. ■ POS One Help Desk. ■ St. Louis ASC. ■ District Emergency/Contingency Coordinator. ■ Manager, Post Office Operations. ■ Retail Manager. ■ Customer Services Operations. ■ Inspection Service. ■ Stamp Services, Stamp Distribution Networks (SDNs) and Stamps Distribution Offices (SDOs). ■ The Material Distribution Center. ■ Delivery Confirmation. ■ Treasury. ■ CDAS. ■ RCU.
<p>Who is to authorize the implementation of the plan?</p>	<p>The POS One Program Office, in conjunction with the Postal Inspection Service, CIRT, or the Office of the Inspector General.</p>

<p>Who is to be notified before the plan is implemented?</p>	<ul style="list-style-type: none"> ■ CIRT. ■ District Managers. ■ District Retail Managers. ■ Site manager.
<p>Identify all systems that receive data from POS.</p>	<ul style="list-style-type: none"> ■ EMRS. ■ Permit. ■ Money orders. ■ Delivery Confirmation (PTS). ■ Retail Data Mart. ■ SFAS/SAFR. ■ FDMS. ■ CDAS. ■ RCU (EMRS, Permit, Delivery Confirmation (PTS)). ■ EDD.

POS One — Decision To Operate In Manual Mode Due To Potential Risks Or Security Compromises — Plan Activation/Recovery/ Restoration Procedures

<p>Resources needed for operating in contingency mode:</p>	<p>Supplies:</p> <ul style="list-style-type: none"> ■ PS Form 17, <i>Stamp Requisition</i>. ■ PS Form 25, <i>Trust Fund Account</i>. ■ PS Form 1096, <i>Receipt</i>. ■ PS Form 1412, <i>Daily Financial Form</i>. ■ PS Form 1538, <i>Receipt for Post Office Box/Caller Service Fees</i>. ■ PS Form 3083, <i>Trust Accounts Receipts and Withdrawals</i>. ■ PS Form 3295, <i>Daily Record of Stamps, Stamped Paper and Nonpostal Stamps on Hand</i>. ■ PS Form 3544, <i>Post Office Receipt for Money</i>. ■ PS Form 3603, <i>Receipt for Postage Meter Settings</i>. ■ PS Form 3958, <i>Main Stock (or Unit Reserve Stock) Transaction Record</i>. ■ Clerk balance log. ■ BRM worksheet. ■ DMM/IMM manuals. ■ Express Mail Network. ■ Postal Bulletins. ■ Zone chart. ■ ZIP Code directories. ■ Sales Activity log (Revenue Tracking for non-Receipt AICs) ■ Rate charts (Notice 123). ■ Calculators with printing tape. (This is not a requirement, but not having calculators would lead to a higher probability of errors and slower service time.) ■ Batteries. ■ A plan for deployment of the available mobile units. ■ Check franking/endorsement rubber stamps. ■ Large-denomination stamps (\$1s, \$2s, \$5s). ■ Manual or electronic scales. ■ POS One Cash drawer tool . <p>Note: The items listed above can be ordered from the Material Distribution Center (MDC). Call Customer Service at 800-610-8734, or write to the following address:</p> <p>MATERIAL DISTRIBUTION CENTER 500 SW GARY ORMSBY DR TOPEKA KS 66624-9606</p> <p>You can also visit the National Materials Customer Service homepage at the following address: http://blue.usps.gov/purchase/material/.</p>
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Identify procedures for completing business process once management has decided to operate in manual mode:

Providing customer receipts/service forms:

- Manually prepare PS Form 1096 for general customer receipt and/or the following accountable receipt forms:
 - PS Form 3544 (for paid transactions).
 - PS Form 1538 (for box rental).
 - PS Form 3603 (for setting a meter — POS and IRT).
 - PS Form 3083 (for trust accounts receipts and withdrawals).
- Closeout personnel are responsible for distributing forms to the appropriate areas upon closeout.

Tracking sales:

- Develop standard worksheet to be distributed to clerks to track only sales with unique AICs (Account Identifier Codes) for which there are no accountable receipts (use PS Form 1412 as a reference for format).
- End of day — perform a manual closeout.
- Retain the normal level of “cash retained” for next day’s business.
- Identify subject-matter experts in manual retail operations, and provide a list of these experts (with phone numbers) in each office.

Accessing reference documents:

- Make sure Post Offices have hard copies of the most current DMM and IMM available at the window.
- Make sure Post Offices have the latest *Postal Bulletins* available at the window.
- Make sure Post Offices have the latest Handbook F-1, *Post Office Accounting Procedures*, available at the window.

Printing money orders (POS only):

- No money orders are to be issued.
- Money orders can be cashed (refer to *Postal Bulletin* for list of missing, lost, and stolen money orders).

CODs:

- Money orders cannot be issued, so customer must provide alternate form of payment made to mailer.
- Display customer’s running total (*Not a critical business process – no workaround necessary unless requested by customer.*)
- If requested or required by customer, list items and subtotals manually on paper, using battery-operated calculator.
- Present to the customer as necessary.

Credit/Debit:

- POS sites using Trans 380 (Verifone), *and only these sites*, can continue to accept credit and debit payment in accordance with current policies (if phone lines are available).

Identify procedures for completing business process once management has decided to operate in manual mode:
(continued)

PVI:

- PVIs are not to be used.
- Ensure that adequate large-denomination stamps are on hand.

Tracking accountability/unit reserve inventory:

- Clerks will fill out a manual PS Form 17.
- Stock custodian fills out a manual PS Form 3958 to maintain accountability of reserve inventory.
- Clerk balances completed PS Form 3295 manually.
- Upon return to normal operation, ensure that clerk balances are reconciled.

Generating EOD (End Of Day) reports (to support closeout):

- For instructions on manual generation of PS 1412 at closeout (both individual and consolidated), see Handbook F-1.
- For help with completion of manual PS Form 1412 (both individual and consolidated), see Handbook F-1, *Post Office Accounting Procedures*, Section 221.2, Non-IRT Units.

Generating bank deposits (note: related closely to “Generating EOD reports” above):

- Retain the normal level of “cash retained” for next day’s business.
- Prepare a manual deposit form for the remainder of the cash.
- The person accepting the money for deposit must give a completed PS Form 1096 to acknowledge receipt.

Weighing and rating packages:

- Determine which Post Offices currently have manual scales and develop an approach for providing scales to those that need them.
- Ensure that Post Offices using manual scales have the most current rate charts.
- If there is power, use the Weighing and Rating Units (WRUs) that are maintained in some lobbies or use the scales from IRTs where IRTs are not being used regularly (training facilities, back rooms, etc.).

Tracking trust records:

- Permit group should print a hard copy of Permit mailers and account balances for reference.
- Refer to Permit System.
- Account deposits should be recorded on PS Form 3544. (Permit system users: If the customer plans to mail with the deposited funds, the ICC should be contacted to update the customer’s balance.)
- Note: Business Mail Entry Units (BMAUs) — heavy-volume sites will have Permit Account Balance data available independent of POS or IRT failure.
- Use either IRTs or PCs with ADBRM if power is not out (local sites).
- Complete a PS Form 3083 with any manual adjustments made to trust accounts and send it to Finance.
- Upon return to normal operation, manually enter transactions into IRT or ADBRM application.

<p>Identify procedures for completing business process once management has decided to operate in manual mode: (continued)</p>	<p>Acceptance of Express Mail:</p> <ul style="list-style-type: none"> ■ If electricity is available, use MDCD scanner. ■ Fill out PS 3849. ■ Continue to send to CFS. ■ If there is no electricity, ensure all the Express Mail labels are sent directly to Expedited Service Specialist (ESS). <i>Inform ESS that the labels will be sent for manual input.</i> <p>Provide service standards for Express Mail network/APO and FPO:</p> <ul style="list-style-type: none"> ■ See the hard-copy DMM for service standards for parcels. ■ See the hard-copy DMM for zone estimates to provide service level. ■ See the EMN and Military Mail network manuals for Expedited Services for Express Mail. <p>Franking Checks (POS only):</p> <ul style="list-style-type: none"> ■ Use Check Endorsement rubber stamp for manual endorsing. ■ If stamp is not available, you may write “For Deposit Only, Account Number_____” in the endorsement area. <p>Cashing money orders or Treasury checks (POS Only):</p> <ul style="list-style-type: none"> ■ Use the latest hard-copy <i>Postal Bulletin</i> to validate the money orders and checks (i.e., to ensure that they are not “Lost or Stolen”). <p>Address management (Not a critical business process — no work-around necessary unless requested by customer.):</p> <ul style="list-style-type: none"> ■ Look up ZIP Code(s) in ZIP Code directory if customer has mailing location but needs ZIP code. ■ No confirmation lookup should occur if ZIP is already on parcel.
<p>How long will it take to fully implement the plan?</p>	<p>The plan can be implemented immediately.</p>
<p>Has additional on-call support been considered?</p>	<p>Yes. PTF (part-time flex) staff are normally on call. This assumes that phone lines are operational and staff can be contacted.</p>
<p>List any other risks/assumptions associated with the plan.</p>	<ul style="list-style-type: none"> ■ This scenario will have a much wider impact than just POS. The scope of this plan is only those business processes supported by POS functions that would be affected. ■ The plan assumes that Postal Sales and Service Associates (SSAs) have some familiarity with Postal Service manual procedures.
<p>Who determines the criteria for returning to normal processing?</p>	<p>The POS One Program Office, in conjunction with the Postal Inspection Service, CIRT, or the Office of the Inspector General, will determine when normal processing can resume.</p>
<p>Who determines the decision to return to full processing?</p>	<p>Once notified by the POS One Program Office, the unit manager has the responsibility to return to full processing.</p>
<p>Procedures for returning to normal processing mode:</p>	<ul style="list-style-type: none"> ■ The PS Form 3958 used to maintain accountability of reserve inventory needs to be entered into the system. ■ Work with the manager of Finance in your district (or his or her designee) to ensure that the office is brought back into balance.