AUSTRALIAN ARMY

LAND WARFARE PROCEDURES - GENERAL

LWP-G 1-1-3

POSTAL SUPPORT

This publication supersedes Land Warfare Procedures - General 1-1-3, Postal Support, 2009.
Contents
AUSTRALIAN ARMY

LAND WARFARE PROCEDURES - GENERAL

LWP-G 1-1-3

POSTAL SUPPORT

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12 April 2016

Issued by command of Chief of Army

PM Nothard, AM, CSC
Brigadier
Commanding Officer
17 Combat Service Support Brigade
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1. Australian Land Warfare Doctrine and Land Warfare Procedures publications are authorised land doctrine for the guidance of Australian Defence Force operations. Land Warfare Doctrine publications are authored at the philosophical and application level while Land Warfare Procedures publications are authored at the procedural level.

2. The content of this publication has been drawn from general lessons, principles and doctrine contained in other relevant publications, instructions and agreements. Every opportunity should be taken by users of this publication to examine its contents, applicability and currency. If deficiencies or errors are found, amendment action should be taken. The Land Doctrine Centre invites any assistance to improve this publication.

Aim

3. The aim of the publication is to provide practical guidance for commanders and staff responsible for the planning and delivery of postal support to personnel on operations.

Level

4. This publication provides detailed information and principles for the planning, organisation, employment, command and control of the postal function and can be used by staff at all levels.

Scope

5. This publication provides the guidance required by commanders and staff to plan, establish and operate postal support during operations.

6. This publication also provides detailed information and principles for the planning, utilisation, organisation, procedures
and command and control requirements for postal operations and can be used by staff at all levels.

**Associated Publications**

7. This publication should be read in conjunction with the other publications and documents, in particular:
   d. *Operational Logistic Instruction 01/10, Supply Chain Support to Operations*; and
   e. *Quadripartite Standardization Agreement 181, Postal Organisation for ABCA Armies Engaged in Joint Operations or Training*.

**Doctrine Online**

8. This and other doctrine publications are available via the Doctrine Online website located at: [intranet.defence.gov.au/armyweb/sites/Doctrine-Online](http://intranet.defence.gov.au/armyweb/sites/Doctrine-Online). Paper copies may be out of date. Doctrine Online is the authoritative source for current doctrine. Users are to ensure currency of all doctrine publications against the Doctrine Online library.

**Gender**

9. This publication has been prepared with gender-neutral language.
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**Army Postal Service**
A combat services support function provided by the Royal Australian Corps of Transport for the command, control, coordination and execution of postal services for the Australian Defence Force.

**official military mail**
Mail sent on official business that is properly certified and marked ‘Certified Official Mail’.

**postal services**
Those services normally provided by a post office; such as, mail services (collection/acceptance and delivery of mail), money orders, banking and electronic transfer of money, bill payment, postage, boxes, envelopes and bags.

**Universal Postal Union**
A worldwide postal organisation to which Australia and most other countries are members. The exchange of mail, except parcel post, between Australia and other nations is governed by the provisions of the Universal Postal Union convention.

**Universal Postal Union regulation**
Regulations that govern the handling of postal articles in the international post.
## ABBREVIATIONS

1. The principal source for Australian Defence Force abbreviations is the Australian Defence Glossary located at [http://adg.eas.defence.mil.au/adgms](http://adg.eas.defence.mil.au/adgms). Abbreviations contained within this publication are in accordance with the business rules, guidelines and conventions for the Australian Defence Glossary at the time of its release. The following abbreviations are used throughout this publication; however, commonly used terms have been presented in their abbreviated format throughout the publication and have not been included in this list.

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<td>AO</td>
<td>area of operations</td>
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<tr>
<td>APC</td>
<td>Australian Postal Corporation</td>
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<tr>
<td>CJLOG</td>
<td>Commander Joint Logistics</td>
</tr>
<tr>
<td>COD</td>
<td>cash on delivery</td>
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<tr>
<td>DLO</td>
<td>Dead Letter Office</td>
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<tr>
<td>DPS</td>
<td>Defence Postal Service</td>
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<tr>
<td>FE</td>
<td>force element</td>
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<tr>
<td>ID</td>
<td>identification</td>
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<td>IPG</td>
<td>International Post Guide</td>
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<td>LOGSTAT</td>
<td>logistic status</td>
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<td>MILPO</td>
<td>Military Post Office</td>
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<tr>
<td>Pm</td>
<td>Postal Manager</td>
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<tr>
<td>POD</td>
<td>point of disembarkation</td>
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<td>PPAS</td>
<td>Postage Paid Australia stamp</td>
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<tr>
<td>QAC</td>
<td>quality assurance checks</td>
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<tr>
<td>QCS</td>
<td>quick calculation sheet</td>
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<td>SCB</td>
<td>Supply Chain Branch</td>
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2. The following abbreviations appear in tables and figures within the publication.

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<td>Australian Border Force</td>
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<tr>
<td>AFPO</td>
<td>Australian Forces Post Office</td>
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<td>AUSPOST</td>
<td>Australia Post</td>
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<tr>
<td>HQJOC</td>
<td>Headquarters Joint Operations Command</td>
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_LWP-G 1-1-3, Postal Support, 2016_
JLC  Joint Logistics Command
SGF  Sydney Gateway Facility
CHAPTER 1
AUSTRALIAN DEFENCE FORCE POSTAL SERVICE

1.1 The provision of postal support to deployed forces is extant and has been in existence since before Federation. The provision of postal support to ADF forces deployed on operations and major exercises within Australia and overseas is a critical link to home and provides immense benefits to the morale and wellbeing of deployed personnel. The level and manner of support provided will be determined based on the nature of the operation or exercise and individual Service requirements, and must accord with the statutory requirements applicable to the provision of postal services.

SECTION 1-1. OVERVIEW OF THE DEFENCE POSTAL SERVICE

1.2 HQ Australian Forces Post Office (AFPO) in conjunction with Joint Logistics Command (JLC) is responsible for establishing AFPO for Army and RAAF units, and where necessary for the RAN. The Army is responsible for the surface carriage of mail and the RAAF is responsible for the air carriage of mail. Each Service is responsible for collection and delivery of its own mail from or to the nearest AFPO.

1.3 Within an area of operation (AO), the Defence Postal Service (DPS) is able to provide a range of postal facilities usually provided by Australia Post (AUSPOST). It handles letter, newspaper, packet and parcel mail and may assist with official correspondence when it is For Official Use Only or lower and has a lower precedence than priority. When required, supplementary services such as remittance and savings facilities may be provided.
Australian Forces Post Offices

1.4 AFPO are established by deployed postal units to provide postal support in the AO on a command or area basis. They provide a central address for the collection of mail within a designated area for on-forwarding to another post office or addressee.

Distributing Mail

1.5 During conflict on Australian territory, AUSPOST will normally provide a direct mail service to and from individual AFPO located in the AO. Should operational circumstances prevent this service, AUSPOST will deliver and collect mail to and from agreed locations in the AO, such as an AFPO located in a force support area. Distribution of mail forward of the force support area would then be the responsibility of the DPS.

1.6 For overseas operations, incoming and outgoing mail is channelled through the Sydney Gateway Facility (SGF). Responsibility for the movement of mail between SGF and the AO will vary according to the circumstances. Where possible, AUSPOST will be responsible for the delivery and collection of mail to and from designated AFPO located at a force support area or at a point of disembarkation (POD) to the AO. Should operational circumstances prevent this; the Joint Movement Group will assume responsibility for the movement of mail between Australia and the AO.

1.7 The system of mail distribution within the AO must be flexible and use the most effective modes of transport available. Scheduled mail services are operated as directed by battlespace personnel staff. Routine signal message traffic, up to PROTECTED, that cannot be carried by normal means may be carried by the DPS.

1.8 Collection for posting of outgoing mail and distribution of incoming mail to individuals is a unit responsibility. Units being replenished through distribution points may collect incoming private mail and deliver outgoing mail for posting at distribution points. Other units collect and post private mail at the nearest
postal detachment located with the formation or force-level support group.

Censorship

1.9 The censorship of mail is explained in Chapter 5.

Command and Control

1.10 The battlespace personnel staff is responsible for planning the provision of postal support and issuing appropriate orders. The CSS staff advise on postal matters and execute the plan for the provision of postal support.

1.11 To ensure that an efficient service is provided by postal units, the logistic staff and CSS operations staff work together to do the following:

a. to keep the DPS informed of unit and sub-unit groupings movement, and naval ship movements, so that the postal unit location statement is always up-to-date;

b. to keep the DPS informed of relevant matters relating to the lines of communication and transport operations;

c. to allocate appropriate priorities for the movement of mail by air; and

d. to allocate any additional surface transport which may be required for parcel mail.

SECTION 1-2. POSTAL ROLES AND RESPONSIBILITIES

Accredited Postal Representatives

1.12 The Commander Joint Logistics (CJLOG) is the accredited postal representative for ADF.

Request for Postal Support

1.13 COMD 17 CSS Bde is the Postal Authority for Army. Requests for postal support to Army are initiated by unit, formation or force personnel staff, consolidated at HQ 17 CSS Bde and, if
recommended by the Army Postal Authority, forwarded to JLC Supply Chain Branch (SCB) through Headquarters Joint Operations Command (HQJOC) for approval by AUSPOST.

Joint Logistic Command

1.14 JLC SCB will liaise with AUSPOST to determine the safest and most appropriate civil POD to the AO. This POD is known as the ‘Civil Mail Termination Point’. JLC SCB also has the following responsibilities:

a. It initiates a formal request to AUSPOST for the creation (activation) or closure (deactivation) of an AFPO; JLC SCB will coordinate the activation and deactivation of an AFPO with AUSPOST.

b. It is the point of contact for all complaints and queries regarding the loss or delay of mail.

c. It negotiates with AUSPOST regarding mail concessions.

d. It recommends DPS network and unit organisation structures to satisfy present and future operational needs.

e. It provides recommendations and advice on unit DPS:

   (1) staffing levels,

   (2) equipment requirements, and

   (3) personnel training; and

f. It liaises with AUSPOST regarding the DOD:

   (1) policies;

   (2) requests for ADF postal service in Australia and overseas;

   (3) fostering good working relationships between DPS and AUSPOST personnel to promote efficiency in the provision of services through agreed network/operations interface arrangements when AFPO are deployed;
(4) establishing and approving the diplomatic links required for overseas postal operations;

(5) establishing contracts for the movement of mail by civilian transport organisations;

(6) approving the invoicing system for payment of bulk mail; and

(7) providing general technical advice and service on problems related to postal policy or field operations.

1.15 A transcript of the current DOD/AUSPOST agreement on the provision of postal services at ADF establishments which came into effect on the 18 April 1986 is contained in Annex A.

1.16 JLC SCB provides the funds to procure postal advances. These funds are made available to HQ AFPO for the following purposes:

a. to enable the correct accounting procedures to be implemented;

b. to allow the completion of a FAP33 Receipt for Staff Advances; and

c. to allow sufficient stock to be purchased prior to deployment.

1.17 JLC SCB responsibilities also include:

a. approving the operation of the Defence postal account and its subsequent payment; a FAP221 Bulk Postage Charge Account Docket is used to pay the accounts for:

(1) the Postage Paid Australia stamp (PPAS), and

(2) the freight charges for the bulk carriage of the mail; and

b. being the point of contact for all financial disputes between AUSPOST and the ADF.

1.18 At the completion of a deployment or operation, HQJOC are to repay postal advances to the JLC SCB program in full.
17 Combat Service Support Brigade

1.19 17 CSS Bde in conjunction with CJLOG via JLC SCB is responsible for operating the DPS and the following, in particular:

a. providing advice on postal matters;
b. operating Military Post Offices (MILPO) staffed by Army personnel;
c. operating AFPO on operations or major exercises;
d. the training required by postal operator appointments on behalf of Army Logistics Training Centre;
e. the training of personnel for unit postal clerk duties on behalf of Army Logistics Training Centre;
f. the technical operation of the DPS;
g. liaison with civil postal authorities when an AFPO is established; and
h. maintaining postal unit establishments.

SECTION 1-3. RELATIONSHIPS

Liaison with Civilian Postal Authorities

1.20 Close liaison with the civilian postal authorities is necessary for ensuring smooth interface arrangements. In order to facilitate close liaison when operating overseas, the need for interpreters should be considered.

Relations with Allied Forces

1.21 When operating in a multinational battlespace, it is often practicable to combine or utilise allied force movement control organisations and postal facilities. These arrangements are normally agreed to at force HQ level with the concurrence of the host government and other governments concerned. Preliminary agreements have been negotiated as part of the
ABCA\(^1\) and New Zealand Armies Standardisation Program and the Universal Postal Union.

1.22 The Agreements are promulgated as QSTAG 181, *Postal Organisation for ABCA Armies Engaged in Joint Operations or Training*.

### Relations with Civilian Postal Authorities

1.23 **Within Australia.** As far as practicable, the civilian mail transport network, AUSPOST, will be utilised. Otherwise, the carriage of mail will be the responsibility of the supply chain. If civilian mail routes are disrupted, the Army will assume responsibility for arranging transport for Defence mail and, if practicable, for the conveyance of civilian mail. It may be necessary to use local civilian post offices for small, isolated groups. However, local resources should be closely investigated to ensure that they can cope before being utilised. It is often more practicable to arrange feeder services to an AFPO through a unit or other appropriate military or civilian organisations.

1.24 **Overseas.** The use of civilian postal services overseas may not be appropriate for the following reasons:

   a. there may be a lack of security and reliability of the postal service in overseas areas; and

   b. the use of civilian post offices could greatly overburden them, thereby reducing their efficiency.

1.25 For more information on the provision of ADF postal support to deployed personnel see *Defence Logistics Manual, Part 2, Volume 8 – Logistics Support to Operations and Exercises Manual* [Chapter 4].

### Annex:

A. **Transcript of the Department of Defence/Australia Post Agreement – the Provision of Postal Services**

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1. American, British, Canadian, Australian.
ANNEX A TO CHAPTER 1

TRANSCRIPT OF THE DEPARTMENT OF DEFENCE/AUSTRALIA POST AGREEMENT – THE PROVISION OF POSTAL SERVICES

Agreement made the 18th day of April 1986 between the COMMONWEALTH OF AUSTRALIA (“the Commonwealth”) represented by the Department of Defence (“the Department”) of the one part and the AUSTRALIAN POSTAL COMMISSION a body corporate established by the Postal Services Act 1975 (“the Act”) of the Commonwealth of Australia (“the Commission”) of the other part:

WHEREAS the Commonwealth through the Department desires to enter into with the Commission certain arrangements by which postal services are provided at certain permanent and non-permanent army, navy and air establishments in the Commonwealth of Australia;

AND WHEREAS the Commonwealth desires the provision of postal services for Defence Force and civilian personnel in:

a. defence forces deployed away from bases in Australia;

b. defence forces deployed in places outside Australia; and

c. naval ships-at-sea;

AND WHEREAS Section 9 of the Act authorises the Commission to do in Australia or elsewhere, all things necessary or convenient to be done for or in connection with, or as incidental to, the performance of its functions under the Act and in particular the function of operating postal services for the transmission of postal articles within Australia and between Australia and places outside Australia;
AND WHEREAS Section 12 of the Act authorises the Commission, inter alia, to make arrangements with a Minister of State acting on behalf of the Commonwealth for the doing of any act or thing by the Commission on behalf of the Commonwealth that can conveniently be done in conjunction with the performance of the Commission’s functions and for the doing by a Department of State on behalf of the Commission of any act or thing which the Act authorises the Commission so to do;

AND WHEREAS Section 110 of the Act provides, inter alia, that where the Commonwealth applies to the Commission for provision of postal services of a special kind or in special circumstances, or for the provision of a special facility, the Commission may enter into an agreement with the Commonwealth that, with respect to the provision of the services or facility, the Commonwealth shall agree to:

a. contribute towards the cost of providing the said service or facility;

b. render other assistance to the Commission for the purpose of facilitating the provision of the service or facility; or

c. indemnify the Commission against any loss which it may suffer by reason of the provision of that service or facility.

NOW IT IS ARRANGED AND AGREED as follows:

PERIOD OF AGREEMENT

1. This agreement shall come into effect on the first day of May, 1986 and continue in force indefinitely or until either party terminates the agreement in the manner provided in clause 9 hereof.
TRANSITIONAL ARRANGEMENTS

2. Nothing in this agreement shall affect any agreements and arrangements subsisting between the Commonwealth and the Commission regarding the provision of postal services to permanent and temporary army, navy and air establishments that are or which may be in force at the time of execution of this agreement save and except that where it is convenient for the continuance of such arrangements as may be in existence to be undertaken in accordance with the terms and conditions of this agreement the said arrangement shall be undertaken pursuant to and in accordance with the terms and conditions hereof.

DEFINITIONS

3. In this agreement, unless the context thereof or the provisions of the Act otherwise requires or does not permit:
   “agreement” shall include “arrangements”;
   “Appendix 1” shall be the appendix hereto so named;
   “Appendix 2” shall be the appendix hereto so named;
   “defence forces postal training centre” means an agency nominated by the Department at which defence personnel may be trained in the provision of postal services by personnel of the Army Postal Unit;
   “the Department” means the Department of Defence and shall include any other Department of State that may, under administrative arrangements from time to time made by the Governor-General succeed to any or all or some of the responsibilities for performing the functions, exercising the powers and discharging the duties to which this agreement relates;
   “facility” means a special facility provided under an agreement entered into pursuant to Section 110 of the Act;
“permanent defence force establishment” means a defence establishment in Australia with a defined perimeter that is subject to regulated entry and which may be in a remote locality;

“post office” means an office at a permanent or temporary defence force establishment from which postal services are provided by officers and employees of the Commission;

“post office agency” means a place from which postal services are provided at a permanent or temporary defence force establishment by the Commission through an agent whose services are engaged by the Commission under a post office agency agreement where the agent is not an officer or employee of the Commission;

“post office agency agreement” means an agreement between the Commission and a post office agent for the operation of a post office agency, which includes a requirement that the post office agent shall insure and keep insured with a respectable insurance company against and, as a separate obligation, indemnify the Commission against:

1. any claim for compensation for death or bodily injury under any statute or employer’s liability at common law in respect of the agent or any person employed by or sub-contracting to the agent;

2. any claim for compensation for death or bodily injury to any person or damage to property (other than to accommodation or equipment or other property provided by the Commission) caused by or arising out of the performance of services herein; and

3. any accident which may be occasioned to any member of the public or any property belonging to any third party against the course of performance of services herein;
“post office agent” means a person who is engaged in the provision of postal services pursuant to a post office agency agreement at or upon a permanent or temporary defence force establishment;

"temporary defence force establishment" means a place, including a naval vessel at sea, at which defence personnel are engaged as a force deployed away from a permanent defence force establishment or are deployed in a place outside Australia; and

words in the singular shall include the plural and words in the plural shall include the singular.

SCOPE OF AGENCY

4. (1) Subject to this agreement, the Commission will approve the provision of postal services at a permanent or temporary defence force establishment, as the case may be, upon receipt of a written request sent by prepaid post or delivered by hand to an officer nominated by the Commission, such request to be duly signed by an accredited representative of the Department.

(2) The Commission shall grant a request for provision of postal services at a permanent defence force establishment under sub-clause (1) if it considers suitable alternative access to postal services outside the establishment is not readily available to defence force personnel and the Commission is satisfied that there will be sufficient postal business transacted.

(3) The Commission shall determine whether or not, in the event that a request is granted under sub-clause (2) hereof, postal services to be provided under this agreement are to be provided through a post office or under post office arrangements.
(4) Where a request is received by the Commission under sub-clause (1) for the provision of postal services at a permanent defence establishment, the Commission shall not be required to accede to the request unless it is satisfied on a proper assessment, to be made by the Commission in co-operation with the Department, that sufficient business to justify its concurrence with such a request would be likely to be transacted if granted and for the purpose of making its assessment of likely business the Commission shall apply its criterion that a specified potential annual volume of work units would be necessary to support the creation of a post office or post office agency.

(5) If the Commission is assured by the Department in a request under sub-clause (1) that the Department shall agree to incur all the direct and indirect costs of providing a post office agency in the event that the Commission considers the establishment of an agency cannot be justified upon the application being dealt with, the Commission shall consider granting its consent to the provision of such a facility without regard to the criterion referred to in sub-clause (4).

(6) Where the Commission receives a request under sub-clause (1) for the provision of postal services at a temporary defence establishment, it may determine either:

a. that the services are to be provided under post office agency conditions without regard to the Commission’s normal requirements as to minimum levels of business needed to maintain the post office agency, details whereof will be provided as soon as practicable upon the making of a request in writing, to the officer nominated by the Commission under sub-clause (1), by the Secretary to the Department or by his nominee;

b. that a facility of a kind to be agreed upon by the Commission and the Department is to be provided; or

c. that services will be through a post office.
CAPITAL FUNDING

5. The Department agrees that the Commonwealth shall be fully responsible for the establishment and funding of all buildings, works, facilities and other outlays necessary for the provision of postal services at all defence establishments save and except that the Commission shall be responsible for ensuring that sufficient stocks of postage stamps and specialised post office stationery, forms, equipment, furniture and requisites, more particularly described in the schedules hereto, are made available and are at all times available in sufficient quantities in post offices, post office agencies and as required for the provision of facilities under this agreement.

PAYMENT

6. (1) Where the Commission approves the establishment of a post office agency at a permanent defence force establishment under this agreement, the Commission shall pay to the post office agent an amount for such period and at such rates for business transacted through the agency as is prescribed under the post agency agreement between the Commission and the post office agent.

(2) Where a post office or post office agency is established at a permanent defence force establishment the Commission shall pay such sum, if any, to be negotiated and agreed upon with the Department for the use of fixtures and power associated with the postal business transacted in the post office or post office agency.

(3) Except where a post office agency is established at a permanent defence establishment under sub-clause 4(5) of this agreement, the Commission shall bear the responsibility for the carriage of mails to and for the collection of mails from the post office or post office agency for the purposes of this clause and shall bear the full cost of that carriage and collection.
(4) Where a post office agency or facility is to be established at a temporary defence force establishment, the post office agency or facility shall be established, financed, staffed and, where applicable, operated as a mobile unit, by the Department at no cost to the Commission which shall be required to provide specialised postal equipment for purposes associated with the operation of that agency or facility, in accordance with the Department’s specifications consistent with the Commission’s obligations under the Act, Regulations and By-laws made thereunder and all forms, stationery requisites and stock supplied and unsold during the period for which the said agency or facility remained operational shall be repurchased, once operations have ceased, at the original cost charged to and paid by the Department.

(5) Subject to the conditions applicable to a defence forces postal training centre under ‘Appendix 1’, the Commission shall provide such assistance as is requested by the Department with regard to the training of the Department’s personnel in specialist postal systems and procedures for the purposes hereof at no cost to the Department.

**TRADING HOURS**

7. Where a post office or a post office agency is operating at a permanent defence force establishment for the purposes of this agreement, the hours of business shall approximate as far as is practicable those in force at civilian post offices and where a post office agency or facility is operating at a temporary defence force establishment the hours of business shall be those fixed by the Department.
8. (1) Subject to this clause, the Commonwealth shall indemnify the Commission for any payments arising from all claims for compensation made pursuant to Part XI of the Postal By-laws under Section 115 of the Act in respect of postal articles lost, delayed or damaged while in the custody and control of the Department or its staff or a person, body or postal administration with whom the Department has effected an arrangement under sub-clause (5).

(2) The Commission shall not seek indemnity under sub-clause (1), where the loss or delay or damage to an article is in respect of an article in respect of which a postal compensation claim is payable or has been paid, if there are reasonable grounds for considering that the article was lost, delayed or damaged in the course of its transmission by the Department, its officers or representatives appointed under sub-clause (5) and where the Commission had requested the carriage of mail of which the lost, damaged or delayed article had formed a part.

(3) For the purposes of this clause, mail shall be deemed to be within the control of the Department from the time it is lodged for transmission under the Postal By-laws until it is delivered up to the Commission, its officers or agents for the purposes of this agreement, or until it is delivered to a foreign postal administration, for a continuation of transmission once it has left the Department’s control.

(4) For the purposes of this clause, mail shall be deemed to be within the control of the Department from the time of its acceptance from the Commission or a foreign postal administration until delivery is made under the Postal By-laws.
(5) Where the Department requests in writing and the
Commission gives its written consent thereto, the
Department may effect such arrangements as it sees fit with
other persons, bodies or postal administrations for the
conveyance by parties other than the parties to this
agreement of mail for part of the total transmission of that
mail and likewise, if notice in writing is provided to the
Commission and the Commission has granted its consent,
the Department shall be entitled to effect arrangements for
the collection and holding of mail by a party, person or body
other than a party to this agreement.

(6) Where special arrangements are effected under the
previous sub-clause, the Commission shall be entitled to
indemnification in the same manner provided for under
sub-clause (1).

(7) The Department shall indemnify the Commission against
any claims arising out of the performance of agency
functions under this agreement except where that claim
arises out of a failure by the Commission or a post office
agent to perform a function in accordance with the
agreement or arises out of the operation of Commission
equipment or from the application of Commission
instructions.

(8) The Commission shall indemnify the Department for all
claims arising from any acts or omissions by the
Commission, its officers, employees and agents resulting in
personal injury or property damage in consequence of the
performance of duties and functions under this agreement.

(9) Subject to sub-clause (7), the Department shall
indemnify the Commission for all claims arising from any
acts or omission by the Department, its officers, employees
and agents resulting in personal injury or property damage
in consequence of the performance of duties and functions
under this agreement.
TERMINATION

9. (1) This agreement may be terminated at any time by either party giving written notice to the other four months prior to the date on which termination is intended to take effect.

(2) In the event of termination of the agreement under sub-clause (1), neither party shall thereby be relieved of a duty to perform obligations already imposed prior to the date on which that termination takes effect.

APPENDICES

10. (1) Subject to sub-clause (2), operational guidelines for the provision and conduct of post offices and post office agencies at permanent defence establishments, and for the provision of post office agencies and facilities at temporary defence force establishments in Australia and overseas and within naval ships-at-sea, are set out at Appendix 1 and Appendix 2, respectively.

(2) Appendix 1 and Appendix 2 shall be deemed to contain conditions that have the same force and effect as conditions set forth in this agreement, save and except that where there is an inconsistency between a term or condition of this agreement and a term or condition of one or other of the appendices to it the term or condition of this agreement, as the case may be, shall be deemed to override the inconsistent term or condition of the appendix.
Appendix 1

PROVISION OF POSTAL SERVICES AT PERMANENT DEFENCE FORCE ESTABLISHMENTS IN AUSTRALIA

INTRODUCTION

1. This appendix provides guidelines for the provision of postal services at permanent defence force establishments and should be read subject to and in conjunction with the Agreement between the Commission and the Department covering arrangements by which postal services are provided at defence force establishments.

2. The Department accepts some responsibility for ensuring its personnel have access to the normal everyday community services, including postal services.

ESTABLISHMENT OF A POST OFFICE OR POST OFFICE AGENCY

3. Decision to Establish. The decision as to whether a post office or post office agency will be established will rest with the Commission.

4. Office Name. Any decision on the naming of a post office or post office agency will rest with the Commission after consultation with the Department.

SERVICE ASPECTS

5. Trading Arrangements. Normal postal hours of business, ie 9am-5pm Monday to Friday, shall be observed unless otherwise approved by the Commission after consultation with the Department.

6. Range of Services. All normal postal and agency services shall be provided. Any decision to provide other than the full range of services rests with the Commission after consultation with the Department.
7. General. With the exception of Defence Force Postal Training Centres (DFPTCs) (see 8. below) the provision, control and payment of personnel required to operate all post offices and post office agencies established under this agreement is the responsibility of the Commission. The Commission’s personnel employed on bases shall have an appropriate security clearance.

8. Defence Force Postal Training Centre. The Department may nominate a post office agency, or agencies, to serve as special training centres for personnel of the Army Postal Service, such agencies shall be known as DFPTCs. The provision, control and payment of personnel required to operate a DFPTC is the responsibility of the Department. However, the Commission shall pay the prescribed rate for agency work units transacted annually. The Commanding Officer of the defence force establishment at which a DFPTC is located, or an Officer nominated by the Commanding Officer, shall be appointed as officer-in-charge of that agency. The officer-in-charge shall be eligible to apply to the Commission’s Monetary Losses Committee for consideration of reimbursement of losses incurred by the Department’s personnel working at the agency in the performance of postal counter duties.

PHYSICAL ASPECTS

Accommodation, Furniture and Equipment

9. The Department shall provide and maintain a suitable building for accommodating the post office or post office agency, including:

a. adequate power, internal and external lighting, heating and cooling;

b. internal fixtures, such as the counter, customer writing desks, partitioning and plumbing etc.
10. The location of the building, its operational layout and dimensions are to be determined by the Department in consultation with the Commission. A tenancy agreement shall be drawn up by the Commission and the Department for each post office or post office agency.

11. The Commission shall provide tables and chairs and specialised furniture and equipment such as scales, safes, mail sorting equipment, identification signs and official telephones etc.

**Protective Security of Post Office or Post Office Agency**

12. The Department shall provide, at no cost to the Commission, protective external security measures as agreed after consultation with the Commission. Personnel nominated by the Department shall be able to gain access to all parts of the post office or post office agency for security reasons.

**Cleaning Arrangements**

13. Cleaning inside the post office or post office agency shall be the responsibility of the Commission, with the actual cleaning arrangements being determined in consultation with the Department. Cleaning outside the post office or post office agency, including the surrounds, shall be the responsibility of the Department.

**MAIL DELIVERY**

14. Mail (and telegrams) for Defence Force personnel, whose mail is addressed to the defence force establishment (Base), shall be delivered unsorted to an accredited representative, ie, a person who has a written authorisation signed by the Commanding Officer to accept delivery of such mail. Where there is no post office or post office agency at the defence force establishment, the delivery office shall be determined by the commission in consultation with the Department.
15. Provision of a house-to-house mail delivery service by the Commission’s personnel shall be considered by the Commission under its normal policy conditions after consultation with the Department.

FACILITIES FOR COMMISSION PERSONNEL AT DEFENCE FORCE ESTABLISHMENTS

16. When requested by the Commission, the Department will provide accommodation at an appropriate standard for single personnel working at a post office or post office agency located at a defence force establishment. If married quarters are desired, this shall be dealt with as a special case in the light of any special circumstances and the availability of such quarters.

17. The Department will provide meals in the appropriate mess if required by post office personnel. Meals would be provided on a repayment basis.

18. Commission personnel at defence force establishments shall be required to pay the rental or equivalent fee for accommodation and the costs of meals and, if appropriate, mess fees which would be levied on Commonwealth Public Servants being accommodated at the Base, or otherwise as determined by the Department after consultation with the Commission.
Appendix 2

PROVISION OF POSTAL SERVICES AT TEMPORARY DEFENCE FORCE ESTABLISHMENTS IN AUSTRALIA AND OVERSEAS (INCLUDING NAVAL SHIPS-AT-SEA)

INTRODUCTION

1. This appendix provides guidelines for the provision of postal services at temporary defence force establishments in Australia and overseas, including naval ships-at-sea.

The Department may provide postal services for personnel located at temporary defence force establishments. Guidelines for the provision and operation of postal services are outlined in the following paragraphs.

2. In this segment the following abbreviations are used:

TEA – Temporary Defence Force Establishment in Australia

TEO – Temporary Defence Force Establishment Overseas

NSS – Naval Ships-at-Sea

ESTABLISHMENT

3. Proposal for Establishment. Proposals for the establishment of a post office agency or facility are to be submitted in writing by the Department to the officer nominated by the Commission under sub-clause 4(1) of the agreement. Where practicable, the request should be submitted at least 3 months prior to establishment of the temporary defence force establishment.

4. Decision to Establish. Any decision for the establishment of a post office or facility shall lie with the Commission and, in the case of a TEO, is subject to approval from the host country. The Commission shall make arrangements with the host country in consultation with the Department.
5. **Office Name.** Naming of NSS, TEA and TEO postal agencies is to be as follows:

a. facilities on NSS shall be known as ‘Ships Postman – Name of Ship’;

b. post office agencies or facilities at TEAs and TEOs shall be known as Australian Forces Post Office Agency (AFPOA) and will be allocated an identifying number by the Commission.

**SERVICE ASPECTS**

6. **Range of Services.** The range of services provided shall be subject to consultation between the Commission and the Department in each case. As a general rule, however, most postal and some agency services (eg, banking) would be provided at TEAs if desired, but TEOs and NSSs would be restricted to mail and telegram lodgement and delivery and money orders.

7. **Trading Arrangements.** The hours of business shall be determined by the Department.

**STAFF ASPECTS**

8. All post office agencies and facilities shall be staffed and operated by Defence Force personnel. Staff control, payment and discipline, etc shall be the responsibility of the Department.

9. Training, as necessary, of the Department’s personnel shall be arranged by the Commission after consultation with the Department.

**PHYSICAL ASPECTS**

10. Appropriate accommodation and non-specialised equipment such as tables and chairs etc shall be provided by the Department.
11. The Commission shall provide for storage by the Department, and use at TEAs, specialised furniture and equipment such as mail sorting equipment, scales, cash tins, etc. Also, on an as required basis, the Commission shall provide specialised equipment (and furniture if necessary) such as scales, cash tins etc for use at NSS and TEOs, in accordance with the Department specifications. The Department shall be responsible for the transportation of any specialised furniture and equipment to the location of the post office agency or facility. The Commission shall provide operating instructions for use by the Department’s personnel at post office agencies and facilities.

FINANCIAL ASPECTS

12. The Department shall be responsible for funding all post office agencies and facilities. Arrangements for the purchase and repurchase of postage stamps, stocks etc. shall be made by the Department in consultation with the Commission.

ADDRESSING OF MAIL

13. The address for mail to the Department’s personnel located at temporary defence force establishments shall be determined by the Commission in consultation with the Department. It shall be the Department’s responsibility to advise its personnel of the correct address for their mail.

MAIL DESPATCH ARRANGEMENTS

14. Sealed mails shall be exchanged between the Commission and post office agencies at temporary defence force establishments.

15. Despatch timetables shall be determined by the Commission.

16. In the case of TEAs sealed mails shall be exchanged between a nominated controlling post office and the post office agency, and transport shall be arranged by the Department at no cost to the Commission.
17. Transportation arrangements for mails to and from NSS and TEOs shall be determined by the Commission after consultation with the Department regarding the availability of Service transport means including RAAF courier flights.

POSTAL CHARGES

18. The Commission shall determine the postal charges applicable. Charges shall be incorporated into the Commission’s charges brochures. Any special charging arrangements for mail being posted at a TEO or NSS shall be incorporated into operating instructions agreed to between the Commission and the Department.

MAIL DELIVERY ARRANGEMENTS

19. Mail shall be delivered through the agency post office or facility to the Department’s personnel by means determined by the Department.

PRIVACY OF THE MAIL

20. Privacy of the mail is an important and longstanding principle. It is also an extremely sensitive civil liberties issue. The Postal Services Act and regulations made thereunder provide for special safeguards and severe penalties to ensure that privacy of the mail is preserved during the course of the post. It shall be the responsibility of the Department to ensure that the Department’s personnel operating a post office agency or facility or acting as a postal orderly observe the principle of privacy of the mail.
CHAPTER 2

AUTHORITY AND RIGHTS OF THE AUSTRALIAN DEFENCE FORCES POST OFFICE

SECTION 2-1. POSTAL SERVICE OPERATION

Authority to Operate a Postal Service

2.1 Apart from certain minor exceptions, the Australian Postal Corporation (APC), trading as Australia Post, has the exclusive privilege of providing for the paid conveyance and delivery of letter mail within Australia. The scope and extent of this privilege is contained within the Australian Post Corporation Act 1989, which together with Postal Regulations and Conditions constitutes the postal legislation for Australia. The conditions of the international post, largely determined by the Postal Convention and Agreements of the Universal Postal Union (of which Australia is a signatory), are observed. The laws and administrative arrangements affecting the usage of the mail are included in the AUSPOST publication, Australia Post Postal Guide.

2.2 Outside Australia, special government to government agreements must be made before a force’s postal organisation can operate as an agent for the host nation’s postal authorities. Such agreements are negotiated through diplomatic channels after authorisation by Cabinet and will involve AUSPOST.

Rights of the Department of Defence

2.3 The Australian Post Corporation Act 1989 prohibits the carriage of letters for hire or reward by any agency other than AUSPOST. There is nothing to prevent an organisation carrying its own correspondence, but it is illegal to carry another person’s personal correspondence if a charge is made for such carriage. This is the basis for the authority exercised by the DOD in providing its own transmission system for official
2-2

military mail and explains why no charge may be made for letters or other postal articles passed through this system by service personnel, both in Australia and overseas. It also allows for letters and other items to be carried by special courier, without payment. For example, a letter may be handed to an RAAF pilot or a passenger, for delivery or mailing at their destination. If mailed or lodged with the Postal Authority, postage becomes payable.

2.4 The DOD may, therefore, establish its own organisation to carry its own mail without reference to another authority. This would extend to overseas countries and territories within the parameters of any agreements reached between the Australian Government and the overseas country or territory involved. As the national authority for postal service is vested with each country, overseas countries cannot operate a mail service in Australia without the knowledge and agreement of the Australian Government. The same applies in other countries; that is, Australia cannot operate a mail service in another country without government approval from that country.

2.5 The DOD may operate its own ‘pre-entry’, and ‘post-delivery’ services without obtaining approval from AUSPOST. For example, it may arrange for the collection and delivery of mail for forces engaged in an operation on the basis that mail collected from the force will be posted at a convenient civilian post office or other appropriate POD to the civilian mail network. Similarly, mail for the force could be collected from the point at which it has been delivered by the civilian post office, and then distributed to members. The responsibility of AUSPOST starts and finishes within its own network and no responsibility is accepted for mail before it enters the civilian mail network or after it leaves it. Where the DOD wishes to establish a link with the civilian mail network, the approval of the APC must first be obtained. The procedure for obtaining approval is initiated by HQ 17 CSS Bde through JLC SCB.
Allocation of Australian Forces Post Office Detachment Identity

2.6 When the formation of AFPO detachments is approved, AUSPOST in conjunction with Defence will allocate detachment identities as necessary.

Force Size

2.7 The size, nature, duration and disbursement of the deployed force will determine the number of AFPO detachments that will deploy to ensure adequate postal support. One person, a section or the entire AFPO can staff detachments according to the expected requirements of the force.

2.8 To satisfy postal requirements for small groups or for deployments of short duration, HQ AFPO may provide postal services according to the force size, location and duration.

SECTION 2-2. DEFENCE POSTAL SERVICE FUNCTIONS

Function of the Defence Postal Service

2.9 The function of the DPS is primarily to maintain efficient and expeditious postal services between the civilian community and deployed ground forces.

2.10 The Defence postal organisation may carry official military routine mail classified PROTECTED and below. Unless postage has been paid by the initiating unit, official mail is not permitted to enter the civilian mail network and therefore would only be distributed internally within an AO.

2.11 DPS is responsible for providing adequate postal facilities for civilians who are required to remain in areas that are under military control if the civilian postal system has ceased to operate.

Australia Post Facilities

2.12 The services provided, and the standard of service to be maintained within the AO, are governed by the AUSPOST facility that controls the AFPO.
Size and Duration of Operation

2.13 The size and duration of the operation will influence AFPO staffing requirements and the extent of services to be provided.

Location of Operation

2.14 The location of the operation will determine the feasibility of deploying an AFPO. Although the AFPO is capable of self-deploying, it is not self-administered.

Stock Holdings

2.15 Stock holdings will initially be determined by the Postal Manager (Pm) and replenishment will be conducted on an as-required basis from the Townsville MILPO to the controlling office normally using the mail system.

Finance

2.16 Under the agency agreement conditions, Defence is responsible for financing the purchase of stock and the provision of a float. The level of finance required will be determined by HQ AFPO.

Accounting

2.17 All accounting procedures and requirements of AUSPOST and Defence finance are to be applied in all cases.

Mail Distribution Plan

2.18 HQ AFPO will determine the mail distribution plan. The plan must conform to, and be dependent on, the controlling office mail pick up and delivery times at the mail POD.

2.19 Mail service performance may be affected by the following:
   a. the distance between the AFPO and the mail POD,
   b. the tactical situation, and
   c. enemy interdiction along the lines of communication.
CHAPTER 3

ORGANISATION

SECTION 3-1. AUSTRALIAN FORCES POST OFFICE

Role

3.1 The role of the HQ AFPO is to provide postal facilities and services to deployed forces within Australia and overseas.

Characteristics

3.2 The AFPO comprises an HQ and four postal sections and is under command of 17 CSS Bde. The AFPO is capable of self-deployment but is not self-administered.

Tasks

3.3 The AFPO is responsible for the following:

a. providing postal advice to the deployed force commander;

b. supervising the postal function within the land force AO;

c. providing a mail distribution centre for all postal items within the AO;

d. operating AFPO detachments within the AO, providing postal services which may include:

   (1) the acceptance and delivery of postal articles;

   (2) the sale of postage stamps and POSTpak® products;

   (3) the acceptance and transmission of express post services and ‘signature on delivery’ mail services, and their delivery to units;

   (4) the distribution of unclassified, routine official military mail to avoid duplication with the signals dispatch service; and
AFPO provides the following core postal services:

1. receipt and dispatch of personal mail;
2. the calculation and application of postage charges;
3. ensuring that all items have duly completed customs and aviation security declarations affixed and do not contain dangerous or prohibited goods;
4. sale of postage stamps, stationery and packaging materials;
5. receipt and dispatch of official military mail (providing it does not duplicate the function within another organisation); and
6. additional services may be provided where the capability is available.

Deployment

3.4 The unit is normally deployed as follows:

a. **Unit Headquarters.** The unit HQ is situated in the AO administrative or maintenance area and is responsible for maintaining a mail distribution centre.

b. **Sections.** Sections are deployed as required and are responsible for providing AFPO detachments for units in their formation areas such as a tactical area of responsibility.

SECTION 3-2. POSTAL OUTLETS ON MILITARY BASES

3.5 Postal outlets on permanent ADF bases, other than the Townsville MILPO, are administered under a franchise arrangement with AUSPOST. These facilities are run as a
private business and provide a full range of postal and other services to members, departmental employees, civilians and dependants. The postal outlet is a static facility normally staffed by civilian members of AUSPOST and directly responsible to AUSPOST. The requirement to establish a postal outlet will be determined initially by AUSPOST in collaboration with the DOD.

SECTION 3-3. TOWNSVILLE MILITARY POST OFFICE

3.6 HQ AFPO is located in Lavarack Barracks Townsville and in its barracks role, operates Townsville MILPO. It is the only post office operated and staffed by military personnel. The range of services provided relate to those normally offered at a licensed post office elsewhere in Australia, under the licence agreement.

3.7 The Townsville MILPO is under the direct control of the AUSPOST Area Manager for technical advice and audit requirements. The remittance of cash or cheques is made through Townsville MILPO, as directed by the Area Manager. Mail deliveries and collections are made through the Townsville Mail Distribution Centre. Townsville MILPO has the additional function of providing on-the-job training to Service personnel allotted for duty to the DPS.

Customer Relations

3.8 The Townsville MILPO provides services for members of the Defence Forces situated in Townsville, their dependants, civilian employees and the general public.

3.9 Foreign or exchange personnel embedded within Australian force elements (FE) shall be given the same access to the DPS as Australian members of the deployed force after approval from HQJOC. This includes access to the Defence subsidised postage between the area of operations and Australia, but not to a third country, for example the member’s home country.
3.10  AUSPOST customer relations standards must be maintained at a high level. Delays in the conveyance and/or distribution of mail should be reported through the chain of command.

Hours of Operation

3.11  AUSPOST requires Townsville MILPO to provide continued sales of its products and services during normal work hours. (Monday to Friday, 0800 to 1600 daily). Operating hours that are currently in force should not be compromised for other than the most urgent of military or local commanders’ requirements, as this would create delays and reduce the standard of service.
CHAPTER 4

COMMAND AND CONTROL

4.1 This chapter covers C2 for strategic, operational and tactical levels of war and technical control in regards to the DPS.

Strategic

4.2 CJLOG is the strategic interface for the provision of postal support to deployed personnel and is the process owner between Defence and AUSPOST (JLC SCB). JLC SCB is the strategic and technical liaison between DPS, AUSPOST and other contractors.

Operational

4.3 AFPO are detached to a force or formation HQ under a command status for operational control, including administration.

Tactical

4.4 AFPO are commanded by the Pm. It is the role of the Pm to provide advice to the commander on postal matters. To assist the AFPO, HQ staff and supported units should do the following:

a. advise permanent changes to unit locations and groupings to ensure that AFPO location statements are accurate;

b. advise the AFPO if the route classification of the main supply route or other parts of the road network used for postal operations changes from Green;

c. advise the AFPO of the security status of combat unit locations;

d. allocate appropriate priorities where necessary to move mail by air;
allocate additional surface transport if required for parcel mail; and

advise the AFPO of any censorship arrangements being established.

Technical Control

4.5 The technical control of an AFPO remains the responsibility of HQ AFPO.

Staff

4.6 The control of all military postal operations at both strategic and tactical levels is a JLC SCB responsibility. Daily C2 of DPS staff is the responsibility of the HQ AFPO.

Command and Control

4.7 AFPO are normally placed under command and administered by the unit, force or formation being supported. Technical control of the AFPO remains the responsibility of HQ AFPO.

Responsibilities

4.8 HQ AFPO is responsible for the following:

a. individual training on behalf of ALTC for the Postal Suite of courses;

b. individual and collective unit training;

c. recertification training for all deployed AFPO;

d. exercise and operational support tasks;

e. all aspects of unit operational readiness prior to deployment;

f. provision of all postal supplies and cash;

g. provision of AUSPOST services and products via the Townsville MILPO;

h. garrison postal support;

i. technical support to deployed AFPO;
j. governance and auditing of all deployed AFPO – annually; and

k. governance and auditing of Townsville MILPO – monthly.
CHAPTER 5

PRINCIPLES OF OPERATION

SECTION 5-1. EMPLOYMENT AND PLANNING

5.1 The organisation of the DPS is based on AFPO of varying size which provide static post offices. AFPO are deployed to ensure the best coverage of units being supported and to make the best use of available distribution resources.

Flexibility of Employment

5.2 The staffing of an AFPO is flexible, each being staffed according to the level of service required. If a change in workload arises, staff should be reallocated to satisfy the requirements. In order to allow effective management and control of the postal effort, the mail distribution plan should be controlled by HQ AFPO. A Postal Support Matrix is contained in Annex A.

5.3 The demands of leave, courses and other activities will reduce the availability of postal staff. HQ AFPO must ensure that a pool of trained relieving staff is created to maintain staffing levels. Staffing should also be reviewed regularly by HQ AFPO.

Foresight in Planning and Operation

5.4 AUSPOST, at the request of the accredited postal representative (ie, CJLOG), is the sole approving authority for the formation of an AFPO within Army. All requests for postal support should be submitted at least six weeks prior to commencement of operation, including overseas AFPO, or exercise.

5.5 Effective operation requires continuous and timely planning to ensure the following:

a. that there are sufficient postal staff available;
that accommodation, layout and equipment facilities for AFPO are appropriate for the size of the operation or exercise;

c. that adequate levels of postal stock are available;

d. that distribution agencies capable of providing the required services are identified and schedules prepared and arranged;

e. that civilian postal authorities are advised of proposed movement and reception details;

f. that units are provided with details of postal support available; and

g. that members are advised of their correct postal address.

SECTION 5-2. PRIVACY AND SECURITY

5.6 All mail must be treated as confidential, valuable and be accorded appropriate security and speedy transmission. Privacy of the mail is an important principle and a sensitive issue. The *Telecommunications and Postal Services Act 1989* provides special safeguards and severe penalties to ensure that privacy of the mail is preserved during the course of the post. Privacy of the mail must be maintained while the mail is in the care of the DPS. Only authorised officers of the APC or their representatives, such as DPS staff, may open the mail in certain prescribed circumstances.

Security

5.7 The value of the contents of mail can vary markedly. Some contents have intrinsic cash value, some have value only if received quickly and some have the appearance of having little value and yet can be of considerable value to the sender, the recipient or both.
5.8 Within the AFPO, the following security procedures must be observed:

a. the correct accounting and stocktaking procedures are followed;

b. handover/takeover procedures must be completed on changeover of advance holders, in accordance with Annex B;

c. correct lockup procedures must be followed;

d. safe combinations and door lock combinations must be changed frequently and safeguarded as required by the electronic Defence Security Manual;

e. access to the building must be restricted and visitors escorted; and

f. any attempted robbery must be reported immediately.

5.9 Additional security measures must be taken when the AFPO is deployed. The detachment commander must implement any measures that are deemed necessary, including the provision of service police escorts if required.

Improvized Explosive Device

5.10 Figure 5–1 in Annex C details mail bomb recognition points.

SECTION 5-3. PARCEL SCREENING

Declarations

5.11 All parcels are to be accompanied by a declaration signed by the person submitting the parcel stating that it does not contain dangerous goods, in the following circumstances:

a. Within Australia. Parcels for delivery within Australia require a ‘no dangerous goods’ declaration if:

   (1) the parcel is submitted for transport by air; or

   (2) the postal operator is suspicious about the contents of the parcel; in this circumstance, the
sender will be asked to complete a ‘Sender’s Declaration – No Dangerous Goods’ sticker which will be attached to the parcel.

b. *International.* Parcels submitted for delivery outside Australia must be accompanied by an ‘International Post – Customs Declaration’, which requires the contents of the parcel to be itemised.

**Inspection**

5.12 Parcels leaving Australia or being received into Australia are inspected by a screening device to ensure that customs or quarantine requirements are not breached. If the screening process identifies an item that is prohibited but not dangerous, the package will be returned to the sender. If the item is suspected of being dangerous it will be dealt with in accordance with paragraph 5.11.

**SECTION 5-4. MILITARY CENSORSHIP**

**Policy**

5.13 Postal censorship involves the deliberate authorised removal from private (both Service personnel and civilian staff participating in operations or operational support) correspondence of any information that may cause the following:

a. aid, abet or encourage enemy activity;

b. significantly affect the morale of friendly forces; and

c. release of any information deemed inappropriate for public release by the government.

5.14 Censorship is a function of government policy. Censorship policies are established at the strategic level and enforced throughout the chain of command.
Physical Censoring

5.15 The Operation Mounting Authority is responsible for establishing effective procedures and monitoring compliance. AFPO may be directed to divert mail to censors to ensure that uncensored mail is not processed further into the DPS. When censorship applies, DPS posting boxes will not be provided.

5.16 A system of marking and identifying censored mail is to be established and controlled within units/ formations. The promulgation of censorship procedures and excluded subject material is a command responsibility.

SECTION 5-5. QUALITY ASSURANCE

5.17 Quality assurance of the postal system is achieved by continuous monitoring of the system. The following procedures are to occur:

a. Military Post Office. Periodic routine inspections of the MILPO are to be carried out by JLC SCB or a civilian postal inspector.

b. Australian Forces Post Office. Periodic routine inspections of AFPO are conducted by JLC SCB or by an officer appointed by JLC SCB.

SECTION 5-6. LIAISON WITH CIVILIAN POSTAL AUTHORITIES

5.18 Close liaison is to be maintained between the DPS and AUSPOST. Liaison between the DOD and the central administration of the DPS is done through JLC SCB.

5.19 MILPO and AFPO deal directly with the nearest APC area manager or post office, nominated by JLC SCB regarding all postal matters. In Australia, the civilian post office would normally be the one closest to the mail POD and overseas would normally be the SGF.
Questions involving general policy and other important matters relating to the operation of the Army and civilian postal services will be dealt with only through the channels outlined in this section. Less important details and routine matters affecting local postal activities will be settled in collaboration with the appropriate official of the civilian post office.

Annexes:
A. Postal Support Matrix
B. Handover Takeover Paperwork
C. Mail Bomb Recognition Points
ANNEX A TO CHAPTER 5

POSTAL SUPPORT MATRIX

1. The size and location of a deployed force and the type of postal services required must be considered before determining the number and type of postal staff required. Table 5–1 is a guide for allocating postal support to a force.
<table>
<thead>
<tr>
<th>Size of Deployed Force</th>
<th>Postal Qualified Personnel Required</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>50 to 400</td>
<td>One postal operator (would be busy and additional support required considering mail collection/dispatch)</td>
<td>Core and supplementary services.</td>
</tr>
<tr>
<td>400 to 800</td>
<td>One postal operator One postal clerk</td>
<td>Core and supplementary services. Addition of a Pm optional dependent on dispersal and complexity.</td>
</tr>
<tr>
<td>800+</td>
<td>Two postal operators Two postal clerks One Postmaster</td>
<td>Will require one (WO2 to WO1) to be Postmaster; detachment size will vary depending on postal services required and the dispersal of the force.</td>
</tr>
</tbody>
</table>
ANNEX B TO CHAPTER 5

HANDOVER TAKEOVER PAPERWORK

1. The following paperwork is to be compiled when an AFPO is first raised or during any subsequent handover/takeover of the AFPO:
   a. Deployed Forces Contact/Account Stores Proforma. This is compiled using the outgoing and incoming Pm details.
   b. FAP33 Receipt for Staff Advance. This form signs over the advance from the outgoing Pm to the incoming Pm.
   c. Stamp Register. A stamp imprint is to be made on this form signing the stamps from the outgoing Pm to the incoming Pm.
   d. FAP28 Record of Accountable Forms. The FAP28 is used to record all FAP221 Bulk Postage Charge Account Docket books issued to the AFPO, and the subsequent issue of those FAP221 books to the Pm who operates the AFPO. They can be used to record other accountable items such as Ordinary Money Orders for operations in Australia.
   e. FAP39 Check of Advance. The FAP39 is used to maintain the postal advance and is a two page document (front and back). The advance is largely comprised of postal stock and the remainder is in a pool of funds for the AFPO to purchase postal stock as required from AUSPOST.
   f. Postal Stock – Stocktake Sheet. The stocktake is to be completed as a part of the handover/takeover process so the incoming Pm can ensure that all postal stock has been accounted for. This information is placed onto the handover/takeover paperwork prior to the AFPO being signed over from the outgoing Pm.
2. The original documents will be held by HQ AFPO and copies will be taken with the Pm of the deploying AFPO. Any subsequent handover/takeover documents raised by the AFPO are to be signed, scanned and emailed or faxed to HQ AFPO.
ANNEX C TO CHAPTER 5

MAIL BOMB RECOGNITION POINTS
MAIL BOMB RECOGNITION POINTS

- Excessive securing material
- Excessive weight
- Protruding wires or tin foil
- Loops or unevenly weighted
do not touch
- Oily stains or discoloration
- Visual distractions
- Excessive postage

Figure 5-1: Mail Bomb Recognition Points

Contents
CHAPTER 6

POSTAL OPERATIONS

SECTION 6-1. ALLOCATION OF AUSTRALIAN FORCES POST OFFICES

Structure

6.1 The standard structure of the DPS is based on one AFPO capable of deploying postal sections varying in size from one person to the whole unit. Postal sections are allocated to formations as required to provide static field post offices. Sections are usually located at distribution points and a distribution centre is established by the HQ AFPO.

6.2 The AFPO could typically be deployed as follows:

a. **Headquarters.** The HQ is likely to be located in a town or city that contains a significant civilian postal node; this is likely to be the major POD. HQ AFPO is responsible for operating a distribution centre and liaison with AUSPOST or the civilian postal organisation if overseas.

b. **Sections.** Sections will be deployed as AFPO detachments to provide postal support to the force. AFPO detachments supporting formations will be deployed within the formation maintenance/administration areas. Where available, AFPO will be operated in conjunction with civilian post offices.

Mobile Postal Facilities

6.3 Mobile AFPO services may be provided to unit forward operating bases if they are remote or deployed for an extended period, and are unable to be supported from the maintenance/administrative area itself. Provision of mobile postal facilities is subject to personnel and equipment
availability. Mobile postal facilities may also be provided by allies when operating in a multinational battlespace.

SECTION 6-2. DISTRIBUTION OF MAIL

6.4 The system of mail distribution and collection must be flexible and will vary according to the Operational Order. An example of a mail distribution process is depicted in Figure 6–1 and Figure 6–2 in Annex A.

6.5 Scheduled mail services are operated throughout the AO at times specified by the AFPO staff. Services are planned in conjunction with the local civilian mail centre or post office.

Movement of Mail

6.6 Mail distribution by the DPS utilises a variety of transport modes. The relationship between the priority of mail and the mode of transport is as follows:

a. Air. Air is the preferred means of transporting high priority mail because it is fast and secure.

b. Sea. Shipping may be used for transport of low priority mail, particularly when there are large quantities and air resources are limited. Within an AO, inland water transport may be utilised.

c. Rail. Rail is usually used for low priority mail.

d. Road. Road transport is normally used for long distance, low priority mail and for local distribution.

Movement of Mail Outside Australia

6.7 When an AFPO is established in an overseas AO, AUSPOST will designate the mode of transport to be employed for the carriage of personal mail to and from the POD. This will normally be by an airline designated by AUSPOST.
Postal System within an Area of Operations

6.8 The postal system is designed as a two-way operation, and the procedure for receiving and distributing all outgoing mail is the reverse of the procedure for handling incoming mail.

6.9 Mail received in the AO at the aerial or sea POD will be forwarded to the distribution centre and forwarded to the AFPO. The AFPO is responsible for sorting and forwarding mail for distribution to units. Annex B outlines the procedures and process for receiving mail by an AFPO.

6.10 Outgoing mail should be incorporated in the civil mail circulating system at the earliest practical opportunity. Annex C outlines the procedures for dispatching mail from an AFPO.

Mail Distribution Process

6.11 When formulating the mail distribution process, the following factors must be considered:
   a. whether deployment is overseas or within Australia;
   b. the projected duration of the operation or exercise;
   c. the size of the force to be supported;
   d. the number and size of AFPO sections required to support the force;
   e. the location of the nearest postal agency with which the AFPO section will interface;
   f. distances that the mail network must cover; and
   g. the normal mode of mail transport to be employed.

6.12 The mail distribution process should be advised as early as possible to allow timely dissemination down to unit level. Review and validation should be conducted on a regular basis.

6.13 To ensure that the mail distribution process operates smoothly along the lines of communication, close liaison must be
maintained between AUSPOST and DPS staff. The mail plan for operations is formulated as follows:

a. **Within Australia.** HQ AFPO formulates the mail plan for operations within Australia.

b. **Overseas.** AUSPOST formulates the mail delivery plan from the SGF to the POD.

6.14 Restrictions may be imposed on services that are available at an AFPO and this may affect the scope of the mail distribution process.

**SECTION 6-3. AUSTRALIAN POST OFFICE REQUIREMENTS**

6.15 The following AUSPOST requirements must be considered when formulating the mail distribution plan within Australia:

a. mail closing times at the servicing agency;

b. number of dispatches to and from the agency each day;

c. mail break up required, such as by state or postcode block;

d. stock replenishment procedures and time frames;

e. financial and agency services required;

f. differing service standards for classes of mail; and

g. any other special requirements of the servicing agency.

**SECTION 6-4. GENERAL FINANCIAL ARRANGEMENTS**

6.16 The Pm holds stocks of postage stamps, POSTpak® products, stationery and money orders to an authorised level to meet demands. Stock for AFPO is replenished by a stock requisition to Townsville MILPO.
Postal Sales

6.17 Counter staff are issued with an advance of stamps and other postal items as determined by the Subject Matter Advisor Postal. Stocks are maintained at this level by using the proceeds of sales to purchase replenishment stock from Townsville MILPO, as detailed in Annex D.

Accounting by Australian Forces Post Offices

6.18 Summary statements and supporting documents for money orders, bank transactions and other agency payments should be forwarded daily via FAP1 end of day book up to AUSPOST.

Internal Checking

6.19 The Pm of each AFPO is to implement a system of periodic internal checks to ensure the accuracy of counter advances and bulk stocks held. HQ AFPO is to carry out audits annually.

Losses and Deficiencies in Cash Advances

6.20 All members of the DPS are to be familiar with the Defence Ethics and Fraud Awareness Campaign and be aware of ethical dilemmas that may occur in their workplace.

6.21 Losses and deficiencies in cash advances are to be treated as a loss or deficiency of public moneys and are to be reported through the chain of command and investigated.

Audit

6.22 HQ AFPO is responsible for the auditing of all negotiable stock, cash dealings and accounting procedures for all AFPO.

6.23 A postal outlet at a permanent Defence Force establishment operates with AUSPOST finance, for which it is accountable to AUSPOST.

6.24 AUSPOST can conduct an internal audit of the office at any time and a report is then provided for both the AUSPOST Divisional Manager’s Office and HQ AFPO.
Australian Forces Post Office

6.25 If an AFPO is deployed and advances are financed with Defence funds, the AFPO has responsibility to both the DOD and AUSPOST for audit. A Defence audit requires the total amount of the advance to be returned to the servicing finance office on completion of the activity. AUSPOST requires all transactions to be supported by the appropriate documentation or book entry.

6.26 In an AFPO, funds are public moneys provided by the DOD. The AFPO uses these funds to conduct business. All products and services are provided or sold at face value, and no loss or profit should be incurred by the AFPO.

Damaged Postage Stamps and Stationery

6.27 Damaged items held by AFPO should be exchanged at HQ AFPO and an investigation is to be conducted.

SECTION 6-5. CUSTOMS AND QUARANTINE

Quarantine

6.28 The Department of Agriculture (previously known as the Department of Agriculture, Fisheries and Forestry) is responsible for quarantine operations throughout Australia. Its main role is to stop the entry of dangerous pests and diseases that could affect plant, animal and human health as well as the environment. Department of Agriculture officers check items entering the country at all major mail handling centres, container terminals and airports with the use of detector dog teams and screening equipment to scan mail entering the country. A list of prohibited articles is detailed in Annex E.

Import Permits

6.29 Certain articles of mail entering Australia are to have an Import Permit in accordance with the Dangerous and Prohibited
Goods and Packaging Post Guide. All articles of mail are subject to the following actions:

a. the permit or documentation clearly stating the permit number must be enclosed in the package or the item may be destroyed; and

b. the item may be destroyed if it is prohibited or requires some type of treatment to be allowed entry.

6.30 It is the sender’s responsibility to ensure that quarantine regulations are complied with. If there is any doubt about an article to be mailed either into or out of Australia, the sender should seek advice from any MILPO, AFPO, AUSPOST or supporting movements unit.

Customs

6.31 The Australian Border Force (ABF) clears all goods imported into Australia. Where goods are subject to import controls under the Customs (Prohibited Imports) Regulations, all personnel are to apply to the appropriate department or agency for a permission to import. The permission to import is to be obtained prior to the goods arriving in Australia. Failure to obtain the permission to import prior to the arrival of the goods may result in the forfeiture of the goods. It is the sender’s responsibility to ensure that customs regulations are complied with.

Customs Declarations

6.32 A customs declaration must be affixed to all parcels and any letter containing material other than documents.

6.33 Parcels that weigh up to and including 2 kg and have contents that are valued up to AUD500.00 or parcels or envelopes that contain written material that weighs more than 500 g must have a CN22 Green Customs Label attached. Normally the label will be attached to the bottom or top left corner of the item; however, depending on the size of the item being sent it may need to be attached on the side or back of the item.
6.34 If the article weighs over 2 kg or is valued at more than AUD500.00, a CP72 Large Blue Customs Label is to be affixed.

6.35 There are a number of common faults made by personnel when compiling the customs declarations. These include, but are not limited to:

a. declaration not signed;

b. description of contents too general (e.g., personal items, gifts or miscellaneous items is not enough information);

and

c. the full contents of the parcel are not declared (this is usually the case when someone is trying to send something prohibited through the DPS such as perfumes and military equipment etc.).

6.36 Where there is a discrepancy with the declaration, the parcel is to be returned to the sender.

6.37 Mail undergoes checks through ABF and the Department of Agriculture, including host nation and transiting customs/quarantine agencies, on return to Australia. All plant, food and animal goods received or sent in the mail are subject to quarantine and must be declared. Failure to do so may result in confiscation and/or civil prosecution.

SECTION 6-6. ADMINISTRATION

Australia Post

6.38 AUSPOST requirements differ from those of Defence establishments and require constant monitoring and reaction to situations or requests.

6.39 Many procedural changes occur at short notice, and these must be effected immediately. Some situations that may occur are as follows:

a. new services may be introduced, or old ones deleted;

b. services may have a rate change applied; and
c. excess cash may need to be remitted, or when the cash float is depleted, more cash advanced.

Vehicles and Stores

6.40 Day-to-day activities are supervised by the Postmaster in an AO or the Pm at the MILPO.

6.41 HQ AFPO has a Supply Customer Account and as such, holds vehicles, stores and specialist equipment required to deploy.

Specialist Equipment

6.42 The AFPO is required to operate certain specialist equipment sourced from both Army and AUSPOST and is subject to specific accounting, maintenance and operating procedures. Some specialist technical equipment requires additional security measures to guard against theft or fraudulent use.

Payment Statistics

6.43 AUSPOST has an agreement with the DOD to provide products and services to personnel. The MILPO is to provide statistical data to AUSPOST as part of the daily reconciliation process.

6.44 Statistical data is obtained from the following activities:
   a. deposit and withdrawal transactions;
   b. sales of postage stock;
   c. processing in/out mail;
   d. maintaining documents/registers;
   e. the issue and payment of money orders; and
   f. ancillary services, such as bill payments.

6.45 Statistical data is also required when an AFPO is deployed on exercise or operation. Each AFPO is to maintain records of all transactions and activities that will form the basis for planning further AFPO deployment commitments.
6.46 HQ AFPO is responsible for the conduct of postal training on behalf of ALTC.

6.47 Postal operators/clerks are currently selected from personnel employed in the ADF and are trained by personnel from HQ AFPO.

Training Management Package

6.48 The training management package has been designed by ALTC, in consultation with HQ AFPO and endorsed for use by the COMDT ALTC.

Annexes:
A. Mail Distribution Plan
B. Receiving Mail from Australia
C. Dispatching Mail from an Australian Forces Post Office
D. Procedures for Stock Orders
E. List of Prohibited Articles
ANNEX A TO CHAPTER 6

MAIL DISTRIBUTION PLAN

1. Figure 6–1 and Figure 6–2 show the mail distribution plan for mail to and from the AO.
Ms X writes letter to PTE Y deployed overseas.

Ms X takes letter to post office and posts letter.

Post office processes letter, local mail centre sorts and dispatches letter to Sydney International Mail Centre (via air/road).

At the Sydney International Mail Centre, letter is Customs checked, sorted and bagged according to AFPO number. Bags sealed with AUSPOST security tags.

AUSPOST sends a mail dispatch email to HQ JLC, HQ AFPO and receiving AFPO advising the dispatch details including quantity of mail bags, their serial number, weight, flight details and date of dispatch.

Mail dispatches are sent to Sydney International Airport where bags are consigned to an Australian national carrier designated by AUSPOST to the agreed point of collection.

Receiving mail authority checks paperwork and proceeds mail for collection by AFPO in location.

AFPO operators travel to the International Mail Centre. They will check manifest against the mail awaiting collection to ensure correct bags have arrived and have not been tampered with. Return to Australia compound with mail bags. Any discrepancies are reported.

Mail is unloaded and sorted into final destination lots.

AFPO operators manifest mail for movement on the intra-theatre assets to final destination. Sends manifest to receiving AFPO.

Manifest is checked by the movement staff and loaded onto pallets by RAAF staff for forwarding onto final destination.

Mail bags offload at final destination by RAAF staff. Movements staff advise AFPO operator that mail bags have arrived.

AFPO operator checks mail received at final destination against manifest. Any discrepancies are reported immediately to dispatching AFPO.

Final destination AFPO receipts the delivery of mail bags via a weekly SITREP to HQ AFPO, JLC and AUSPOST.

Mail is sorted by AFPO operator into unit lots. Local area units will either collect the mail or it will be sent forward by other means. It will then be delivered to PTE Y.

Figure 6–1: Mail Distribution Plan – To Area of Operations
Figure 6–2: Mail Distribution Plan – From Area of Operations
ANNEX B TO CHAPTER 6
RECEIVING MAIL FROM AUSTRALIA

1. Mail from Australia is processed and dispatched through the SGF to an agreed point of handover designated between AUSPOST and the ADF. Normally mail will be moved to the closest International mail centre or airport cargo facility in the proximity that the AFPO is located.

2. In some situations the agreed handover may be within the borders of Australia, (ie, a RAAF base), where the mail will be moved to the overseas destination using Service aircraft or a Defence civil charter.

3. There may also be occasions where mail for multiple AFPO located in the same theatre of operation, is dispatched to an ADF mail centre, which will be manned and operated by the staff from HQ AFPO. In situations such as this, the mail will be collected, sorted into AFPO locations and then on forwarded using service couriers or, where available, civil contractors.

4. The frequency of mail arriving to each AFPO will be dependent upon limitations such as flight availability, weather restrictions and possibly tactical situations. Prior to departing the AFPO should have details of the proposed mail plan. Under some circumstances the plan may not have been finalised and the details will be provided once the AFPO arrives at their destination. The AFPO must remain flexible, as the postal plan can, and often does, change.

Mail Delivery

5. The mail will normally be collected by the AFPO at the local International Exchange, Postal Authority or Airport Cargo Facility.

6. AUSPOST will normally provide an electronic spreadsheet throughout the week (with exception of the weekends) which details all mail dispatched from the SGF to each AFPO. The
spreadsheet should be checked and arrangements made to collect the mail.

7. The schedule and plan for the mail to be collected will be determined by the Pm in consultation with the FE it is supporting. Unless there is a tactical situation that prevents the AFPO collecting the mail, they should always be there to receive mail, conduct physical check of the mail, ensure that all mail is accounted for and that no mail has been damaged or tampered with.

8. Once the Pm has confirmed that they have all the mail (including a signed copy of the CN38 Delivery Bill) the mail is to be taken back to the AFPO for sorting and where necessary, preparation for on forwarding. The CN38 must be signed, stamped and filed with the CN31 Letter Bill.

9. At all times during collection, transit and while located at the AFPO, the mail must be properly handled and secured, to prevent damage and any form of theft.

Mail Sorting

10. The mail bags are opened and sorted in accordance with the FE nominal roll provided, or where it is to be on forwarded to another location it will be placed in a secure holding area, and manifests are to be raised until onward movement has been finalised.

11. All bags tags are to be retained until the quality assurance checks (QAC) has been completed. The QAC is to be conducted on each dispatch that is received at the AFPO from the SGF.

12. The final mail bag will be marked with an ‘F’ on the top right hand corner of the bag tag. The final bag should contain the CN31 Letter Bill that details the number and total weight of bags in the serial. The CN31 may be in a blue envelope or loose in the bag.

13. It is advised to check off the bags received from the SGF spreadsheet and crosscheck with the bag tags and the CN31 Letter Bill. By completing this you will be able to identify if there
are any bags missing. If discrepancies are identified, the procedure contained within paragraph 14c is to be followed. The CN31 is then to be filed with the CN38 Delivery Bill.

Compiling Paperwork

14. The following paperwork must be completed for each serial received:

a. Endorse the bottom of the CN31 Letter Bill (exchange of mails) by signing and date stamping the bottom right-hand corner under ‘Office of exchange at destination’.

b. If there are any missing bags, endorse the bottom of the CN31 Letter Bill with the missing bag details. Ensure that the missing bag details are recorded on the Missing Mail Bag and Mis-sorts Register on your running sheets.

c. Record the details of the received serials on a weekly logistic status (LOGSTAT) raised by the J4 Section of the FE you are supporting. The format and details required may vary depending what information they request.

d. Ensure that the mail tags are retained until the QAC, have been completed.

e. Where mail bags arrive without tags it may be necessary to match bags to dispatch serials using bag weights. Under some circumstances this may not be possible, especially where there are a number of bags missing from the serial, coupled with bags that are missing tags. Where this occurs all missing serials are to be notated for entry onto the weekly SITREP. It is likely that the bags will arrive at a later stage, however, where they do not arrive; a trace action is to be initiated through the SITREP.

f. Endorse the bottom of the CN33 Special List (registered items) by signing and date stamping the bottom right and corner under ‘Office of Exchange at Destination’.
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g. Endorse the bottom of the CP87 Parcel Bill by signing and date stamping the bottom right hand corner under ‘Office of Exchange at Destination’.

h. Archive all paperwork according to dispatch number.

Quality Assurance Checks

15. A QAC is a procedure that has been adopted to enable AUSPOST and the ADF to monitor postal delivery time frames to deployed AFPO. Two mailbags per dispatch or 10 per cent (which ever is the greater) are opened and details entered on the QAC spreadsheet. Once information is placed in the form, the bag tags can be destroyed.

Receiving Signature Items

16. When a signature service item (ie, Registered Post, Receipted Delivery, eParcel) is received, the item may be listed on the CN31 Letter Bill, and be sealed in a separate inner bag within the main mailbag. The bag tag will be marked on the top right corner with an ‘R’ if there is an inner bag with signature items.

17. All signature items must be recorded in the FAP8839117 Record of Signature on Delivery Items. The details are also entered into the Daily Running Sheet to be forwarded to HQ AFPO at the end of the week.

18. Once recorded the item must be signed for by the addressee, or an authorised agent, prior to delivery. In some cases it will be necessary to issue a FAP8834920 Postal Item Awaiting Collection card.

19. The following is the ‘carding’ procedure for signature service items:

a. If the article is not delivered on the day it is received:

   (1) compile an FAP8834920 Postal Item Awaiting Collection card, commonly known as ‘Carding’, and dispatch it to the addressee;

   (2) write ‘First Notice’, the date and your initials on the front of the article; and
(3) the article is to be date stamped on the back.

b. If the article has not been collected in five business days:

(1) issue a new FAP8834920; and

(2) write ‘Final Notice’, date and your initials on the front of the article.

c. If the article can not be delivered within 30 days it is to be returned to sender and detailed in the FAP8839117. All Pms are to remember that some deployed members may be away on patrol for extended periods and all efforts must be made to allow the member to pick up the article when possible.

20. If you receive signature items for FE personnel that are not located in an out lying station you are to do the following:

a. Forward the photocopied entry of the signature item in the FAP8839117 along with the article to the member or administration personnel. Ensure that you notate the date on the FAP8839117 Record of Signature on Delivery Items that you forwarded with the article.

b. Inform the member, by attaching a note to the article and emailing the chief clerk or administration personnel at that location, that they need to sign the photocopy and return the form to you on the next mail run out of their location.

c. When you receive the signed copy, attach it to the rear of the FAP8839117 and note ‘see attached’ where the original entry was made.

Express Post Items

21. When an Express Post item is received it is to be recorded in the PM360 Express Post Delivery Record and delivered to the addressee. No signature is required. The delivery record is kept on file and entered onto the Daily Running Sheet to be forwarded to the MILPO at the end of each week.

22. A signature must be obtained for Express Post Platinum.
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Missing Bags

23. The following are the actions to be taken on missing mail bags:
   a. endorse the bottom of the CN31 Letter Bill with the missing bag details;
   b. enter the details onto the Missing Mail Bag and Mis-sorts Register;
   c. report the missing bag on the weekly SITREP; and
   d. retain the CN31 on file.

24. If the missing mail does not arrive in the next two deliveries, request, through the SITREP, a trace action to be initiated.

25. When the missing mail is finally received ensure that the details are entered in the Missing Mail Bag and Mis-sorts Register and weekly SITREP.

Redirecting Mail

26. It is the responsibility of the AFPO to obtain forwarding addresses for the redirection of mail for personnel who have returned to Australia or moved to another location. To assist in facilitating this function, it is requested that during the march out procedures, all members are to complete a ‘Mail Redirection Form’. These forms are to be held on file for a period of two months and then they are to be destroyed. Any member that is deploying to another AFPO location for a period of time is to inform the current AFPO of their intent and duration that the redirection is required. The correct method to redirect mail is as follows:
   a. the original address is ruled out in red pen;
   b. the new address is written in red pen on the address side; and
   c. the addressee name remains unaltered.

27. Undeliverable/unclaimed articles are not to be returned to sender when a forwarding address is available.
Returning Mail to Sender

28. When mail cannot be delivered to the addressee or redirected and a sender’s address is available the following is to occur:
   a. place the ‘Return to Sender’ stamp or sticker so the finger is pointing to the sender’s address;
   b. mark the article with the reason for non-delivery (ie, refused, left address);
   c. date the article near the finger stamp; and
   d. date stamp the back of the article.

29. Where the return address is on the rear of the envelope or package, it may be necessary to place a Return to Sender sticker on the front with the end folded over the edge of the item, so that it is visible that the return address is on the back of the article. Once this is done you may also need to place another Return to Sender sticker on the back pointing to the address. If there are multiple items place in a single envelope and post as bulk.

More to Pay

30. When a ‘More to Pay’ sticker is attached to an article that has been sent to an AFPO, the following action is to occur:
   a. the item is to be ‘carded’ (see paragraph 19) and sent to the addressee;
   b. the addressee is to report to the AFPO and declares whether they will accept the article or not;
   c. payment is to be made for the additional charges on an AD862 Postal Pay Advance;
   d. Pm is to then provide the addressee with the article; and
   e. if the addressee refuses to accept or pay for any additional costs the article is to be returned to sender or sent to the Dead Letter Office (DLO) if there is no return address.
Dead Letter Office

31. When mail cannot be delivered to the addressee and there is no return address the following is to occur:
   a. write the letters ‘DLO’ on the front of the article in red pen; and
   b. date stamp the back of the article.

32. Under no circumstances is any item without a return address to be opened by the Pm of an AFPO. At all times the items are to be sent to the DLO for further action.

Opening Mail

33. Under Australian law it is prohibited to open another person’s mail without consent. There are a number of situations where AUSPOST or a representative may open mail. The AFPO operates in accordance with AUSPOST regulations, therefore AFPO personnel are authorised to open mail in the following situations:
   a. Where the packaging for the article is damaged and in need of repair. This includes situations where the article is inappropriately wrapped, and consequently is likely to damage other mail. In these circumstances the article is not actually opened by AFPO staff; rather the inadequate packaging has caused the wrapping to open. If this occurs, AFPO staff will repackage articles or repair wrapping so that the articles can be forwarded to the recipient.
   b. Where the article is suspected of containing a dangerous or prohibited item. If the article is reasonably suspected of containing something explosive, flammable, dangerous, or prohibited the parcel can be opened and the item removed. In circumstances such as these, the Pm is to have another person present, preferably the OC or equivalent. Where possible, the person who owns the package should present and open the package. If a parcel is leaking an unknown substance, (ie, powder) or is believed to contain an explosive item, the item is to be
left alone and the Military Police and Explosive Ordnance Disposal Technicians are to be called to attend to the matter. Under no circumstances are AFPO staff to open any such items.

c. Where the item of mail is physically offensive in appearance or smell, or if an article contains something that is rotten, smelling or leaking then the postal staff will open the package and dispose of the rotten contents.

34. When mail is opened by postal staff it will be marked as having been opened. The Pm is to reassemble the article using ‘Repaired by Australia Post’ tape and enclose a minute to the addressee detailing why the package was opened.

35. If the article contained a dangerous or explosive item, or if the contents have perished, the postal agency will seize the item and notify the member’s unit.

36. If a member receives an article that has the appearance of being opened but has not been labelled the member should immediately report the matter to their chain of command for notification to the AFPO and the Military Police.

Repairing the Mail

37. If an article is received that is in need of repair the following is to occur:
   a. mend the packaging with ‘Repaired by Australia Post’ tape;
   b. write the condition in which the article was found, your work centre (ie, AFPO 20), your initials and date near the repair tape in red pen; and
   c. date stamp the article.

38. If the article is leaking or the wrapping is beyond repair place it in a clear plastic bag with the address clearly visible and follow the procedures stated in paragraph 37.
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Mis-sorted Mail

39. If mis-sorted individual mail is received the Pm is to take the following action:
   a. redirect the mail to the correct address;
   b. cross out any barcodes used for computer generated sorting;
   c. date stamp the rear of the article;
   d. place the article into the next dispatch;
   e. enter the article onto the mis-sorts register, note that the article should not be entered onto the quick calculation sheet (QCS); and
   f. inform HQ AFPO via email of the mis-sort and include the details of the package.

40. For mis-sorted whole bags/serials received the Pm is to do the following:
   a. If a whole bag is received include the bag number, bag weight and dispatch number on the mis-sorts register.
   b. Double bag the dispatch, readdressing the outside bag to SGF, NSW 2890. Leave the inside bag addressed to the original address.
   c. Inform the Pm MILPO via email of the mis-sort, include the serial, bag weights and bag number.
ANNEX C TO CHAPTER 6

DISPATCHING MAIL FROM AN AUSTRALIAN FORCES POST OFFICE

1. Prior to accepting articles for transition through AUSPOST, ensure that the following checks are carried out:
   a. Check that the article is correctly packaged and has the correct and accurate Customs Declaration attached. The requirements for Customs Declarations are noted in the Dangerous and Prohibited Goods and Packaging Post Guide.
   b. Check the declaration for any prohibited items and, if any are noted, inform the sender that such items are not permitted through the post and must be removed. A list of articles prohibited by the ABF is contained in Annex E.
   c. Check the sender has declared all food, plant and animal goods as these items are subject to quarantine and failure to declare such items may result in confiscation or prosecution.
   d. Check that the item is acceptable for transition through the post (ie, correctly packaged, addressed, correct dimensions).
   e. Ensure that the identification (ID) is recorded (ie, PMKeyS number).

Dimension and Weight Restrictions

2. AUSPOST enforces the following weight and dimension restrictions:
   a. maximum weight of a parcel is 22 kg;
   b. the length of the greatest linear dimension of a parcel must not exceed 105 cm;
   c. the girth or circumference of an article must not exceed 140 cm;
d. the girth of an article must be at least 16 cm, for example a broom handle or pencil shaped article is not acceptable; and

e. if the parcel is box shaped both the length and width must be at least 5 cm.

Prohibited Articles and Special Packing Requirements

3. Dangerous and prohibited articles are detailed in the Dangerous and Prohibited Goods and Packaging Post Guide. When assessing perfume products, the following should be taken into consideration. Perfume products with flammable solvents are listed as prohibited items in the Dangerous and Prohibited Goods and Packaging Post Guide. Therefore; perfumes are not to be sent through the DPS or AUSPOST mail systems. AFPO are to ensure that packages containing perfume or suspected of containing perfume are not accepted.

4. The packaging guide for liquids is as follows:
   a. liquids must be enclosed in a leak-proof container made of metal, plastic or similar material with secure closures;
   b. the outer packaging must be strong enough to withstand large volumes of weight;
   c. the package must contain sawdust, cottonwool or other appropriate material to absorb the liquid should the container break; and
   d. the DPS has banned the sending of cordial through the postal service.

5. When staples are used to secure tough bags and other mail, tape must be placed over the staples to prevent injury to AFPO and AUSPOST staff handling the mail. This will also ensure that the article will not present a hazard to AUSPOST equipment.

Prohibited Items

6. Mail entering and leaving Australia is screened by ABF and the Department of Agriculture at the SGF and or host nation
equivalents. Screening is able to detect most items and is used to confirm compliance with customs and quarantine regulations and identify prohibited items being sent in the mail.

7. Individuals should not attempt to send prohibited items to or from Australia. Any personnel found to be involved in such activities may be liable to civil prosecution and or disciplinary action under the Defence Force Discipline Act 1982.

Tobacco and Alcohol Products

8. Tobacco and alcohol are not to be sent to any deployed location via the DPS.

9. Any articles clearly marked indicating it contains alcohol or cigarettes, or suspected to have either of those prohibited substances in them, is to be confiscated immediately. The addressee’s chain of command is to be notified and it is requested that the parcel be opened with the addressee’s supervisor, normally CSM or OC, to verify the contents of the parcel, for possible Defence Force Discipline Act 1982 action as required.

Unlawfully Obtained Service Property

10. Unlawfully obtained items of service equipment, materiel or supplies are likely to be detected when passing through X-ray machines when screened by ABF at the SGF or host nation equivalents. Depending on the item the person may be liable to civil prosecution and/or disciplinary action.

Suspicious Items

11. Any person discovering what appears to be a suspicious item, letter or parcel bomb or possible improvised explosive device in their mail is to leave the item where they found it and report it immediately to chain of command.

Military Equipment

12. The sending of military equipment via the DPS is prohibited. Any parcel that contains, or is believed to contain, military equipment will be returned to the person who is sending the
item, the article is not to be sent through DPS until such time as
the military equipment is removed.

13. Military equipment is to be packaged, documented and sent
through the Defence freight system using extant procedures –
noting this is not always guaranteed.

Mail for the Regimental Trust Fund

14. Unit stores, canteen stores and the like are not to be sent
through the DPS. If members of the Regimental Trust Fund
wish to receive stock they are to seek endorsement for this to
be moved through the Defence freight system using extant
procedures – noting this is not always guaranteed; or through
local courier services.

Exploitation of Duty-free Entitlements

15. The use of the DPS for the exploitation of duty-free entitlements
is prohibited. The Pm is to ensure that all personnel within the
FE they support are fully briefed on this matter. Personnel
should be advised that duty is payable on all items sent through
the DPS, in accordance with Customs by-law No. 0540001.

Applying Postage to Articles

16. Postage is to be applied to all articles sent through the
AUSPOST system. Postage may be applied using postage
stamps or with the PPAS. Only Australian postage stamps may
be used.

17. With exception of items that fall within the 'freepost' provisions,
all mail lodged for entry into the DPS and AUSPOST networks
must be paid for by the person sending the item prior to it being
accepted and sent.

18. While articles lodged for post under the freepost provision are
sent free of charge to the actual person sending the item, the
correct postage costs must be applied to the article, as the
DOD is required to pay for postage of all items sent through the
DPS.

19. Where postage stamps are used, the AFPO date stamp
impression is to be placed over the top of the stamp, thereby
cancelling it for further use. The PPAS does not require cancelling.

How to Assess Postage Payable

20. The specifications, weight, dimensions and prices of postage are detailed within the AUSTPOST pricing guides. All Pms are to ensure that they have the current version as the price guide changes regularly. HQ AFPO will advise each AFPO when the changes occur and will forward the new Postal Guides as necessary.

21. Items lodged for post that weigh more than 500 g must have postage costs assessed. The following applies:

a. If the article is over 1 kg actual weight, the cubic weight of the article must also be assessed using (length x width x height x 250) formula. Postage for the article will be the greater of the actual weight or cubic weight of the item.

b. If the article is over 2 kg actual weight or 2 kg cubic weight the sender must pay for the postage. Payment will be based on the rounding up of the weight of the article to nearest kilogram.

c. Postage is assessed from postcode 2890 to the postcode shown in the delivery address of the item being sent.

d. To make assessing charges easier, AUSPOST produce Postal Charges Easy Guides. All mail sent through the DPS falls under the N1 Postal Charges Guide.

Marking the Article

22. A clear impression of the PPAS is to be made in the top right-hand corner of the address side and the value of the assessed postage written above or beneath the PPAS impression. Where the surface of the article is such that the PPAS may rub off, an impression of the PPAS is to be placed on a 'jam' label¹ and affixed to the article.

¹. Generic Army plain white label.
23. The back of the article is to be date stamped.

24. Once the PPAS and date stamp impressions have been placed on the item, the amount of postage payable is to be notated on the QCS. The amounts notated on the QCS will be used to compile the FAP221 Bulk Postage Charge Account Docket.

Articles not Requiring Postage Assessed

25. The following articles are not required to have postage assessed or to be recorded on the FAP221 Bulk Postage Charge Account Docket:
   a. articles that have sufficient stamps/pre-paid postage attached;
   b. articles that are being redirected;
   c. letters that are being returned to sender (parcels are to be assessed as per normal and a More to Pay sticker attached with additional costs, this cost is postage only less fee);
   d. articles that are being forwarded to the DLO;
   e. articles that are ‘Reply Paid’; and
   f. articles that are taxed or have a More to Pay sticker applied.

International Articles

26. The postal concession does not cover articles to countries other than Australia. Articles addressed to international destinations that are lodged through the AFPO, are to have postage assessed at the international rates applicable from Australia, 2890 to the country nominated. Personnel posting articles with an international address are to pay the applicable postage due prior to the article being accepted and lodged into the DPS.

27. All items being sent to international destinations must have the applicable customs declaration attached and it must be correctly completed and signed. The Pm must also ensure that the contents of the package do not contravene any prohibitions.
of the country to which the item is being sent. For further details on prohibitions, refer to the International Post Guide (IPG).

28. To determine the cost of postage from Australia to the country of destination do the following:
   a. Determine what parcel zone the country belongs as detailed in the Post Charges Post Guide or IPG.
   b. Identify the applicable zone for the country to which the item is being sent in the Post Charges Post Guide.
   c. Find the applicable weight category and offer the customer the options of air or sea mail (where available) and advise them of the different prices applicable for each and expected delivery times.
   d. Calculate the cost of postage, remembering that items being sent to international destinations are not cubed. Postage is calculated solely on the weight of the item. The Pm must ensure that the item being sent complies with the standard requirements, as detailed in paragraph 2 and the IPG.
   e. Payment for the international postage is accepted from the customer, a receipt is issued and the payment is recorded on the FAP39 Check of Advance Part B.
   f. The appropriate ‘International Service Indicator’ sticker is to be applied to the item.
   g. Personal ID must be produced by the person lodging the item.
   h. Mail addressed to an overseas embassy is to be processed as normal (official or personal) and forwarded on to the following address:
      Overseas Admin Cell
      CP2-2-3-010
      Campbell Park
      ACT 2612
Charging for Postage Paid and Postal Stock

29. Members are able to purchase postal stock and/or pay for excess postage in the one transaction. The DPS no longer operates with currency; therefore, any payments debited to the member for postal stock or excess postage is to be treated as a salary advance. This is referred to as the ‘cashless system’. The use of the cashless system is detailed further in Chapter 7.

FAP221 Bulk Postage Charge Account Docket

30. An overseas AFPO is likely to deploy using the PPAS and FAP221 Bulk Postage Charge Account Docket system to pay postage on mail articles instead of using postage stamps. Every article that has the PPAS applied to it must be record on the FAP221.

31. When using this system creating a QCS, which makes compilation of the FAP221 Bulk Postage Charge Account Docket easier. As the postage for an article is assessed it is recorded on the QCS as a tally.

32. The National Uniform Product Codes is a coding system developed by AUSPOST and is designed to identify articles of mail by code for accounting purpose. The National Uniform Product Codes is used in conjunction with the FAP221 Bulk Postage Charge Account Docket.

33. The FAP221 Bulk Postage Charge Account Docket is an accountable AUSPOST document and the authority for its use by an AFPO is given by AUSPOST in conjunction with HQ JLC SCB. The FAP221 must be kept secure at all times and locked away when not in use.

34. The following articles do not require the use of PPAS and are not recorded on the FAP221 Bulk Postage Charge Account Docket:

   a. article that have sufficient stamps/pre-paid postage attached;
   b. articles that are being redirected;
   c. letters that are being returned to sender;
d. article that are being forwarded to the DLO;
e. articles that are Reply Paid; and
f. articles that are taxed or have a More to Pay sticker applied.

Actions on Error When Compiling a FAP221 Bulk Postage Charge Account Docket

35. If a single line error is made when compiling the FAP221, the line containing the error is to be ruled through completely, notated ‘Error’ and initialled.

36. If the amount of errors made on the FAP221 could cause confusion then that folio is to be cancelled. Rule two parallel lines, diagonally the full width of the folio and write ‘Cancelled’ between the two lines (ensure that all three copies are cancelled). The cancelled folio is to be distributed as normal, as detailed in paragraph 37.

Distribution of a Completed FAP221 Bulk Postage Charge Account Docket

37. The distribution of the FAP221 is as follows:
   a. Original copy (white) – placed in an official AUSPOST envelope and addressed to:
      Credit Manager
      Regents Park Business Centre
      Block B
      391 Park Rd
      Regents Park, NSW 2143
b. Duplicate copy (green) – placed in an official AUSPOST envelope and addressed to:
   JLC-SCB
   VBM ANW-1-116
   Victoria Barracks
   Melbourne, Victoria 3006

c. Triplicate copy (yellow) – the book fast or watch copy is held at the AFPO.

38. Once compiled, distribute the FAP221 Bulk Postage Charge Account Docket immediately and dispatch in the serial it is accounting for. The original and duplicate copies of the FAP221 will be the last two letters placed in the letter bag prior to sealing. Once the FAP221 is completed no additional mail articles can go in that dispatch.

Replenishing FAP221 Bulk Postage Charge Account Dockets

39. Day-to-day operation of the FAP221 will determine when an AFPO requires a replacement. It is important to anticipate and request a new pad well in advance.

40. The request procedure is as follows:
   a. Fax or email HQ AFPO with the replenishment request.
   b. HQ AFPO is to forward pads of FAP221 (via registered post and/or safe hand) and email the dispatch details.
   c. Upon receipt of the FAP221 check the folio numbers against the accompanying minute.
   d. If the folio numbers correspond, sign the duplicate minute, scan (if available) and return by email or post to HQ AFPO. Retain your copy on file for accountability and auditing purposes in the FAP28 Record of Accountable Forms.
   e. Immediately contact HQ AFPO if the folio numbers are not correct.
Action on Loss or Destruction of a FAP221 Bulk Postage Charge Account Docket

41. If the FAP221 is lost or destroyed HQ AFPO is to be informed as soon as possible. AUSPOST is then to be informed of its loss.

42. Loss or destruction of the FAP221 requires an investigation to be carried out by the contingent. The investigation should avoid military terminology and abbreviations and any reference to classified matters as a copy must be sent to AUSPOST. A copy is also to be sent to HQ AFPO.

CN31 Letter Bill

43. A CN31 is to be raised for every dispatch (including intra-theatre mail movement). The CN31 is to be completed, signed and date stamped and enclosed in the blue Letter Bill envelope. The date stamp is to be placed over the top of the Pm’s signature. The original copy of the CN31 is placed in the final bag (Red Label Bag) of the dispatch. The watch copy is attached to the CN38 Delivery Bill and filed.

CN38 Delivery Bill

44. The CN38 is to be compiled for all dispatches being sent to the SGF and Bureau Services. The CN38 is not to be enclosed in the SGF/Bureau Services mail bags.

45. The CN38 is to be taken to the local Postal Authority and when the mail is delivered, the first copy of the CN38 is to be signed and date stamped by a representative of the Postal Authority/Exchange. The signed and dated copy should then be retained by the Pm, to be filed with the CN31.

46. It is essential that the CN38 is filed correctly as the documentation details everything about the dispatch and confirms that it did arrive. This information should be transcribed onto the LOGSTAT and SITREP at a convenient time.
Mail Tags

47. Under normal circumstances there are three different mail tags used by a deployed AFPO. They are as follows:

   a. *Parcel Bag Tags*. These tags are to be made of white on the front and yellow on the back. Normally the tags are made by placing two tags together of the colours defined. The front and rear of the tag will have ‘Australia Post Forces Mail’ written on them. In addition the yellow tag will have ‘Do Not Open in Transit’ on it.

   b. *Letter Bag Tags*. These tags are to be made up of white on the front and red on the back. Both tags will have the same text as the parcel bags tags.

   c. *Empty Bag Tags*. These tags are green on the front and white on the back. The empty bag tags only have ‘Australian Forces Mail’ on the back. The tags also have ‘Do Not Open in Transit’.

48. The use of a red tag on a mail bag denotes that the bag is the last bag in the serial. The letter bag contains the paperwork for the dispatch (CN31 Letter Bill and FAP221 Bulk Postage Charge Account Docket).

49. All mail tags (once completed and stamped with the AFPO date stamp) are to be secured to the mail bags using AUSPOST supplied red zip ties only.

50. If there is only one bag in the dispatch it is to be tagged with a red tag.

Empty Bags

51. Empty bags are to be returned to SGF as soon as they are accumulated. Mail bag sizes three and four are to be bagged with 19 inner bags and one outer bag.

52. The bag of empty bags should be sealed with the normal red zip ties and the labels should be as detailed in paragraph 47c. The empty bags are to be included as part of the serial being dispatched to the SGF and must be included on all relevant
paperwork such as the CN31 and CN38 Delivery Bill. All tags must be date stamped prior to dispatch.

**Bagging Mail**

53. Standard letters are placed into bundles of 50 or less and banded with rubber bands. When the bundle contains exactly 50 letters, the last letter is to be turned around so that the address can be read. All letters, other than the last letter, are to be facing up (that is all facing the same way with the postage in the same position). Large letters and parcels are placed loose in the bag.

54. Place the mail into a mailbag and seal with the red plastic bag zip tie with the appropriate tag attached. The final bag of the dispatch is not to be sealed until the CN31 Letter Bill and the envelopes containing the FAP221 Bulk Postage Charge Account Docket are placed inside.

55. The maximum weight of a mailbag is 20 kg; however, it is preferable that bags be kept under 16 kg. All bags that weigh above 16 kg must be labelled with a ‘Heavy Lift’ sticker and have the weight recorded on the sticker accordingly.
ANNEX D TO CHAPTER 6

PROCEDURES FOR STOCK ORDERS

1. To enable the efficient and effective running of an AFPO, there will be requirements to replenish postal products and postal stores utilising the MILPO Pm in Townsville.

2. AFPO must ensure that they monitor stock levels and place orders well in advance of their stock running out and also provide customers with a flexible range of postal stock products as per a normal AUSPOST outlet in Australia.

Replenishing Australia Post Forms and Equipment

3. The Pm at MILPO is the sole point of contact for postal stock replenishment. The current, contact details for the Pm at the Townsville MILPO are as follows:
   Telephone: (07) 4411 7582;
   Email: 10FSB.Postmanager@defence.gov.au; and
   Facsimile: (07) 4411 1826.

4. Requests for AUSPOST forms and equipment (ie, FAP221, bag tags and customs declarations) are to be sent to the Pm at the Townsville MILPO by email or fax. AFPO are to allow at least two weeks for the delivery of the orders.

POSTpak® Products and Replenishment

5. HQ AFPO also provides replenishment of POSTpak® products.

6. The FAP174 Interoffice Stock Replenishment Order is the only form to be used for ordering postal stock through AUSPOST. Ordering stock with a cashless advance is conducted by using the following sequence:
   a. raise an FAP174;
   b. open the Current Daily Running Sheet and select the ‘Calc’ tab;
c. using the ‘Postal Pay Advance Register Totals’ (top right corner) you are to use this amount to pay for your stock you have requested, (Note that you may not need to use the entire amount); and

d. to do this you need to calculate how many weeks total balance will pay for your stock and subtract it from the amount; the remainder will be entered onto the new weekly total (eg, if you used week 9 to week 13 totalling $509.65 to pay for the stock, and the FAP174 stock value was $500.00 the new amount for week 13 would become $9.65).

7. The MILPO Pm will acknowledge receipt of your order and advise when it is dispatched.

8. Stock will be forwarded to the AFPO as Registered Post. On receiving the stock the AFPO Pm is to verify that the order has been received in full, enter the registered number(s) into the FAP8839117 Record of Signature Delivery Items and Daily Running Sheets. Additionally an email or fax is sent to the MILPO Pm advising it has arrived so the order can be finalised, and a receipt of the order is entered into the electronic point of sale system.

9. The Pm is to bring the stock received onto account. To do this the ‘Stock Received’ column on the FAP39 Check of Advance Front is to be updated. The ‘Stock in Transit’ column on the FAP39 Rear is to be updated according to the stock that arrived, either full delivery or partial.

10. POSTpak® products are normally available for purchase from your AFPO. Some minor operations may not have a postal advance issued, therefore, will not provide stock. It is then recommended to ‘recycle’ POSTpak® products sent from Australia. MILPO will provide updates on postal stock price increases as required.

11. If possible and if space and conditions allow, the AFPO should have a display board of available POSTpak® products. If a display board is set up, the Pm must ensure that the items are
either written off (approval through HQ AFPO) or the products are changed at regular intervals so they can be sold.
LIST OF PROHIBITED ARTICLES

1. The ABF advises that the following items are prohibited for importation into Australia:
   a. matches containing white phosphorus or yellow phosphorus;
   b. toys or pencils containing or plated with varying quantities of lead, arsenic, antimony, cadmium, mercury, chromium, or barium;
   c. appliances or equipment designed or adapted for warfare or like purposes such as:
      (1) dazzle or decoy devices,
      (2) smoke screens,
      (3) explosive or incendiary materials,
      (4) flame throwers,
      (5) gases or liquids designed to kill or incapacitate,
      (6) grenades of any type,
      (7) large calibre armament,
      (8) weapons,
      (9) launchers,
      (10) mines,
      (11) projectiles,
      (12) bombs, and
      (13) parts and accessories designed or adapted for use with any of the listed items;
d. daggers, including any sharp pointed stabbing instrument ordinarily capable of being concealed on the person and having:
   (1) a flat blade whose cross-section or three or more sides are cylindrical, or
   (2) a needle-like blade whose cross-section or three or more sides are cylindrical or elliptical;
e. hand-held battery-operated devices that administer an electric shock or high frequency acoustic shock;
f. dog collars that shock or have protrusions to puncture or bruise animals’ skin;
g. blowpipes and blowguns and their darts;
h. nunchakus or similar devices;
i. Kung Fu (Ninja) throwing irons or star knives and similar devices;
j. pistol crossbows;
k. goods incorporating a concealed knife or blade;
l. daggers, automatic knives, single handed opening knives, butterfly knives and ballitic knives;
m. knuckle dusters;
n. gloves with protrusions designed to puncture skin or bruise skin;
o. slingshots, hunting slings, or catapults with a brace;
p. body armour, ammunition and firearms (especially militia weapons), parts and accessories (ADF military weapons, ammunition and flak jackets exempted); and
q. drugs including narcotic substances and steroids.
The Department of Agriculture advise that the following items will be removed from international mail:

a. meat and meat products:
   (1) all uncanned meat – fresh, dried, frozen, cooked, smoked, salted or preserved meat, including salami and sausages;
   (2) packaged meals (including noodles) containing meat;
   (3) mooncakes containing meat;
   (4) remedies and medicines containing animal material; and
   (5) food including canned and dried food and supplements;

b. dairy, eggs and egg products:
   (1) cheese, milk, butter and other dairy products;
   (2) packaged meals and other foods containing more than 10 per cent dairy or egg (whole, dried and powdered, eg, cake mix, salad dressing); and
   (3) mayonnaise or mooncakes containing egg;

c. handicrafts:
   (1) souvenirs, artefacts and goods made of rawhide, feathers, teeth and bones;
   (2) dried flower arrangements and potpourri; and
   (3) handicrafts made from or containing seed, pine cones, bark, moss and straw;

d. fruit and vegetables:
   (1) dried fruit and vegetables containing seeds or fruit skin; and
   (2) all fresh fruit and vegetables;
e. plants, seeds and soil:
   (1) plant material including plants, cuttings, roots and bulbs;
   (2) seeds including commercially packaged seeds;
   (3) soil including small souvenir or sentimental samples;
   (4) footwear and equipment contaminated with soil, manure or plant material; and
   (5) gifts and toys filled with seeds, sand, soil or straw;

f. dried plant material:
   (1) tea containing items such as seeds or fruit skin (eg, citrus and apple peel);
   (2) remedies and medicines containing herbs, seeds, bark, fungi and dried plant material; and
   (3) popping corn and raw nuts; and

g. laboratory material:
   (1) medical and animal samples; and
   (2) diagnostic kits and micro-organisms.

3. This is not a complete list of Australian Quarantine and Inspection Service prohibited or restricted items. Any items found to contain insects or larvae will be withheld and must be treated. Further information can be obtained by sending an email to international.mail@aqis.gov.au or free call 1800 020 504.

4. It is advised to refer to the current edition of the IPG when assessing whether an item can or cannot be sent via DPS.
CHAPTER 7

OUTLINE OF SERVICES AVAILABLE

SECTION 7-1. INTRODUCTION

7.1 AUSPOST consults with the DOD to determine the type and level of services to be delivered by the DPS. An ‘opening signal’ will be sent for widest dissemination advising the type, level and commencing date for services that will be provided. The following core services will normally be provided:
   a. receipt and dispatch of personal mail,
   b. postal products and consumables, and
   c. calculation and application of postal charges.

Mail Categories

7.2 Mail is divided into the following two broad categories:
   a. Letters. Letters can be either private or official correspondence up to 500 g.
   b. Parcels. Parcels are articles weighing from 500 g up to 22 kg. Articles weighing over 22 kg must be dispatched using the Defence Freight System.

7.3 Letters and/or parcels may be sent through the DPS, provided they fall within the prescribed dimensions and weight. The importance or urgency of a postal article cannot be determined by its mail category.

7.4 In accordance with the Dangerous and Prohibited Goods and Packaging Post Guide, certain articles are prohibited from the mail or require special packaging to prevent damage to other mail.

Postage

7.5 Normal domestic and overseas postal charges apply to articles addressed to members of the ADF, except for members
serving on naval ships or as detailed in paragraph 7.6. Postal charges are determined by AUSPOST and are promulgated in AUSPOST publications or via PostLink.

7.6 A concession on postage rates may be granted under special circumstances to ADF members when deployed on operations. Requests for postal concessions must be raised by the relevant mounting authority to AHQ. Alternatively, AHQ may allocate specific contingency funding for each overseas operation. This will include provisions for postal concessions. The concessional rate that applies normally covers the air carriage rates from the SGF to and from the deployed force. Operating procedures for financial accounting and concession on postage are detailed in Annex A.

SECTION 7-2. REPORTS

Logistic Status

7.7 Normally a LOGSTAT is to be compiled for all mail serials received and dispatched by an AFPO, including intra-theatre movement (including ‘snot bags’ between AFPO). The details within the LOGSTAT will be determined by the FE that the AFPO is supporting and may be kept on the DRN or DSN.

7.8 The LOGSTAT provides the J1/4 Staff with the necessary information they require to brief the commander on mail movement within their Theatre of Operation. It will also be used by the J1/4 Staff to provide feedback to HQ JLC on the amount of mail being receipted and dispatched to and from the AFPO and any issue such as lost or damaged bags.

7.9 Submission times for the LOGSTAT will be determined by the J1/4 Staff.

Situation Report

7.10 A mail SITREP is to be provided each week and provides a number of key personnel with information on the AFPO including the current status of the AFPO postal advance, mail
movement in and out of the AO, missing mail bags and general comments that the Pm of the AFPO may wish to raise.

7.11 The SITREP is to be sent to the following personnel:

a. Townsville MILPO Pm, 10FSB email: 10FSB.Postmanager@defence.gov.au;

b. Director DPS – via JLC Support Staff email address;

c. HQ JLC – Watch-keeper via JLC Support Staff address; email: HQJLC.Watchkeeper@defence.gov.au; and

d. HQAPFO – Subject Matter Advisor listed on the postal contact list.

7.12 The SITREP is to be sent weekly on Fridays.

7.13 When there is more than one AFPO deployed to the same operation there may be a requirement for a controlling AFPO to be established for overall technical control. This is currently relevant in the Middle East Region where the senior postal operator is identified as the Postmaster and has technical control of all the deployed AFPO within the area. The Middle East Region Postmaster will consolidate all SITREPs.

SECTION 7-3. SUPPLEMENTARY SERVICES

Express Post Services

7.14 Express Post provides an economical guaranteed next business day delivery within defined networks in Australia of articles up to 22 kg. AUSPOST have a range of prepaid Express Post products for purchase, which include envelopes up to 500 g, satchels up to 5 kg and Express Post labels for articles 5 to 22 kg. Additional services (registered post, extra cover or cash on delivery [COD]) are not available with the Express Post service.

Faxpost

7.15 Faxpost facilities are available at all AUSPOST outlets including MILPO. Faxpost is a domestic and international
facsimile service which provides the carriage of documents or messages from the following:

a. one post office to another for delivery, or
b. a post office direct to the addressee’s private fax.

7.16 Acceptance criteria and charges are available at all AUSPOST outlets.

7.17 Where Express services are utilised for delivery of postal articles to personnel within a deployed force, AUSPOST deems the article delivered when lodged with the DPS. The responsibility for delivery to individuals rests with the DPS.

SECTION 7-4. REGISTERED POST SERVICES

Registered Post Service

7.18 The registered post service provides a unique ID number for proof of posting and signature obtained on delivery. The service is available for all categories of mail including overseas mail as detailed in the Australia Post Charges Booklet.

Extra Cover

7.19 Extra cover for loss or damage may also be purchased with this service.

Delivery Confirmation

7.20 The delivery confirmation service is designed to allow the sender of a registered article to receive a signed acknowledgment from the addressee that delivery has been made.

Cash on Delivery Service

7.21 The COD service is designed to meet the convenience of persons who wish to pay on delivery for goods ordered by them and for traders and others who do not desire their goods delivered to the purchaser except on payment of the amount due. AUSPOST undertakes to collect payment for the goods from addressees and remit the amounts collected to the
senders. COD articles can be posted at all accounting post offices within Australia and its territories.

SECTION 7-5. MONEY TRANSFER SERVICES

Money Order Service

7.22 The money order service provides a system by which money can be transmitted without sending actual cash. The types of money orders available within Australia and to certain overseas countries are as follows:

a. **Ordinary Money Orders.** Ordinary money orders are issued to the remitter for on-forwarding by mail to the payee and can be cashed at any post office. Payee ID is required.

b. **Express Money Orders.** Express money orders are recommended when speed of transmission is important.

c. **International Money Orders.** Western Union International Money Orders are available for the transmission of money to certain overseas countries.

d. **Electronic Banking.** Electronic banking is not available at AFPO.

SECTION 7-6. SERVICES PROVIDED ON AN AGENCY BASIS FOR ORGANISATIONS

Passport Application

7.23 All post offices usually carry passport application forms for adults and children. Lodgement of passport applications is through selected AUSPOST outlets.

Banking/Electronic Banking Services

7.24 Post offices may provide banking facilities as an agent of the Commonwealth Bank of Australia and other banking and financial institutions. Certain limitations on amounts for
withdrawal exist and information is available from post offices. Electronic banking facilities are available at MILPO.

SECTION 7-7. OFFICIAL MILITARY CORRESPONDENCE

Posting Official Military Correspondence

7.25 Official mail addressed to other Defence establishments does not require postage providing the articles are wholly dealt with through the military system, for example through a registry. Any official military correspondence which, in the course of its transmission, is handled at any stage by the civilian postal network must be prepaid at the prescribed rates of postage. Particular care should be taken to ensure that such correspondence is correctly addressed and of a routine UNCLASSIFIED nature.

Processing Official Military Mail

7.26 All official mail is to be dispatched in a separate serial to personal mail (commonly known as ordinary mail). On receipt of the official mail you must ensure that it is appropriately prepared to be sent through the post by checking for the following:

a. ensure that a customs declaration has been completed and attached where necessary, and

b. ensure that the appropriate security classification and precedence are correct for carriage in the civilian postal network.

7.27 Official mail must be distinguished by the following:

a. the words ‘Certified Official Mail’ are notated on the top left-hand corner on the front of the mail and initialled by the person lodging the item;

b. any official mail contained in a DOD envelope does not require an annotation;
7.28 The official mail is to be assessed for postage as per any other mail that enters the AUSPOST system and must have applicable postage attached using the PPAS. The following domestic rates apply from Sydney, NSW 2890:

a. if the article is addressed to a Defence establishment, it is charged to Lidcombe, NSW 2141; and

b. if the article is addressed to a civilian address, it is charged to the postcode as shown in the address.

7.29 A FAP221 Bulk Postage Charge Account Docket is to be raised in the normal manner except when required to enter the official mail dispatch number into the Customers Reference on the FAP221. The FAP221 is to show only the official mail that has been captured during that dispatch period. A CN31 Letter Bill and CN38 Delivery Bill are also raised separately from the ordinary mail dispatch. The bags are to be tagged with the dispatch number, numbered sequentially and kept separately from the dispatches of ordinary mail.

7.30 Details of the official mail are to be recorded on the FAP39 Part B and FAP39 Rear.

7.31 The official mail should be packed and secured in green mail bags only; however, where there are none available, a blue AUSPOST bag may be used. Where there is one official mail bag, the bag is to be sealed with a red AUSPOST zip tie and when there are multiple bags the use of yellow and red tags is as per tagging of ordinary mail (i.e., last bag red tag, all others yellow tag). All internal tags are to be addressed to:

Bureau Services
Lidcombe Barracks
Gormley Street
Lidcombe, NSW 2141
7.32 Once sealed the bag is then to be placed into a blue AUSPOST bag, sealed with a red zip tie and addressed to the SGF. This is done to prevent confusion at the local Mail Centre or Airport Cargo Terminal and to protect the contents of the official military mail.

Movement of Official Military Mail

7.33 Movement of official military mail into, within and out of the AO is to be considered and detailed in the mail distribution plan.

7.34 Official military mail must be dispatched in a separate serial to personal/ordinary mail. The cost for postage of official military mail is to be borne by the contingent. If the official military mail is dispatched through the AFPO using the PPAS, then a record of the postage paid is to be maintained separately on the QCS, to enable the postal codes to be reimbursed.

Annex:
A. Operating Procedures for Financial Accounting and Concession on Postage
OPERATING PROCEDURES FOR FINANCIAL ACCOUNTING AND CONCESSION ON POSTAGE

Postage Paid Payment

1. All Defence members and employees are to pay for postage of articles that are not covered by the postal concession. All postage paid is to be treated as a salary advance.

2. All items that are covered by the postal concessions and therefore have the postage paid for by the DOD must be recorded.

Postal Stock Payment

3. All Defence members and employees are able to purchase postal stock as long as the member has an employee ID number (eg, PMKeyS number) and current Defence-issued photo ID card. As per postage paid all postal stock that is purchased is to be treated as a salary advance.

Conducting Daily Business

4. In order to conduct the daily transactions and record keeping the following forms will be required:
   a. FAP39 Check of Advance Front and FAP39 Rear,
   b. FAP39 Part B,
   c. AD862 Postal Pay Advance Sheet,
   d. QCS, and
   e. AD861 Postal Pay Advance Register.

Recording Items Covered by the Postal Concession

5. Generally all letters and parcels up to and including 2 kg are covered under the postal concession. These items will have the postage paid covered by the DOD.
6. If a member presents an article that is covered by the postal concession the item is assessed and recorded on the QCS against the appropriate type of article and price for postage.

7. The QCS will remain active until a dispatch has been sent. Once the dispatch has been sent a new blank QCS will be raised for the next dispatch with new dispatch numbers.

Items Not within the Postal Concession

8. All Defence members and employees are able to purchase postal stock and/or pay for postage in the one transaction. The process outlined is to be followed to recoup the cost of the postal stock or postage paid from the member.

9. Details for the transaction are to be entered onto the AD862 Postal Pay Advance Sheet. A separate AD862 is to be used for each service (ie, Army, Navy, RAAF and Civilian).

10. The Postal Manager is to adhere to the following process:
   a. the member must present their Defence-issued ID card (no ID, no transaction);
   b. the Pm (not the member) is to enter the member’s details as they appear on the ID card onto the appropriate AD862 Pay Advance sheet (one service per sheet), ensuring that (if required) a Service number is obtained along with a PMKeyS number;
   c. the Pm is to assess the package and the excess postage amount is to be entered onto the AD862 Postal Pay Advance sheet in the ‘Postage Paid’ column;
   d. the Pm calculates the cost of any stock purchased, once calculated it is to be entered onto the AD862 Postal Pay Advance sheet in the ‘Postal Stock’ column;
   e. the postage paid and the postal stock are added and the total is entered in the ‘Total’ column;
   f. the member is then to sign against the calculated amounts in the ‘Signature’ column;
g. the Pm is to confirm the signature against the member’s Defence ID card; and

h. if requested a receipt is issued to the member showing the amount of postage paid, destination by name and post code and cost of postal stock.

11. Postal stock can be purchased for official military use; this will be done using an AC986 ROMAN Journal Authorisation, and this must be recorded on the ROMAN Journal Register in the running sheets.

End of Day Procedures ‘Book Up’

12. The end of day procedures include the counting of postal stock, the compilation and closure of AD862 Postal Pay Advance Sheets and transcribing information to the AD861 Postal Pay Advance Register. If during this process a discrepancy is found a 100 per cent stocktake of postal stock and a recount of AD862 Postal Pay Advance sheets is to occur.

13. The Pm is to complete the AD862 Postal Pay Advance Sheet as follows:

a. Z rule off any unused lines;

b. ensure that all details are entered correctly on all used AD862 Postal Pay Advance Sheet(s); these details include the current day’s date, the appropriate service box is checked, the AFPO number, sheet number and week of year;

c. enter the totals of postage paid, postal stock and total in the ‘Total’ section at the bottom of the appropriate column;

d. certify the entries made by entering details in the Pm’s section; and

e. register the AD862 Postal Pay Advance sheet(s) on the AD861 Postal Pay Advance Register by transcribing the sheet number, service, date, postage paid total, postal stock total and the ‘total’ total in the appropriate areas.
14. The Pm is to compile the FAP39 Part B from the days AD862 Postal Pay Advance Sheet(s) by transcribing the member’s details and postage paid amount to the relevant columns. The FAP39 Part B captures postage paid for items sent to Australia in the ‘Excess Postage’ column and international destinations in the ‘Other’ column. The FAP39 Part B remains open for the week but is compiled daily.

15. The Pm is to compile the FAP39 Check of Advance Front and FAP39 Back daily as follows:

a. ensure that all details are entered on the FAP39 Check of Advance Front and FAP39 Back (eg, AFPO number, date, cost centre codes, account codes, and financial codes);

b. a stocktake is to be conducted and stock sold is entered on the FAP39 Check of Advance Front;

c. fill in all the relevant details, if a zero amount appears the relevant area is to be lined out (it is to be ruled out with a double strike-through);

d. the total of the stock is entered at the bottom of the ‘Total Stock Value’ column on the FAP39 Check of Advance Front;

e. on the FAP39 Back the following is transcribed into the ‘Advance Summary’ area:

   (1) the approved advance amount is the total amount approved for the AFPO;

   (2) the ‘Postal Pay Advance’ and ‘Stock Balance’ area is transcribed from the AD861 Postal Pay Advance Register’s ‘Total of Postal Stock’ area;

   (3) the ‘Stock in Transit’ area is the total amount of stock ordered that has not yet arrived in the AFPO;

   (4) the ‘ROMAN Journal’ area is from the purchase of any stock for Defence via the ROMAN system;
(5) the ‘Stock on Hand’ amounts are transcribed from the FAP39 Check of Advance Front after the stock count;

f. on the FAP39 Back the following is transcribed into the ‘Cost Capture’ area:

(1) the ‘Excess Postage’ and ‘International’ area is transcribed from the FAP39 Part B; and

(2) the ‘Certified Official Mail’ area is transcribed from the FAP39 Part B;

g. ensure that the ‘Checked By’ area is filled out and signed; and

h. any certified official mail is to be transcribed to the next day's FAP39.

End of Week Procedures

16. At the end of each week all funds are to be acquitted and a SITREP sent to HQ AFPO. The acquittal is conducted using Excess Postage and Postal Stock sales from the AD861 Postal Pay Advance sheet(s), the AD862 Postal Pay Advance Register, and any AC986 ROMAN Journal Authorisation for Official Military Mail Stock sales.

17. At the end of the week the Pm is to close the AD861 Postal Pay Advance Register by doing the following:

a. ruling off any unused lines; and

b. ensuring that the ‘Number Of’ section on the week's AD862 Postal Pay Advance Sheet(s) has been entered.

18. The FAP39 Part B is to have any unused lines ruled off and all amounts totalled.

19. The following acquittal paper work is to be sent to HQ AFPO, as part of the Running Sheets with the weekly SITREP:

a. SITREP;

b. FAP39 Check of Advance Front and FAP39 Back;
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c. FAP39 Part B;
d. AD861 Postal Pay Advance Register;
e. FAP8839117 Record of Signature on Delivery Items;
f. Express Post Delivery Record;
g. Quality Assurance Sheet 1;
h. Quality Assurance Sheet 2;
i. Missing and Mis-sorts Register; and
j. AC986 ROMAN Journal Authorisation (official purchase).

20. Once all the required paper work has been sent to HQ AFPO all postage paid needs to be removed from the FAP39 Check of Advance. A new FAP39 Part B and AD861 Postal Pay Advance Register are to be raised for the new week, ensuring that all Official Military Mail figures are transferred to be accounted for until the last Friday of the month.

End of Month Procedures

21. On the last Friday of the month all official mail is to be acquitted. The Pm is required to complete the acquittal in theatre with their respective Finance Advisor or Unit Pay Representative. All documentation relating to official mail is separate from all other mail.

22. The following is to occur to account for the cost of official military mail:

a. All official mail sent from the AFPO is to be recorded to enable postage costs to be reimbursed from Defence to the postal codes.

b. The records must show the different categories of mail (small letters, large parcels) and the postage cost of all articles. This is recorded on the QCS.

c. An AC986 ROMAN Journal Authorisation is compiled and forwarded to the area Financial Officer with copies of the FAP39 Check of Advance, FAP39 Part B and
FAP221 Bulk Postage Charge Account Docket as supporting documentation.

d. The Financial Officer will ensure that payment of all official mail is recorded against the correct codes and that payment comes from the contingent codes.

e. A copy of the AC986 ROMAN Journal Authorisation is retained by the postal operator; once the transaction has been completed by the Finance Advisor a completed copy of the AC986 will be sent back to the postal operator for archiving.

f. HQ JLC will be able to account for all expenses and cost associated with official mail, from the official FAP221 Bulk Postage Charge Account Docket that the Pm lodged during a dispatch of mail.

g. All records of Official Mail need to be removed from the appropriate documents (ie, FAP39 Check of Advance and FAP39 Part B).
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