

Summary Report for Individual Task
805C-LF5-1420
Prepare Claims and Inquiry Forms
Status: Approved

Distribution Restriction: Approved for public release; distribution is unlimited.

Destruction Notice: None

Foreign Disclosure: FD5 - This product/publication has been reviewed by the product developers in coordination with the Fort Jackson / Soldier Support Institute foreign disclosure authority.

This product is releasable to students from all requesting foreign countries without restrictions.

Condition: You are assigned as a military postal clerk, and must be able to assist customers with the various types of claims and inquiries based on their complaint using the following: 1. PS Form 1510 (Mail Loss/Rifling Report). 2. PS Form 1000 (Domestic Claim or Registered Mail Inquiry). 3. PS Form 3831 (Receipt for Article(s) Damaged in Mails). 4. PS Form 6401 (Domestic Money Order Inquiry). 5. PS Form 3533 (Application and Voucher for Refund of Postage, Fees and Services). 6. Standard United States Postal Service (USPS) supplies and equipment. 7. Domestic Mail Manual (DMM). 8. Department of Defense (DoD) 4525.6-M Postal Manual. 9. Postal Operations Manual (POM). 10. USPS web-site (www.usps.com) Standard MOPP 4 conditions do not exist for this task. See the MOPP 4 statement for specific conditions.

Standard: Prepare Claims and Inquiry Forms within a five days after receipt from the customer. Maintain 100% accountability of claims and inquiry records and articles of mail associated to the claim.

Special Condition: None

Safety Risk: Low

MOPP 4: N/A

Task Statements

Cue: None

DANGER
None

WARNING
None

CAUTION
None

Remarks: All required references, forms and technical manuals will be provided by the local Command.

Notes: None

Performance Steps

1. Assess and determine the nature of the claim or inquiry.
2. Select the proper form(s) for processing the inquiry or indemnity claim.
3. Ensure that the customer has completed the inquiry or indemnity claim form(s) correctly. (Assist, if necessary.)
4. Complete the post office's portion of the inquiry or indemnity claim form(s) correctly.
5. Return the customer's copy of the inquiry or indemnity claim form.

Note: If the article associated with the claim is determined to have salvageable value then fill out PS Form 3831(Receipt for Article(s) Damaged in Mails) in duplicate and give the duplicate copy to the customer. Secure the article and original PS Form 3831 in the Claims room until the claim is resolved.

6. Advise the customer to maintain a copy of the claim or inquiry form, and/or article of mail in question, until notified of a ruling from the USPS or the servicing Post Office.

7. File indemnity claim and inquiry records by type and maintain until paid or resolved. They must be kept in the files for an additional two calendar years.

(Asterisks indicates a leader performance step.)

Evaluation Guidance: Score the Soldier GO if all performance measures are passed (P). Score the Soldier NO GO if any performance measure is failed (F). If the Soldier scores NO GO, show the Soldier what was done wrong and how to do it correctly.

Evaluation Preparation: Setup: Test this task in conjunction with other postal tasks. Ensure that all necessary postal supplies and equipment are available. Brief Soldier: Tell the Soldier to prepare claims and inquiry forms.

PERFORMANCE MEASURES	GO	NO-GO	N/A
1. Assessed and determined the nature of the claim or inquiry.			
2. Selected the proper form(s) for processing the inquiry or indemnity claim.			
3. Ensured that the customer completed the inquiry or indemnity claim form(s) correctly. (Assisted, if necessary.)			
4. Completed the post office's portion of the inquiry or indemnity claim form(s) correctly.			
5. Returned the customer's copy of the inquiry or indemnity claim form.			
6. Advised the customer to maintain a copy of the claim or inquiry form, and/or article of mail in question, until notified of a ruling from the USPS or the servicing Post Office.			
7. Filed indemnity claim and inquiry records by type and maintained until paid or resolved.			

Supporting Reference(s):

Step Number	Reference ID	Reference Name	Required	Primary
1.	DMM	Domestic Mail Manual	Yes	No
1.	DOD 4525.6-M	DoD Postal Manual	Yes	No
1.	POM	Postal Operations Manual	Yes	No
2.	DMM	Domestic Mail Manual	Yes	No
2.	POM	Postal Operations Manual	Yes	No
2.	USPS FORM 1510	Mail Loss/Rifling Report	Yes	No
2.	USPS FORM 3533	Application and Voucher for Refund of Postage and Fees	Yes	No
2.	USPS FORM 6401	Domestic Money Order Inquiry	Yes	No
3.	DMM	Domestic Mail Manual	Yes	No
3.	POM	Postal Operations Manual	Yes	No
3.	USPS FORM 1510	Mail Loss/Rifling Report	Yes	No
3.	USPS FORM 3533	Application and Voucher for Refund of Postage and Fees	Yes	No
3.	USPS FORM 6401	Domestic Money Order Inquiry	Yes	No
4.	DMM	Domestic Mail Manual	Yes	No
4.	POM	Postal Operations Manual	Yes	No
4.	USPS FORM 1510	Mail Loss/Rifling Report	Yes	No
4.	USPS FORM 3533	Application and Voucher for Refund of Postage and Fees	Yes	No
4.	USPS FORM 6401	Domestic Money Order Inquiry	Yes	No
5.	DMM	Domestic Mail Manual	Yes	No
5.	POM	Postal Operations Manual	Yes	No
5.	USPS FORM 1510	Mail Loss/Rifling Report	Yes	No
5.	USPS FORM 3533	Application and Voucher for Refund of Postage and Fees	Yes	No
5.	USPS FORM 3831	Receipt for Article(s) Damaged in Mails	Yes	No
5.	USPS FORM 6401	Domestic Money Order Inquiry	Yes	No
6.	DMM	Domestic Mail Manual	Yes	No
6.	POM	Postal Operations Manual	Yes	No
7.	DMM	Domestic Mail Manual	Yes	No
7.	POM	Postal Operations Manual	Yes	No
7.	USPS FORM 3533	Application and Voucher for Refund of Postage and Fees	Yes	No
7.	USPS FORM 6401	Domestic Money Order Inquiry	Yes	No

Environment: Environmental protection is not just the law but the right thing to do. It is a continual process and starts with deliberate planning. Always be alert to ways to protect our environment during training and missions. In doing so, you will contribute to the sustainment of our training resources while protecting people and the environment from harmful effects. Refer to FM 3-34.5 Environmental Considerations and GTA 05-08-002 ENVIRONMENTAL-RELATED RISK ASSESSMENT. Environmental protection is not just the law but the right thing to do. It is a continual process and starts with deliberate planning. Always be alert of ways to protect our environment during training and missions. In doing so you will contribute to the sustainment of our training resources while protecting people and the environment from harmful effects.

Safety: In a training environment, leaders must perform a risk assessment in accordance with ATP 5-19, Risk Management. Leaders will complete the current Deliberate Risk Assessment Worksheet in accordance with the TRADOC Safety Officer during the planning and completion of each task and sub-task by assessing mission, enemy, terrain and weather, troops and support available-time available and civil considerations, (METT-TC). Note: During MOPP training, leaders must ensure personnel are monitored for potential heat injury. Local policies and procedures must be followed during times of increased heat category in order to avoid heat related injury. Consider the MOPP work/rest cycles and water replacement guidelines IAW FM 3-11.4, Multiservice Tactics, Techniques, and Procedures for Nuclear, Biological, and Chemical (NBC) Protection, FM 3-11.5, Multiservice Tactics, Techniques, and Procedures for Chemical, Biological, Radiological, and Nuclear Decontamination. Everyone is responsible for safety. A thorough risk assessment must be completed prior to every mission or operation.

Prerequisite Individual Tasks :

Task Number	Title	Proponent	Status
805C-LF5-1555	Provide Postal Security	805C - Adjutant General (Individual)	Approved
805C-LF5-1218	Process Mail	805C - Adjutant General (Individual)	Approved
805C-LF5-1205	Accept Domestic Mail Requiring Special Services	805C - Adjutant General (Individual)	Approved
805C-LF5-1201	Accept Domestic Mail	805C - Adjutant General (Individual)	Approved

Supporting Individual Tasks :

Task Number	Title	Proponent	Status
805C-LF5-1555	Provide Postal Security	805C - Adjutant General (Individual)	Approved

Supported Individual Tasks : None**Supported Collective Tasks :** None**ICTL Data :**

ICTL Title	Personnel Type	MOS Data
ASI F5 - Postal Operations	Enlisted	MOS: 42A, Skill Level: SL1, ASI: F5, Duty Pos: UJU